Care Home COVID-19 Testing Guidance
For testing of staff and residents

It provides guidance for regular resident testing using PCR, and regular staff testing using PCR and The rapid lateral flow test.

If you are testing care home residents please refer to the guidance on PCR testing beginning on pg. 10, or the guidance on rapid lateral flow testing of residents in an outbreak situation on page 46.

If you are testing care home staff, please refer to the guidance on PCR testing beginning on pg. 9 or the guidance on rapid lateral flow testing beginning on pg. 26 as appropriate.

For outbreak testing procedures, please refer to the guidance on page 41.

Before you do any testing

- Read this guidance in its entirety
- Make sure you have booked a courier collection by 7pm the day before you start PCR testing. This can be arranged at https://test-kit-collection.test-for-coronavirus.service.gov.uk/

If you have any questions please call 119. Lines open from 7am - 11pm daily
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## Further advice for care home testing in general
Based on the current prevalence and clinical advice, this is the current policy for regular and outbreak testing in care homes. The aim of this policy is to enable positive cases to be identified quickly, enabling action to stop the spread. We will keep this policy under review as the situation changes.

All CQC registered care homes for adults can apply for regular re-testing at: https://request-testing.test-for-coronavirus.service.gov.uk


Prepare your care home for testing
This will help to ensure you are ready to test staff and residents on a regular basis.

To prepare your care home, make sure you:

- familiarise yourself with the PCR testing guidance and instructions and assist your team to prepare by watching the instructional video for over 65s and dementia and specialist care homes and completing the online self-assessment tool.

- have all staff who will conduct Rapid Lateral Flow testing complete the NHS Test and Trace online training. The training can be found following this link: https://go.tessello.co.uk/TestDeviceTraining. Please use the following token: 3wkcVI4UTX to register for an account.

- ensure that you have enough trained staff (Processing Operatives) available to process the number of Rapid lateral flow tests being conducted.

- discuss the testing approach with your residents and staff. Spend time preparing residents and explaining the procedure to them.

- obtain written consent.

- review your personal protective equipment (PPE) supply and ensure you have the correct PPE to carry out testing.

- ensure a proper workstation is available for preparing and packing the tests.

- look out for the delivery confirmation email letting you know when tests will be delivered.

- have a workflow to allow tests to be easily recorded, conducted and registered as swiftly as possible — it is recommended to have two staff members; one to conduct the test and the other to record the relevant information needed for registration.

- If you have received a handheld scanner for easier registration: make sure you have set it up and familiarised your staff with how to use it.

- have booked a courier collection for PCR tests by 7pm the day before you start testing. This can be arranged at https://test-kit-collection.test-for-coronavirus.service.gov.uk/

If you have any questions please call 119. Lines open from 7am - 11pm daily
# Testing process overview

| Initial Order | What to expect: You will receive an email confirming your successful order of both PCR and rapid lateral flow tests from: care.home.portal.for.coronavirus.test.kits@notifications.service.gov.uk | What to do: Start planning in advance so that you are ready to begin testing when the test kits are delivered to you: • Read the instructions and watch the instruction video(s) • Prepare a workflow and allocated work stations for testing • Ensure you have enough of the appropriate PPE |
| Delivery Confirmation | You will receive a second email confirming the test kits are scheduled for delivery. Take this time to start preparing. | Make sure you: • Communicate the testing plan to all staff and residents • You should obtain consent to conduct the test from the resident in line with your usual policies and procedures. (more on page 13 - obtaining consent) • Obtain agreement from staff to be tested, and schedule testing of staff taking into account shift patterns |
| Receive test kits | You will receive your delivery of test kits via courier after 10am. Ensure that all test kits are stored safely at an ambient temperature. Do not refrigerate or leave in direct sunlight. | Start preparing for testing • Re-familiarise yourself and staff with the test instructions to prepare, collect and package the sample for each person being tested • Prepare your record keeping spreadsheet and workstations for an easy testing and registration workflow • Spend time preparing residents and explaining the procedure to them |
| Before testing | Book a courier collection for PCR tests at least a day before testing (by no later than 7pm) | You can book all your courier collections at once or you can book ad hoc courier collections as and when you plan to test. **Make sure that you have a confirmed courier collection for the day that you are due to start PCR testing. Rapid lateral flow tests can be disposed of in your health care waste bin.** |
| Testing days | Testing days, on day(s) of your choice: Conduct rapid lateral flow testing for staff, ideally before starting work, on the same day that they are testing using PCR tests, and mid-week between PCR tests. Stop PCR testing at 3pm to allow time for packaging before courier collection. | For EACH day of testing: • Follow the test instructions to prepare a rapid lateral flow testing test for each staff member on the same day as PCR testing. • Follow the PCR test instructions to prepare, collect and package a PCR sample for each resident or staff member between 6am and 3pm • Note the barcode number and time of each PCR test against the name of the person tested • Register the completed test online as close as possible to the time of the swab. **This applies to both PCR and Rapid lateral flow tests.** • Courier collects completed PCR test samples between 4pm and 10pm. Rapid lateral flow tests can be disposed of in your health care waste bin. |
| Results | You will receive the rapid lateral flow test results within 30 minutes, and the PCR test results by email or text within 72 hours of test kits arriving at the laboratory | • Notify, as appropriate, the resident, GP and family of the test result • Take appropriate actions if the test result is positive or inconclusive |
Testing schedules for staff and residents

The regular testing pattern

Ensure you are ready to test staff and residents on a regular basis. Below is the regular testing pattern:

Key: P PCR test  L Rapid lateral flow test

Week 1

<table>
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Repeat testing cycle for staff and residents

Rapid response daily rapid lateral flow testing for staff

Where there is one or more positive cases found

In addition to regular testing, 7 days of daily Rapid lateral flow testing for staff

Positive P or result reported (staff or resident) → L L L L L L L

Confirmatory P PCR test if there are any additional positives from L Rapid lateral flow testing

Contact your local HPT for advice

Outbreak testing

An outbreak is defined as two or more positive cases.

Day | 1 | 4 | 7
---|---|---|---
For each resident | P | + | L
For each staff member | P | + | Until 5 days of no positives

Isolation of staff and/or residents who tested positive.

This guidance provides further detail regarding what constitutes a “contact” and the appropriate procedures in health and social care settings.

For the full guidance on how to manage an outbreak in your home, turn to page 34

If you have any questions please call 119. Lines open from 7am - 11pm daily
Testing schedule in detail

**Staff testing**

You should test all asymptomatic staff:

- weekly using PCR test kits on the same day each week.
- twice weekly using Rapid lateral flow test kits on the same day as the weekly PCR test and with an additional Rapid lateral flow test 3 or 4 days after their regular PCR test.
- where they are working in multiple locations: they should also be tested with Rapid lateral flow immediately before their shift if they have worked somewhere else since their last shift in the home.
- with Rapid lateral flow on the first day back to work before the start of their shift, after a period of leave resulting in them missing their weekly PCR (i.e. after annual leave/sick leave on entry back into the care home.)

You should also test all staff on duty:

- **In the event of a positive result from Rapid lateral flow or PCR from either a resident or staff member, test daily with Rapid lateral flow as close to the beginning of their shift as possible for 7 days.** Any staff members who have tested positive should immediately take a confirmatory PCR, registered through the organisation route using the care home’s UON and then self-isolate at home. Please note that the confirmatory PCR is in addition to the weekly PCR test that all staff undertake, unless they tested positive on the day they did their weekly PCR test. You only need to test staff working in the home over the rapid response testing period. You do not need to test those who are not working, there is no requirement to bring people into work to get tested on their non-working days.

- **If daily Rapid lateral flows return more positive results, you should continue testing until 5 days with no positives are recorded.** Please see the outbreak testing section starting on page 41 for more advice on what to do in this situation.

**Resident testing**

You should test all residents with PCR:

- monthly with test kits.
- as soon as they join your care home, if they are new.
- immediately if they develop symptoms, don’t wait for the next retesting cycle.

**In the event of an outbreak (two or more positive cases)**

- PCR test residents on day 1 of the outbreak and once between days 4-7.
- Rapid lateral flow test residents on the same days.

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What to do in case of a positive result

**In the case of a positive Rapid lateral flow test result**

Any staff or residents who test positive for coronavirus with a Rapid lateral flow test should take a confirmatory PCR test registered to the care home’s UON and isolate until they receive their result. If the confirmatory PCR is negative, the staff member can return to work.

**In the case of a positive PCR result**

Any individual who tests positive for coronavirus with a PCR test should follow existing guidance on isolation and contact Test & Trace.

**Begin rapid response daily testing**

If there are any staff or resident positives, either from Rapid lateral flow or PCR, all staff should conduct a daily Rapid lateral flow test before starting their shift if possible.

**In an outbreak situation:**

Please see the enter-your-role_screenshotge 34 for more advice on what to do in this situation.
Testing should be done for the whole home.

Even where residents and staff are not symptomatic. Whole care home testing is about prevention rather than waiting until it is too late and having to deal with an outbreak.

Residents with or without symptoms

Those who have previously tested positive for COVID-19 should not test with either PCR or rapid lateral flow test for 90 days unless they become symptomatic. After 90 days, residents should continue regular PCR testing and if required can also test using rapid lateral flow testing.

Staff without symptoms

All care home staff (including agency workers) without symptoms can be tested with both rapid lateral flow and PCR tests. Regular testing of all care home staff (including agency workers) without symptoms should be undertaken at the pattern recommended on pg. 6.

Any positive results in the care home, either from rapid lateral flow testing or PCR, will require all staff in the care home to be tested daily with rapid lateral flow tests for 7 days.

Those who have previously tested positive for COVID-19 should not test with either PCR or rapid lateral flow testing for 90 days unless they become symptomatic. After 90 days, staff should continue testing with PCR or rapid lateral flow tests.

Staff with symptoms should NOT be tested in the care home

Staff with symptoms should instead be referred for testing at a regional / local test centre or in their own home. Please visit www.gov.uk/get-coronavirus-test to arrange a test as an essential worker.

Registration of staff tests

Staff members should register both Rapid lateral flow and PCR tests themselves to receive the test results directly, or may give consent to the care home to register and receive their test results as well. This consent should be given in writing. As test results are personal information no staff member should be compelled to provide consent.

COVID-19 Symptoms

Please refer to the latest guidance online for up to date guidance on symptoms.
The 90-day window after a positive test

Following a substantial clinical review of the latest evidence and testing data, we are now changing the advice for retesting within 90 days of a positive.

From now on, if someone tests positive with a PCR test, they should not be tested using PCR or Rapid lateral flow for 90 days, unless they develop new symptoms during this time, in which case they should be retested immediately using PCR. This 90 day period is from the initial onset of symptoms or, if asymptomatic when tested, their positive test result.

The previous policy to continue Rapid lateral flow testing following a positive PCR result was because although very unlikely, it is possible to be reinfected within 90 days. However based on the latest testing data and clinical advice, the policy has now changed.

The clinical view is that during this 90 day window from a positive test, given the low rate of reinfection during this window it is significantly more likely that a positive Rapid lateral flow test would be a false result, rather than someone being reinfected, causing people to isolate unnecessarily. Therefore we are now stopping the regular testing using Rapid lateral flow during this 90 day period. The individual should return to the regular Rapid lateral flow and PCR regime once 90 days has passed.

Testing and vaccinations

Whilst vaccination offers vital protection, no vaccine is 100% effective, and importantly we do not yet know the extent to which being vaccinated prevents transmission of the disease. In order to identify positive cases, and continue to monitor the effects and transmission of coronavirus, we must continue to operate a thorough and meaningful testing programme, even in settings where vaccines have been administered. Vaccination is just one tool in our collective response and recovery from the effects of coronavirus, and so testing and other infection control measures including appropriate PPE will continue to be the necessary and proportionate approach to help keep care home residents and staff safe.
PCR Testing Process for staff and residents

If you have any questions please call 119. Lines open from 7am - 11pm daily
Learn how to conduct the test

To ensure that tests are carried out safely, you must ensure that suitably competent staff conduct the tests. Every person involved in conducting the test in your care home MUST read the detailed instructions provided and watch the instructional videos for elderly and specialist care homes before conducting the swab test. Residents who would prefer to self-administer the test on themselves should watch this self-swabbing instruction video, as should staff. Staff are expected to self-swab.

If a test isn’t correctly undertaken it may lead to inaccurate test results.

It is recommended that staff complete the COVID-19 Care Home Swabbing Online Individual Competency Assessment to improve the success of the swab test. It is quick and easy to use and follows on from the above video. Individuals can register at www.genqa.org/carehomes and will be given a login for immediate use. Alternatively care home managers can create an organisational account and arrange this centrally. Please contact info@genqa.org to set this up.

