

A member of staff or resident tells you they might have coronavirus symptoms

Tell the individual to isolate at home for 10 days and get a test by visiting www.nhs.uk/coronavirus or calling 119. Staff may be eligible for testing under the Employer referral portal: www.gov.uk/guidance/coronavirus-covid-19-getting-tested

Those who share communal facilities e.g. kitchen and bathroom, should isolate in their own room/flat and follow guidance on use of communal areas at www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-multi-purpose-community-facilities

If the person living in the setting has difficulty complying with the isolation instruction, or you need to discuss their care and support whilst in isolation, please contact the relevant commissioner. If you are unsure who to contact, please email the COVID-19 provider inbox: providerC19Q@hants.gov.uk. With consent, the person's GP should be informed.

If the test result is negative for COVID-19, staff members can return to work once they are well.

Residents can continue life as normal.

A member of staff or resident tests positive for coronavirus

If a member of staff tests positive for COVID-19, they must self-isolate for 10 days from the start of their symptoms. If the test was taken whilst staff were asymptomatic the 10 days starts from the date of the test. They can return to work on day 11 as long as they have no symptoms.

Anyone testing positive will be contacted by NHS Test and Trace and asked to provide details of their close recent contacts.

The contact tracing process will be escalated to local public health experts, who will liaise with the manager of the relevant setting, if necessary. **Consideration** will be given to whether correct PPE was worn.

It is also recommended that managers advise co-workers that there has been a positive case. For more information on what to do see; www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance

If manager feels that the setting needs input from the Health Protection Team they 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.

If a service user tests positive, they must isolate for 10 days. NHS Test and Trace will support with identifying contacts who must self-isolate for 10 days and will usually notify them within 24-48 hours.

Any staff that came into close contact with that person while not wearing correct PPE should inform their line manager, and their line manager should follow guidance for the **management of exposed healthcare workers**.

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

Two or more members of staff and/or residents tell you they have tested positive

Follow advice given in the previous column. In addition:

An outbreak in, or associated with, a supported living setting is defined as within a 14-day period:

- there are 2 or more confirmed or suspected cases of COVID-19 in a supported living environment;
- a care worker becomes aware that more than one person they support has COVID-19 symptoms; or
- a care worker and a person who receives care from this worker have COVID-19 symptoms.

If an outbreak is suspected, contact Public Health England (PHE), Health Protection Team (HPT) 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 other service users and agree who will contact those affected. They may inform their local partners of the situation.

Registered care providers are expected to inform the Care Quality Commission of any cases or outbreaks of COVID 19.

A visitor to 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 of the Supported Accommodation household, including staff, where relevant.

You do not need to take any action until you hear directly from the NHS Test and Trace service. You must then follow their instructions.

If anyone living in the Supported Accommodation subsequently develops symptoms they should get tested.

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

If the people living in the Support Accommodation have difficulty complying with the isolation instruction, or you need to discuss their care and support whilst in isolation, please contact the relevant commissioner. If you are unsure who to contact, please email the COVID-19 provider inbox: providerC19Q@hants.gov.uk

These flowcharts aim to help you should you have a case of coronavirus in your business, either among your staff or Service Users/visitors and suppliers.

This flow chart will not cover all scenarios. Please refer to detailed guidance at – www.gov.uk/guidance/working-safely-during-coronavirus-covid-19.

Further specific guidance for Supported Living services is available at www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19/covid-19-guidance-for-supported-living

For further advice on cleaning and disinfecting rooms or premises, go to www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings