



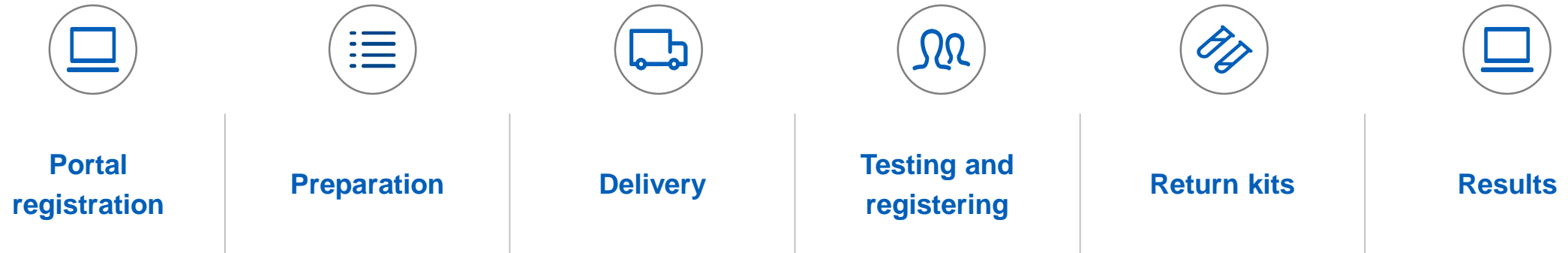
Test and Trace

EXTRA CARE AND SUPPORTED LIVING WEBINAR

November 2020

What we will cover

1. Introduction
2. Key updates
3. What's involved in the end to end testing process



4. Receiving your results
5. Support and resources
6. Q&A

Testing Programmes

National rollout plan - Extra Care and Supported Living

OUR PROPOSAL

To make a single national round of COVID 19 testing available to **extra care and supported living settings that meet certain criteria**.

To **understand prevalence** and user needs to **inform future decision making about testing** in extra care and supported living settings across England.

ROLLOUT CRITERIA

We are rolling out a **single national round of testing** commencing October 2020 to extra care and supported living settings that meet the following criteria:

- A closed community with **substantial facilities shared** between multiple people, and
- Where most residents receive the kind of **personal care that is CQC regulated** (rather than help with cooking, cleaning and shopping)



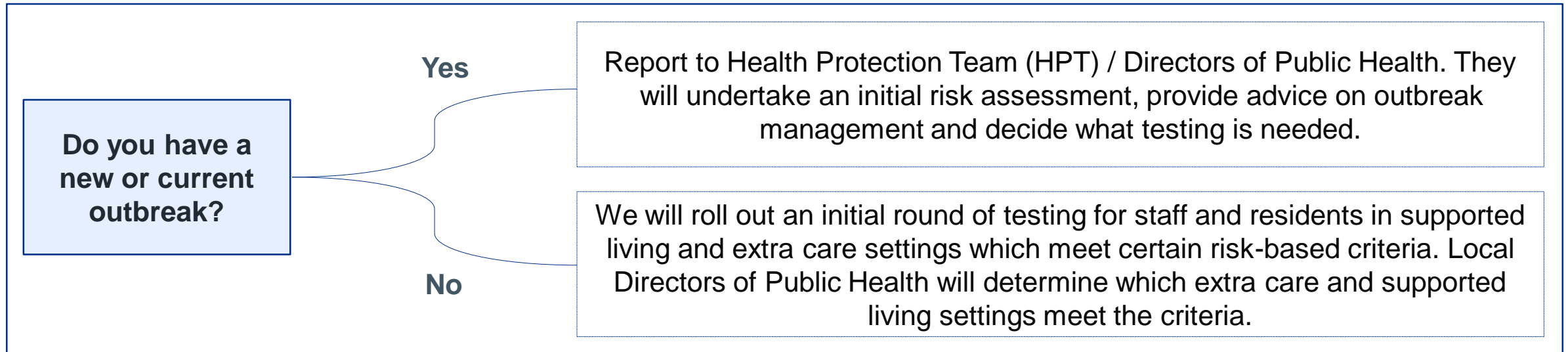
What to do if you have an outbreak

Outbreak testing may be available through your local **Health Protection Team (HPT)**

You must alert your HPT **immediately** if a confirmed case of coronavirus occurs in your setting