Care home instruction video
https://youtu.be/1l0jcv37Wzl

Self-swabbing instruction video
https://youtu.be/zCqo7MhQT6U

Competency Assessment
www.genqa.org/carehomes

Testing in a mental health or learning disabilities care setting
https://youtu.be/oluTQCVKM1A
PPE (Personal Protective Equipment)

We recommend that you share with your staff, and follow, the current guidance from Public Health England on how to work safely in care homes and this short video guide on putting on and removing PPE. You should not conduct any tests if you don’t have the correct PPE.

PPE is not needed for people who are self-swabbing.

Obtaining Consent

You should obtain consent to conduct the test from the resident, consulting family members and their GP as appropriate and in line with your usual policies and procedures. Some residents, for example some people with dementia, learning disabilities or mental health conditions, may lack the relevant mental capacity to make a decision about their own testing. If the person lacks the relevant mental capacity to consent to the test, and they are aged 16 or over, you should consider if the principles of the Mental Capacity Act 2005 allow you to make a ‘best interests decision’ to swab and receive results, on their behalf.

As far as possible, residents should be offered the choice to either self-administer the test on themselves or to have the test administered by a suitable member of staff. Likewise, the resident should be offered the choice to receive the results directly (rather than via the registered manager on their behalf), in which case you should follow the same process set out in this guidance but using the resident's contact details to register the test online.

Obtain written agreement for all staff to be tested and how the results will be shared. For example, directly with the staff member or to the care home directly via the care home manager.
Swabs should be taken between 6am and 3pm for collection by courier between 4pm and 10pm the same day

This ensures that night shift staff can be tested at the end of their shift, and ensures tests are delivered to the laboratory within 48 hours of collecting each sample.

If you can’t test everyone in one day you can book more courier collections.

If testing another person, it is recommended that you have two colleagues conduct the test.

One recording the test, and the other swabbing the resident. This ensures that there is no cross contamination between the test materials and the materials you are using to record the information.

Have a clean workstation for test preparation.

Preparing your resident for testing

Take a moment to reassure the resident to help them feel more comfortable while you perform the test. Follow local guidance on obtaining consent for the test – see page 13 for more information.

Check nasal passages for any recent nasal surgery or abnormalities, cuts or injuries that would make swabbing difficult. Have the resident gently blow their nose and cough into a tissue to dispose of any excess mucus, and dispose of the tissue immediately in a bin.
3 Book your courier collection for PCR tests

Please read the below instructions that describe how to arrange a courier collection before you start testing

Please book your courier collection at
https://test-kit-collection.test-for-coronavirus.service.gov.uk/

Arranging your test kit courier collection:

1. Once you have planned for when to do testing book your courier collection at https://test-kit-collection.test-for-coronavirus.service.gov.uk/

2. You will need your unique organisation number and postcode to register. You must book for next day before 7pm. You can book up to 6 days in advance. You can book ad hoc courier collections through this portal

3. Receive your courier collection confirmation email

4. Conduct testing between 6am and 3pm on the day your courier has been arranged (see page 14 for more information about testing)

5. Package your test kits up before 4pm using one of the empty boxes you will have received with your test kit delivery and add the UN3373 label to the box

6. The courier will collect completed kits from you between 4pm and 10pm on the day you have selected

Tests must be picked up on the same day they are taken

Why courier timing is important:
There is a 48 hour window to get a swab sample to the laboratory for processing. If this window is missed, there is a high chance that the individual may not get their results and a retest may be required at a later time.

You will be able to book multiple collections, but please make sure that you only test on a day where you have a confirmed courier scheduled to collect your test kits that same day between 4pm and 10pm.

If you have received test kits for testing in your care home from any other source (for example directly from Public Health England or your local Clinical Commissioning Group), please keep these tests separate and do not return these tests with the same courier.

Note: Do not send any personal information along with the completed test kits, in the form of a record keeping spreadsheet or otherwise.

Important
Please only test on a day that you have a confirmed courier collection arranged

Contact the customer contact centre on 119 the following morning if your courier has not arrived. They will book an urgent courier collection for you.
**Combined nose and throat swabbing**

Where possible a combined nose and throat swab should be taken. However a person-centred approach should be used to assess which sample to take from each resident.

Taking a throat swab is more invasive than taking a nose swab and can be uncomfortable. To take a throat swab safely, the person being swabbed needs to be able to understand and comply with instructions, including having the ability to maintain their mouth wide open for the period of the swabbing. This can be difficult not only for people with advanced dementia, but also for those with limited strength due to severe frailty.

Where a combined nose and throat swab is not possible, a nose swab from both nostrils should be taken, if this is feasible. The swab does not need to be pushed far into the nostril. Extra care is needed when interpreting the results from a nasal swab compared to a full throat and nose swab. If the result is negative but the resident has persistent symptoms, a clinical assessment should be made to determine whether a repeat test is required. Isolation should continue until symptoms reside.

**Unused test kits and further testing**

Any residual test kits not used should be retained by the care home for future ad hoc tests if required. Please do not return unused test kits with the courier even if they insist. Store test kits in a safe place with an ambient temperature of between 5 and 22 degrees Celsius.

Care homes should follow a regular retesting cycle by:

- retesting **staff** with PCR swabs on the **same day every week**
- retesting **residents** with PCR tests **every 28 days**.

Use any spare test kits to test new residents and staff as soon as they join your care home. If any residents develop symptoms test immediately, don’t wait for the next retesting cycle and contact your HPT.

Book a courier collection for any tests (ad hoc or planned) at [https://test-kit-collection.test-for-coronavirus.service.gov.uk/](https://test-kit-collection.test-for-coronavirus.service.gov.uk/). Make sure you book the courier first and then test on the same day as the courier collection. It is important to test on the same day as courier collection as once a test has been used it must be tested by the lab within 48 hours of swabbing or the test will become void.

If you have any questions please call **119**. Lines open from 7am - 11pm daily
Record swab samples

When you conduct the swab test, you must register each completed test online. This will record the URN or barcode of each swab against the name and details of the individual who has been tested. This will also enable you to receive the test results back by email (or text if a number has been provided) within 72 hours of the test arriving at the laboratory. You should monitor your email account carefully.

Ensure that each swab sample is clearly recorded against the correct resident details. Extra care should be taken when more than one swab is being collected in the home from residents and staff. You should follow these steps:

- If possible, complete each test in full on a patient by patient basis including swabbing, packaging and record keeping, before moving on to the next person.

- To help with your record keeping, you can download a copy of the multiple upload spreadsheet, fill in the personal details of the individuals being tested on your device, and save. You can use this printed version to keep a record of the time, date and details of the tests conducted.

