

This flowchart aims to help you should you have a case of coronavirus in your organisation, either amongst your staff or clients and suppliers. Home care providers provide care in the person's own home, (services may involve routine household tasks within or outside the home, personal care of the client and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home. Most often this will involve episodic, repeat visits. **This flow chart will not cover all scenarios.**

Please refer to detailed guidance at:
[gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings](https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings)

A member of staff tells you they might have coronavirus symptoms

Tell the individual to **isolate** at home for 10 days and get a test [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) or **call 119**.

Remind the individual that their household and **support bubble** need to isolate for 10 days.

If the individual's test result is negative for Covid-19, they can return to work once they are well.

Their contacts can also stop isolating and carry on as normal.

A member of staff tells you they have tested positive for coronavirus

They will have been told by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 10 days.

The individual testing positive will have been advised by NHS Test and Trace to tell their manager and asked to share information about their workplace and close contacts.

NHS Test and Trace will follow up with any close contacts who need to self-isolate, usually within 24-48 hours. It is also recommended that managers advise co-workers that there has been a positive case.

For more guidance on contact with co-workers visit [gov.uk/guidance/nhs-test-and-trace-workplace-guidance](https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance).

If you as the manager feel that you need input from the Health Protection Team you should call; **03442 253861**, and choose COVID option and ask call handler for the Local Hampshire and Isle of Wight Health Protection Team (HPT). NB employers/providers of health and care services are expected to call the HPT if they require support, or to use their own risk assessments to take the most appropriate course of action.

Cases and contacts can return to normal life once the isolation period is complete and they are well.

Cases of Coronavirus NHS Test and Trace will provide you with guidance on what action you need to take, if however you have further queries that cannot be answered by the NHS Test and Trace service you can contact us by email at providercovid19Q@hants.gov.uk.

Two or more members of staff test positive for coronavirus (last 14 days)

Contact Public Health England (PHE), Health Protection Team on **03442 253861**. Choose COVID option and ask call handler for the Local Hampshire and Isle of Wight Health Protection Team (HPT).. You will be asked to leave a message and a member of the team will get back to you and advise what to do next. They will assess the situation with you and decide what action to take with other staff and potentially clients and agree who will contact those affected.

In the meantime, those testing positive will have been told by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 10 days.

Cases and contacts can return to normal life once the isolation period is complete and they are well.

Communications: PHE Health Protection Team will provide the initial comms support for staff, service users and family members.

You can find guidance on how to deal with media and social media enquiries and interest on Hampshire County Council's website at [hants.gov.uk/socialcareandhealth/coronavirus/care](https://www.hants.gov.uk/socialcareandhealth/coronavirus/care)

Clean and disinfect rooms/premises as required –
www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

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A client tells you they might have coronavirus symptoms

If anyone you provide home care for reports developing COVID-19 symptoms they should be supported to book a test by contacting **NHS 119** via telephone, or online.

The client should be reminded that they will need to **isolate** at home for 10 days and their household and **support bubble** to isolate for 10 days.

Carers can continue regular visits, wearing appropriate PPE, unless they have any of the symptoms of COVID-19 themselves. Carers should follow social distancing guidance where close or personal contact is not required.

Carers should report suspected cases of COVID-19 to their managers. Providers should work with commissioners, such as the County Council and CCG, and the person themselves to review any impact on their care needs.

Homecare providers need to complete the 'Update CQC on the impact of coronavirus' online form. The CQC email homecare providers every weekday with a unique link to their form.

While any test result is pending, home care providers should assume that the person may be COVID positive for a 14-day period and follow guidance on the correct use of PPE: [gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe](https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe)

A client tells you they have tested positive for coronavirus

The individual testing positive will have been advised by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 10 days.

NHS Test and Trace will follow up with any contacts who need to self-isolate, usually within 24-48 hours. It is also recommended that managers advise carers who may have had close contact that there has been a positive case.

Carers can continue regular visits, wearing appropriate PPE, unless they have any of the symptoms of COVID-19 themselves.

If a care worker has come into close contact with a confirmed or symptomatic COVID-19 service-user while not wearing PPE, or had a breach in their PPE while providing care they should inform their line manager as soon as possible. A risk assessment should be undertaken and if it concludes that a breach has occurred then the worker should remain off work for 14 days. For more guidance: [gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings](https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings)

Any new client should be cared for as possibly COVID-19 positive until a 10 day period has passed.

A visitor to your business premises the setting reports that they have tested positive for coronavirus

They will have been told by NHS Test and Trace to isolate at home for 10 days.

The individual testing positive will have been advised by NHS Test and Trace to share information about their close contacts.

NHS Test and Trace will follow up with any contacts who need to self-isolate, usually within 24-48 hours which will include members living in the setting, including staff, where relevant. These individuals must self-isolate for 10 days.

If anyone living or working in the setting subsequently develops symptoms they should get tested and isolate.

Cases and contacts who do not develop symptoms can return to normal life once the isolation period is complete.