

COVID-19 Testing for Care Home Staff Using Regional Hubs





The transfer of care home staff testing to regional hubs

5 things you need to know

1

Not much will change

We will continue to test staff regularly as part of our National response to COVID 19.

2

It will increase capacity

This means we will be able to test more people and get the results back to you quicker.

3

It will improve accuracy

The use of more indepth testing means fewer false positives.

4

New system same process

You said, we did – this is reflected in the revised process.

5

You will be supported

To view the guidelines and introductory video visit

For post go-live support phone

Supporting each other and working together

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Introduction

Asymptomatic weekly testing of staff is an important step in protecting vulnerable residents within care homes. It also helps protect individual staff, colleagues and the wider public and is an important part of the national effort to tackle coronavirus.

Thank you for everything you are doing to help the country beat the virus at this hugely challenging time.

Note: All previously used kits from DHSC will be arranged to be collected by the new courier.



Prepare your Care Home for testing

Prepare your Care Home for testing

You can start to plan for how you will conduct testing in your care home with the following steps. This will help to ensure that you are ready to start as soon as the test kits arrive.

- Familiarise yourself with the guidance and instructions and assist your team to prepare by watching [this instruction video](#) *(press F5 or click Slide show from Current slide to access video link)*
- Discuss the testing approach with your staff
- Please follow best practice to obtain consent
- Review your personal protective equipment (PPE) supply and ensure you have the correct PPE to carry out testing
- Ensure a proper workstation is available for preparing and packing the tests
- Look out for the delivery confirmation email letting you know when tests will be delivered

Prepare your Care Home for testing – Apply for tests for your Care Home

- Go to website: www.covidtestingportal.scot
- Tick “I’m not a robot’
- Follow instructions on page
- Click the “Continue” button



The screenshot shows the NHS Scotland website interface for the COVID testing portal. At the top left is the NHS Scotland logo. The main content area has a light blue background and contains the following text:

Welcome

Thank you for accessing the Covid testing and registration system.
Please use this system to ...

To access the system please select 'I'm not a robot' below and click on the requested images

Below this text is a reCAPTCHA widget. It includes a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms".

At the bottom of the form is a dark grey button labeled "Continue".

Prepare your Care Home for testing – Apply for tests for your Care Home -

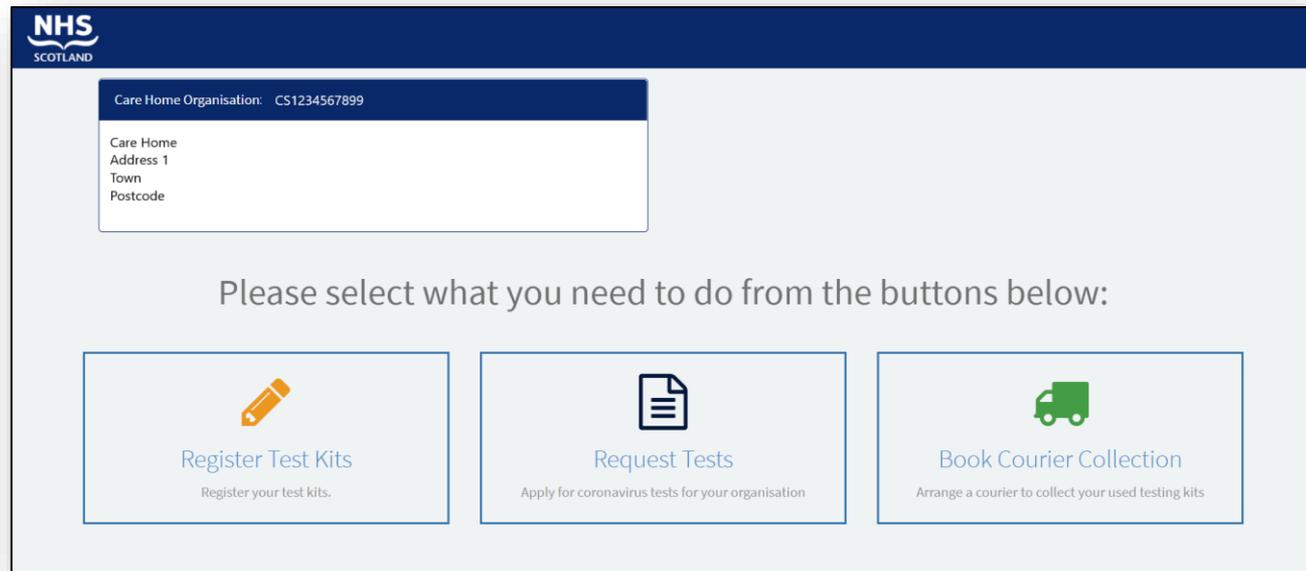
- Follow instructions on page and click PCR Testing



The screenshot shows a web interface for selecting a COVID-19 test. At the top left is the NHS Scotland logo. The main heading reads: "Please select what type of test you want to take/have taken and click the appropriate button below:". Below this are two buttons. The left button features an orange icon of three people and is labeled "PCR Testing" with the subtext "Covid-19 tests that are processed by laboratories." The right button features a green icon of a single person and is labeled "Rapid Testing" with the subtext "Rapid tests, with the result available today."

Prepare your Care Home for testing

- Confirm the Care Home Organisation details
- Select from the options on the page and click the relevant tile to go to the associated form



The screenshot shows a web interface for NHS Scotland. At the top left is the NHS Scotland logo. Below it, a dark blue header bar contains the text "Care Home Organisation: CS1234567899". Underneath this is a white form box with the following labels: "Care Home", "Address 1", "Town", and "Postcode". Below the form box, the text "Please select what you need to do from the buttons below:" is centered. There are three light blue buttons arranged horizontally. The first button has a pencil icon and is labeled "Register Test Kits" with the subtext "Register your test kits." The second button has a document icon and is labeled "Request Tests" with the subtext "Apply for coronavirus tests for your organisation". The third button has a green truck icon and is labeled "Book Courier Collection" with the subtext "Arrange a courier to collect your used testing kits".

