

### What to do in the event of a staff COVID-19 case/s

These flowcharts aim to help you should you have a case of coronavirus in your care home, either amongst your staff, residents, or visitors. 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)

#### If a member of staff tells you they have coronavirus symptoms

The staff member/s should follow the stay at home guidance at [gov.uk/government/publications/covid-19-stay-at-home-guidance](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance)

The member of staff should arrange to be tested at [gov.uk/get-coronavirus-test](https://www.gov.uk/get-coronavirus-test)

Their household and support bubble will also need to isolate for 10 days

Further guidance is available at: [gov.uk/guidance/overview-of-adult-social-care-guidance-on-coronavirus-covid-19](https://www.gov.uk/guidance/overview-of-adult-social-care-guidance-on-coronavirus-covid-19)

#### If 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 as well as asked to share information about their workplace and close contacts.

NHS Test and Trace will follow up with any contacts and whether PPE has been used appropriately in the workplace.

Any personal contacts who need to self-isolate, will be contacted by Test and Trace, usually within 24-48 hours.

It is also recommended that managers advise co-workers that there has been a positive case. For more information on what to do see; [gov.uk/guidance/nhs-test-and-trace-workplace-guidance](https://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 two or more members of staff tell you they have tested positive

Contact Public Health England (PHE), Health Protection Team on **03442 253861**, and choose COVID option and ask call handler for the Local Hampshire and Isle of Wight Health Protection Team (HPT), or if out of hours call **0844 9670082**.

They will assess the situation with you and decide what action to take with other staff and potentially residents 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:**  
Staff and visitors should be notified.

The Health Protection Team will support with identifying resident and staff contacts, taking into account use of PPE, and advise on next steps.

## What to do in the event of a resident COVID-19 case/s

These flowcharts aim to help you should you have a case of coronavirus in your care home, either amongst your staff, residents, or visitors. 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)

### If a resident has coronavirus symptoms

The resident should be supported in isolation in their own room for 14 days.

Advice can be sought from the Infection Prevention and Control (IPC) Team to ensure adequate control measures to prevent the spread of infection.

The staff team should arrange for the resident to be tested by contacting the PHL CTS at [community.testing@nhs.net](mailto:community.testing@nhs.net)

Weekends: **07587 645 301**

### If a resident has tested positive via routine testing (asymptomatic or symptomatic)

The IPC Team will have advised 14 days isolation (and flagged to HPT).

Advice can be sought from the IPC Team to ensure adequate control measures to prevent the spread of infection.

The home should return to routine testing using digital portal 28 days after last symptomatic case.

**Communications:**  
Advise the family of resident/s with confirmed test results. Undertake a risk assessment regarding visitors to the home.

The Health Protection Team will support with identifying resident and staff contacts, taking into account use of PPE, and advise on next steps.

### If two or more residents have tested positive for coronavirus

Contact Public Health England (PHE), Health Protection Team on **03442 253861**, and choose COVID option and ask call handler for the Local Hampshire and Isle of Wight Health Protection Team (HPT), or if out of hours call **0844 9670082**.

They will assess the situation with you and confirm if there is an outbreak.

Residents testing positive should be supported in isolation in their room for 14 days.

**Communications:**  
PHE HPT will provide the initial comms support.

Notify residents families and undertake a risk assessment regarding visitors to the home.

Further guidance is available at

[gov.uk/guidance/overview-of-adult-social-care-guidance-on-coronavirus-covid-19](https://www.gov.uk/guidance/overview-of-adult-social-care-guidance-on-coronavirus-covid-19)

### What to do in the event of visitors, including family and visiting professionals COVID-19 case/s

These flowcharts aim to help you should you have a case of coronavirus in your care home, either amongst your staff, residents, or visitors. 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)

#### If a visitor tells you that they have symptoms of coronavirus

Anyone with symptoms or confirmed positive should not visit.

The visitor should isolate at home for 10 days and their household and support bubble to isolate for 10 days.

The visitor should arrange to be tested at [gov.uk/get-coronavirus-test](https://www.gov.uk/get-coronavirus-test)

---

If the visitor tests positive and has been in close contact with people within the home you as the manager will be contacted by the NHS Test and Trace service who will advise you on the action that you need to take.

---

Efforts should be made to maintain contact with residents via other means as far as possible.

If the visitor is a visiting professional they may be able to work with residents remotely while self-isolating.

#### Communications:

Managers should be notified if the visitor is a visiting professional.

#### If a visitor tells you that they have had contact with a person(s) who has tested positive for coronavirus

Unfortunately, the visitor cannot visit.

Anyone who has been in contact with someone who has tested positive for coronavirus should self-isolate at home for 10 days

If they develop symptoms the visitor should arrange to be tested at [gov.uk/get-coronavirus-test](https://www.gov.uk/get-coronavirus-test)

---

If the visitor tests positive and has been in close contact with people within the home you as the manager will be contacted by the NHS Test and Trace service who will advise you on the action that you need to take.

---

Efforts should be made to maintain contact with residents via other means as far as possible.

If the visitor is a visiting professional they may be able to work with residents remotely while self-isolating.

#### Communications:

No further communication is likely to be needed.

Further guidance is available at  
[gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes](https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes)