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 LFD.

**If you are testing care home residents** please refer to the guidance on PCR testing beginning on pg. 8.

**If you are testing care home staff**, please refer to the guidance on PCR testing beginning on pg. 8 or the guidance on LFD testing beginning on pg. 22 as appropriate.

---

**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/](https://test-kit-collection.test-for-coronavirus.service.gov.uk/)
Table of Contents

Introduction

Testing process overview

Testing schedules for staff and residents

Who should be tested

PCR Testing process:

1. Book your courier collection for PCR tests
2. Prepare for PCR testing
3. Conduct PCR testing and instructions
4. Record PCR test sample
5. Register completed PCR tests online
6. Securely package and give the completed PCR tests to the courier

LFD Testing process:

1. Prepare the LFD testing area
2. Staff member arrival
3. LFD sample collection
4. LFD Sample analysis
5. LFD Results analysis
6. Register and record LFD results
7. LFD Results guidance

Further Advice for care home testing
Introduction

Providing testing within all adult 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.

All adult care homes 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 LFD testing complete the NHS Test and Trace online training. Each home will receive an email with details giving them access to the training portal. Once access is granted, all testing staff are required to watch the training videos and complete the online assessment. If you have not received an email with access details, please call 119.

• ensure that you have enough trained staff (Processing Operatives) available to process the number of LFD 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. For a quick start guide on how to use the scanning device, turn to page 19.

• 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/
Testing process overview

Initial Order
You will receive an email confirming your successful order of both PCR and LFD tests from:
care.home.portal.for.coronavirus.test.kits@notifications.service.gov.uk

What to expect:

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.

There will be a delay between placing your order and confirming your delivery as we prioritise care home orders. Use the time to prepare your care home for testing.

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 11 - 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. LFD tests can be disposed of in your health care waste bin.

Testing days, on day(s) of your choice:
Conduct LFD tests 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.

Courier collection for PCR test kits will take place between 4pm and 10pm on each day you have a booked collection.

For EACH day of testing:
- Follow the test instructions to prepare an LFD 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 LFD tests.
- Courier collects completed PCR test samples between 4pm and 10pm. LFD tests can be disposed of in your health care waste bin.

Results
You will receive the LFD 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

Overview of retesting schedule

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

### The regular testing cadence

<table>
<thead>
<tr>
<th>Key:</th>
<th>PCR test</th>
<th>LFD test</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Week</th>
<th>Staff</th>
<th>Resident</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>P</td>
<td>P</td>
</tr>
<tr>
<td>2</td>
<td>P</td>
<td>L</td>
</tr>
<tr>
<td>3</td>
<td>P</td>
<td>L</td>
</tr>
<tr>
<td>4</td>
<td>P</td>
<td>L</td>
</tr>
<tr>
<td>5+</td>
<td>P</td>
<td>L</td>
</tr>
</tbody>
</table>

Repeat testing cycle for staff and residents

### Where there is a positive case found with LFD or PCR

7 days of daily LFD testing for staff, in addition to regular testing + Confirmatory PCR test if there are any additional positives from LFD testing

Positive result reported (staff or resident) +

### Where there’s a suspected or confirmed outbreak

Contact your local HPT + PCR Testing for residents and staff on day 1 and once more between days 4-7 of the outbreak + Isolation of staff and/or residents who tested positive.
Staff testing 🟣 🟡

You should test all asymptomatic staff:

- weekly using PCR test kits on the same day each week.
- twice weekly using LFD test kits on the same day as the weekly PCR test and with an additional LFD test 3 or 4 days after their regular PCR test.
- where they are working in multiple locations: they should also be tested with LFD immediately before their shift if they have worked somewhere else since their last shift in the home.
- with LFD 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. i.e. after annual leave/sick leave on entry back into the care home.)

You should also test all staff on duty:

- daily with LFD as close to the beginning of their shift as possible for 7 days in the event of a positive test (LFD or PCR for either a resident or staff member). (You will not need to keep testing daily indefinitely if more positive results are found in the 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.

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.

What to do in case of a positive result

Any individual who tests positive for coronavirus with a PCR test should follow existing guidance on isolation.

Any staff who test positive for coronavirus with an LFD 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.

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

In the event of a suspected or confirmed outbreak, care homes should contact their local HPT as soon as possible and they will provide care homes with PCR tests for whole home testing on day 1 and day 4-7.
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 with PCR, even those who have previously tested positive for Covid-19. If residents develop new symptoms, they should be isolated immediately and tested - contact your local Health Protection Team.

Individuals who have previously tested positive should only be tested again with PCR after 90 days have passed from the positive result, unless they develop an onset of new symptoms.

As far as possible, residents should be offered the choice to either self-administer the PCR test on themselves or to have the test administered by a suitable member of staff.

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

Staff **without symptoms**

All care home staff (including agency workers) without symptoms can be tested with both LFD and PCR tests.

Those who have previously tested positive for COVID-19 should not test with PCR for 90 days unless they become symptomatic, however they can test with LFD. After 90 days, staff should continue testing with PCR tests.

Regular testing of all care home staff (including agency workers) without symptoms should be undertaken at the cadence recommended on pg. 5.

Any positive results in the care home, either from LFD or PCR, will require all staff in the care home to be serially tested with LFD for 7 days.

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](http://www.gov.uk/get-coronavirus-test) to arrange a test as an essential worker.

COVID-19 Symptoms

Please refer to the latest guidance online for up to date [guidance on symptoms](http://www.gov.uk-get-coronavirus-test).

Registration of staff tests

Staff members should register both LFD 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.
PCR Testing Process for staff and residents

LFD testing instructions can be found on page 22.
1 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 12 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.
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/1lojcv37Wzl

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

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

**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.

<table>
<thead>
<tr>
<th>Before Testing</th>
<th>Testing Day</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="#" alt="Sun" /> 7pm</td>
<td><img src="#" alt="Sun" /> 6am</td>
</tr>
<tr>
<td><strong>1</strong> Book your courier collection by 7pm the day before testing at the latest</td>
<td><strong>2</strong> Take swab samples</td>
</tr>
</tbody>
</table>

**Register completed tests**

**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 10-11 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.
Combined nose and throat swabbing

Care-home specific instructions for PCR testing can be found on pages 14-15

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.

In addition to regular PCR testing, staff should also test:

• twice a week using LFD, on the same day that they take their PCR test, and then mid-week.
• Staff who return to work after a period of leave with LFD on the first day that they return to the home, before the start of their shift. (i.e. after annual leave/sick leave on entry back into the care home.)

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/. 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.
Testing for coronavirus (COVID-19)

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 complete a competency assessment before carrying out swabbing at go.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 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.
   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.

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).
   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, 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.

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. This may feel uncomfortable. Do not insert the swab any deeper if there is strong resistance or pain.
   Rotate the swab for 10-15 seconds and slowly remove it.

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. Check that the vial has the same barcode stuck on it as the barcode on the biohazard bag.

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 the larger biohazard bag with the same barcode as the vial
Seal the bag using its silver seal.

13. Package the complete test kit in the box provided.
The box should have a UN3373 label and an identical barcode to the vial and biohazard bag. Check that the barcodes match.

14. Fill out the test record and keep for your records
You can choose to fill in the record keeping spreadsheet 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 record keeping spreadsheet to make the administration process easier and to help ensure that the test is connected to the right individual. Note: Do not send the spreadsheet along with your completed tests.

Important:
Your vial, biohazard bag and box should have pre-affixed barcode labels.

If any barcodes are missing, or they do not match, please contact the helpdesk on 119.

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 gov.uk/register-organisation-tests
## 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 should download a copy of the record keeping spreadsheet fill in the personal details of the individuals being tested on your device, and save. Then, use a printed copy of the spreadsheet to capture the date, time and associated barcode or URN number of each test. You will need all of this information to register each person’s test kit online.**

- **Please only use the spreadsheet provided as part of the registration process on:**
  
  [https://organisations.test-for-coronavirus.service.gov.uk/register-organisation-tests](https://organisations.test-for-coronavirus.service.gov.uk/register-organisation-tests)

- **Keep hold of the record keeping spreadsheet for your personal record. 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.**

---

### Example record keeping spreadsheet

<table>
<thead>
<tr>
<th>Test kit URN or barcode (MANDATORY) *For printed use only</th>
<th>Date and time of swab taken (MANDATORY) *For printed use only</th>
<th>Showing symptoms? (MANDATORY)</th>
<th>First name (MANDATORY)</th>
<th>Last name (MANDATORY)</th>
<th>Date of birth (MANDATORY)</th>
<th>Gender (MANDATORY)</th>
<th>Ethnic group (MANDATORY)</th>
<th>NHS number Used to match to GP records (OPTIONAL)</th>
<th>Country the person lives in (MANDATORY)</th>
<th>Postcode (If in GP patient record) (MANDATORY)</th>
<th>Postcode UPRN Number (MANDATORY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>[QR Code Image]</td>
<td>21/08/2020</td>
<td>Yes</td>
<td>Janice</td>
<td>Ames</td>
<td>02/09/1942</td>
<td>Female</td>
<td>White</td>
<td>2222222222</td>
<td>Wales</td>
<td>MS 1J</td>
<td></td>
</tr>
<tr>
<td>[QR Code Image]</td>
<td></td>
<td>No</td>
<td>Freddie</td>
<td>Taggart</td>
<td>05/03/1950</td>
<td>Male</td>
<td>Another Mixed background</td>
<td>3333333333</td>
<td>Scotland</td>
<td>EIW1</td>
<td></td>
</tr>
</tbody>
</table>
5
Register completed PCR tests online

It is crucial that you register each completed test online at gov.uk/register-organisation-tests

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.

There are two ways of registering:

A Register the tests individually
- You can use the link above to register staff or resident tests individually.

B Register the tests in bulk in batches up to 100
- 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.
- Print out the spreadsheet to fill in the barcode (URN) and the date and time of testing.

Once you have successfully registered each 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 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.

Important
When registering over 100 staff or 100 residents at once, you will need to download additional spreadsheets. Do not exceed 100 tests per spreadsheet.

Scanning barcodes
You can use a handheld scanner (provided by the National Testing Programme) to speed up the process of entering barcodes into the portal for individual or bulk registration. For more information on this turn to page 19.

If you have any questions please call 119. Lines open from 7am - 11pm daily
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:** Enter the 11 character reference below the barcode on your test kit, or scan the barcode using your phone or computer camera, or handheld scanner (see page 19 for more information on scanners). 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.

If you have any questions please call 119. Lines open from 7am - 11pm daily
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”
For multiple registration on the bulk upload portal

For bulk uploads, scanning should be completed through the registration portal, not the bulk upload spreadsheet. To use the scanning device when registering multiple test kits:

1. On the page “Check the test kit details for each person”
   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. Confirm all records are correct and click the “I confirm all details are correct” box

6. 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”

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.

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.

When returning test kits, please do not send any personal information along with the completed test kits, in the form of a record keeping spreadsheet or otherwise.

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 call the customer contact centre on 119 the following morning to request an urgent courier collection. 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 call the helpline number at the bottom of this page.
LFD testing guidance

For testing of staff members with LFD test kits on a weekly basis.
Prepare the LFD 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 LFD testing takes place before shifts start. Staff should not commence work before the result of their LFD 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. For a quick start guide on how to use the scanning device, turn to page 19.

- 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 LFD Testing as contained within Visitor testing guidance.

Test the 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
Prepare the check-in area

- PPE for staff members

Prepare the testing area

- Swab, inside sealed wrapper
- LFD cartridge
- Extraction tube
- Clean cup to prop up the extraction tube (not provided)
- Extraction solution
- Devices for registration support (if staff member cannot use mobile phone)
- Handheld scanner provided by the National Testing Programme to speed up the registration process of test kits

(Please note these are being rolled out in phases so you may not have received one yet but will do so soon.)

If you have any questions please call 119. Lines open from 7am - 11pm daily
Preparing staff for LFD testing

1. **Check the staff member in**
   As each staff member enters they are provided PPE, checked in against the staff members list, asked to consent to testing and confirm they do not have symptoms.

2. **Take down registration details (if staff member cannot register their own kit)**
   If a staff member will not be able to register their own result online, make sure to explain that you are asking for their personal information to register the test kit on their behalf.

   To complete the registration form, take down the following personal details of each staff member being tested. These details can be recorded before or after the testing process occurs:

   They will need to enter:
   - Full name
   - Date of birth
   - Gender
   - Ethnic group
   - Home address
   - Contact details, including mobile number and email address

3. **Staff member moves to swabbing area**
   The staff member can now move to the testing area.

If you have any questions please call 119. Lines open from 7am - 11pm daily
3 LFD Sample collection

4 Test kit preparation
The Processing Operative, a trained member of staff, prepares the test kit including the extraction tube and extraction solution to process individual samples.

The staff member then hands the staff member the packaged swab.

5 Staff member self-swabs
The staff member un-packages the swab and self-administers the swab sample for both the throat and nose.

