Care Home COVID-19 Testing Guidance

Non-Randox test kits

This guidance gives you instructions to test for coronavirus (COVID-19). This applies to all care homes.

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 testing. This can be arranged at www.carehomecollect.co.uk

This document was updated June 2020
Introduction

Providing testing within all care homes will help you protect your residents and staff, and is an important part of the national effort to tackle coronavirus. Thank you for everything you are doing to help the country beat the virus at this hugely challenging time.

Order test kits via the online portal for care homes: gov.uk/coronavirus

Check which type of test kit you will be using

There are two types of test kits delivered to care homes, Randox test kits and all other types which are collectively referred to as non-Randox test kits.

Both test kits look very similar and test for whether someone currently has coronavirus in the same way. You will be told which test kits you will be using when you receive confirmation of your delivery.

This guidance document is for non-Randox test kits. If you are using Randox test kits please refer to the Randox guidance.

Prepare your care home for testing

You can start to plan for how you will conduct testing in your care home with the following steps. This will help to ensure that you are ready to start as soon as the test kits arrive.

• Familiarise yourself with the guidance and instructions and assist your team to prepare by watching the instruction video and completing the online self-assessment tool.

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

• Make sure that you obtain 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

• Make sure you have booked a courier collection by 7pm the day before you start testing. This can be arranged at www.carehomecollect.co.uk

Providing testing within all care homes will help you protect your residents and staff, and is an important part of the national effort to tackle coronavirus. Thank you for everything you are doing to help the country beat the virus at this hugely challenging time.
# Timetable for testing in your care home

<table>
<thead>
<tr>
<th>What to expect:</th>
<th>What to do:</th>
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<tbody>
<tr>
<td><strong>Initial Order</strong></td>
<td>Start planning in advance so that you are ready to begin testing when the test kits are delivered to you:</td>
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<tr>
<td>You will receive an email from <a href="mailto:care.home.portal.for.coronavirus.test.kits@notifications.service.gov.uk">care.home.portal.for.coronavirus.test.kits@notifications.service.gov.uk</a> confirming your successful order of tests.</td>
<td>• Read the instructions and watch the instruction video(s)</td>
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<td>• Prepare a workflow and allocated work stations for testing</td>
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<td>• Ensure you have enough of the appropriate PPE</td>
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<td><strong>Days 1 - 2</strong></td>
<td>Make sure you:</td>
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<tr>
<td>You will receive a second email confirming the test kits are scheduled for delivery. Take this time to start preparing.</td>
<td>• Communicate to all staff and residents of the plan to start testing</td>
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<tr>
<td>• You should obtain consent to conduct the test from the resident in line with your usual policies and procedures. (more on page 8 - obtaining consent)</td>
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<td>• Obtain agreement from staff to be tested, and schedule testing of staff taking into account shift patterns</td>
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<tr>
<td><strong>Day 3</strong></td>
<td>Start preparing for testing</td>
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<tr>
<td>You will receive your delivery of test kits via courier after 10am.</td>
<td>• Re-familiarise yourself and staff with the test instructions to prepare, collect and package the sample for each person being tested</td>
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<tr>
<td>Ensure that all test kits are stored safely at an ambient temperature. Do not refrigerate or leave in direct sunlight.</td>
<td>• Prepare your test record templates and workstations for an easy testing and registration workflow</td>
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<tr>
<td>• Spend time preparing residents and explaining the procedure to them</td>
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<tr>
<td><strong>Before testing</strong></td>
<td>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 testing.</td>
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<tr>
<td><strong>Testing days</strong></td>
<td>For EACH day of testing:</td>
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<td>Testing days, on day(s) of your choice:</td>
<td>• Take time to prepare yourself, your space, your residents and staff</td>
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<tr>
<td>Conduct your tests between 6am - 3pm.</td>
<td>• Follow the test instructions to prepare, collect and package the sample for each resident or staff member between 6am and 3pm</td>
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<tr>
<td>Stop testing at 3pm to allow time for packaging before courier collection.</td>
<td>• Note the barcode number and time of each test against the name of the person tested</td>
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<tr>
<td>Courier collection will take place between 4pm and 10pm on each day you have a booked collection.</td>
<td>• Register the completed test online as close as possible to the time of the swab</td>
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<tr>
<td>• Courier collects completed test samples between 4pm and 10pm</td>
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</tr>
<tr>
<td><strong>Results</strong></td>
<td>• Notify, as appropriate, the resident, GP and family of the test result</td>
</tr>
<tr>
<td>You will receive the test results by email within 72 hours of test kits arriving at the laboratory</td>
<td>• Take appropriate actions if the test result is positive or inconclusive</td>
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</tbody>
</table>
Who should be tested?

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

All residents should be tested providing they have not previously tested positive for COVID-19.

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. Children age 12-17 years old may choose to self administer the test with adult supervision, while children age 11 years and under should have the test administered by an adult.

If you choose not to conduct tests on symptomatic residents in your home, please notify your local health protection team.

Please note that Public Health guidelines for management of residents differ for those with/without symptoms. Please refer to the specific guidance at the back of this document.

Staff without symptoms

All care home staff (including agency workers) without symptoms can be tested providing they have not previously tested positive for COVID-19.

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 gov.uk/apply-coronavirus-test-essential-workers to arrange a test.

Staff members should register the tests themselves to receive the test results directly, or may choose to ask the care home to register their details.

COVID-19 Symptoms

COVID-19 symptoms include a new continuous cough and/or high temperature (>37.8℃) and/or loss of, or change to, sense of smell or taste. However, symptoms may be more subtle in older people with co-morbidities in care homes who may present with Influenza Like Illness (ILI), shortness of breath, new onset confusion, reduced alertness, reduced mobility, or diarrhoea and sometimes do not develop fever. This may be true for COVID-19, so such changes should alert staff to the possibility of new COVID-19 infection. Please refer to the latest guidance online for up to date guidance on symptoms.

For more information on how to get tests for residents, staff and those receiving care at home, refer to Coronavirus testing for adult social care.

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

For people who have hearing or speech impairments, please call 18001 0300 303 2713
Booking your courier collection

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

Please book your courier collection via carehomecollect.co.uk

**Arranging your test kit courier collection:**

1. Once you have planned for when to do testing book your courier collection at www.carehomecollect.co.uk

2. Make sure that you have your CQC reference number and care home email address ready and follow the steps on screen to arrange your courier.
   Note: you have until 7pm to arrange a next day courier collection

3. Receive your courier collection confirmation email

4. Conduct testing between 6am and 3pm on the day your courier has been arranged (see page 8 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.

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**Important**

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

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If you are self-swabbing

Follow the instructions included at the end of this guidance document. Please ignore the postal instructions, instead follow the courier collection guidance for care homes (see page 15)

Both documents are available at the back of this guidance.

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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 this instruction video prior to 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 to 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 create an organisational account and facilitate this centrally. Please contact info@genqa.org to set this up.

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 agreement from all staff to be tested.
Before Testing

1. Book your courier collection by 7pm the day before testing at the latest.

Testing Day

2. Take swab samples
3. Package test kits
4. Collection by courier

Register completed tests

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

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.

It is recommended 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.

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.

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.

Have a clean workstation for test preparation.
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.

In this phase of testing there is no ability to order further tests for your care home after an initial order to test all residents and staff. We will expand this to offer further orders for retesting once we have provided initial testing for all care homes.

If you have unused test kits you may use them to test again in the future. Please book a courier collection via www.carehomecollect.co.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.
Record swab samples

When you conduct the swab test, you must register each completed test online (see separate instructions in this pack). 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 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.**

- Please use the **suggested record keeping template** to capture the personal information of those being tested alongside the barcode or URN number of the test. To help with record keeping, you should prepare the personal information of those being tested ahead of testing. As you test individuals, update the record keeping template with the date, time and associated barcode of the test, and then use this to register the test online (see separate instructions in this pack).

<table>
<thead>
<tr>
<th>Name of resident</th>
<th>Date of birth</th>
<th>Gender</th>
<th>Symptoms (Yes/No)</th>
<th>Test kit URN or barcode</th>
<th>Date of swab test</th>
<th>Time of swab test</th>
<th>Time registered online</th>
<th>Time of courier collection</th>
<th>Test result</th>
<th>Date resident (or family) informed of test result</th>
<th>Date GP informed of test result</th>
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If you have any questions please call 119
Lines open from 7am - 11pm daily
For people who have hearing or speech impairments, please call 18001 0300 303 2713
It is crucial that you register each completed test online at www.test-for-coronavirus.service.gov.uk/care-home

This registration process is essential, as without it, the laboratory 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.

Once you have successfully registered each test you will receive a confirmation email or text message. You will receive the test results by email 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.

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. Staff members should also retain a record of their own test URN/barcode.

What you will need to register your test online:

1. **CARE HOME ID:**
   - in England: enter your CQC location ID (it looks like this: ‘1-123456789’)
   - in Wales: enter your service URN (it looks like this: ‘SIN-12345678-abcd’)
   - in Northern Ireland: enter your RQIA number (it looks like this: ‘1234’)
   - in Scotland: enter your Care Inspectorate number (it looks like this: ‘CS1234567890’)

2. **ENTER THE TEST BARCODE:** Enter the 11 character reference below the barcode on your test kit, or scan the barcode using your phone or computer camera. Take care to double check that this number is correct.

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

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

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

6. **GENDER AND DATE OF BIRTH:** Of the person who has been tested

7. **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. Registered managers should not use a personal email or phone number

8. **POSTCODE:** This will be the care home address (for residents) or a home address (for staff members).

