

This flowchart aims to help you should you have a case of coronavirus in your business, either amongst your staff or customers/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

What to do if a member of staff tells you they might have coronavirus symptoms

Support the individual to **isolate** at home for 10 days and get a **test** by visiting www.nhs.uk/coronavirus or calling **119**

Remind individual that their household and **support bubble** need to isolate for 14 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.

What to do 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 14 days.

The individual testing positive will have been advised by NHS Test & 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 who need to self-isolate, usually within 24-48 hours.

Manager to inform Adults’ Health and Care Commissioning team about the positive case via the provider COVID inbox ProviderC19Q@hants.gov.uk

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.

The positive case and any close contacts advised to self isolate by NHS Test and Trace can return to work once they are well/the isolation period is complete.

What to do if two or more members of staff tell you they 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)**. 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 customers 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 14 days.

Communications: PHE Health Protection Team will provide the initial comms support.

You can find guidance on how to deal with media and social media enquiries/interest on Hampshire County Council’s website at; www.hants.gov.uk/socialcareandhealth/coronavirus/care

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What to do if a service user displays symptoms during a day care session or tells you they have tested positive whilst at the service

Service user developing symptoms whilst at day service
If a service user develops symptoms whilst at the day service, you should isolate them away from other clients whilst awaiting transport home.

You need to advise the service user and/or their family/carer that the service user should get tested by calling 119 or going online www.gov.uk/get-coronavirus-test

The service user should be reminded that they will need to **isolate** at home whilst awaiting their result.

Should the service user test positive, 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 14 days. They will also have been advised by NHS Test & Trace to tell their close contacts and share information about these individuals.

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 co-workers that there has been a positive case. For more information on what to do see; www.gov.uk/guidance/nhstest-and-trace-workplace-guidance

Should the day service user test negative they can return to the service. No further action is required.

What to do if two or more service users tell you they 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)** for the local team. 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 service users and staff and agree who will contact those affected. They will also provide advice regarding communicating with staff, service users and the general public.

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 14 days.

Manager to inform Adults Health and Care Commissioning team via the provider COVID inbox ProviderC19Q@hants.gov.uk

Communications: PHE Health Protection Team will provide the initial comms support.

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What to do if a visitor or supplier to the day service tells you that they have tested positive for coronavirus

If they are contacting you to inform you of this it is likely that they have been told to do this by NHS Test and Trace.

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

NHS Test and Trace will advise you on what to do next.