Prepare your Care Home for testing

Staff **without** symptoms

All care home staff (including agency workers) without symptoms should be **tested weekly**, even if they have previously tested negative for COVID-19.

Staff members should continue to use a consent form on which agreement is made for results to be sent by email to care home manager (some areas also attach copy bar code to the consent form to complete record).

Staff **with** symptoms should NOT be tested in the care home

Staff with symptoms should be referred directly to the local NHS Testing Team.

Staff who have previously tested positive do not require to be retested for 90 days unless showing symptoms.



Swabbing

Swabbing

You **must** know the steps to follow before performing a diagnostic swab test and read the instructions that come with the swab testing kit.

Keep out of the reach of children
Clean the spills with household bleach or disinfecting wipes
Do NOT swallow the solution
Do NOT reuse the device/pack



Scan QR Code for Safety Information and Material safety data sheets or click [here](#).

Before performing the test:

- + you **must NOT** eat immediately before taking the test
- + **gently blow your nose** into a tissue and dispose of immediately into a bin
- + you **must wash your hands** with soap and water or alcohol based hand rub (ABHR)
- + **check the contents** of the swabbing kit are all included*, and the expiry dates on the self-sealed bag and individual components of the kit

The swab test kit consists of:

- + a **self-sealed** plastic bag
- + a **small bottle** containing liquid
- + a **swab** (long stick with a 'cotton bud' at the end)
- + an **inner bag** with an absorbance liner to put the sample bottle in when complete
- + a **spare barcode label** to be attached to your own record
- + a **plastic bag** used to transport up to 20 sample kits back to the laboratory

*Immediately notify customerservices@nhs.scot if the bag is open, damaged, or if there is missing components, quoting the virus swabbing test kit and reference number.



1
*Check your testing bag. If the bag is opened, damaged or missing components do NOT use the kit. Register the bar code against your unique identifier code on the website as advised by your organisation.



2
Take the small bottle containing the liquid and place on a clean, dry stable surface. Unscrew the lid and place on the surface.



3
Do NOT pour liquid out. The laboratory uses it to detect the virus. Do NOT touch the liquid or get it on your skin. If you do, please wash your skin immediately with lots of water.



4
Remove swab from package, holding it at the end of the stick. Do NOT touch the tip of the swab to avoid contamination.



5
Stand in front of a mirror, open your mouth as wide as possible so you can see the back of your throat and tonsils if you have them.



6
Do NOT touch the tongue, teeth, or gums with the swab. Place swab right at the back of the mouth, and rotate it along the back of the throat and tonsils for 10 seconds.



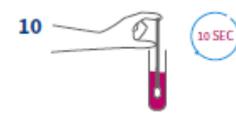
7
Remove the swab from your mouth being careful NOT to touch the tongue, teeth, or gums.



8
Tilt your head back and gently insert the same swab, along the floor of the nasal passage about one inch (2.5cm) into the nostril until gentle resistance is felt.



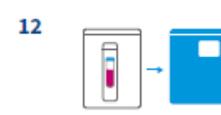
9
Rotate the swab gently against the inside lining of the nose for 10-15 seconds. Remove the swab carefully without touching the external nasal skin or face.



10
Place the tip of the swab into the bottle with the liquid and swirl the swab in the liquid for 10 seconds. As you remove the swab from the bottle, press the tip against the inside of the bottle to squeeze out any remaining liquid.



11
Securely replace the bottle lid. Place used swab in a clinical waste receptacle, or in a tied bin bag and store the bin bag safely for 72 hours before placing it in your outside bin. Now wash your hands.



12
Place sample bottle into the inner bag and firmly seal. Then place this bag in the self-sealed bag and then into transit bag. There should be no more than 20 samples in the transit bag. Send transit bag via courier for testing and retain the spare barcode for your records.



Register Test Kits



Important

Please only test on a day that you
have a confirmed courier collection
arranged

Register Test Kits

- Select the “Register Test Kits” tile to go to the form to make a request

Please select what you need to do from the buttons below:

 <p>Register Test Kits Register your test kits.</p>	 <p>Request Tests Apply for coronavirus tests for your organisation</p>	 <p>Book Courier Collection Arrange a courier to collect your used testing kits</p>
--	---	--

Individual Test Registration

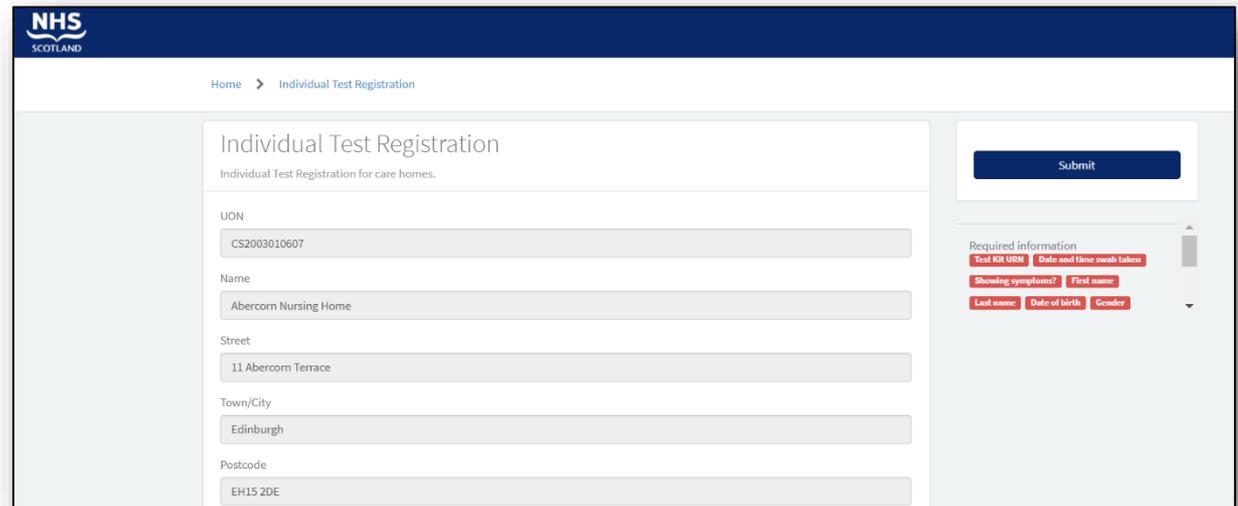
Register Test Kits – Individual Test Registration

- Select the “Individual Test Registration” tile to register an individual against a test kit



Register Test Kits – Care Home details

- Check the Care Home address details are correct
- Scroll down



The screenshot shows the 'Individual Test Registration' form for care homes. The form is titled 'Individual Test Registration' and includes the subtitle 'Individual Test Registration for care homes.' The form fields are as follows:

- UON:** CS2003010607
- Name:** Abercorn Nursing Home
- Street:** 11 Abercorn Terrace
- Town/City:** Edinburgh
- Postcode:** EH15 2DE

On the right side of the form, there is a 'Submit' button and a 'Required information' section with a scrollable list of fields: 'Test kit URN', 'Date and time swab taken', 'Showing symptoms?', 'First name', 'Last name', 'Date of birth', and 'Gender'.

Register Test Kits – test kit and symptoms

- Type in Kit URN (unique test kit ID/barcode)
- Enter date and time swab was taken (or select from calendar)
- Select if the person is showing symptoms or not (Yes/No)
- Enter date of onset of symptoms if applicable (or select from calendar) **NOTE:** this is mandatory if “Showing symptoms” is selected as “Yes”



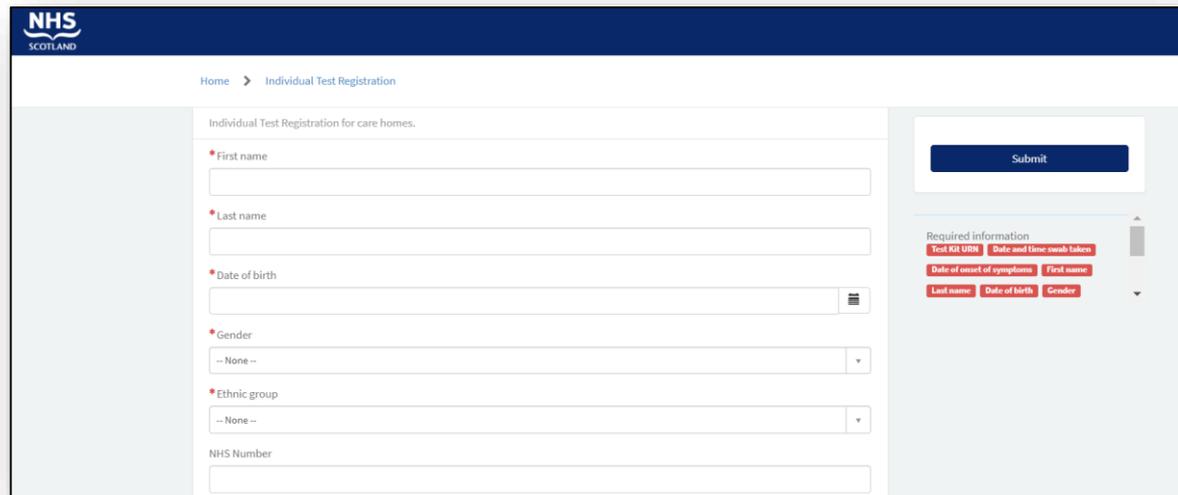
The screenshot shows the NHS Individual Test Registration form for care homes. The form is titled "Individual Test Registration for care homes." and includes the following fields:

- * Test Kit URN (with a red error icon)
- * Date and time swab taken (with a calendar icon)
- * Showing symptoms? (with a dropdown menu showing "-- None --")
- Date of onset of symptoms (with a calendar icon)

On the right side of the form, there is a "Submit" button and a "Required information" section with a scrollable list of fields: Test Kit URN, Date and time swab taken, Showing symptoms?, First name, Last name, Date of birth, and Gender.

Register Test Kits – Personal details

- Type in First name
- Type in Last name
- Enter date of birth (or select from calendar)
- Select Gender
- Select Ethnic group
- Provide **CHI** number (if known)



The screenshot shows the NHS Individual Test Registration form for care homes. The form is titled "Individual Test Registration for care homes." and includes a "Submit" button. The form fields are:

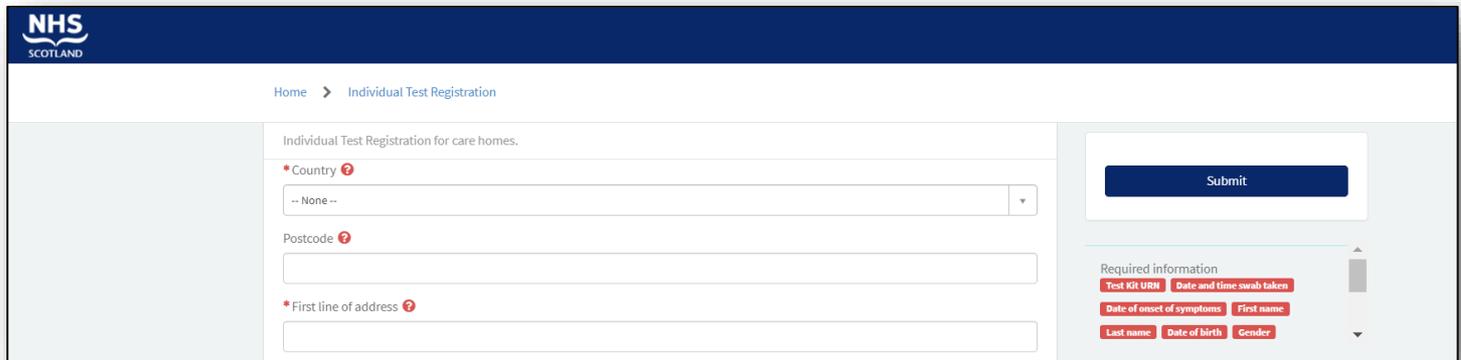
- * First name
- * Last name
- * Date of birth
- * Gender
- * Ethnic group
- NHS Number

Required information:

- Test Kit UDR
- Date and time swab taken
- Date of onset of symptoms
- First name
- Last name
- Date of birth
- Gender

Register Test Kits – Address details

- Select Country
- Type in Postcode
- Type in First line of address



The screenshot shows the NHS Individual Test Registration form for care homes. The form is titled "Individual Test Registration for care homes." and includes the following fields:

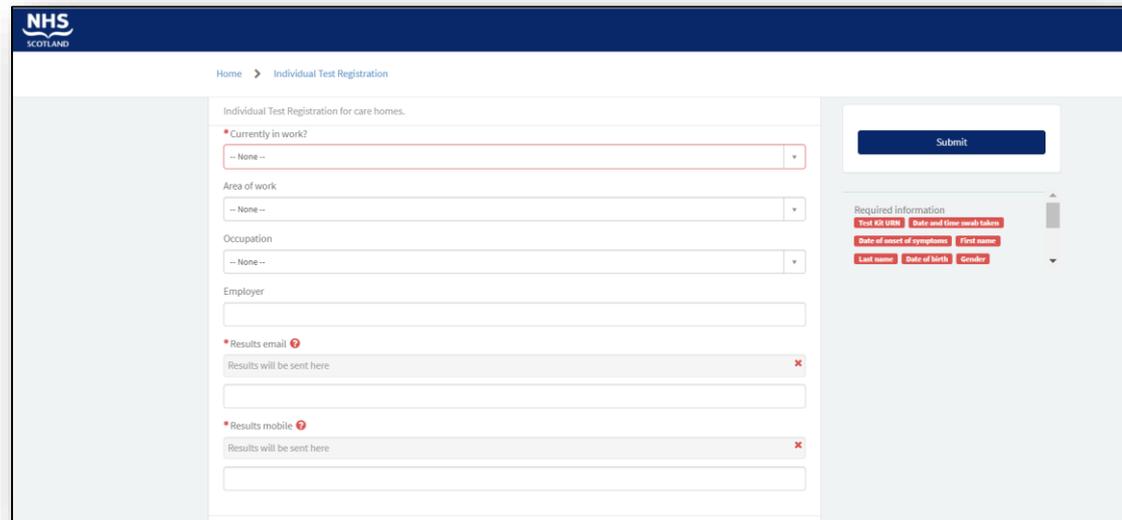
- Country:** A dropdown menu with "-- None --" selected.
- Postcode:** A text input field.
- First line of address:** A text input field.

On the right side of the form, there is a "Submit" button and a section for "Required information" which lists the following fields:

- Test Kit URN
- Date and time swab taken
- Date of onset of symptoms
- First name
- Last name
- Date of birth
- Gender

Register test kits – Work and Contact details

- Select if Currently in work
- Select Area of work (mandatory if currently in work)
- Select Occupation (mandatory if currently in work)
- Type in Employer (mandatory if currently in work)
- Type Results email address
- Type Results mobile number



The screenshot shows the 'Individual Test Registration' form for care homes. The form is titled 'Individual Test Registration for care homes.' and includes the following fields:

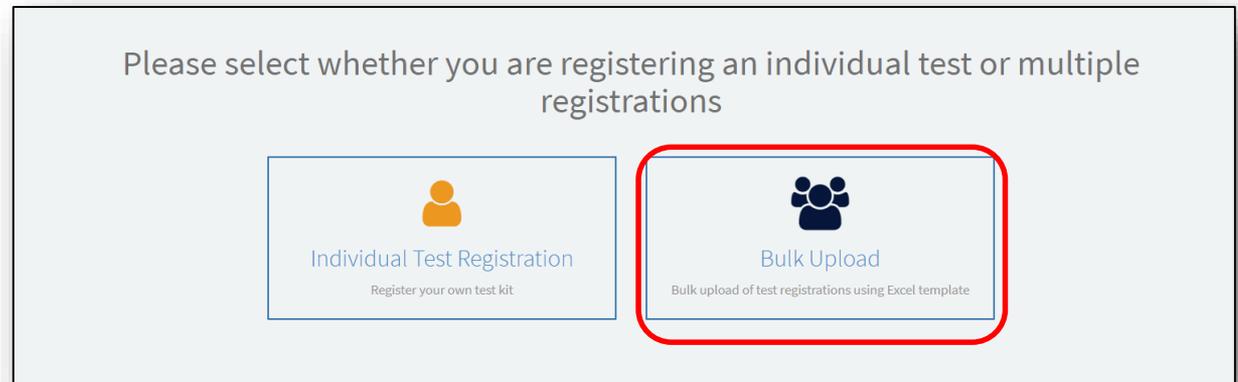
- Currently in work?** A dropdown menu with the option '-- None --' selected.
- Area of work** A dropdown menu with the option '-- None --' selected.
- Occupation** A dropdown menu with the option '-- None --' selected.
- Employer** A text input field.
- Results email** A text input field with a red 'x' icon, labeled 'Results will be sent here'.
- Results mobile** A text input field with a red 'x' icon, labeled 'Results will be sent here'.