9. **NHS NUMBER:** Of the person who has been tested, if available (not required)
4 Register completed tests online

Where 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 national guidance for care homes.

All staff should follow the Public Health Guidance in this document and refer to the full national guidance online.
Securely package and give the completed tests to the courier

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.

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

There is a 48 hour window to get a swab sample to the lab 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.

If there is a problem with your courier collection

If your courier has not collected your test kits by 10pm, please email COVIDCareHomeTesting@dhsc.gov.uk or call the helpline number at the bottom of this page to request an urgent collection the following morning. You will receive an email confirmation of your revised collection time.

If the courier arrives before 4pm and your test kits are not yet ready for collection, please politely ask the courier to wait or return at 4pm the same day.

If you have any other problems with your delivery or collection that are not addressed above, please email COVIDCareHomeTesting@dhsc.gov.uk or call the helpline number at the bottom of this page.

Important

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

Early reporting of a coronavirus outbreak in your care home

You should report any suspected coronavirus outbreak (two or more residents or staff cases within 14 days with confirmed or suspect COVID-19 infection) to your local health protection team.

You can find contact details of your local health protection team here.

Support with conducting tests in your care home

If you have any questions regarding conducting tests on residents in your home, please call the Contact Centre for advice (phone number at the bottom of this page).

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 if you are experiencing a significant increase in new cases or deaths or any other serious problems, you should contact your local health protection team.

You can find contact details of your local health protection team here.

Further guidance for care homes

Coronavirus (COVID-19): admission and care of people in care homes

COVID-19: our action plan for adult social care

Coronavirus (COVID-19): guidance for care staff supporting adults with learning disabilities and autistic adults
Guidance for care home residents WITH symptoms

Key extracts from Public Health England guidance as at 27 April 2020 set out below. Please refer to the full Public Health England guidance which will be updated regularly.

Care home resident who has a POSITIVE COVID-19 Result

• The resident should continue to isolate for 14 days from the date the onset of symptoms. *

• Ideally in a single occupancy room with a single bathroom. If there is more than one case, residents with positive COVID-19 results may cohort together in multiple occupancy rooms

• After 14 days the resident can cease isolation, if they have not had a high temperature for 48 hours. They do not need to isolate after 14 days if they just have a cough, as a cough can last for several weeks after the infection has gone

*The 7-day isolation period usually applies but care home residents are a particularly vulnerable group and their immune response may differ from younger normally healthier individuals. Therefore, a 14-day period of isolation is recommended for residents in care homes.

Isolation of resident contacts who have been exposed

Resident contacts are defined as residents that live in the same unit / floor as the infectious case (e.g. share the same communal areas) OR have spent more than 15 minutes within 2 metres of an infectious case.

There are three types of isolation measures:

• Isolation of contacts individually in single rooms for 14 days after last exposure to a possible or confirmed case: This should be the preferred option where possible. These contacts should be carefully monitored twice daily for high temperature, cough and shortness of breath during the 14-day period.

• Cohorting of contacts within one unit rather than individually: Consider this option if isolation in single rooms is not possible due to shortage of single rooms when large numbers of exposed contacts are involved.

• Protective cohorting of unexposed residents: Residents who have not had any exposure to the symptomatic case can be cohorted separately in another unit within the home away from the cases and exposed contacts.

Extremely clinically vulnerable residents should be in a single room and not share bathrooms with other residents. *The 7-day isolation period usually applies but care home residents are a particularly vulnerable group and their immune response may differ from younger normally healthier individuals. Therefore, a 14-day period of isolation is recommended for residents in care homes.

Isolation of staff contacts who have been exposed

*Staff contacts are defined as care home staff that have provided care within 2 metres to a possible or confirmed case of COVID-19 for more than 15 minutes.

• Staff caring for symptomatic patients should be cohorted away from other care home residents and other staff, where possible/practical. If possible, staff should only work with either symptomatic or asymptomatic residents. Where possible, staff who have had confirmed COVID-19 and recovered should care for COVID-19 patients. Such staff must continue to follow the infection control precautions, including PPE.

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Guidance for care home residents

**WITH symptoms**

### Care home resident who has an INCONCLUSIVE COVID-19 result

A repeat test should be organised as long as the resident is symptomatic.

