

NHS Test & Trace

A guide for Adult Social Care settings

**Updated on 15 Sept 2020 to include update to length of quarantine.
The information in these slides was correct as of 15/09/20.
COVID-19 contact tracing is a rapidly evolving area and guidance is
subject to change**

Public Health
September 2020

Who is this guide for?

- These slides are for **adult social care commissioners and service providers** so they can prepare for NHS Test and Trace and know how to respond if there are cases or outbreaks of coronavirus in their setting.

What will be covered?

- What is NHS Test & Trace?
- How to prepare for NHS Test & Trace
- FAQs
- Key contacts and useful links

WHAT IS NHS TEST & TRACE?

What is NHS Test & Trace?

- NHS Test & Trace is designed to trace the spread of the virus and isolate new infections.
- There are three main features:

Improved access to testing among the wider population when they develop symptoms.



Identification of close contacts among anyone who tests positive.



Anonymous alert to close contacts advising them to self-isolate for up to 14 days to help stop the spread of the virus.

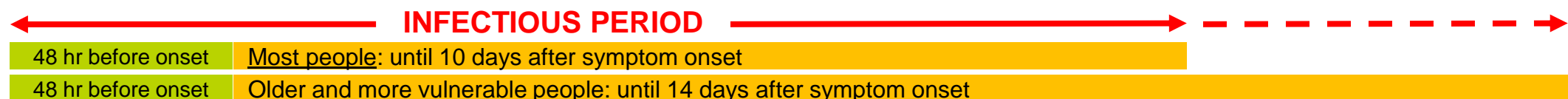
What is a close contact?

- A ‘close contact’ is a person who has been in close contact with someone who has tested positive (confirmed coronavirus) while they are infectious.
- **This does NOT apply to staff where they have been wearing PPE during the contact.**

Household contact	Direct contact	Proximity contact	Travel contact
Spending significant time in the same household as a person who has tested positive	Face-to-face contact (within 1 metre) for 1 minute or longer (e.g, being coughed on, face to face conversation, skin to skin contact)	Being between 1 and 2 metres for more than 15 minutes	Travelled in a small vehicle together

Infectious period

- Most people considered infectious from 48 hours before symptom onset until 10 days after symptom onset.
- Older and more vulnerable people may be infectious for longer, so their infectious period may last up to 14 days after symptom onset



How to get tested?

About the test

PCR swab testing looks for active infection. The test works best if it's done within 3 days of your symptoms starting. **You must have it within the first 5 days.**

The test involves taking a swab of the inside of the nose and the back of the throat, using a long cotton bud.

The government has advised that 90% of test results are provided within 48 hours and they aim to return all test results within 72 hours.

Tests for domiciliary care clients are available to people of any age with symptoms.

- They can be booked online at: www.nhs.uk/ask-for-a-coronavirus-test or by calling 119. At the point of booking, there is the option to choose whether to receive the test through a car drive-thru site or at home testing kit. There are videos on how to take the swab, including how to do this for someone else [here](#), and for self-administration [here](#).

Tests for staff in social care

- **Staff who are unwell with COVID symptoms:** testing for symptomatic frontline staff are prioritised and can be selecting their job role from the 'frontline staff' drop down menu at: <https://www.gov.uk/get-coronavirus-test>. At the point of booking, there is the option to choose whether to receive the test through a car drive-thru site or at home testing kit. Additional testing for social care staff in North Central London is also available (giving greater access to those without a car) at: <https://northcentrallondonccg.nhs.uk/covid-19-frontline-staff-testing/>
- **Asymptomatic staff:** will be offered testing by PHE if there is a new outbreak in a social care setting.

Testing for residents in care homes and other residential settings

- **Residents who are unwell with COVID symptoms** Call PHE London Coronavirus Response Cell (LCRC) – 0300 303 0450
- **Asymptomatic residents:** will be offered testing by PHE if there is a new outbreak in a social care setting.

When do clients or staff need to self-isolate?

If they might have coronavirus, including:

- Any [symptoms of coronavirus](#) (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste). In some cases, this applies even where they have a negative test (see slide 8).
- They're waiting for a coronavirus test result
- They've tested positive for coronavirus



Staff isolate for 10 days

Residents isolate for 10-14 days*

Isolation time starts when symptoms appear and lasts for the time when they may be infectious. If you still have symptoms (other than cough or loss of sense of smell/taste) after the time listed here then you must continue to self-isolate until you feel better.

*** Most people only need to isolate for 10 days. A longer period of isolation (14 days) for older and more vulnerable people is recommended as they can remain infectious for longer. For more detail on isolation for different service users, please see guidance [here](#).**

If they are a close contact of a person with coronavirus

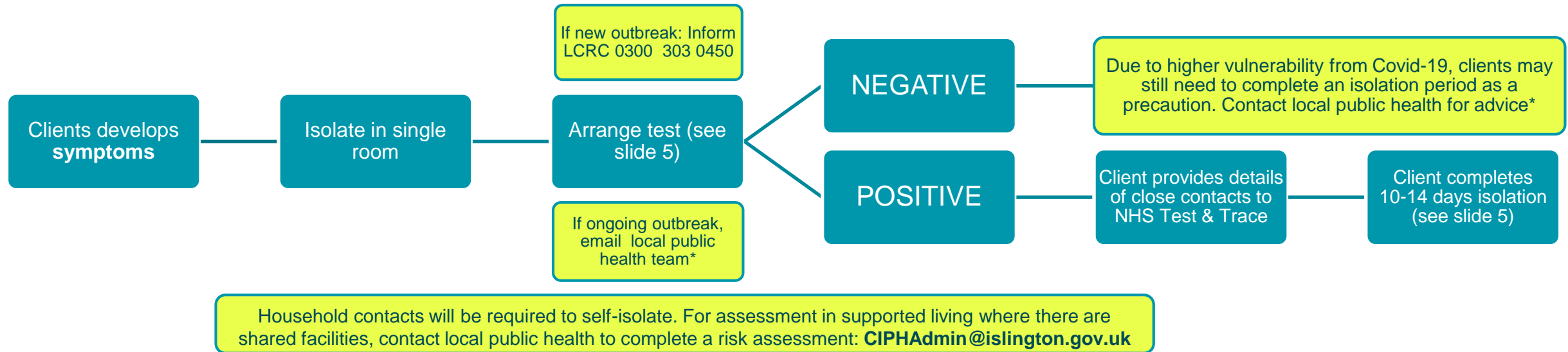
- Live with someone who has symptoms, is waiting for a test result or has tested positive.
- **NHS Test and Trace has told them they are a close contact of someone who has tested positive for coronavirus.**



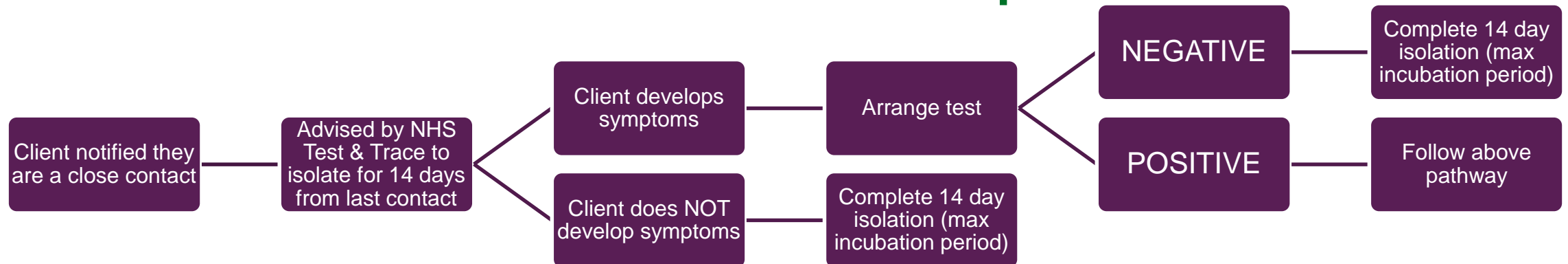
Isolate for 14 days

Isolation starts from the day you were last in contact with the person OR if you live with the person, from the start of their symptoms. It can take up to 14 days for symptoms to appear

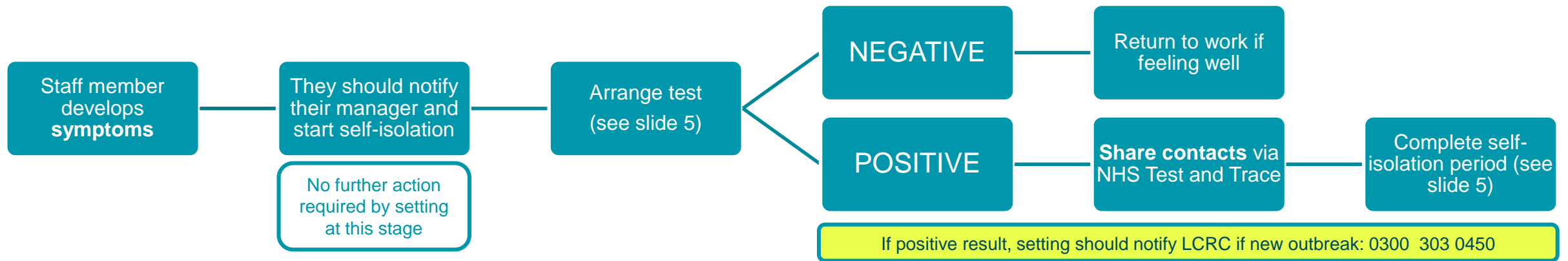
What to do if a CLIENT develops symptoms