On the right side of the form, there is a 'Submit' button and a 'Required information' section with a scrollable list of red boxes containing the following labels: 'Test kit used', 'Date and time swab taken', 'Date of onset of symptoms', 'First name', 'Last name', 'Date of birth', and 'Gender'.

Bulk Upload Test Registration

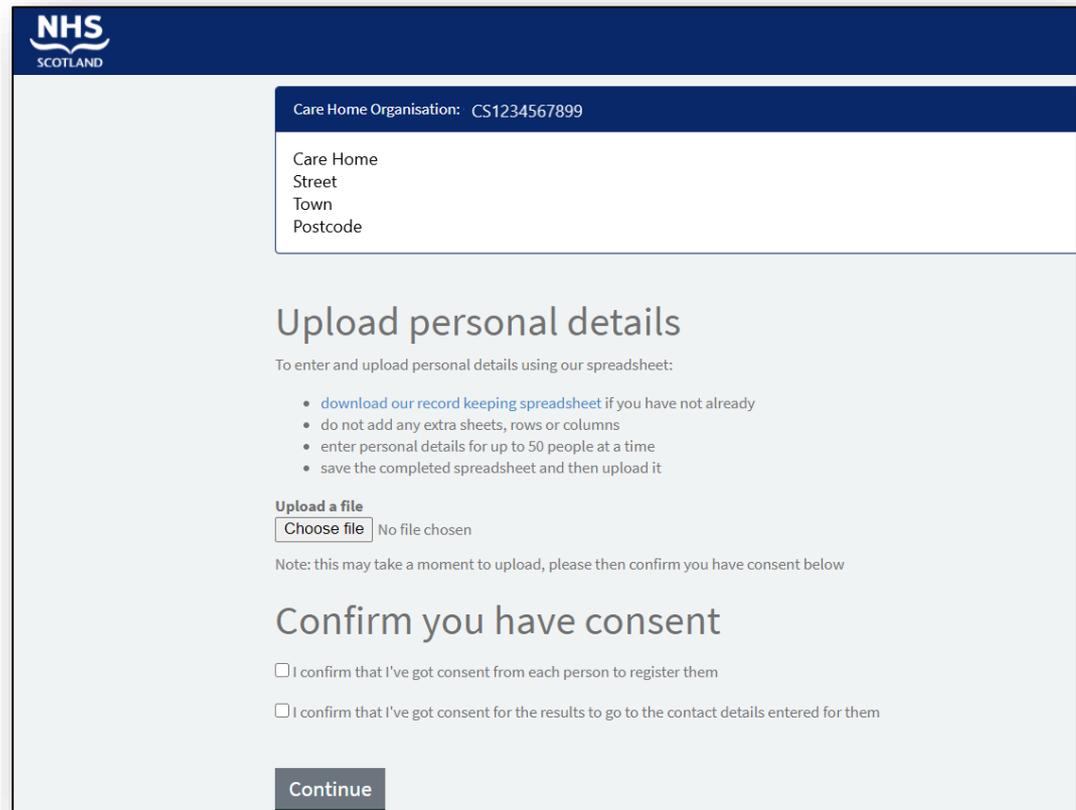
Register Test Kits – Bulk Upload Test Registration

- Select the “Bulk Upload” tile to register multiple people against test kits using an Excel template



Register Test Kits – Care Home details and Consent

- Check the Care Home address details are correct
- Tick boxes to Confirm you have consent



The screenshot shows a web form with a dark blue header containing the NHS Scotland logo. Below the header, a dark blue bar displays 'Care Home Organisation: CS1234567899'. A white box contains labels for 'Care Home', 'Street', 'Town', and 'Postcode'. The main content area is titled 'Upload personal details' and includes instructions and a list of bullet points: 'download our record keeping spreadsheet if you have not already', 'do not add any extra sheets, rows or columns', 'enter personal details for up to 50 people at a time', and 'save the completed spreadsheet and then upload it'. Below this is an 'Upload a file' section with a 'Choose file' button and the text 'No file chosen'. A note states: 'Note: this may take a moment to upload, please then confirm you have consent below'. The 'Confirm you have consent' section has two checkboxes: 'I confirm that I've got consent from each person to register them' and 'I confirm that I've got consent for the results to go to the contact details entered for them'. A 'Continue' button is at the bottom.

NHS
SCOTLAND

Care Home Organisation: CS1234567899

Care Home
Street
Town
Postcode

Upload personal details

To enter and upload personal details using our spreadsheet:

- download our record keeping spreadsheet if you have not already
- do not add any extra sheets, rows or columns
- enter personal details for up to 50 people at a time
- save the completed spreadsheet and then upload it

Upload a file

Choose file No file chosen

Note: this may take a moment to upload, please then confirm you have consent below

Confirm you have consent

I confirm that I've got consent from each person to register them

I confirm that I've got consent for the results to go to the contact details entered for them

Continue

Register Test Kits – Download Record Keeping Spreadsheet

- Click on the “download our record keeping spreadsheet”
- Open the downloaded file

NHS
SCOTLAND

Care Home Organisation: CS1234567899

Care Home
Street
Town
Postcode

Upload personal details

To enter and upload personal details using our spreadsheet:

- download our record keeping spreadsheet if you have not already
- do not add any extra sheets, rows or columns
- enter personal details for up to 50 people at a time
- save the completed spreadsheet and then upload it

Upload a file
Choose file No file chosen

Note: this may take a moment to upload, please then confirm you have consent below

Confirm you have consent

I confirm that I've got consent from each person to register them

I confirm that I've got consent for the results to go to the contact details entered for them

Continue

Register Test Kits – Filling out the Excel Sheet

- Fill out each section using the Guidance tab
- Make sure all details are entered and no mandatory fields are missing
- Save your changes with a new file name including today's date in the name

If you have accidentally included a staff member that is not required they can be deleted by clicking on the dustbin icon.
Note: Depending on the resolution of your screen you may have to scroll right to see this

NOTE: Take extra care to ensure that email addresses and phone numbers are correct, as this is where test results will be sent.

