

NHS Test & Trace

A guide for schools and early years settings

**Updated on 16 September 2020. The information in these slides was correct as of 16/09/20.
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 **schools and early years (EY) settings** 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 contact tracing and how does it work?
- Actions for schools and EY settings in response to NHS Test & Trace
 - Preparation
 - If a person has symptoms
 - If a person has confirmed coronavirus
- FAQs
- Key contacts and useful links

What is contact tracing and how does it work?

What is contact tracing?

- Contact tracing is process to trace close recent contacts of anyone who tests positive for a disease and, if necessary, to notify them that they must self-isolate at home to help stop the spread of the disease.
- **NHS Test and Trace** is the name for the NHS contact tracing service for coronavirus.

What happens?

1 Testing

Anyone who has symptoms of coronavirus should book testing with NHS Test and Trace to see if they have the virus

2 Identify close contacts

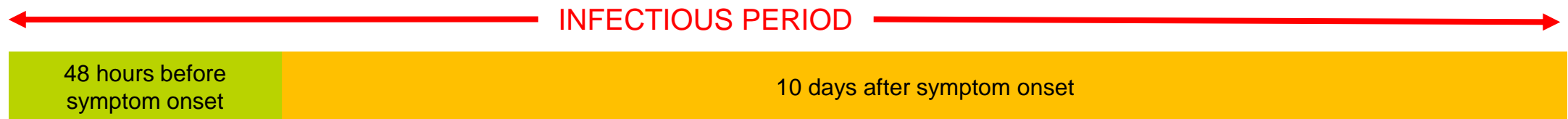
NHS Test and Trace contacts all individuals with a positive test result asking them to share information on their close contacts in the 48 hours before symptoms started until 10 days after symptoms started

3 Alert close contacts

NHS Test and Trace anonymously alerts contacts identified advising them to self-isolate for 14 days to help stop the spread of the virus

What is a 'close contact'?

A 'close contact' is a person who has been close to someone who has tested positive for coronavirus (COVID-19) while they are infectious. People are considered infectious from 48 hours before symptom onset until 10 days after symptom onset.



Close contact includes:

- Household contacts: overnight contacts/ people who spend significant time in the same household as a person who has tested positive
- Face-to-face contact (within 1 metre) with someone who has tested positive, including: being coughed on, having a face-to-face conversation, or having skin-to-skin physical contact, or any contact within 1 metre for 1 minute or longer without face-to-face contact (unless a person was protected by PPE)
- a person who has been between 1 and 2 metres for more than 15 minutes from someone who has tested positive (unless a person was protected by PPE)
- a person who has travelled in a small vehicle or on a plane near someone who has tested positive

What is self-isolation?

- Self-isolation is when you stay at home because you have or might have coronavirus (COVID-19).
- This helps stop the virus spreading to other people.

When to self-isolate?

If you think you have coronavirus

- you have any [symptoms of coronavirus](#) (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- you're waiting for a coronavirus test result
- you've tested positive for coronavirus – this means you have coronavirus



Isolate for 10 days

from the start of your own symptoms – that's how long you are infectious. After 10 days if you still have symptoms other than cough or loss of sense of smell/taste, you must continue to self-isolate until you feel better.

If you are a close contact of a person with coronavirus

- you live with someone who has symptoms, is waiting for a test result or has tested positive
- NHS Test and Trace has told you that you are a close contact of someone who has tested positive for coronavirus.
- **you are in a “bubble” with someone who has tested positive for coronavirus in a school or EY setting.**



Isolate for 14 days

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

How to get tested?

Testing is available to people of any age with symptoms. You can arrange a test for:

- **Yourself**, if you have coronavirus symptoms now (a high temperature, a new, continuous cough, or a loss or change to your sense of smell or taste)
- **Someone you live with**, if they have coronavirus symptoms

Tests for the general public can be booked online at www.nhs.uk/ask-for-a-coronavirus-test (or by calling 119)

Tests for essential workers can be booked online using the [general public site](#), but will be prioritised by selecting their 'frontline' job role from a drop down menu.

Schools have been given a small supply of tests. From 16/9/2020 they can apply for more on: <https://request-testing.test-for-coronavirus.service.gov.uk>.

For help with testing: <https://www.nhs.uk/contact-us/get-help-with-asking-for-a-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.
- 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.

Test turnaround – 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.



What to do if you have symptoms

Symptoms start

Immediately start isolating for 10 days

Household starts isolating for 14 days

Household contacts also isolate immediately as they are very likely to be infected too, if it is coronavirus

Close contacts (the rest of the class or bubble) do **NOT** need to take action until test result is available – email CIPHAdmin@islington.gov.uk with questions

Book a test (within the first 5 days after symptoms start)

Negative for COVID-19

Positive for COVID-19

Household stops isolating immediately

Stop isolating if you feel well

Share contacts via NHS Test and Trace

Complete 10 days self-isolation

What to do if you are a close contact of a confirmed case



Camden



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Working in partnership

A close contact of yours tests positive for COVID-19 and informs NHS Test and Trace that you are one of their close contacts

NHS Test and Trace alerts you that you need to isolate for 14 days from the last contact

Your household contacts and work colleagues do NOT need to self-isolate

If you develop symptoms, book a test

Household isolates for 14 days

Household contacts also isolate immediately as they are very likely to be infected too, if it is coronavirus

Negative for COVID-19

Household stops isolation immediately

Complete 14-day isolation

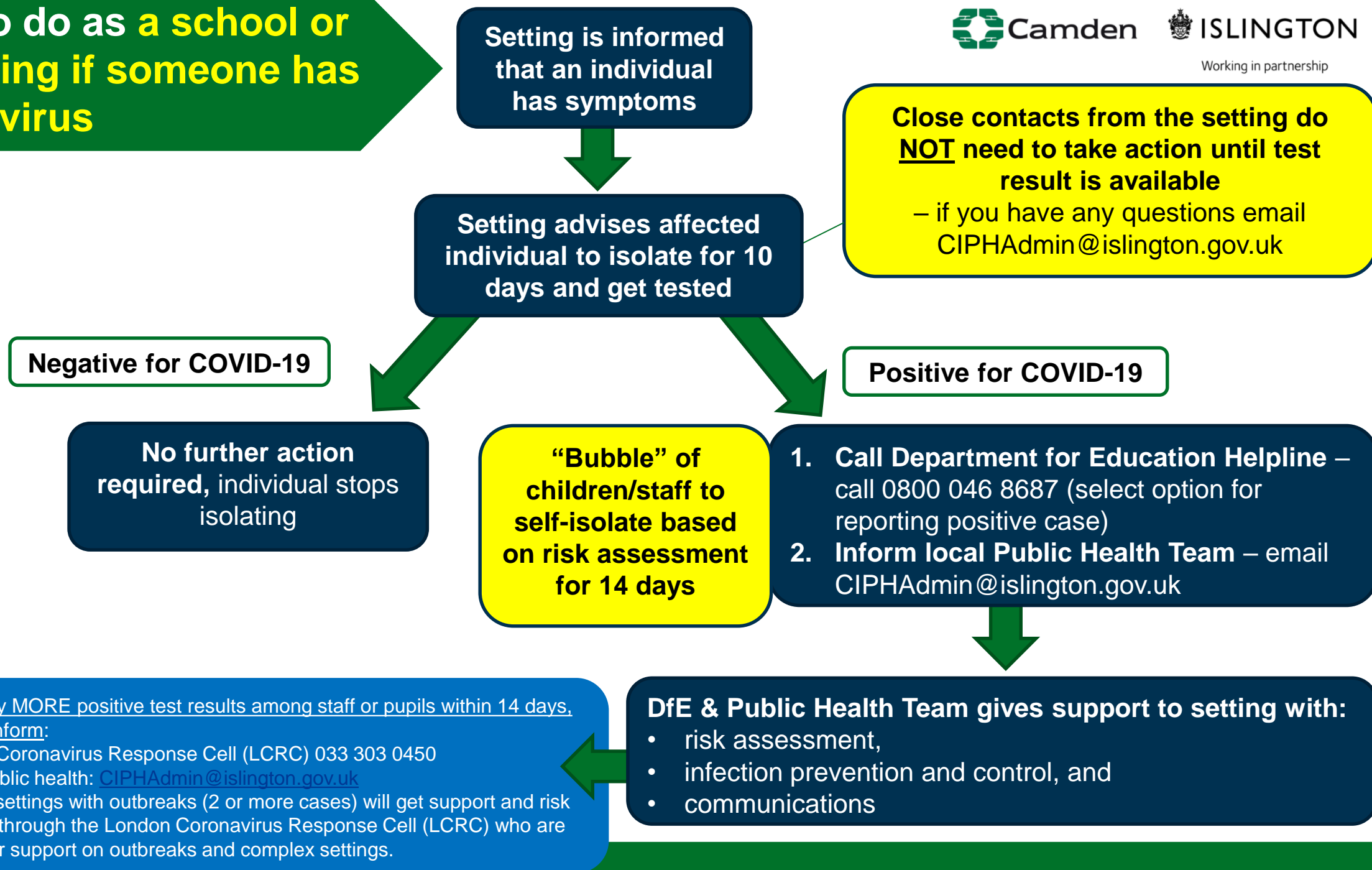
Your symptoms were not coronavirus but you may still develop coronavirus later in the 14 days