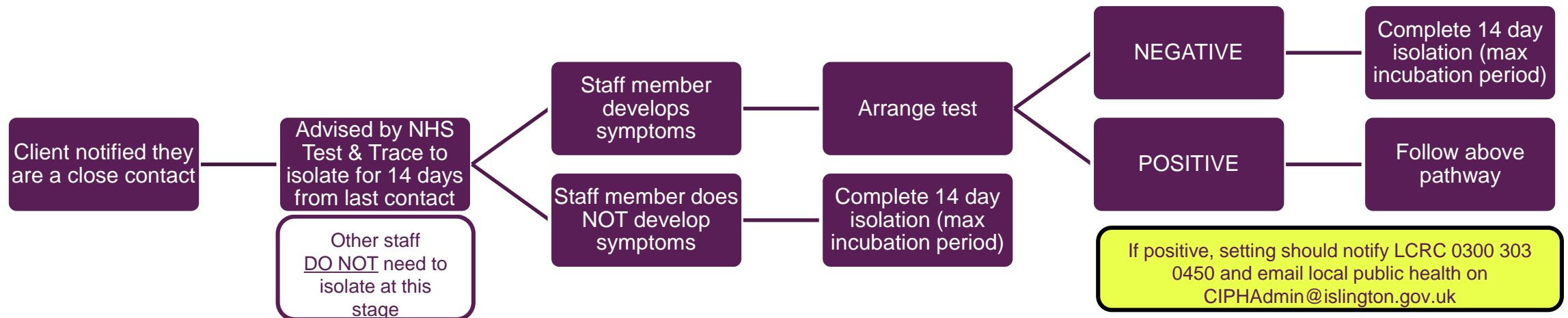
What to do if a CLIENT is notified by NHS Test & Trace they are a close contact of someone who has tested positive



What to do if a STAFF MEMBER develops symptoms



What to do if a STAFF MEMBER is notified by NHS Test & Trace they are a close contact of someone who has tested positive



What is the difference between exposure while at work and while not at work for staff in social care?

Exposure not at work

exposure is close contact with confirmed (test positive) coronavirus

Staff members may be notified by NHS Test and Trace that they are close contacts of confirmed case of COVID-19 from time spent outside of work. Staff should:

- Tell their line manager
- Self-isolate for 14 days (rest of their household does not need to self-isolate)

Exposure at work

exposure is close contact while not protected by PPE with EITHER symptomatic (suspected) OR confirmed (test positive) coronavirus

Exposure while at work in NHS or Social Care is defined as coming into close contact, while not wearing PPE or had a breach in PPE while providing personal care, with EITHER a symptomatic/suspected OR confirmed COVID-19 resident/service user. It is unlikely to be considered a PPE breach if the gloves worn were torn and they washed their hands promptly or if the apron tore and it was replaced promptly.

1. If an exposure takes place, staff should tell their line manager
2. Line managers should conduct a risk assessment to consider:
 - Severity of symptoms of resident/service user
 - Length of time spent with the resident/service user
 - Proximity to resident/service user
 - Activities that took place (e.g. personal care)
 - Whether staff had eyes, nose or mouth exposed
 - How PPE was breached
3. If the risk assessment concludes that there has been a significant breach in PPE or close contact without PPE, then the staff member should remain off-work and self-isolate for 14 days (maximum incubation period).

[See guidance on management of COVID-19 workplace exposure for staff working in health and social care.](#)

What do local public health and PHE do to support providers?

Local authority public health

email CIPHAdmin@Islington.gov.uk

- Responds to enquiries
- Advises on guidance
- Wants to know about all confirmed cases of COVID-19 in staff or residents as they arise in order to provide **ongoing support in managing outbreaks**

PHE London Coronavirus Response Cell (LCRC)

call **0300 303 0450**

- Gives **initial advice and support to organisations when there is the first suspected or confirmed case of coronavirus** in a high risk setting (including all care homes and residential settings). This may include arranging testing for the whole setting.
- For the purpose of early identification of a possible outbreak (1 or more confirmed cases), care homes/residential settings are asked to notify LCRC about any possible COVID-19 cases (in residents) except when there is already an outbreak established at the care home AND the care home has spoken to LCRC about the outbreak and been provided with guidance.
- If PHE confirm that there is an outbreak in any setting, they will still:
 - Support setting to complete a risk assessment
 - Run through infection prevention and control check list
 - Support with communications, if needed
 - Alert local authority public health who will provide ongoing support.