**The resident should continue to isolate for 14 days** from the onset of symptoms

- Ideally in a single occupancy room with a single bathroom
- If there is more than one case, residents with positive COVID-19 results may cohort together in multiple occupancy rooms
- After 14 days from onset of symptoms, the resident can cease isolation, if they are well enough and have not had a high temperature for 48 hours. They do not need to isolate after 14 days if they just have a cough, as a cough can last for several weeks after the infection has gone

### Isolation of resident and staff contacts who have been exposed to a care home resident with an INCONCLUSIVE COVID-19 result

- A repeat test should be organised as long as the resident is symptomatic.
- The resident should continue to isolate for 14 days from the onset of symptoms
- Ideally in a single occupancy room with a single bathroom
- If there is more than one case, residents with positive COVID-19 results may cohort together in multiple occupancy rooms
- After 14 days from onset of symptoms, the resident can cease isolation, if they are well enough and have not had a high temperature for 48 hours. They do not need to isolate after 14 days if they just have a cough, as a cough can last for several weeks after the infection has gone

### Care home resident who has a NEGATIVE COVID-19 result

- **The resident no longer needs to isolate**, providing they are well enough and have not had a high temperature for 48 hours.
- **If the resident has persistent symptoms**, a local risk assessment should be carried out. A repeat test may be required based on a clinical assessment e.g. by the care home’s general practitioner.
- **If the resident was isolating because of exposure to a confirmed COVID-19 case**, they should continue to isolate for 14 days from date of last exposure.

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

For people who have hearing or speech impairments, please call 18001 0300 303 2713
Guidance for care home residents WITHOUT symptoms

Guidance for care home residents WITHOUT symptoms is under development.
Key extracts from Public Health England guidance as at 27 April 2020 set out below.
Please refer to the full Public Health England guidance which will be updated regularly.

**Aymptomatic care home resident who has a positive COVID-19 Result**

- **The resident should isolate for 14 days** from the date the test was taken. After 14 days, if they remain asymptomatic, they can cease isolation.
- **If the resident develops symptoms** after the swab is taken, they should isolate for 14 days from the onset of symptoms. After 14 days, the resident can cease isolation, providing they have not had a high temperature for 48 hours. They do not need to isolate after 14 days if they just have a cough, as a cough can last for several weeks after the infection has gone.
- A repeat COVID-19 test to confirm that the infection has cleared after the 14-day period is NOT required.

**Isolation should occur:**

- Ideally in a single occupancy room with a single bathroom.
- If there is more than one positive case, residents with positive COVID-19 results may cohort together in multiple occupancy rooms.

**Isolation of staff contacts who have been exposed**

- Staff caring for COVID-19 CONFIRMED POSITIVE residents should be cohorted away from other care home residents and other staff, where possible/practical.
- If possible, staff should only work with either COVID-19 positive residents OR COVID-19 negative residents.
- Where possible, staff who have had confirmed COVID-19 and recovered should care for COVID-19 positive residents.
- Such staff must continue to follow the infection control precautions, including PPE.

**Isolation of resident contacts who have been exposed**

Manage in the same way as resident exposure to a symptomatic care home resident with a positive COVID-19 result. The resident does not need a repeat test once their isolation period has been completed.

There are three types of isolation measures:

- **Isolation of contacts individually in single rooms for 14 days after last exposure to a possible or confirmed case:** This should be the preferred option where possible. These contacts should be carefully monitored twice daily for high temperature, cough and shortness of breath during the 14-day period.

- **Cohorting of contacts within one unit rather than individually:** Consider this option if isolation in single rooms is not possible due to shortage of single rooms when large numbers of exposed contacts are involved.

- **Protective cohorting of unexposed residents:** Residents who have not had any exposure to the COVID-19 positive case can be cohorted separately in another unit within the home away from the cases and exposed contacts.

Extremely clinically vulnerable residents should be in a single room and not share bathrooms with other residents.
Guidance for care home residents **WITHOUT symptoms**

**Care home resident who has an inconclusive COVID-19 result**

A repeat COVID-19 test should be carried out as soon as possible.

- If the asymptomatic resident was already isolating because of exposure to a confirmed COVID-19 case, they should continue to isolate for 14 days from date of last exposure.

- If the asymptomatic resident has not had recent exposure to a confirmed COVID-19 case, they do not need to isolate pending the test result.

- If the resident subsequently develops symptoms of COVID-19 after the swab is taken, they should isolate for 14 days from the onset of symptoms whilst the result of the repeat test is awaited.
  
  - Ideally in a single occupancy room with a single bathroom
  
  - If there is more than one case, residents with positive COVID-19 results may cohort together in multiple occupancy rooms

**Asymptomatic care home resident who has a negative COVID-19 result**

The resident does not need to isolate if they are asymptomatic with a negative COVID-19 result; however:

- If the resident subsequently develops symptoms of COVID-19, they should be isolated for 14 days from the onset of symptoms, and a repeat COVID-19 test should be carried out as soon as possible.

- If the resident was isolating because of exposure to a confirmed positive COVID-19 case, they should continue to isolate for 14 days from date of last exposure, even if they test negative.
Guidance for care home staff
WITHOUT symptoms

Guidance for care home staff WITHOUT symptoms is under development.
Key extracts from Public Health England guidance as at 27 April 2020 set out below.
Please refer to the full Public Health England guidance which will be updated regularly.