Staff with symptoms **should not be in work** and should not come into work for testing. They should be tested via the home testing portal

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



Key Updates



Update on Extra Care and Supported Living Rollout and Homecare Agency Testing

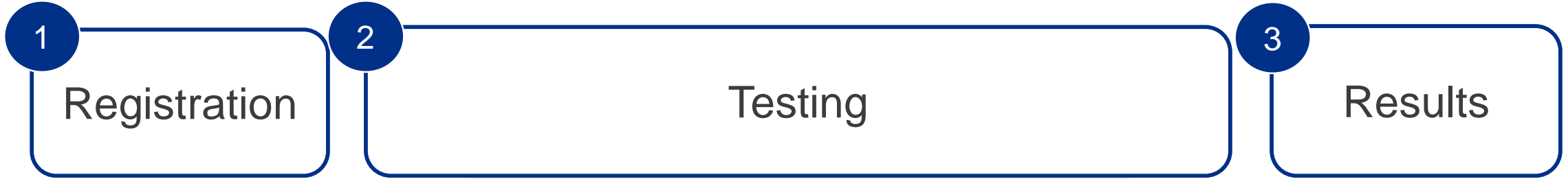


Update to Courier Collection Portal

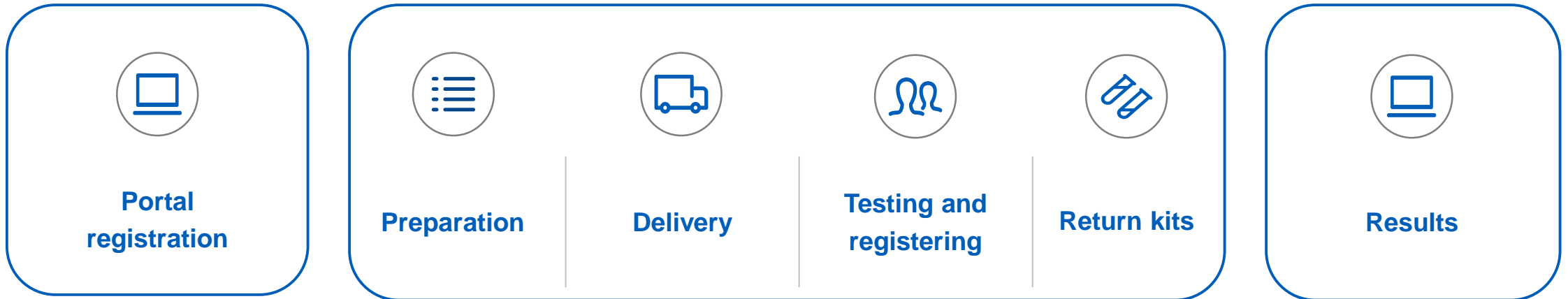


Update on Coronavirus Testing Contact Centre

The end-to-end testing process



End to end testing process



Unique Organisation Number

To use all services, organisations are assigned an **8 digit unique organisation number (UON)**

How can organisations find out their Unique Organisation Number (UON)?

- Once onboarded, an email will be sent to organisation informing them of their new UON number from organisation.coronavirus.testing@notifications.service.gov.uk
- The email will come with the subject title 'COVID-19: Your new Unique Organisation Number (UON)'
- Eligible settings will only receive a UON once your Local Authority is onboarded. If your setting is eligible and have been onboarded, but haven't received your UON, please call 119

Why have I been assigned a Unique Organisation Number (UON)?

- As a programme, we are opening up our services to new communities. In order to ensure that we have the most robust and sustainable records of all user groups (including yourselves), we are assigning you a single UON.
- Better data helps us to better understand the risk posed by the virus – all of the testing we do supports an array of scientific research, which needs up-to-date and robust data.

Portal registration

Ordering your test kits

You can order test kits by visiting the following website: <https://request-testing.test-for-coronavirus.service.gov.uk/>

GOV.UK COVID-19

Apply for coronavirus tests for your organisation

Please enter your Unique Organisation Number (UON)

This is the 8-digit number provided to you by the National Testing Programme (it looks like this: '12345678').

If you do not know your UON, you can search for it using your existing organisation ID: <https://organisation-number-lookup.test-for-coronavirus.service.gov.uk>

Organisation number

I'm not a robot

Submit

In order to apply, you will need:

- Unique Organisation Number (UON)*
- Total number of residents and whether they are displaying coronavirus symptoms
- Total number of staff, including agency staff, and whether they are displaying coronavirus symptoms
- Their contact details

*Note that EC and SL settings cannot use the UON lookup tool. If you don't know your UON, please call 119

Once an order has been placed, you will receive an email confirming you have successfully placed an order

Email is sent from:

organisation.coronavirus.testing@notifications.service.gov.uk

Preparation is key to successful testing.
You should **start to plan** for how you will
conduct testing in your setting **as soon**
as you order your test kits



Make sure your facility is fully prepared

- ✓ **Schedule** – testing can be scheduled over multiple days, taking into account various shift patterns and courier timings. Testing can take place over the weekend too – note that on Sundays you cannot use the Royal Mail postage return option unless your nearest priority postbox states it has a Sunday collection. You do not have to test everyone on one day
- ✓ **Communication** – making all staff and residents aware of testing plans and what the tests are for
- ✓ **Consent** – obtaining written consent from all staff and residents to be tested in line with your normal policies and procedures. Consent form templates can be obtained from your local authority if required



Create a template to record completed kits

- Prepare the record keeping template for **your own records**
- You can **use the template** available on our government guidance page (available here <https://www.gov.uk/government/publications/organisation-testing-registration-record-of-users/unique-organisation-number-uon-and-multiple-registration-guidance>)
- Make sure you have a **clear record of which barcode** belong to each person

You should not begin testing on the day of delivery. You must have a courier booked if you plan to test 9 or more people



What you must do

Accept the test kit delivery, even if you do not have consent from all residents/staff

Follow guidance in delivery confirmation email and printed instructions with your test kits

Store test kits in a safe place at room temperature (between 5 and 22 degrees Celsius)



What you must not do

Don't store test kits in the fridge

Don't share test kits with sister organisations/friends/family

Don't mix with test kits from your local HPT, as this may lead to complications with the registration

RETURN METHOD 1:

Courier collection of test kits (9 or more test kits a day)

Book a courier at

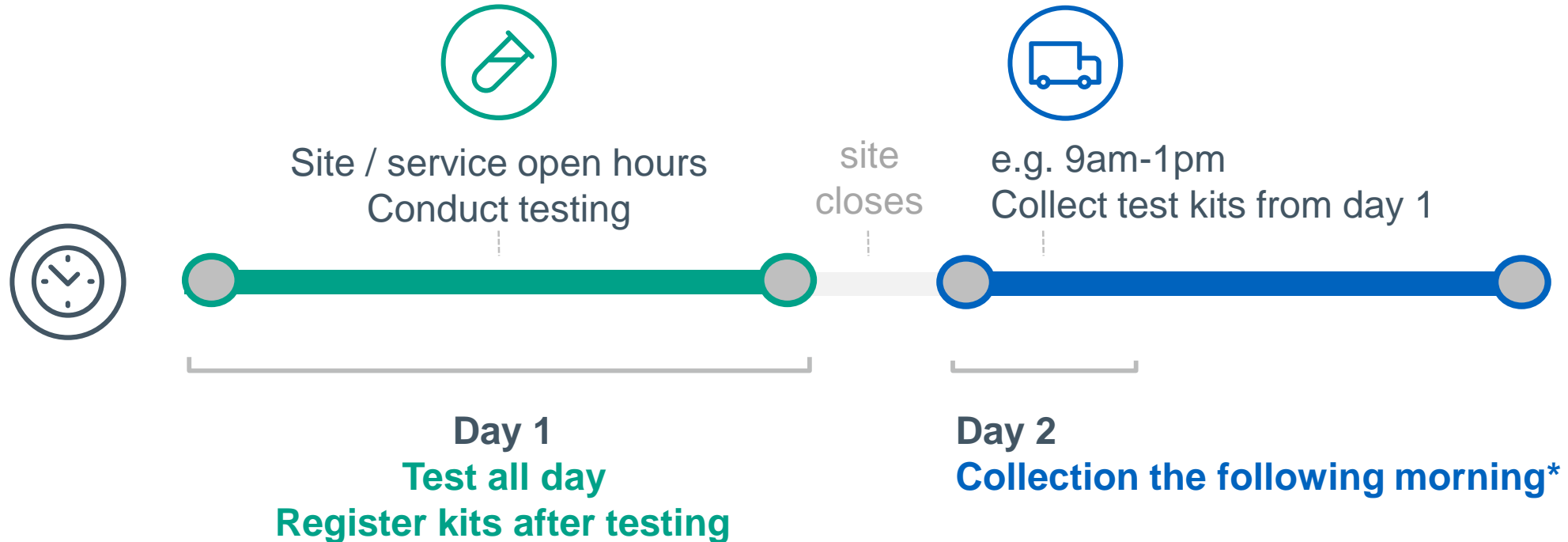
<https://test-kit-collection.test-for-coronavirus.service.gov.uk/>




- You will need your **Unique Organisation Number** and **postcode** to log in
- You can book a courier **24 hours after your order is 'confirmed'**
- You must book for **next day before 5pm**
- You can book **up to 6 days** in advance
- You can book **ad hoc courier collections** through this portal

RETURN METHOD 1

Timeline for day of testing: Courier (9 tests or more)



*Test kits completed on day 1 will be collected on day 2, etc.

 If courier has not arrived by 3pm, please contact Coronavirus Testing Contact Centre on 119

RETURN METHOD 2:

Priority post box returns (8 or less test kits a day)

You will have ready paid return labels. Please attach these to the delivery alongside the security seal.

You will find your nearest priority post box and its collection times at www.royalmail.com/services-near-you and tick 'show my nearest priority post boxes'

Please be aware of the following key points to ensure samples reach the laboratories in time:

- **Do not** put any completed tests in a priority box on Sunday unless your nearest priority postbox states it has a Sunday collection (or unless you have a courier collection booked, otherwise no testing should be conducted on a Sunday)
- Please drop the kits **one hour before** the last collection time to ensure that is not missed

Only use a Royal Mail priority post box. It will be labelled with the below sign Priority Box sign and one of the regional NHS logos. Please do **not** enter any Post Office with the kit.



**PRIORITY
POSTBOX**

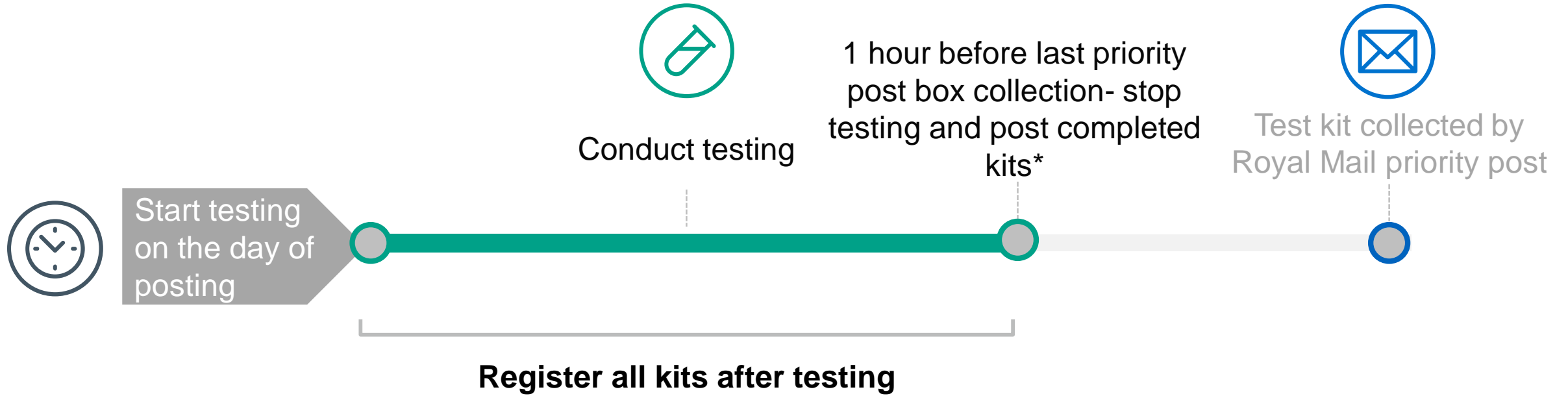
SUPPORTING THE



If you have any issues with using the post box please contact 119

RETURN METHOD 2

Timeline for day of testing: Priority post box (8 tests or less)



*Last collection times vary by local authority.