Positive for COVID-19

You can complete self-isolation 10 days after your symptoms started

Household completes 14-day isolation

What to do as a school or EY setting if someone has coronavirus



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

Local authority public health	DfE Helpline	PHE London Coronavirus Response Cell (LCRC)
<p>CIPHAdmin@Islington.gov.uk</p>	<p>call 0800 046 8687</p>	<p>call 0300 303 0450</p>
<ul style="list-style-type: none"> • Responds to enquiries • Advice on suspected cases • Advice on risk assessment for confirmed cases if schools/EY settings are struggling to get support from DfE • Ongoing support once your initial risk assessment by DfE is complete 	<ul style="list-style-type: none"> • Gives advice to nurseries, schools, and colleges when there is a person with <u>confirmed coronavirus</u> • You will be put through to a team of advisors who will inform you what action is needed based on the latest public health advice, and work through a risk assessment to identify close contacts. • This new process will free up capacity of the Public Health England's local health protection teams to deal with more complex cases or outbreaks where there is more than one confirmed case. Advisors will escalate to LCRC if needed during your call. 	<ul style="list-style-type: none"> • Only call LCRC if you have an <u>outbreak</u> (two or more confirmed positive cases among staff children) • LCRC give expert support for more complex situations and outbreaks

Actions for local schools and EY settings in response to NHS Test & Trace

Actions to reduce COVID-19 risk in your setting

Keep your staff and children safe

This includes:

- Carrying out a COVID-19 risk assessment based on principles set out in [national guidance](#) for schools and for [Early Years settings](#) on COVID-19 protective measures in education and childcare settings
- Developing cleaning, handwashing and hygiene procedures.
- Minimise contact and mixing of staff and children by developing small, consistent groups or 'bubbles'
- Maintaining 2m social distancing, where possible.
- Declutter and reduce sharing of items between groups or bubbles. Remove soft furnishings and toys that are hard to clean.
- In addition to existing cleaning measures, there are [extra precautions](#) to take to clean areas where someone with suspected or confirmed COVID-19 has been. Waste should be disposed of in line with guidance.

Key message for families

- **Parents and carers should not send children to the school or EY setting if they are unwell.** The unwell child should self-isolate for 10 days & should get a test. Household members should also self-isolate for 14 days.
- **If someone in your household has coronavirus symptoms** they should isolate for 10 days and get tested. All other household members need to isolate for 14 days, and get tested if they develop symptoms.

Inform your staff and families

Talk about NHS Test and Trace.

- Make sure staff, parents and carers know what to do
 - if they gets 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 families 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

Think about potential impacts on staffing and capacity

There may be times where several staff members are 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 organisation.