- Please only use the spreadsheet provided by NHS Test and Trace, available at: [https://organisations.test-for-coronavirus.service.gov.uk/register-organisation-tests](https://organisations.test-for-coronavirus.service.gov.uk/register-organisation-tests)

- You must use the latest version of the spreadsheet to register tests using the multiple upload process. Please do not send any personal information along with the completed tests to the lab. This will be reported as a clinical incident and could delay getting your results back.
It is crucial that you register each completed test online

This registration process is essential, as without it, the laboratory processing your PCR test will not be able to provide you with the test results. Note that you must complete this on the SAME DAY that you conduct the swab testing and as close as possible to the time that the swab is taken.

There are two ways of registering:

A Register the tests individually

B Register the tests using the multiple registration spreadsheet

- You will need to use separate record keeping spreadsheets for staff and residents.
- You may pre-populate the record keeping spreadsheet with all the personal details before testing.
- Download this spreadsheet and save it as a Master copy to use in future retesting.
- You can register up to 100 tests at a time.
- You can now register both PCR and rapid lateral flow tests using the multiple upload spreadsheet.
- Rapid lateral flow tests for named visitors cannot be registered using the multiple upload spreadsheet.

Once you have successfully registered each PCR and LFT test you will receive a confirmation email or text message. You will receive the test results by email or text within 72 hours of the PCR test arriving at the laboratory. You will receive the test results by email or text within 72 hours of the test arriving at the laboratory. You should monitor your email account carefully. Registered managers should not use a personal email or phone number to receive test results for any residents or staff.

When you receive the test result email, this may not include the name of the resident or staff member. You should therefore retain a careful record of each test URN/barcode and the name of the resident or staff member. Staff members should also retain a record of their own test URN/barcode.
What you’ll need to register your test online

Before testing
You may pre-populate sections on the registration portal spreadsheet.

1. **UNIQUE ORGANISATION NUMBER (UON):** This is the unique 8-digit number provided to you by the National Testing Programme which will be sent to you via email. Otherwise visit https://organisation-number-lookup.test-for-coronavirus.service.gov.uk/ for a reminder.

2. **STAFF OR RESIDENT:** Select Staff or Resident.

3. **FIRST AND LAST NAME:** Of the person who has been tested.

4. **DATE OF BIRTH, GENDER, AND ETHNIC GROUP:** Of the person who has been tested.

5. **FIRST LINE OF ADDRESS, COUNTRY AND POSTCODE:** This will be the care home address (for residents) or a home address (for staff members).

6. **NHS NUMBER:** Of the person who has been tested, if available (not required).

7. **WORKING CIRCUMSTANCES, AREA OF WORK, OCCUPATION, AND EMPLOYER:** Of the person who has been tested, if available (not required).

8. **EMAIL AND PHONE OF THE PERSON WHO SHOULD RECEIVE THE TEST RESULTS:** i.e. the resident or staff member. In certain cases it may be more appropriate for the registered manager to receive the test results on behalf of residents and, in exceptional circumstances staff, if consent has been obtained. Registered managers should not use a personal email or phone number and must ensure that written consent has been obtained via usual policies and procedures. As test results are personal information no resident or staff member should be compelled to provide consent.

9. **SYMPTOMS:** Indicate whether the person being tested is experiencing symptoms at the time the test is taken.

During testing
This information will need to be collected while testing.

10. **ENTER THE TEST BARCODE** on your test kit, this can be done by scanning the QR code using your handheld scanner, your phone or computer camera. Take care to double check that this number is correct.

11. **DATE AND TIME OF THE TEST** to ensure tests have reached the lab within the 48 hour window required for a valid test result.

When a registered manager is receiving the test results on behalf of a resident:

The registered manager should not use a personal email or phone number to receive test results for any residents. When you receive the test result email, this may not include the name of the resident. You should therefore retain a careful record of each test URN/barcode and the name of the resident.

All test results for residents should be notified to the resident, their GP and family (if appropriate).

When you receive the test results you should follow the Public Health England Guidance on admission and care of people in care homes.
Setting up your handheld scanner

1. **Turn off** your computer’s power before connecting the scanner.

2. **Plug the cable** into the bottom of the scanner and plug the other end into a computer.

3. **Turn on** the computer once the scanner is fully connected.

4. The computer should recognise the scanner automatically as a USB keyboard device.

Registering with a handheld scanner

**For single registration**

To use the scanning device when registering a single person on the registration portal:

1. On the page “Enter the unique test kit barcode” Click in the “Test kit barcode reference” box.

2. Scan the barcode using your handheld scanner. This automatically adds it to the box.

3. Click in the “Confirm test kit barcode reference” box.

4. Scan the barcode again using your handheld scanner. This automatically adds it to the box.

5. Click “Continue”.

Further instructions on how to use the handheld scanning device are located on the registration portal, under the drop down field in blue “how to use a barcode scanner”.

Multiple registration on next page
For multiple registration on the bulk upload portal

For bulk uploads, scanning should now be completed in the spreadsheet itself not the registration portal. This will save you time, as you will no longer need to go back at the end and scan barcodes through the registration portal. To use the scanning device when registering multiple test kits:

1. In the spreadsheet, enter the ‘Test type’ in ‘Column A’.
2. Double click to select the test kit barcode cell in ‘Column B’.
3. Once the cursor is live and flashing - scan the barcode from your PCR test kit or the QR stamp on the plastic lateral flow test strip.
4. Continue to fill in the test details in columns C-G.
5. Fill in the personal details of the test subject as normal and upload the spreadsheet to the portal.

If you have any issues using the scanners or have technical support questions please contact:

Codeway Mobile & Scanner Support Team

Email: scannersupport@codeway.com

Telephone: 01206 986492

Opening Hours: Monday to Friday 09:00 to 17:00
Securely package and give the completed PCR tests to the courier

Important
Make sure you have received email confirmation of your courier collection before you test.

Package your test kits before 4pm
Use one of the empty boxes you will have received with your test kit delivery and add the UN3373 label to the box.

The courier will collect completed test kits from you between 4pm and 10pm on the day you have selected.

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PCR tests must be picked up on the same day they are taken
please make sure that you only test on a day where you have a confirmed courier scheduled to collect your test kits that same day between 4pm and 10pm.

If there is a problem with your courier collection
If your courier has not collected your test kits by 10pm, if the courier arrives before 4pm and your test kits are not yet ready for collection if you have any other problems with your delivery or collection
Return box tracking

What is Return Box Tracking?
Return box tracking enables the Test and Trace Programme to track each test sample through the entire end-to-end testing process. This is conducted by linking individual test samples to barcodes attached to outer return boxes.