Test Kit URN	Data and time swab taken	First Name	Last Name	Date of birth	Gender	Results email	Results mobile	
		JAMES	HARRIS	12/08/1970	Male	richard.mcewan@gmail.com	07557667494	
		ANGELA	CHANNING	12/08/1972	Female	richard.mcewan@gmail.com	07557667494	
		CINA	HAMPTON	12/08/1972	Female	richard.mcewan@gmail.com	07557667494	

Register Test Kits – Filling out the Excel Sheet (continued)

If you accidentally leave the screen below:

NOTE: Take extra care to ensure that email addresses and phone numbers are correct, as this is where test results will be sent.

Test Kit URN	Data and time swab taken	First Name	Last Name	Date of birth	Gender	Results email	Results mobile	
		JAMES	HARRIS	12/08/1970	Male	richard.mcewan@gmail.com	07557667494	
		ANGELA	CHANNING	12/08/1972	Female	richard.mcewan@gmail.com	07557667494	
		GINA	HAMPTON	12/08/1972	Female	richard.mcewan@gmail.com	07557667494	

You will be presented with the following:

Test Registrations Not Confirmed

Test registration records for your Care Home have been found existing in the system that have not yet been confirmed.

If you would like to go to the page to complete the confirmation of the test kit registrations please click on the button below.

Registrations to be confirmed:

10

[Confirm Existing](#)

Click the **Confirm Existing** button to return to the data entry screen

If you close your web browser for any reason before all the details have been entered, Log into the application again, go to **Bulk Upload** and upload a blank spreadsheet. Your previously uncompleted spreadsheet will display

Register Test Kits – Uploading the Excel Sheet

- Click on the “Choose file” button
- Select the file you saved with the information on the previous slide

The screenshot shows the NHS Scotland registration interface. At the top left is the NHS Scotland logo. Below it, the 'Care Home Organisation' is set to 'CS1234567899'. A form field for 'Care Home' details (Street, Town, Postcode) is present. The main heading is 'Upload personal details', followed by instructions to enter and upload personal details using a spreadsheet. A list of instructions includes downloading a record keeping spreadsheet, not adding extra sheets, entering details for up to 50 people, and saving the spreadsheet. A red box highlights the 'Upload a file' section, which contains a 'Choose file' button and the text 'No file chosen'. Below this is a note: 'Note: this may take a moment to upload, please then confirm you have consent below'. The next section is 'Confirm you have consent', with two checkboxes: 'I confirm that I've got consent from each person to register them' and 'I confirm that I've got consent for the results to go to the contact details entered for them'. At the bottom is a 'Continue' button.

NHS
SCOTLAND

Care Home Organisation: CS1234567899

Care Home
Street
Town
Postcode

Upload personal details

To enter and upload personal details using our spreadsheet:

- download our [record keeping spreadsheet](#) if you have not already
- do not add any extra sheets, rows or columns
- enter personal details for up to 50 people at a time
- save the completed spreadsheet and then upload it

Upload a file
Choose file No file chosen

Note: this may take a moment to upload, please then confirm you have consent below

Confirm you have consent

I confirm that I've got consent from each person to register them

I confirm that I've got consent for the results to go to the contact details entered for them