Asymptomatic carer who tests POSITIVE for COVID-19

• The carer should self-isolate until 7 days from the date the test was taken. They can return to work on day 8 providing they remain asymptomatic. The household members of the carer should self-isolate for 14 days from the day the carer’s test was taken.

• If during the 7-day isolation period, the carer develops symptoms of COVID-19, they should self-isolate for 7 days from THE ONSET OF SYMPTOMS. They can return to work on day 8 providing they are well enough and have not had a high temperature for 48 hours. The household members of the carer should self-isolate for 14 days from receipt of the carer’s test result. However, if any household member of the carer develops symptoms of COVID-19, they should self-isolate for 7 days from the onset of their symptoms.

• THE CARER DOES NOT NEED A REPEAT TEST once their isolation period has been completed.

Asymptomatic carer who tests NEGATIVE for COVID-19

• The carer can remain at work and must continue to follow infection control precautions, including PPE.

• The carer does not need a repeat test, unless they develop symptoms.

• If the carer subsequently develops symptoms of COVID-19, they should self-isolate for 7 days from the onset of symptoms and should arrange for a repeat COVID-19 test. Further information regarding the return to work criteria can be found at: HCW guidance

Asymptomatic carer who tests INCONCLUSIVE for COVID-19

• The carer can remain at work and must continue to follow infection control precautions including PPE. A repeat test should be arranged.

• If the carer subsequently develops symptoms of COVID-19, they should self-isolate for 7 days from the onset of symptoms whilst awaiting a repeat COVID-19 test. Follow the advice on: HCW guidance

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

For people who have hearing or speech impairments, please call
18001 0300 303 2713
Need help?

If you have any questions or problems with this test kit, please call us.

Helpdesk number **119**.
Lines are open everyday, 7am to 11pm.

It is free of charge from any mobile or landline.

Thank you for supporting us.
Care Home COVID-19 Testing Instructions

For administering the test to others
Testing your staff and residents for coronavirus (COVID-19) for non-Randox test kits

Before you test:

- Make sure you have booked an end-of-day courier collection before you start testing. (See guidance)
- Read the online guidance, watch the instructional video and review the competency tool at [gov.uk/guidance/coronavirus-covid-19-getting-tested](https://gov.uk/guidance/coronavirus-covid-19-getting-tested)
- Make sure you have consent from the person you are testing.
- Where possible, we recommend two people support testing; one to test and the other to record the test details.

1. **Wash your hands and put on the necessary Personal Protective Equipment (PPE)**
   Wash your hands thoroughly for 20 seconds, using soap and warm water. Make sure you wear your mask, visor, gloves, and an apron when testing.

2. **Clean surfaces**
   Clean and dry a surface to place the test kit on. Unpack everything from the kit onto the clean surface.

3. **Find the tonsils (back of the throat)**
   Look inside the person’s mouth and find their tonsils. This is the area where you will take the swab sample. You can use a torch to help.
   If tonsils were removed, swab where they would have been at the back of the throat.

4. **Ask the person to gently blow their nose and cough into a tissue.**
   This is so excess mucus does not interfere with the test. Throw the tissue away in a closed bin.

5. **Open the swab inside sealed wrapper**
   Open the package and carefully take out the swab. You’ll use it for both the throat and nose.

6. **Take the throat sample**
   Holding the swab in your hand, open the person’s mouth wide and gently rub the swab over both tonsils and the back of the throat for 10 seconds (use a torch and/or mirror to help you do this).

7. **Take the nose sample**
   Put the same end of the same swab gently into the nostril by about 2.5cm (1 inch) or until you feel some resistance.
   Rotate the swab for 10-15 seconds and slowly remove it.

**Important**
You will use the same swab for both the throat and nose.

This may be uncomfortable, and they may feel like gagging, but it should not hurt.
Take care not to touch their tongue, teeth, or gums, or any other surfaces with the swab.
If it is too difficult to do a throat swab take a swab from both nostrils instead, but only as a last resort.

**Important**
The fabric tip of the swab must not touch anything apart from the tonsils, back of throat and nose. If it touches anything else, use a new swab.

**Important**
Before you test:
- Make sure you have booked an end-of-day courier collection before you start testing. (See guidance)
- Read the online guidance, watch the instructional video and review the competency tool at [gov.uk/guidance/coronavirus-covid-19-getting-tested](https://gov.uk/guidance/coronavirus-covid-19-getting-tested)
- Make sure you have consent from the person you are testing.
- Where possible, we recommend two people support testing; one to test and the other to record the test details.

**Important**
This may feel uncomfortable. Do not insert the swab any deeper if there is strong resistance or pain.
8 Place swab into plastic vial
Make sure the fabric tip is facing down as you place it into the vial. Snap off the stick end, so that it fits inside the vial without bending.