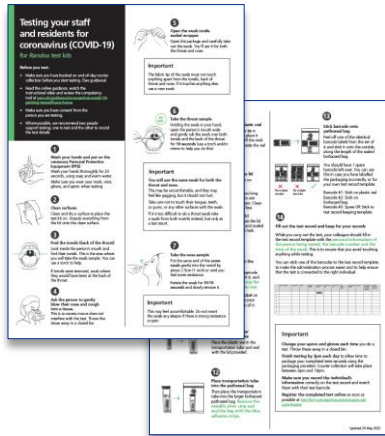
Please go to <https://www.royalmail.com/services-near-you#/> and tick 'show my nearest priority post boxes'

You will need to **read the guidance in your email** before you **conduct testing**

1. Read testing guidance

The link to your test kit guidance document will be in your delivery confirmation email

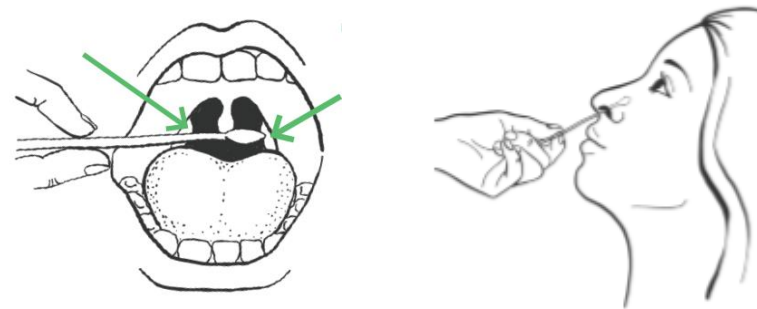
You will also receive printed instructions with your test kits



2. Conduct testing

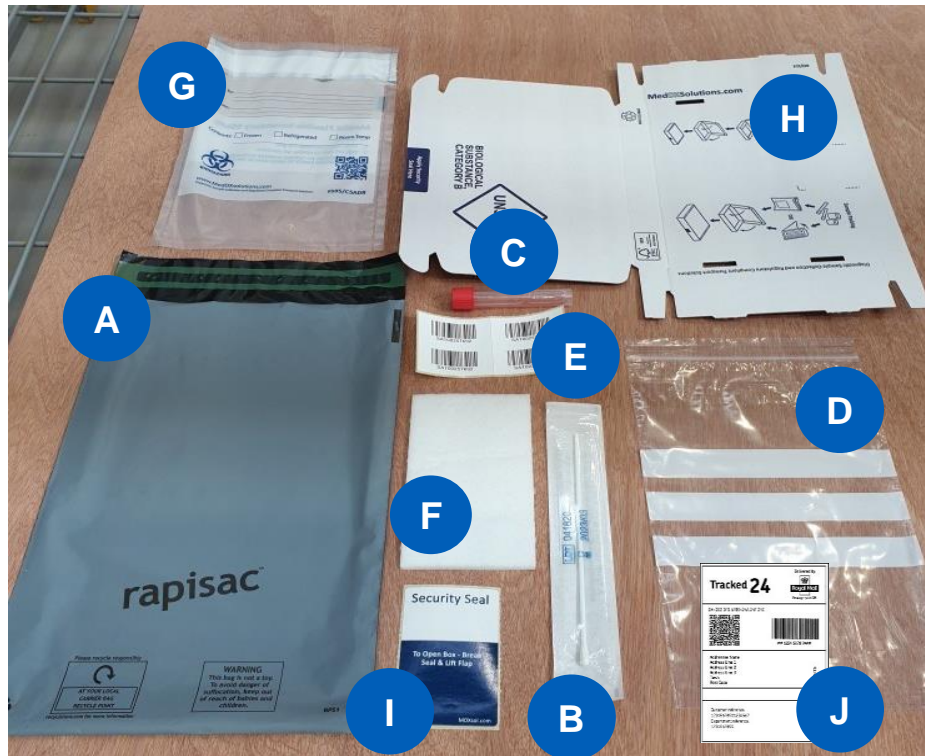
You will need one swab per person

Where possible a combined nose and throat swab should be taken



Non-Randox test kit

The only test kit currently being used by NHS Test and Trace is the standard “Non-Randox test kit”. The test kit contains the following items when delivered. Please note that test kits will arrive in **boxes of 40 for Extra Care settings and boxes of 10 for Supported Living settings**, along with **printed guidance booklets**.



- A** One Rapisac bag (that the individual test kit arrives packaged in)
- B** One swab, inside a sealed wrapper
- C** One plastic vial, containing a small amount of clear or coloured liquid
- D** One clear zip-lock plastic bag
- E** One sheet of barcode labels
- F** One absorbent pad
- G** One biohazard bag with a silver seal
- H** One return box
- I** One security seal
- J** One pre-paid Royal Mail return label

You must **register each test kit **after**
completing the test using the link given to
you in your delivery confirmation email**



Register kits online

You must register every test kit at <https://gov.uk/register-organisation-tests>

Please select **‘Other’** organisation type

You will need:

- Your UON
- The barcode number of the test kit you are registering
- The email address and mobile phone number to which the test results should be sent
- The resident’s or staff member’s personal details:
 - Name
 - Whether they are a resident or staff
 - Whether they have symptoms or not
 - Gender
 - Date of birth
 - First line of address
 - Postcode
 - NHS number (optional)

GOV.UK Get a coronavirus test

ALPHA This is a new service – your [feedback](#) will help us to improve it.

Register test kits for your organisation

Use this service to register coronavirus (COVID-19) tests for your organisation.

If you're registering a test for yourself, you can still use this service. You can get the results sent directly to you by entering your personal contact details.

Before you start

- read the [online guidance pack](#) and your printed instructions
- if you need to, book your [courier collection here](#)
- take your test on the same day you're returning your kit

Get consent

Make sure people getting tested have freely given you consent to:

- register them
- get their results sent to the contact details you enter

What you'll need

- your 8 digit organisation number
- if you're registering lots of tests, use the correct spreadsheet (if you don't have this, you can download it during this registration process)
- you'll need to record the details of staff and non-staff on separate spreadsheets
- the barcode or unique reference number for each test kit
- the email address (and ideally mobile number) to get the test results

How we use personal data

To find out how we use people's data when you register them for a coronavirus test, [read the coronavirus privacy note](#).

Start now >



Multiple registration upload – tips for success

- ✓ For guidance on how to use our multiple upload portal and to download the record keeping spreadsheet, please click here:
<https://www.gov.uk/government/publications/organisation-testing-registration-record-of-users/unique-organisation-number-uon-and-multiple-registration-guidance>
- ✓ Watch our multiple upload portal webinars:
https://event.webcasts.com/viewer/event.jsp?ei=1381611&tp_key=6a1298b186
- ✓ The excel document should not be altered. Barcode, date and time of the swabs should be entered after the spreadsheet is uploaded. Should not be digitally entered into the excel spreadsheet
- ✓ The excel document cannot be scanned into the computer – it must be a digital copy
- ✓ Grey cells and columns A and B should not be filled in (unless printing a copy and manually filling in for your own records). Cells should only be grey if you do not have to fill in that particular cell
- ✓ If the bulk upload feature is still not working, please register the test kits individually

Portal
registration

Preparation

Delivery

Testing and
registering

Return kits

Results

NHS
Test and Trace

GOV.UK

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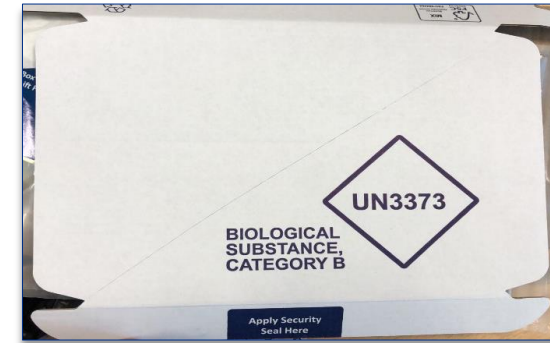
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Courier collection of test kits (9 or more test kits a day)

What you must do – courier collection

- Place individual completed tests in Non-Randox box into a cardboard box
- Ensure you have a UN3373 label on the return outer box that you use to comply with safety regulations
- You can use your own box if you place the UN3373 label on it (print or in pen)
- Store kits between 5 - 22 degrees Celsius
- Make sure all staff know the courier is arriving so they can hand the kits over quickly

Non-Randox box



UN3373 label for outer return box



**BIOLOGICAL SUBSTANCE
CATEGORY B**

Nothing should change in your setting while you wait for results, unless a person displays symptoms

What to do if a test comes back positive

	Symptomatic	Asymptomatic (no symptoms)
Residents	<ul style="list-style-type: none"> Continue to isolate for 14 days from the day that symptoms started 	<ul style="list-style-type: none"> Isolate for 14 days from the day the test was taken
Staff	<ul style="list-style-type: none"> Continue to self isolate for 10 days from the day of symptoms. Staff with symptoms should not come into the facility 	<ul style="list-style-type: none"> Self isolate for 10 days from the day the test was taken. Staff can return to work on day 11 if they have no symptoms

- ✓ You must have **written consent** from the individual if you plan to have results returned to a different person
- ✓ **Staff** who are **symptomatic should be off work and should be tested through the home testing channel**. They will be able to return to work after isolating when well and test through this programme. Symptoms are defined here: <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- ✓ It is **your responsibility to inform your local Public Health authority of a positive result**
- ✓ **More information can be found here:** <https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings>



What if a test comes back negative?

- You **do not need to isolate** if there are **no symptoms** and a **negative COVID-19 result**
- If someone subsequently develops symptoms, they should **isolate** and order a test through the NHS symptomatic portal unless advised otherwise by local Health Protection Team



What if a test comes back as 'we could not read your sample'?

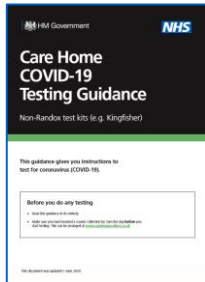
- If symptomatic, treat tests as positive and isolate the resident or staff member
- Residents should be retested using spare test kits to get a conclusive result. Staff can be retested using spare kits only if they are not displaying any symptoms
- No symptoms and a 'we could not read your sample' result means that staff can continue to work but should be retested immediately
- If you don't have enough spare kits, call the Coronavirus Testing Contact Centre on 119 (England)

Support and resources available



Online: Visit www.gov.uk/guidance/coronavirus-covid-19-getting-tested#care-home for complete guidance and <https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19/covid-19-guidance-for-supported-living>

Watch the instructional videos: <https://www.youtube.com/watch?v=1l0jcv37WzI> and <https://www.gov.uk/government/publications/covid-19-guidance-for-taking-swab-samples/how-to-use-the-self-swabbing-kit-for-a-combined-throat-and-nose-swab-video>



Complete the competency assessment: available at www.genqa.org/carehomes

Contact your Local Authority - <https://www.gov.uk/find-local-council>



Coronavirus Testing Contact Centre: please call 119 (England)

Lines are open from 7am –11pm daily. After selecting your country, language requirements and data preferences, press ‘1’ for calling from an organisation who receives test kits directly from the national testing programme

Resources Available

- **Consent form templates** that can be used for staff and residents have been shared with Local Authorities
- **Guidance on testing people who lack mental capacity** can be found here:
<https://www.gov.uk/government/publications/coronavirus-covid-19-looking-after-people-who-lack-mental-capacity/the-mental-capacity-act-2005-mca-and-deprivation-of-liberty-safeguards-dols-during-the-coronavirus-covid-19-pandemic-additional-guidancea>
- **Learning disability specific guidance and videos** can be found here:
https://www.youtube.com/watch?v=iEGnsy_ABJo&list=PLfVgWWNqce45o8XjfHNcVJCjJjMfU8u- &index=16 and
<https://www.gov.uk/government/publications/covid-19-supporting-adults-with-learning-disabilities-and-autistic-adults>
- **Easy reads** on Coronavirus and testing
 1. <https://www.gov.uk/government/publications/testing-for-coronavirus-at-home>
 2. <https://www.gov.uk/government/publications/social-care-sector-covid-19-support-taskforce-report-on-first-phase-of-covid-19-pandemic>
 3. <https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19>
- **Homecare Agency Testing Webinar** - https://event.webcasts.com/starthere.jsp?ei=1405251&tp_key=79f1786e36

Q&A



Test and Trace

**THANK YOU FOR JOINING
OUR WEBINAR**