How to prepare for NHS Test & Trace

Actions to reduce COVID-19 risk in your setting

Continue with actions to keep staff and service users safe

This includes:

- Continued rigorous infection prevention and control procedures
- Ongoing training and monitoring to ensure staff use PPE safely
- Minimise mixing of staff as far as possible e.g. use of fixed teams, or pairing of staff
- Maintaining 2 metres social distancing wherever possible
- Mitigate risks of staff relaxing social distancing while on their breaks

Think about potential impacts on staffing and capacity

There may be instances where several staff members may be required to self-isolate at the same time as a result of being a close contact of a COVID-19 positive individual from either inside or outside the setting.

Social care settings can prevent staff absence by facilitating social distancing and following guidance on PPE use:

- Communicate the importance of social distancing and correct PPE use to staff
- Be aware of circumstances where staff may become relaxed around social distancing – e.g. during informal time such as tea breaks.
- Try to take action to reduce staff unnecessarily being in close contact with each other – e.g. staggered breaks

Ensure your Business Continuity Plans are up to date:

- Review plans for how to manage/what to do if a large number of staff are required to self-isolate.

The setting should support staff members that need to self-isolate and must not ask them to attend the setting.

Inform your staff, service users and visitors

Talk about NHS Test and Trace

- Make sure staff, service users and visitors know what to do
 - if they get symptoms
 - if someone in their household gets symptoms
 - if they are asked to self-isolate by NHS Test & Trace
- Find posters and other communications resources at the [PHE campaign resource centre](#)
- The setting should support staff members that need to self-isolate and must not ask them to attend the setting.

Think about whether any staff or service users will struggle if they are asked to self-isolate

- If help is needed, signpost them to the local Council to get support



NHS TEST & TRACE
GOT SYMPTOMS?
GET TESTED NOW

To stop the spread, do not leave home except to get a test at nhs.uk/coronavirus or call 119

STAY ALERT > CONTROL THE VIRUS > SAVE LIVES

Summary of actions for organisations

Preparation

Ensure general **infection prevention measures** are in place

- risk assessment for safe working
- social distancing
- handwashing
- enhanced cleaning
- workplace hygiene

Ensure **staffing resilience and business continuity plans** are up to date in case staff members are required to self-isolate.

Communicate to staff what NHS Test & Trace is and how it might affect them

Strong messages to staff around social distancing and correct use of PPE

Consider whether any staff or service users would struggle if asked to self-isolate.
Signpost them to Council support.

For any enquiries, email Public Health: CIPHAdmin@islington.gov.uk

If a staff member has symptoms

Any staff member who has symptoms of COVID-19 should be **sent home, given isolation advice**, and **advised to arrange a test** via essential worker portal (<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#self-referral>) or NCL testing: <https://northcentrallondonccg.nhs.uk/covid-19-frontline-staff-testing/>

Testing **MUST** happen within the first 5 days of symptoms starting.

If test negative: if a staff member has symptoms of COVID-19 and tests negative, they can return to work once they have recovered from their illness (as per [national guidance](#)).

If a client has symptoms

Any resident who has symptoms of COVID-19 should be **isolated in a single room** and have a **test arranged** in line with guidance for care homes.

If test negative: Due to higher vulnerability from Covid-19, clients may still need to complete an isolation period as a precaution. Contact local public health on CIPHAdmin@islington.gov.uk for advice.

Notify **PHE London Coronavirus Response Cell (LCRC)** – 0300 303 0450 about any **possible** COVID-19 cases (in residents) **except** when there is already an outbreak established at the care home **AND** the care home has spoken to LCRC about the outbreak and been provided with guidance.

If a staff member or resident has confirmed COVID-19

Ensure the person with symptoms is **self-isolating** and **rigorous infection prevention and control** procedures are in place.

If this is first case in an outbreak: ensure that you have **notified PHE London Coronavirus Response Cell (LCRC)** – 0300 303 0450

If these are new cases in an ongoing outbreak: **inform local Public Health** of every new confirmed case – email CIPHAdmin@islington.gov.uk

FAQs

What if I can't get a hold of PHE London Coronavirus Response Cell (LCRC)?