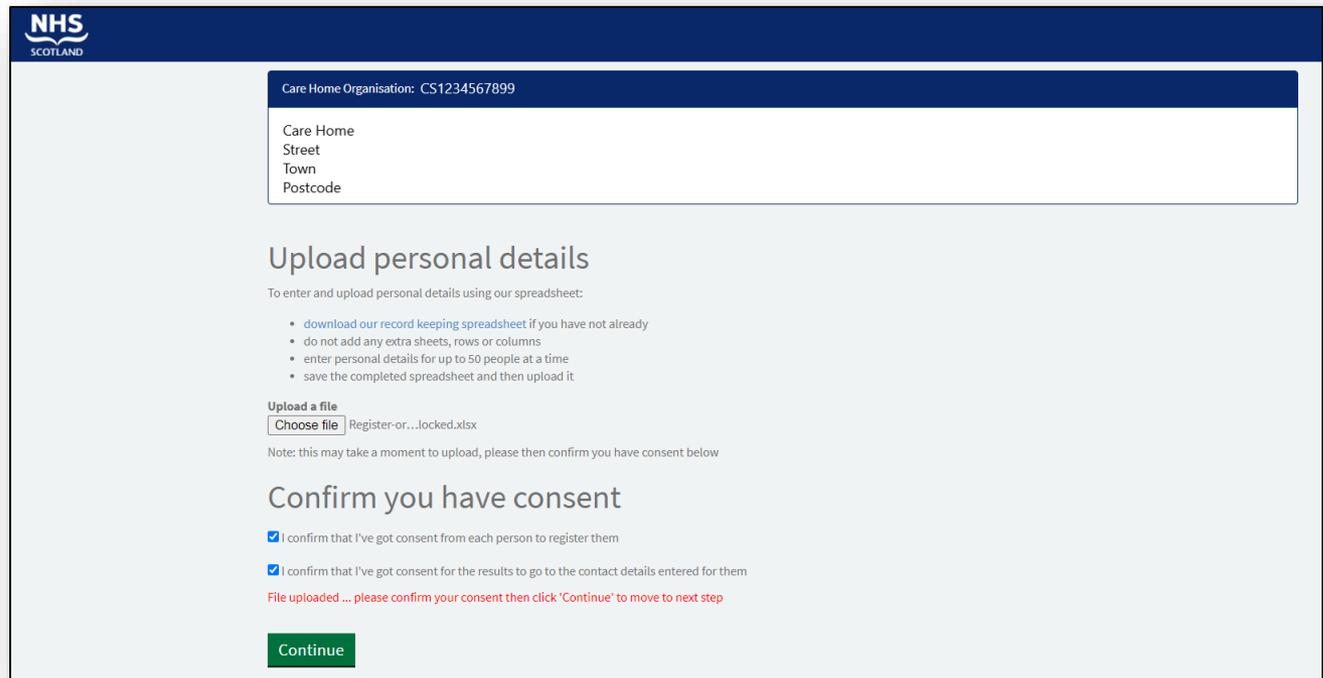
Continue

Register Test Kits – Uploading the Excel Sheet (continued)

- This message will show when the file is uploaded:

File uploaded ... please confirm your consent then click 'Continue' to move to next step

- Click the “Continue” button



The screenshot shows the NHS Scotland registration interface. At the top left is the NHS Scotland logo. Below it, a dark blue header bar contains the text 'Care Home Organisation: CS1234567899'. Underneath this is a white box with the labels 'Care Home', 'Street', 'Town', and 'Postcode'. The main content area is titled 'Upload personal details' and includes instructions: 'To enter and upload personal details using our spreadsheet:'. A bulleted list provides steps: 'download our record keeping spreadsheet if you have not already', 'do not add any extra sheets, rows or columns', 'enter personal details for up to 50 people at a time', and 'save the completed spreadsheet and then upload it'. Below this is an 'Upload a file' section with a 'Choose file' button and the filename 'Register-or...locked.xlsx'. A note states: 'Note: this may take a moment to upload, please then confirm you have consent below'. The next section is 'Confirm you have consent', featuring two checked checkboxes: 'I confirm that I've got consent from each person to register them' and 'I confirm that I've got consent for the results to go to the contact details entered for them'. At the bottom of this section is the red text: 'File uploaded ... please confirm your consent then click 'Continue' to move to next step'. A green 'Continue' button is located at the bottom center of the page.

Register Test Kits – Uploading the Excel Sheet (continued)

- The Excel Sheet imported the details for every person listed
- Click on the row for each list entry to edit that person’s details, enter the Test Kit URN and the Date and time swab was taken (refer to Individual Test Registration details for more information)

Complete Registration Details

Please complete all details for the registrations using the table below.

Before entering the Barcode/URN and time of test for each individual, please do a check of personal details to ensure that they are correct. To see details in full, click each entry in the table.

NOTE: Take extra care to ensure that email addresses and phone numbers are correct, as this is where test results will be sent.

Uploaded Care Home Test Kit Registrations

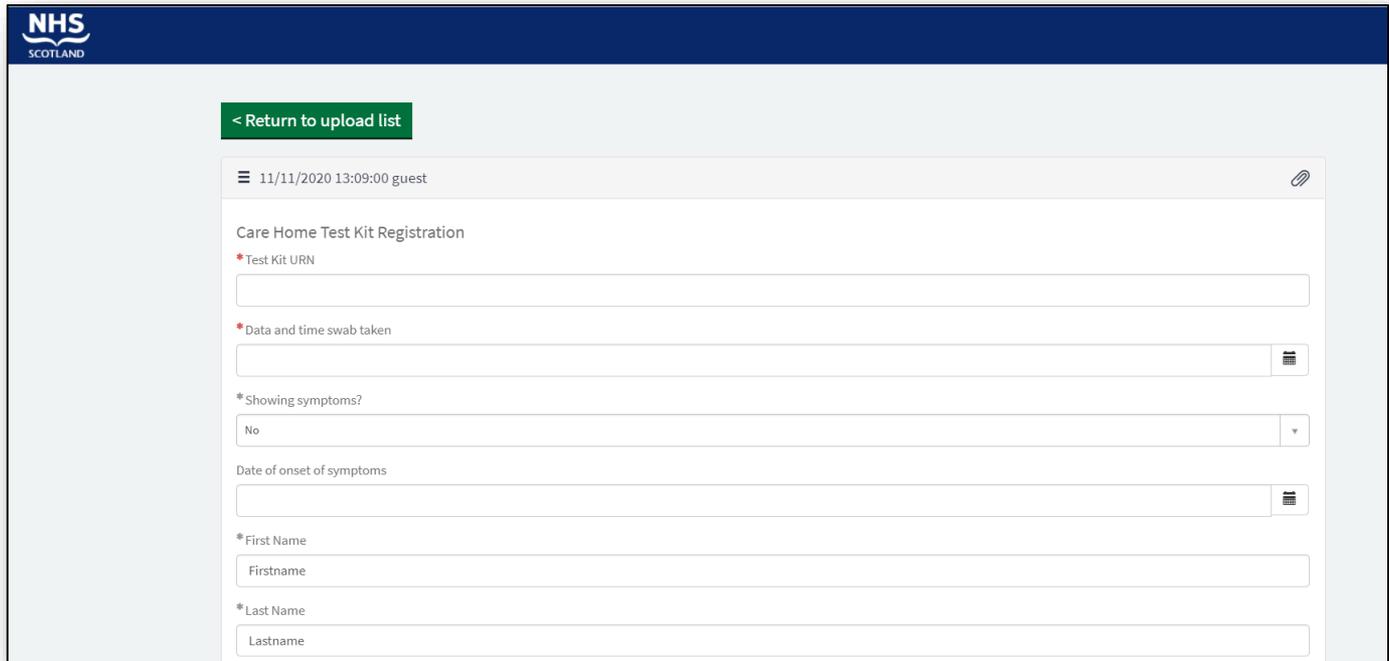
Test Kit URN	Data and time swab taken	Showing symptoms?	First Name	Last Name ^	Date of birth	Gender	Currently in work?	Results email	Results mobile
		No	Firstname	Lastname	21/09/1988	Female	No	firstlast@email.com	07912345678
		No	undefined	undefined		undefined	undefined	undefined	undefined
		No	undefined	undefined	23/01/2000	Male	undefined	undefined	undefined