Schools and EY settings can prevent staff absence by facilitating social distancing

- Communicate the importance of social distancing 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

Ensure your Business Continuity Plans are up to date

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

What to do if someone becomes unwell on site

Immediate actions

- **Unwell person sent home** to self-isolate for 10 days & should get a test. Household members self-isolate for 14 days.
- **While an unwell child is waiting to go home:**
 - **Isolate** to a room with a window if possible
 - **PPE** should be worn by staff caring for the child while they await collection if a distance of 2 meters cannot be maintained (such as for a very young child or a child with complex needs).
- **Staff members who have looked after the child** do not need to go home unless they develop symptoms themselves or the child subsequently tests positive
- **Wash hands thoroughly** for 20 seconds after any contact with someone who is unwell.
- **Cleaning the affected area** with normal household disinfectant after someone with symptoms has left will reduce the risk of passing the infection on to other people. See the [COVID-19: cleaning of non-healthcare settings guidance](#).
- **No one else from the class group or bubble needs to self-isolate** at this point

Action on test results

- **Negative:** unwell person can return to the setting and their fellow household members can end their self-isolation.
- **Positive: a risk assessment will be undertaken to determine who needs to be sent home. For younger years it is likely that** the rest of their class or group (bubble) should be sent home and advised to self-isolate for 14 days. The other household members of that wider class or group do not need to self-isolate unless symptomatic.
- The setting should notify DfE Helpline (0800 046 8687) of all confirmed cases in the setting. Template letters and other communications materials for parents and staff members will be shared by DfE and the local Public Health Team.
- As part of the NHS Test and Trace service, if other cases are detected within the cohort or wider setting, PHE LCRC will conduct a rapid investigation and advise schools.
- Closure of the whole setting will not generally be necessary.

Summary of actions for schools and EY settings

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 in place in case staff members are required to self-isolate.

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

Strong messages around social distancing & hygiene

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

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

If a person has symptoms

Advise person with symptoms to get tested and to self-isolate for 10 days (the rest of their household isolates for 14 days).

Signpost staff to the [NHS coronavirus website](#)

Book [tests for the general public](#)

Book [tests for essential workers](#)

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

Advise any contacts at the setting (the bubble) that they do not need to self-isolate until a test result comes back positive.

Allay any anxiety among staff and families. No one needs to self-isolate unless the test comes back positive. The majority of results are negative. Any close contacts will be alerted by NHS Test and Trace and asked to self-isolate if necessary.

Clean areas where a symptomatic or COVID-19 positive individual has spent time taking additional precautions (including the use of PPE where necessary) as set out [here](#).

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

If a person has confirmed COVID-19

Ensure the person with symptoms is self-isolating for 10 days and has **logged onto NHS Tests & Trace to share their close contacts**.

1. **Call DfE Helpline** – call 0800 046 8687. Support their risk assessment and ask for support with communications, if needed.
2. **Inform local Public Health Team** – email CIPHAdmin@islington.gov.uk for ongoing support

Risk assessment: Advise all individuals associated with the unwell person to self-isolate for 14 days if they were in contact with the unwell person in the 48 hours before symptoms started. In younger years likely the whole bubble will self-isolate.

- The family members of the bubble do not need to self-isolate.
- If anyone is concerned that they were a close contact but has not been alerted by NHS Test and Trace, email CIPHAdmin@islington.gov.uk for advice

Consider a letter to the school community. DfE can support with this.

FAQ – Schools and EY settings

Coronavirus FAQs for schools and EY settings have been developed and circulated. Below are some FAQs specifically related to NHS Test and Trace

Why does the whole class group (bubble) not need isolate until a positive test result comes back?

- Self-isolation for a whole bubble involves a large number of children being excluded and should take place only if there is high confidence that the bubble has been exposed to COVID-19.
- It is very likely that a child with COVID-like symptoms may actually have another infection. **Fewer than 1 in 10 COVID-19 tests come back positive.**
- The bubble should not be mixing with others bubbles so any exposure is limited to that bubble.

What if I can't get a hold of DfE Helpline?

- Contact Public Health Team at CIPHadmin@islington.gov.uk. The Public Health Team will monitor the inbox within working hours and through the weekend

What if a test result is delayed?