What you’ll need to do

1. Continue PCR testing staff and residents as normal.

2. Link PCR test samples to Outer Return Boxes on the registration portal for both single and multiple registration.

3. Pack up to 50 PCR test samples in each Outer Return Box.

4. Place PCR test samples directly in the Outer Return Box, do not use individual test sample boxes.

5. Write the number of test samples on the Outer Return Box.

6. Leave the outer return box for the courier who will collect and scan the barcode.

Please do not return LFT’s to the lab. Once used the test kit is to be disposed of in clinical waste. If staff are testing at home tests are to be disposed of in household rubbish for landfill. Tests are not to be put into re-cycle bins due to potential cross contamination.

Ordering outer return boxes
When you place your regular PCR order, you will be sent additional boxes with your kits. The number of boxes will be calculated based on the size of your kit order, to ensure you will have enough. If you just require additional boxes these can be ordered through the online test ordering portal or by calling 119.
For single PCR registration

Complete the registration process as normal until you reached the screen “Do you have the outer return box barcode?”

To check the correct barcode select the drop down “What does the barcode look like?” this will show an example of what the barcode label should look like.

Then confirm if you have an outer return box barcode, click “yes” to continue.

On the next screen you will be asked to enter the barcode that's on the blue label on the large outer return box.

Enter the barcode by using your handheld scanner, the camera on your phone or computer; or enter it manually.

Once the barcodes are entered, click continue to go to the next screen.

Next please check answers. Once you have confirmed the details are correct. Click Save and continue.

If you are registering more people, then you will need to complete the process for each test sample to link the test sample to the box. Alternatively, you can use the Multiple Registration Journey to link the outer box barcode to multiple registrations at once (see below for instructions).

For multiple registration

The multiple registration journey remains the same. Link test samples to the outer return box on the multiple upload sheet. Then enter the outer return box barcode in the box barcode column.

Please make sure that you have downloaded the most recent version of the spreadsheet.

Further information on the multiple registration journey is here: https://www.gov.uk/government/publications/organisation-testing-registration-record-of-users
Rapid lateral flow testing guidance

For testing of staff members within the care home with rapid lateral flow test kits on a weekly basis.

Please note that staff self-testing at home has also been approved by the MHRA.

For full details on how care homes and staff should manage this process, please refer to the self test guidance.

If you have any questions please call 119. Lines open from 7am - 11pm daily.
Prepare the rapid lateral flow testing area

Before you start

Prepare for day of testing and make sure:

• there is a designated area for staff to be tested — whether specifically for staff or using the same visitor testing area — to complete a self-assisted swab and wait on results, maintaining social distancing.

• you have your schedule planned accordingly to take into account time for testing. **It is recommended that staff rapid lateral flow testing takes place before shifts start. Staff should not commence work before the result of their rapid lateral flow test is known.**

• you have prepared written consent forms for staff members to be tested in line with your normal policies and procedures.

• devices are set up for registration and the UON is visible for staff members to register online. **If you have received a handheld scanner for easier registration:** make sure you have set it up and familiarised your staff with how to use it.

• you are prepared to have a clear record of which device matches which individual's result.

• you have a mirror, timer, permanent markers, hand sanitiser, and health care waste bins in the testing area.

• you have enough trained staff (Processing Operatives) available to process the number of staff tests being conducted.

• you have read the Terms and Conditions for rapid lateral flow testing as contained within [Visitor testing guidance](https://example.com).

**Testing process checklist:**

1. Staff member checks in and consents to testing
2. Take swab sample (tonsils then nose)
3. Process the sample and apply it to the rapid test
4. Wait 30 minutes then read results
5. Register test kit and result onto the online registration form
6. Post-test action

If you have any questions please call 119. Lines open from 7am - 11pm daily
Rapid lateral flow test results analysis

Results Development
Move the rapid lateral flow test cartridge an area where results will be processed and start the timer to track the development of the sample. Results can be analysed after 20-30 minutes.

Results Interpretation
The results are interpreted by examining the presence of coloured lines on the rapid lateral flow test.

Positive results can be reported at 20 minutes.
Negative results can be reported after 30 minutes.

If a positive signal appears after 30 minutes, it should not be reported as positive. Line C must be coloured to have a valid test result.

Marking Results
The test is then marked by a permanent marker and removed from the desk.

+ for positives
V for invalid and void tests
- for negatives

Communicating results:
You should now communicate the result to the staff member and register the test result online.
Register and record LFT using the single registration process

**Using the online form**

The online form links your Rapid lateral flow ID number and test result to the staff member. The form will ask for the staff member’s personal details, ID number of the Rapid lateral flow test cartridge, and whether the result was positive, negative or void.

When using the online form, there is the option to create a user account. When you create a user account, you link your email address to your personal details. After you register your first Rapid lateral flow test using your user account, your personal details will be saved, and you will not have to re-enter them when you register in future. Creating an account should take about 2 minutes and will save about 5 minutes each time you register a test in the future.

Whether you create a user account or not, notifications of your result will be sent to you via SMS or e-mail. Care Home managers may ask to see your SMS or e-mail results as part of their Care Home tracking system.

**Complete registration as soon as the test result is determined. You need the ID number on the test strip to register the result.**

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**Navigate to the online form**


Tap Start Now to enter into the form.

**Enter who you are reporting for**

Select “myself” then select continue.

**Select whether you would like to sign in or create an account or continue without an account**

You can create an account using your email address and mobile phone number. Once you have an account, it will remember your personal details and save time when it comes to each test result.

If you want to create an account, continue to step 4.

If you want to continue without an account, continue to step 11.

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If you have any questions please call 119. Lines open from 7am - 11pm daily
Create your personal account

Please note: you will only to follow this process once to create a user account. For future registrations, you can enter the email you used to create your user account to login and save time.

Enter your email

Enter your email address.

This email will be used to set up your account, and your personal details will be linked to this email address.

This email must be your own individual email, and you will need to be able to access the email listed to confirm your user account set up. This email can be your own work email or a personal email address. It cannot be your care home manager’s email or a shared general care home email.

If you do not have your own email address, you cannot create an account at this time.

Create a password

Create a password for your account. It must have at least 8 characters and have 1 or more capital letters.

Enter your password again to confirm your password then select continue.

Check your email

In a new browser window, navigate to your email inbox. Open the email from noreply@login.nhs.uk and select confirm email address.

Return to the NHS login screen. Select “I have confirmed my email”

Enter your mobile number

Enter your mobile number then select continue.