The staff member should hold their used swab until the Processing Operative is ready to process their test sample. It is critical that no one touches the end of the swab.

6 Extraction preparation
The Processing Operative puts the extraction tube into a small cup and puts 6 drops of the extraction solution into the tube (without touching the edge of the tube).

7 Swab Handover
The Processing Operative then takes the used swab from the staff member. The staff member can move into the waiting area after they hand over the swab.
8. **Swab processing**

The swab is inserted head-first into the extraction tube. Hold and press the swab head against the wall of the tube while rotating for about 10 seconds. Squeeze the lower end of the tube while removing the swab in order to remove as much liquid as possible from the swab.

9. **Swab extraction**

Take out the swab while squeezing the tube and fabric end of the swab to squeeze as much fluid out as possible. Dispose of the swab in a health care waste bin.

10. **Prepare nozzle**

Press the nozzle cap tightly on to the tube.

11. **LFD cartridge processing**

Squeeze 2 drops of the solution into the sample well of the LFD cartridge and record the time of test (for example, “Drop @ HH:MM”) in marker on the LFD.

If you have any questions please call **119**. Lines open from 7am - 11pm daily
LFD Results analysis

12 Results Development
Move the LFD 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.

13 Results Interpretation
The results are interpreted by examining the presence of coloured lines on the LFD.

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.

14 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.

If you have any questions please call 119. Lines open from 7am - 11pm daily.
Register and record LFD results

Using the Online form

The staff member can complete these steps themselves unless they are unable to do so. If you are completing registration on their behalf, make sure that you have explained why you are taking down this information and how it will be used.

The online form links the staff member to their LFD ID number and test result. The form will ask for the individual's personal details, ID number of the LFD (QR Code), and whether the result was positive, negative or void. Results are not sent to the NHS Test and Trace system, but notifications will be sent to the staff members via SMS or e-mail.

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

Navigate to the online form

Navigate to https://www.gov.uk/report-covid19-result

Tap Start Now to enter into the form.

Enter why you took the test

Select “I am at a care home” then select Continue.

Enter your role

Select “I work at a care home” then tap Continue.
If you have any questions please call 119. Lines open from 7am - 11pm daily.

18 Enter your UON

Enter your UON then select Continue.

19 Select your country location

Select the appropriate country for the care home.

20 Enter date of the test

Enter today’s date (unless you are completing the form after the testing day).

21 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 the scan the QR code on the LFD 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.

See pages 19-20 for more information on scanners. Further instructions on how to use the handheld scanning device are also located on the registration portal, under the drop down field in blue “how to use a barcode scanner”

---

Enter the staff member’s personal details

You will need to enter the staff member’s personal details including:

- Full name
- Date of birth
- Gender
- Ethnic group
- Home address

---

Enter staff member contact details

Enter the staff member’s following contact details:

- Email address (if they have one)
- Mobile number

If the staff member does not have a mobile number, they can enter a relative’s number. If they do not have a relative’s number to add, they 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

Selects the result of the test, and tap “Continue.”

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.

If you are entering multiple test results at once, continue using the same online form link to register each test result.

Safely dispose of the device

Once the test result is registered, put all of the used test kit contents into a healthcare waste bin.

Staff member notification

If you cannot register the test result immediately after the test is complete, make sure you’ve taken down the test kit ID number before disposing the lateral flow device.
Once the result is determined, your home and the staff member should 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 LFT 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 LFD 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.

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 and if an outbreak is later confirmed they will provide care homes with PCR tests for whole home testing on day 1 and once more between day 4-7 of the outbreak.

If there are any staff or resident positives, either from LFD or PCR, all staff should conduct a daily LFD test for 7 days before starting their shift.
Further advice
for care home testing in general
Reporting a potential outbreak in your care home

You should contact your local Health Protection Team (HPT) if:

- You suspect your care home has a new coronavirus outbreak (two or more suspected or confirmed cases of COVID-19)
- It has been 28 days or longer since your last case and you have new cases

The HPT will conduct a risk assessment and if an outbreak is identified, they will arrange testing of all staff and residents. In the case of an outbreak, the HPT will provide testing for all staff and residents.

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, 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.

Coronavirus (COVID-19): guidance for care staff supporting adults with learning disabilities and autistic adults
Customer contact centre

Lines are open 7am to 11pm every day.

England, Wales and Northern Ireland: call 119
(free from mobiles and landlines)

Scotland: call 0300 303 2713
(charged at your standard network rate)

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.