If there are multiple COVID-19 cases in the setting (or a single case in a care home setting) and you are unable to get through to the PHE LCRC, contact Public Health Team at CIPHAdmin@islington.gov.uk. The Public Health Team will monitor the inbox within working hours and through the weekend

Why might a member of my team be told to self-isolate?

Employers should support workers who need to self-isolate and must not ask them to attend the workplace.

Workers will be told to isolate because they:

- have coronavirus symptoms and are awaiting a test result
- have tested positive for coronavirus
- are a member of the same household as someone who has symptoms or has tested positive for coronavirus
- have been in close recent contact with someone who has tested positive and received a notification to self-isolate from NHS test and trace.

What if a test result is delayed for an unwell member of staff?

Potential recent close contacts should take extra care in following [social distancing](#) and good hygiene advice, and stay alert for COVID-19 [symptoms](#). The government has advised that 90% of test results are provided within 48 hours and they aim to return all test results within 72 hours. If you are concerned about a delay in receiving test results, email CIPHAdmin@islington.gov.uk.

A staff member has been told they have had close contact in the last 2 days with someone who has coronavirus symptoms and are being tested. What should they do?

The staff member does not need to self-isolate while the person with symptoms is awaiting their test result. But they should;

- take extra care in practicing social distancing and good hygiene, like washing hands regularly.
- remain vigilant for own symptoms
- be aware that they may receive a notification from the NHS test and trace service advising you need to self-isolate.

What will happen if someone I don't know personally but come into contact with, such as on public transport, tests positive for COVID-19?

Contact is defined as people who have had close contact, been coughed on, or spent more than 15 minutes within 2 metres of someone with COVID-19. The test and trace service would look to trace people who someone with COVID-19 had travelled with in a small vehicle or sat next to on a plane. It is not currently possible to trace anonymous contacts from public transport.

Everyone should continue to follow the social distancing guidelines by remaining 2m apart from others and wearing a face covering on public transport or in settings where social distancing is not possible.

Can a member of my team still work from home if they are self-isolating?

Yes - If a member of your team is self-isolating, they should work from home if they feel well enough. If they are working in a frontline service and cannot work from home, they will be entitled to their full pay and this will not count as sickness or towards triggering points under the absence policy.

Managers should continue to communicate with workers in self-isolation and provide support.

What proof should I ask for, as a manager, when members of my team have been asked to self-isolate?

The NHS test and trace service will provide a notification that can be used as evidence that someone has been told to self-isolate. Each organisation will have its own policy on whether proof of self-isolation advice is required.

Will I be asked to self-isolate repeatedly? Does the system recognise you've already isolated before?

If you have been in close recent contact with someone who has tested positive for COVID-19, you will need to self-isolate, regardless of whether you have isolated before. By following social distancing rules, you will significantly reduce the risk of needing to self-isolate.

The [workplace guidance](#) will help you to social distance at work and reduce the likelihood of you coming into close contact and needing to self-isolate.

A staff member is unwell due to coronavirus symptoms but is refusing to be tested. What should I do?

If you are their manager you should advise them to self-isolate at home for at least 10 days from when their symptoms start and to follow [guidance for households with possible or confirmed coronavirus](#).

You should encourage them to have a test to confirm whether they have coronavirus and advise that the test and trace service has been introduced to ease lockdown measures and help return life more to normal, in a way that is safe and protects our NHS and social care.

The test and trace service allows the spread of the virus to be traced, new infections to be isolated, and plays a vital role in giving the government an early warning if the virus is increasing again, locally or nationally. But the success of this relies on everyone taking part and complying with guidance. By being tested for coronavirus the staff member could help reduce the spread of the virus. Testing will also enable them to return to work if the result is negative and the staff member is well enough to do so.

If the staff member has experienced difficulty with getting a test, please advise them that more tests are made available every hour. Essential workers can continue to access priority tests.

If they continue to refuse to get tested, inform your manager and contact Public Health for advice by emailing CIPHAdmin@islington.gov.uk

What happens if a member of staff who is asked to self-isolate by NHS Test and Trace, accesses testing (e.g. through asymptomatic testing in care homes) and the result is negative? Do they need to self-isolate?

Anyone who is requested to self-isolate must isolate for the full 14 days. A PCR swab test will only give a snapshot of a person's COVID-19 status at the time of the test. Test results can only detect infection accurately shortly before symptoms start and up to 5 days after onset. The incubation period for COVID-19 is up to 14 days and a person with a negative test result may go on to develop symptoms later.