A security code will be sent to this number so you must be able to receive messages on the mobile number you enter.
**Main registration flow**

- **Check your mobile phone**
  Enter the 6 digit security code sent to your mobile phone then select continue.

- **Agree to share your NHS login information**
  To create your account, you will need to agree to share your NHS login information (your email address and mobile number) with GOV.UK.
  To agree, select continue.

- **Using your account: Report a COVID-19 test result**
  You have now successfully created your individual account.
  To enter a test result, select “Report a COVID-19 test result”

- **Enter why you took the test**
  Select “Testing for a care home” then select Continue.
Enter your role
Select “I work at a care home” then tap Continue.

Enter your UON
Enter your UON then select Continue. Your Care Home manager will be able to provide this number to you.

For Care Home Managers: You will need to share your UON with all staff members testing at home.

Select your country location
Select the appropriate country for the care home.

Enter date of the test
Enter today’s date (unless you are completing the form after the testing day).
Enter the test kit ID number

Enter and re-enter the test kit ID number. The ID number can be found via the QR code on the lateral flow device.

You may use a handheld scanner to speed up this process if one has been provided. Click into the ‘test kit ID number’ box and scan the QR code on the Rapid lateral flow device; then repeat this process to enter the test kit ID number into the ‘confirm test kit ID number’ box and click ‘continue’.

To set up your handheld scanner:

1. Turn off your computer’s power before connecting the scanner.
2. Plug the cable into the bottom of the scanner and plug the other end into a computer.
3. Turn on the computer once the scanner is fully connected.
4. The computer should recognise the scanner automatically as a USB keyboard device.

Further instructions on how to use the handheld scanning device are also located on the registration portal, under the dropdown field in blue “how to use a barcode scanner”.

If you have any questions please call 119. Lines open from 7am - 11pm daily.
Enter your personal details*

You will need to enter your personal details including:
- Full name
- Date of birth
- Gender
- Ethnic group
- Home address

Enter your contact details*

Enter your following contact details:
- Email address (if you have one)
- Mobile number

If you do not have a mobile number, you can enter a relative’s number. If you do not have a relative’s number to add, you should contact 119 to complete the form.

Enter NHS number (if available)*

The form will ask if you know your NHS number. If applicable, select “Yes, I know my NHS Number” and enter it.

Otherwise, select “No, I do not know my NHS Number” and tap Continue.

Enter test results

Select the result of the test, and tap “Continue.”
Check answers and report result

You reported a negative coronavirus test result
It’s likely you were not infectious when the test was done

What you need to know
- Falsely reporting a result
- You are infectious when the test was done

If you have created an account, you can still review and change any saved details on this screen.

Review and submit result

Check the answers you have provided and change them if needed. Click “Report Result” when you confirm all your responses are correct. The results page will appear. You will receive your result by SMS or e-mail.

Safely dispose of the device

Once used the test kit is to be disposed of in clinical waste. If staff are testing at home tests are to be disposed of in household rubbish for landfill. Tests are not to be put into re-cycle bins due to potential cross contamination.

If you cannot register the test result immediately after the test is complete, make sure you taken down the test kit ID number before disposing the lateral flow device.

Note:

You can also register and report rapid lateral flow test results for staff using the multiple upload spreadsheet. Please refer to instructions on page 16.

If you have any questions please call 119. Lines open from 7am - 11pm daily
Once the result is determined, your home and the staff member should register the test result and follow the associated guidance for proceeding with work.

### Negative result

The staff member can proceed with work.

The staff member should only enter designated parts of the care home and must wear appropriate PPE including a face mask, gloves, apron and follow IPC measures in line with the care home and national policy. IPC measures remain important because the test is not 100% sensitive.

### Invalid or void result

Retest using a spare rapid lateral flow test kit to receive a conclusive result.

If the re-test also comes back as void or invalid, the staff member should continue to work as normal and undertake a further rapid lateral flow test on the next day.

### Positive result

The staff member must not proceed with work and requires an immediate confirmatory PCR test.

Provide the staff member with a PCR test kit and ask the staff member to test on site then isolate at home immediately, avoiding public transport and wearing a face mask appropriately.

Before the staff member leaves they will need the register the confirmatory PCR kit online in the usual way, using the home’s UON.

Where possible, confirmatory PCR test kits should be sent to the labs using the closest Royal Mail priority post box. There is a Royal Mail priority post box return label included within each PCR test kit to facilitate this. Use the following link to find your closest priority post box and collection times: [https://www.royalmail.com/priority-postboxes](https://www.royalmail.com/priority-postboxes)

If it is not possible to return the confirmatory PCR test via a priority post box, please ring 119 to schedule an urgent courier.

**If the confirmatory PCR is negative**, the staff member can return to work.

**If the confirmatory PCR is positive**, care homes should contact their local HPT as soon as possible. The HPT will advise on the need for outbreak testing, with the first test on day 1 and second between day 4-7 of the outbreak.

If there are any staff or resident positives, either from rapid lateral flow test or the confirmatory PCR, all staff should conduct a daily rapid lateral flow test for 7 days before starting their shift until 5 days have passed with no new positives. The exception to this is the person(s) who tested positive. They should not be tested with either PCR or rapid lateral flow for 90 days unless they become symptomatic.

If you have any questions please call **119**. Lines open from 7am - 11pm daily
Outbreak Testing

This guidance only applies to care homes in England, outlining the steps to be taken in the event of a confirmed / suspected outbreak. It does not apply to any other Adult social care settings.
Important note about outbreak testing

Testing is only one part of the outbreak response

Health Protection Teams will provide advice on how to manage the outbreak including the necessary Infection Prevention and Control measures including cohorting, proper use of PPE, good hand hygiene and distancing. Even for staff or residents who have been vaccinated, the following testing is still needed.

Rationale for increased testing

Due to the prevalence and transmissibility of the current Covid-19 variant, we are expanding the use of rapid lateral flow tests in an outbreak. This is to help care homes contain outbreaks more quickly. We will keep this policy under review as the situation changes. This outbreak testing guidance is based on SAGE and Public Health England advice on how to use testing in a care home outbreak to reduce COVID-19 transmission and save lives.