- 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. However, there will be instances when there has been delays in a person getting tested or in receiving their result.
- If a test result is delayed then none of the contacts need to self-isolate until the test result comes back. If someone develops symptoms, they must isolate for 10 days.
- The reason that a delay does not change the advice is that the majority of test results are negative. Isolating contacts before test results come back risks many people isolating unnecessarily. Anyone with symptoms must self-isolate immediately which is one of the most important ways to reduce exposure to coronavirus.

FAQ – Schools and EY settings

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
- If you are concerned that other staff members are close contacts of the unwell person but they will not be alerted by NHS Test and Trace because there will not be a test result, please contact the Public Health Team at CIPHAdmin@islington.gov.uk for advice.

A member of my staff has a positive test result but is refusing give information on their close contacts to NHS Test & Trace. What should I do?

- Contact Public Health Team at CIPHAdmin@islington.gov.uk for advice

FAQs - Schools and EY settings

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 and their job allows. 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.

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 staff be asked to self-isolate repeatedly? Does the system recognise when a person has 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 organisations to adapt their workplace to facilitate social distance at work and reduce the likelihood of staff coming into close contact and needing to self-isolate.

A member of my staff thinks they are a close contact of a person with coronavirus but has not been contacted by NHS Test & Trace?

- Ask the staff member if they are confident that the test result has already come back from the unwell person.
- Assess whether they really are a close contact (see slide 5 for definitions of close contact)
- If they are a close contact AND the test result has come back positive OR there is uncertainty over whether the unwell person got tested, contact the Public Health Team at CIPHadmin@islington.gov.uk for advice.

FAQs - Schools and EY settings

What to do if there is uncertainty over whether a child's symptoms require testing?

- Some schools have reported that parents/carers have told the school that that NHS111 or a GP has said that their child's symptoms are not COVID and don't require testing.
- Schools are required to protect their staff and pupils by rigorously applying the rules on excluding and testing anyone who falls into the case definition. I.e. a person having any of the three key symptoms.
 - **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
 - **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
 - **a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal
- So if a school hears that a child has any of the three symptoms, there should exclude that child (and its siblings) until there is either:
 - **A negative test result**
 - **A doctor's note explaining that the symptom is not COVID-19** (e.g. the cough is not a "new" cough – i.e. is typical of the child's pre-existing health condition)
- If the parent has only been told by 111 that they do not need to get tested but still has one of the three COVID symptoms, then the schools can request a GP note to confirm this information.
- Alternatively, if the parents is willing to test but cannot access national testing easily, then the school may want to use one of its test kits. We are told that these can be replenished from 16 sept.
- If family is not able to provide a negative test result OR doctor's letter, the child should complete the 10 day isolation period (as a symptomatic person) and the household completes 14 day isolation (as household contacts).

FAQs - Schools and EY settings

When one school has a positive case in a pupil and they have siblings in other schools, who makes sure that those other schools know that the siblings should not be in school, because that whole household should be self-isolating?

- The system relies on:
 - Parents taking some responsibility to know that the whole household should isolate if anyone has symptoms and is getting tested. Or if there is a positive test result.
 - Test and Trace contacting all contacts of confirmed cases (including the household contacts) to tell them this.
- There is no system to check that siblings in other schools are self-isolating.
- Schools should therefore be aware that:
 - **No child should be in school if anyone in their household has COVID symptoms and not yet had a test result OR if the test result comes back positive. These children should be isolating for 14 days as household contacts from the date when symptoms started for the first person to get unwell in that household.**
 - **Where this affects siblings who attend different schools, it may be hard for the schools to know who should be isolating as a household contact. If schools suspect that a child should be isolating for these reasons but is still attending school, they should talk to the family in the first instance to get more information. If there is any uncertainty over what to do, please email CIPHAdmin@islington.gov.uk.**

FAQs - Schools and EY settings

Should a whole bubble be immediately asked to self-isolate on confirmation of a positive case (teacher or child) within the bubble?