9 Securely fasten the lid
The lid should screw on and fit securely.
If the swab stick is too long still, you may need to use scissors to cut it to size. Clean and dry the scissors first.
Securely fasten the lid on the vial. Make sure the lid is securely fastened and sealed so that no liquid can leak.

10 Stick barcode onto the plastic vial
Peel off one of the barcode labels from the set of 4, and stick it vertically along the length of the plastic vial.
If there is already a label on the plastic vial, place your barcode label on top of it.

11 Place vial and absorbent pad into the resealable clear plastic bag
Place the plastic vial and the absorbent pad into the resealable clear plastic bag.
Seal the bag.

12 Place into larger biohazard bag
Then place the smaller resealable clear plastic bag into the larger biohazard bag.
Seal the bag using its silver seal.

13 Stick barcode onto biohazard bag
Peel off one of the identical barcode labels from the set of 4 and stick it onto the outside of the sealed biohazard bag.
You should have 2 spare barcodes left over. You can use this in case you have labelled the packaging incorrectly.
Barcode #1: Stick on plastic vial
Barcode #2: Stick on biohazard bag
Barcode #3: Stick to test record keeping template
Barcode #4: Spare

14 Fill out the test record and keep for your records
You can choose to fill in the test record template with personal information of those being tested, before you start testing, or ask a colleague to fill in this information while you carry out the test. Your colleague should also record the barcode number and the time of the swab as the test is conducted. This is to ensure that you avoid touching anything while testing.
You can stick one of the barcodes to the test record template to make the administration process easier and to help ensure that the test is connected to the right individual.

<table>
<thead>
<tr>
<th>Barcode number</th>
<th>Barcode</th>
<th>Test date</th>
<th>Time of test</th>
<th>Test result</th>
<th>Individual</th>
<th>Barcode number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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</table>

Important

Change your apron and gloves each time you do a test. Throw these away in a closed bin.

Finish testing by 3pm each day to allow time to package your completed tests securely using the packaging provided. Courier collection will take place between 4pm and 10pm.

Make sure you record the individual’s information correctly on the test record and match them with their test barcode.

Register the completed test online as soon as possible at test-for-coronavirus.service.gov.uk/care-home

Updated 29 May 2020
Care Home COVID-19 Testing Instructions

For self-swabbing
Coronavirus (COVID-19) Home Test

Thank you for taking the time to complete your coronavirus home testing kit and helping to keep yourself and others safe.

Please read these instructions thoroughly and follow the steps carefully to help you get the most accurate result.

BEFORE YOU START, READ THROUGH THESE PAGES TO MAKE SURE YOU UNDERSTAND EACH STEP.

How to complete the home test

**STEP 1** Book the free courier collection of your home test sample (complete as soon as possible)

**STEP 2** Register your home test kit online (you will not receive your test results if you have not registered your kit)

**STEP 3** Take a swab sample from your throat and nose

**STEP 4** Give your completed home test kit to the courier

**STEP 5** Receive your test results by text message or email
This test can be conducted on multiple age levels, please follow this guide for who should administer the test:

<table>
<thead>
<tr>
<th>Age</th>
<th>Administration</th>
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<tbody>
<tr>
<td>18+ years old</td>
<td>Self-administer test (unless unable to do so)</td>
</tr>
<tr>
<td>12 – 17 years old</td>
<td>Self-administer test with adult supervision</td>
</tr>
<tr>
<td>11 years and under</td>
<td>Adult to administer test on the child</td>
</tr>
<tr>
<td></td>
<td>If for any reason you cannot complete this test, continue to self-isolate as per the government guidance.</td>
</tr>
</tbody>
</table>

- **Call 111 if you're worried about a baby or child.** If the baby or child seem very unwell, are getting worse, or you think there's something seriously wrong, call 999.
- **Do not delay getting help if you're worried.** Trust your instincts.
- **Get more advice about coronavirus in children at:**

**IMPORTANT**

Wash your hands thoroughly before handling the contents of the home test kit.

Only take this test if this package is addressed to you.

If multiple people in the same household are completing tests all five steps will need to be done for each person.

If conducting on someone else, including children, extra instructions are provided as part of Step 3B.

**Get help with your home test**

Call the customer contact centre for assistance with ordering a test kit:

- **England, Wales and Northern Ireland:** call 119 (free from mobiles and landlines)
- **Scotland:** call 0300 3030 2713 (charged at your standard network rate)
STEP 1  Book the collection of your home test sample

Complete the collection process separately for each person being tested. If you are completing tests for multiple people in the household, each test kit will need to have a courier pick-up booked and have the test kit registered separately.

As soon as you receive this home test kit, book a free, registered courier to collect the test sample that you will provide.

To book your next day collection, visit: https://collections.royalmail.com/

- You will be asked to enter the barcode number (excluding the # signs) on the pre-paid Royal Mail return label for each kit you are returning.

Your return label will have a unique barcode number. It will begin with ZD followed by 9 numbers and end in GB. Here is an example:

![Barcode Example]

- You need to book the courier before completing your test. The courier must be booked by 4pm the previous day to ensure they pick up the next day.

The test kits are time sensitive and expire after 48 hours of the swab being taken. That is why you need to complete your test as close to the courier pick-up as possible.

If your sample is completed too early, the lab may not be able to give an as accurate result.
## IMPORTANT

You will not receive your results if you do not register your home test kit.

Register your kit just before you take the test. This should be done anytime after 12pm the day prior to the courier collection.

Complete the registration process for the person being tested. If you are completing tests for multiple people in the household, each test kit will need to be registered for the person who is tested.

For the best experience, complete the registration process on your smartphone.

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<tr>
<td>1</td>
<td>Go to <a href="https://www.gov.uk/register-home-test">gov.uk/register-home-test</a> to register your home test kit.</td>
</tr>
<tr>
<td>2</td>
<td>Complete the online form with the details of the person being tested.</td>
</tr>
<tr>
<td>3</td>
<td>You will need: The barcode number from the pack of identical barcodes.</td>
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</tbody>
</table>
Are you ready to take the test?

Taking the test will feel a little uncomfortable and unusual for most people – but please follow the instructions as it is vital to get a good sample for the lab to process.

If administering the test on a child or someone else, please use Step 3B (pages 10 - 12) for support through the process.

Prepare to take the sample

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<tbody>
<tr>
<td><strong>1</strong></td>
<td>Wash your hands thoroughly for at least 20 seconds, using soap and warm water.</td>
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<tr>
<td><strong>2</strong></td>
<td>Clean and dry a surface to place the home test kit on. Unpack everything from the kit onto the clean surface.</td>
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</table>
| **3** | Check that your kit contains these items:  
A. Instructions booklet  
B. One sheet of barcode labels  
C. One Royal Mail return label  
D. One zip-lock plastic bag  
E. One swab, inside a sealed wrapper (the same swab will be used on your throat and your nose)  
F. One plastic vial, containing a small amount of liquid  
G. One sheet of absorbent material  
H. One biohazard bag with a silver seal  
I. Return box |

**IMPORTANT**

If you notice anything damaged, broken or missing in the kit, do not use it. Call 0300 303 2713 to ask for a new kit. If something in the kit is difficult to use or breaks when you use it, call 0300 303 2713 to ask for a new kit. If you can, please report the problem on this website https://yellowcard.mhra.gov.uk/ as a medical device adverse incident.
STEP 3 Take a sample from your throat and nose (2/4)

4 Use a mirror to look at the inside of your mouth, and find your tonsils. This is the area where you will swab.

If your tonsils were removed, you will swab where they would have been.

5 Gently blow your nose and cough into a tissue.

Throw the tissue away in a bin.

Take the sample

6 Open the swab package and take out the swab. The same swab will be used on your throat and mouth.

**IMPORTANT**

Take care not to touch the soft end of the swab on anything apart from your tonsils and nose.

7 Throat swab

Holding the swab in your hand, open your mouth and gently rub the swab over both tonsils and the back of the throat for 10 seconds (using a mirror may help you do this).

Remove the swab from the back of your throat.

**IMPORTANT**

This may be uncomfortable, and you may feel like gagging, but it should not hurt. Take care not to touch your tongue, teeth, or gums, or any household surfaces with the swab.
**STEP 3** Take a sample from your throat and nose (3/4)

### Nasal swab

Put the same end of the same swab gently into your nostril about 1 inch (2.5cm) or until you feel some resistance.

- Rotate the swab for **10-15 seconds** and slowly remove it.

**IMPORTANT**

- This may be uncomfortable.
- Do not insert the swab any deeper if you feel strong resistance or pain.

### Instructions

- Place the swab into the plastic vial with the fabric tip facing down, and snap off the other end of the swab, so that it fits inside the vial.
- Then put the lid back on the vial, making sure it is securely fastened.

- Wash your hands thoroughly for at least 20 seconds, using soap and warm water.

---

The test is now complete. We appreciate you taking the time to complete this test and helping to keep yourself and others safe in the fight against coronavirus (COVID-19).
After taking the sample

1. Peel off one of the barcode labels B and stick it centrally & vertically on the plastic vial F (as shown in fig. 1). If there is already a label on the plastic vial, place your barcode label on top of it.

2. Place the plastic vial F and the sheet of absorbent material G inside the plastic bag D. Place the plastic bag inside the biohazard bag H. Seal the bag using its silver seal.

3. Peel off another barcode from the sheet B and stick it on the outside of the sealed biohazard bag H.

   Note: You will have barcode(s) remaining at the end of the test. Please keep for your reference in case you need to track your test results.

4. Put the sealed bag into the return box I and close the box securely. If you can, wipe down the box with an antiseptic wipe.

5. Peel off the Royal Mail return label C to the outside of the box being sure not to cover the UN3373 markings.

You are now ready for the courier to collect your sample.
STEP 4  Give your home test sample to the registered courier

Make sure you are following self-isolation guidelines at home and you are available to answer any calls to your mobile phone between 8am and 4pm on the day of the collection – as the courier could arrive at any point during this period.

When the courier arrives, please provide them with your sealed return box following the government’s social distancing guidelines:

- The courier will knock on the door and then move at least 2 metres away.
- When they have moved away, open your door, place the packaged test kit outside your door, and close the door.

The courier will then collect the package and deliver it to a test laboratory.

DO NOT take your test kit to the post office.

STEP 5  Receive your test results by text message

You will receive your test result 2-3 days after your home test sample is collected. However, due to the volume of tests, it may take longer to get back to you.

- Not received your results after 5 days?
  Please call the helpdesk number 0300 303 2713.

Please reference the https://www.nhs.uk/conditions/coronavirus-covid-19/ for guidelines on what to do when you have COVID-19 symptoms or have contracted COVID-19.

- If your symptoms worsen, please use the NHS 111 online service for support and guidance on when to get help.

Thank you for helping to contain the virus and supporting the NHS.
Are you ready to conduct the test?

**IMPORTANT**

Do not conduct this test if you do not feel confident
Do not continue the test if the child has any pain or asks to stop
If for any reason you can’t do the test, please continue to self-isolate as a household

This test should be done anytime after 12pm the day prior to the courier collection.

Taking the test will feel a little uncomfortable and unusual for most people – but please follow the instructions as it is vital to get a good sample for the lab to process.

If conducting a test on someone else including children, it can be helpful to:

- Give them a distraction while you conduct the test (video), or make it into a game.
- Have another adult involved to provide support during the test. Decide before starting who will comfort the child and who will do the test.
- Have the adult hold the child on their lap during the procedure so it is easier to perform the test.

Your child may have some gagging or brief discomfort when the swab touches their tonsils. This is normal for all age groups.

Prepare to take the sample

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<table>
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<td>1</td>
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<td>Clean and dry a surface to place the home test kit on. Unpack everything from the kit onto the clean surface.</td>
</tr>
<tr>
<td>3</td>
<td>See page 5 to check that your kit contains all of the items.</td>
</tr>
</tbody>
</table>
STEP 3B  Take a sample from a child on their throat and nose (2/3)

4 Peel off one of the barcode labels and stick it along the length of the plastic vial. If there is already a label on the plastic vial, place the barcode label on top of it.

5 Use a torch to look at the inside of their mouth, and find their tonsils. This is the area where you will swab. If their tonsils have been removed, you will not see them. This is the area you should swab.

6 Have the person gently blow their nose and cough into a tissue to remove any extra mucus. Throw the tissue away in a bin.

Take the sample

Helpful tips for children

- If the child is old enough, explaining the test in terms they can understand might help ease any fear. For example, “You may want to push the swab away but it is really important you let me tickle your throat and nose so that we can tell if you might have coronavirus.”

- Play games and suggest they stick their tongue out (and get them to copy you). Then have them say “ahhh” loudly. Show them the swab stick and have them keep saying ‘ahhh’ while you swab their tonsils.

1 Open the swab package and take out the swab. The same swab will be used on their throat and mouth.

**IMPORTANT**

Take care not to touch the soft end of the swab on anything apart from their tonsils and nose.
## Throat swab

Holding the swab in your hand, have the person open their mouth wide and gently rub the swab over both tonsils and back of the throat for **10 seconds** (using a torch may help you do this).

Remove the swab from the back of their throat.

**IMPORTANT**

- This may be uncomfortable, and the person may feel like gagging, but it should not hurt.
- Take care not to touch their tongue, teeth, or gums, or any household surfaces with the swab.
- If you cannot swab the tonsils, swab both nostrils instead.
- Note: The result may be less accurate than a nose and throat swab.

## Nasal swab

Put the same end of the same swab gently into their nostril until you feel some resistance.

Rotate the swab for **10-15 seconds** and slowly remove it.

For children, if you are unable to do the tonsil swab, you may swab both nostrils for 10-15 seconds. However, the results from a nose swab alone may be less accurate than a combined nose and throat swab.

**IMPORTANT**

- This may be uncomfortable. Do not insert the swab any deeper if you feel strong resistance or if it seems to be hurting the child.

## Instructions

4. Place the swab into the plastic vial with the fabric tip facing down, and snap off the other end of the swab, so that it fits inside the vial. Then put the lid back on the vial, making sure it is securely fastened.

5. Wash your hands thoroughly for at least 20 seconds, using soap and warm water.

Please complete the steps to pack your sample back on Page 8.

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Page 12