In the early stages of an outbreak, having test results available more quickly helps to identify those infected so that appropriate action can be taken. Rapid lateral flow testing can help to quickly understand the extent of the outbreak in a care home – in both staff and residents – and this information is important to rapidly inform the implementation of isolation and infection control strategies. All infection control measures are important, but as we have seen, the current measures (including the current testing regime) have not always stopped the spread of infection and there continues to be transmission within care homes. Using rapid lateral flow tests for staff and residents in this way, is a further tool to help contain outbreaks and help stop as many people from becoming infected.
Outbreak testing overview

Definition of a care home outbreak: An ‘outbreak’ constitutes 2 or more positive / clinically suspected cases among individuals (residents or staff) detected within 14 days of one another, whether the results are returned through a PCR or Rapid lateral flow test. If you have two positive cases, please contact your HPT for advice. One positive test result may be the first sign of an outbreak, so you should also contact your health protection team for advice in this instance.

What to do if you only have 1 suspected or confirmed positive case in your home

1. Ensure the individuals who tested positive are appropriately isolated, and arrange confirmatory PCR tests if they tested positive with Rapid lateral flow tests.

2. Start rapid response daily staff testing immediately (7 days of daily Rapid lateral flow testing) and contact your local HPT for advice. Based on their risk assessment, your HPT may conclude that outbreak restrictions are not required in response to a single case of COVID-19 in a staff member or resident.

If there are 2 or more positive cases detected within the same 14 day period, this is considered an outbreak. In addition to the above, do the following:

3. Notify your local HPT of the situation and do the following:
   - Conduct PCR for all staff and residents on day 1 of the outbreak and once between days 4-7 for those who tested negative.
   - Start (or continue depending on your circumstances) daily Rapid lateral flow testing of all staff until there has not been a new positive result in 5 days.
   - When you carry out the outbreak PCR for residents (day 1 and once again between day 4-7), also test the resident with a rapid lateral flow test on the same day.

4. Order more test kits if you think you will run out before the round of outbreak testing is complete. (You can do this by calling 119 in an emergency). Book courier collections if needed. Continue outbreak testing as advised.

5. If a second or more cases are identified in staff through LFT as a result of the rapid response daily testing, and the first and second rounds of PCR testing do not detect any further cases in residents or staff, the HPT may conclude following a risk assessment that outbreak control restrictions may be lifted.

6. In discussion with HPT, undertake end of outbreak testing: As has been the case for the Alpha (the “Kent” variant) since May 2021, for outbreaks involving the Delta (the variant first identified in India), end of outbreak PCR testing for staff and residents can now be undertaken at 14 days (rather than 28) after the last positive result.

For Variants of Concern other than Alpha (the “Kent” variant) or Delta (the variant first identified in India), end of outbreak testing should still be conducted at 28 days after the most recent case. You will be informed by your local HPT if a VOC has been identified that requires 28 days to have passed since the last new case instead of 14 days. As above, outbreak restrictions should remain in place until results have been received from the end of outbreak testing and there are no new positives.

7. If there are no positive PCR results from this “end of outbreak testing”, the HPT will declare that outbreak restrictions can end.

If there are further positive tests after the end of outbreak testing is completed. The outbreak process should be restarted and the local HPT contacted.

If you have any questions please call 119. Lines open from 7am - 11pm daily.
Rapid response daily testing

When you only have 1 suspected or confirmed positive case in your home

If there is only one positive case in your home (from either Rapid lateral flow or PCR testing of staff or residents) this is not an outbreak, but you should still contact your local HPT for advice and start **rapid response daily staff testing with Rapid lateral flow tests** immediately. This involves daily Rapid lateral flow testing of all staff for 7 days. Ideally, this will happen as close to the beginning of their shift as possible.

Isolate the positive case and contact your local HPT + In addition to regular testing, 7 days of daily Rapid lateral flow testing for staff + Confirmatory PCR test if there are any additional positives from Rapid lateral flow testing

![Positive result reported](image)

The HPT may advise that the situation warrants an outbreak response, in which case, follow their advice. In addition, if more positives are recorded through this process, this may become an outbreak and need an outbreak response. Your local HPT will carry out a risk assessment and advise.

If the confirmatory PCR from your only positive Rapid lateral flow test comes back as negative, and you’ve had no other positives, you do not need to proceed with outbreak testing unless advised otherwise by your local HPT.

Rapid response daily Rapid lateral flow testing for staff following positive results has already helped care homes to get on top of outbreaks since it was introduced in December.

If you have any questions please call 119. Lines open from 7am - 11pm daily
Outbreak testing

When there’s a possible outbreak
(2 or more suspected or confirmed positive cases in your home)

Contact your local HPT + +

For each resident

Day 1 4 7

For each staff member

Day 1 4 7

Isolation of staff and/or residents who tested positive.

This guidance provides further detail regarding what constitutes a “contact” and the appropriate procedures in health and social care settings.

In an outbreak, testing will take place as follows:

- PCR for all staff and residents on day 1 of the outbreak and once between days 4-7.
- Start (or continue, depending on your circumstances) of daily Rapid lateral flow testing of all staff until there has not been a positive result in 5 days.
- When you carry out the outbreak PCR for residents (day 1 and once again between day 4-7), also test the resident with a rapid lateral flow test on the same day.

PHE have now changed when outbreak restrictions and end of outbreak testing are needed in some circumstances.

If the cases were identified through LFT as a result of rapid response daily testing for staff, and the first and second rounds of PCR testing do not detect any further cases in residents or staff, the HPT may conclude following a risk assessment that outbreak control restrictions may be lifted.

However, if further cases are detected via whole home PCR testing then an outbreak should be declared, and the control measures should remain in place (along with notification of the outbreak to HPT).

The PHE policy for responding to the Delta variant (the variant first identified in India), in care homes is as follows:

- As has been the case for the Alpha (the “Kent” variant) since Monday 10th May 2021, for outbreaks involving the Delta variant (the variant first identified in India), end of outbreak testing can now be undertaken at 14 days (rather than 28) after the most recent new case. All covid-19 positive cases should be treated as the Delta variant, unless proven otherwise. If there are no positive PCR results from this “end of outbreak testing”, the Health Protection Team will declare the outbreak over and any outbreak restrictions (on visiting or admissions) can then end.

- For Variants of Concern other than Alpha (the “Kent” variant) or Delta (the variant first identified in India), end of outbreak testing should still be conducted at 28 days after the most recent case. You will be informed by your local HPT if a VOC has been identified that requires 28 days to have passed since the last new case instead of 14 days. As above, outbreak restrictions should remain in place until results have been received from the end of outbreak testing and there are no new positives.

These changes are now in place and should be applied to current outbreaks and also any new outbreaks. Any care home impacted by this change can also contact their HPT to discuss what these changes mean for them.

These changes are in response to the Delta variant now being widespread, high level of vaccination amongst care home residents and encouraging evidence regarding vaccination offering protection against severe illness from covid-19.