- Not necessarily and you should always ask for a professional public health risk assessment in each case. You should inform DfE Helpline as soon as you are notified of a positive test result so that they identify the close contacts who need to isolate for 14 days. We advise that you also tell the Local Authority PH team as they can provide urgent support if DfE Helpline are unable to respond immediately.
- Decisions on who to exclude will depend on the school context, the contact that the infected individual has had and the timing of that contact.
- Primary Schools and EY settings: it is likely, but not inevitable, that the whole class bubble will need to self-isolate. But the child may also have had contact with others both in and outside school.
- Secondary Schools: with larger year group bubbles, it is not likely that the bubble will have to isolate and a risk assessment is needed to identify the close contacts. If there are any delays in completing the risk assessment before the start of the next school day, Public Health may advise that a whole year group is asked to isolate as a precaution while the formal contact tracing risk assessment is completed and the close contacts are identified. Schools should not take this decision without consulting Public Health.

DfE Helpline **0800 046 8687**

Camden and Islington Public Health: ciphadmin@islington.gov.uk

FAQs – General advice to the public

How will I know if I need to self-isolate?

- When a person who has symptoms receives a positive test result for COVID-19, the NHS test and trace service will ask them to share information about their close contacts just before and after they developed symptoms.
- Any non-household contacts who need to self-isolate will be contacted by the NHS test and trace service. They will receive a formal notification (either a phone call, letter, email or text message) setting out what to do.
- The period of self-isolation will be for 14 days from the point of most recent contact with the person who has tested positive for coronavirus.

What does it mean to self-isolate?

- Do not leave your home for any reason – if you need food or medicine, order it online or by phone, or ask friends and family to drop it off at your home
- Unless it is possible for you to work from home, do not attend work. You will need to contact your employer to advise them that you have been told to self-isolate. Your employer may ask to see the formal notification.
- Do not have visitors in your home, including friends and family – except for essential care
- Try to avoid contact with anyone you live with as much as possible
- If you live with someone at [higher risk from coronavirus](#), try to arrange for them to stay with friends or family for 14 days.
- People you live with do not need to self-isolate unless a person in that household has had symptoms but they must take extra care to follow the guidance on social distancing and handwashing and avoid contact with you at home.

It's really important to do this even if you don't feel unwell because, if you have been infected, you could become infectious to others at any point up to 14 days after contact with a case.

FAQs – General advice to the public

A person I have had close contact with in the last 2 days has told me they have coronavirus symptoms and they are being tested. What should I do?

You do not need to self-isolate while the person with symptoms is awaiting their test result. But you should;

- take extra care in practicing social distancing and good hygiene, like washing your hands regularly.
- remain vigilant for your own symptoms
- avoid individuals who are at high-risk of contracting COVID-19, for example, because they have pre-existing medical conditions, such as respiratory issues, or are over age 70.
- be aware that you 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?

- 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. Everyone should also wash their hands regularly or use hand sanitiser when this is not possible.

What does NHS Test & Trace do with my data and information?

- When someone is contacted by the NHS test and trace service and told they have been in contact with someone with coronavirus, they will not be told who that person was, to protect anonymity.
- The information they provide will be handled in strict confidence and will only be kept and used in line with data protection laws. It will help with contacting people who are at risk of having been exposed to coronavirus and explain what they must do to help prevent the further spread of the virus.

Key contacts and useful links

Key contacts

DfE Helpline – call 0800 046 8687

Local Public Health Team – email CIPHAdmin@islington.gov.uk

Useful links

[National guidance](#) on COVID-19 protective measures in education and childcare settings

[PHE Campaign Resource Centre](#) – for posters and other coronavirus media resources

Book [tests for the general public](#)

Book [tests for essential workers](#)

NHS coronavirus [homepage](#)

NHS website with easy to follow instructions/FAQs on [NHS Test & Trace](#)

NHS Test & Trace: how it works [guidance](#)

[Guidance on cleaning](#)

Key contacts and useful links

Key contacts

DfE Helpline – call 0800 046 8687

Local Public Health Team – email CIPHAdmin@islington.gov.uk

Useful links

[National guidance](#) on full opening of schools

[National guidance](#) for Early Years

[PHE Campaign Resource Centre](#) – for posters and other coronavirus media resources

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NHS website with easy to follow instructions/FAQs on [NHS Test & Trace](#)

NHS Test & Trace: how it works [guidance](#)

NHS Test & Trace support line: call 119

[Guidance on cleaning](#)

Please email the Public Health Team on
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with any questions about these slides