This is the standard policy for care home outbreaks. Your HPT will advise if a different approach is needed for your situation.

For resident testing, the usual principles of consent and best interest decisions apply.

Once you have completed the above, return to the regular testing regime of testing staff twice a week (once with PCR and Rapid lateral flow, and once rapid lateral flow only) and residents every 28 days with PCR.

To avoid excessive testing of residents, if the regular resident testing is due at a similar time as the whole home recovery testing, the regular resident testing can be delayed (by a week), and replaced with the recovery testing.

If you have any questions please call 119. Lines open from 7am - 11pm daily
Special considerations for testing residents using rapid lateral flow tests

When to test residents using rapid lateral flow tests: On day 1 and once again between days 4-7 of an outbreak, on the same days as outbreak PCRs.

How to test residents with rapid lateral flow tests: There are a few things to note when testing residents rather than staff with rapid lateral flow tests. The overall step-by-step process for testing residents using rapid lateral flow tests is the same as for staff, with a few key differences:

You will need to:

- ensure that in the same way as for PCR testing, you have written consent from residents or their legal representatives to be tested in line with your normal policies and procedures following principles of consent and best interest.
- think about and plan your schedule for testing. In an outbreak situation residents need to be tested with Rapid lateral flow tests on the same days as they are tested with their outbreak PCRs.
- be prepared to have a clear record of which device matches each resident’s result.
- have devices available for residents to register their results, (or for staff members to do this for them with their written consent)
- ensure you have enough staff trained in how to administer and process Rapid lateral flow tests to help residents if required.
- have all the equipment you need for testing (mirror, timer, permanent markets, hand sanitiser, health care waste bins etc) prepared in advance of testing.
- have read the Terms and Conditions for Rapid lateral flow testing as contained within the Visitor testing guidance.

You do not need:

- You do not need a designated area for residents to be tested - as you do for PCR testing, residents should swab (or be swapped if they require assistance) in a way that is clinically sound and adheres to infection control protocols, but also takes into account other aspects of their physical and mental wellbeing.
- You do not need to set up each resident with a personal account for Rapid lateral flow test kit registration to speed up registration if they do not have a personal email and mobile phone number to allow this process.

Resident Rapid lateral flow testing process checklist:

1. Resident consents to testing.
2. Take down the registration details of the resident if they cannot register themselves.
3. The Rapid lateral flow test kit is prepared for use.
4. Take swab sample (tonsils then nose, or if not possible a double nasal swab).
5. Process the sample and apply it to the rapid test.
6. Wait 30 minutes then read results. (This step needs to be performed by a trained operative.)
7. Register test kit and result onto the online registration form.
8. Post-test action; Immediately isolate any positive cases. Remember, a negative result does not mean the individual is not infected, however by quickly identifying positives, it means people who are highly infectious can be isolated sooner.
Frequently asked questions

Contacting the HPT

In the event of any new cases or outbreak reports, please immediately contact your local Health Protection Team (HPT) for advice and support.

• To find out which public health team covers your area visit please visit: https://www.gov.uk/health-protection-team.

• Please ensure that any case(s) are isolated and managed in line with current advice.

From 16 August staff members notified that they are a contact of a COVID-19 case are not required to self-isolate if they are fully vaccinated. They should inform their line manager or employer immediately if they are required to work in the 10 days following their last contact with a COVID-19 case. Further guidance can be found here.

Additionally care home residents who are fully vaccinated will not need to self-isolate following contact with someone who has tested positive for COVID-19 provided they have received a negative PCR test, and undertake daily LFT testing during their contact period (10 days). Further guidance can be found here.

• Commence rapid response daily testing.

Where do I obtain tests in an outbreak?

It is likely that your home will already have enough existing PCR and Rapid lateral flow test kits to cover outbreak testing. If this is the case you will not need to order more test kits.

However, if you do not have enough existing kits on hand, you should place an urgent request for kits via 119.

How do I return outbreak PCR tests?

As you are already engaged in the rolling programme of staff/resident testing – you may already have a courier booked for the days that PCR outbreak testing takes place. If this is the case, you should return tests through this regular channel – no additional return courier booking will be needed. Should this not be the case, you can call 119 to book a same day courier. This can be arranged at https://test-kit-collection.test-for-coronavirus.service.gov.uk/

Used Rapid lateral flow tests do not need to be sent to a lab. Please dispose of them in your health waste bin.

What if a resident tests positive with a rapid lateral flow test?

They will need to undertake a confirmatory PCR, registered through the organisation route using the care home’s UON. They should then proceed to self-isolate at home immediately until they receive their result.

What if a staff member tests positive with a rapid lateral flow test?

They will need to undertake a confirmatory PCR, registered through the organisation route using the care home’s UON. They should then proceed to self-isolate at home immediately until they receive their result.

What about staff who are not at work?

You only need to test staff working in the home over the rapid response testing period. You do not need to test those who are not working;

Any staff with symptoms should not be in work.
They should not come into work for testing and should instead be tested via another channel – e.g., regional testing site, or home testing. As key workers, care home staff have priority access through the self referral portal for testing.

there is no requirement to bring people into work to get tested on their non-working days.
Further advice
for care home testing in general

If you have any questions please call 119. Lines open from 7am - 11pm daily
Support with conducting tests in your care home

If you have any questions regarding conducting tests on residents in your home, call the customer contact centre for advice on 119.

If you require assistance with conducting the tests in your home (swabbing of residents and/or staff), training and advice can be sought via the local Clinical Commissioning Group Director of Nursing, in the same way that infection control training is being accessed.

Further support from Public Health England

If you are experiencing difficulties with implementing the above guidance, or need help dealing with a significant increase in cases, deaths, or any other serious problems, contact your local health protection team here.

Further guidance for care homes

For the latest information and guidance on self-isolation and test results see the Public Health England Guidance. This will continue to be updated regularly.

Customer contact centre

England, Scotland, Wales and Northern Ireland 119

Get help if you’re worried about an urgent medical problem

Visit NHS 111 online www.111.nhs.uk or call 111 if:

• You, or someone you live with, gets worse over the next few days or your symptoms do not get better after 7 days.
• You’re worried about a baby or child who is ill.

Call 999 in a medical emergency, if you think there’s something seriously wrong.

Do not delay getting help if you’re worried. Trust your instincts.

Visit www.111.nhs.uk/service/COVID-19 to check if you have coronavirus symptoms and find out what to do next.

Thank you for supporting us.

Manufactured for: Department of Health and Social Care, 39 Victoria Street, Westminster, London, SW1 0EU.