Rows 1 - 3 of 3

Confirm all details

Register Test Kits – Editing individual items

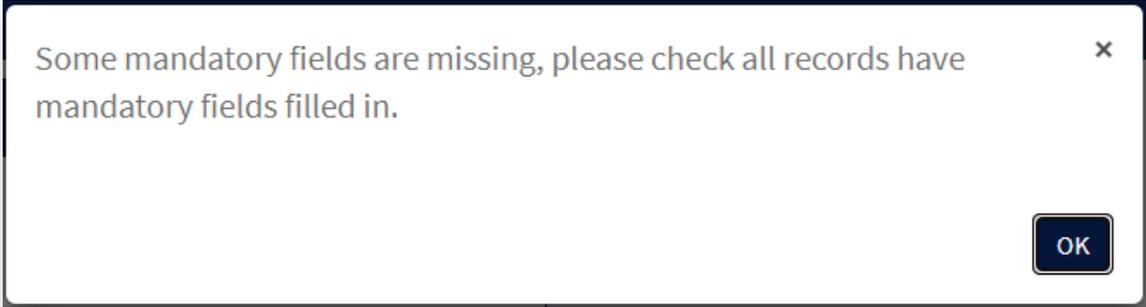
- Enter the “Test Kit URN” and “Date and time swab taken” fields
- Check all information is correct on the form and edit if necessary
- Click the “Save” button on the bottom of the form
- Click the “Return to the list” button to edit other entries
- Repeat for every person listed until the list is completed



The screenshot shows the NHS Scotland interface for editing a test kit registration. At the top left is the NHS Scotland logo. A green button labeled "< Return to upload list" is positioned above the form. The form header includes a menu icon, the date and time "11/11/2020 13:09:00", and the user "guest". The form title is "Care Home Test Kit Registration". The form contains several fields: a required field for "Test Kit URN", a required field for "Data and time swab taken" with a calendar icon, a dropdown menu for "Showing symptoms?" currently set to "No", a field for "Date of onset of symptoms" with a calendar icon, a required field for "First Name" with the placeholder "Firstname", and a required field for "Last Name" with the placeholder "Lastname".

Register Test Kits – Upload Error

- Click “Confirm all entries” button when finished entering all information. Note: if there are validation issues or mandatory information is missing, an error will show (see below)
- Click “OK” to return to the list
- Check all entries on the list to ensure all missing information is provided then click the “Confirm all entries” button to proceed

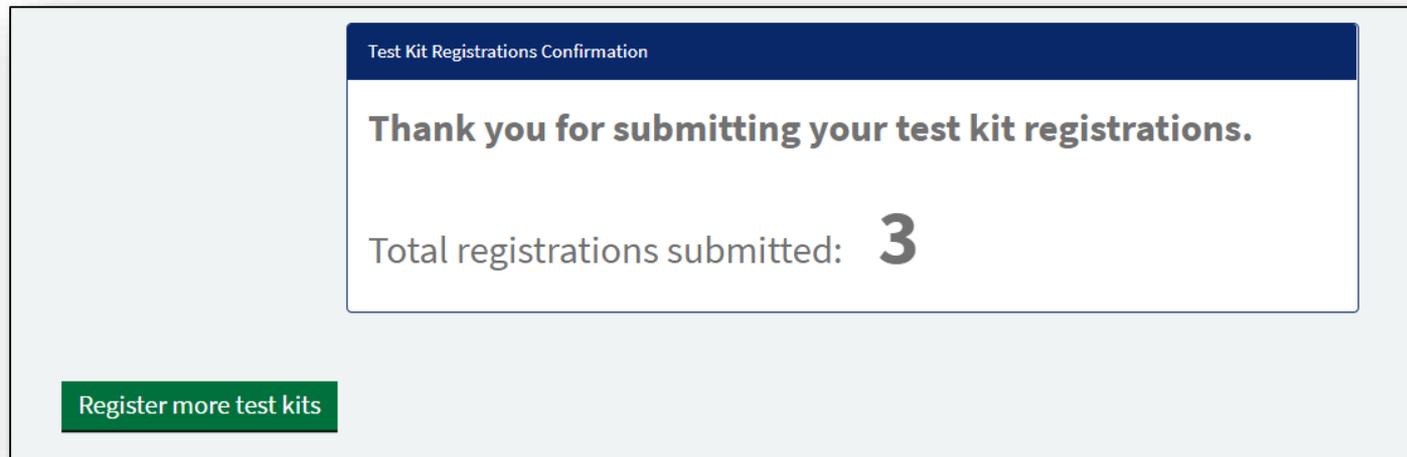


Some mandatory fields are missing, please check all records have mandatory fields filled in.

OK

Register Test Kits – Confirmation

- When the “Confirm all entries” button is clicked, a confirmation page will load, showing the number of test kit registrations
- If you need to submit more test kit registrations, use the “Register more test kits” button. This will take you back to the original landing page with all options





Request Tests



Important

**(This will only be required to be done
ad-hoc as a schedule will be in place
for each Care Home)**

Ordering staff test kits

- Select the “Request Tests” tile to go to the form to make a request

Please select what you need to do from the buttons below:

 <p>Register Test Kits Register your test kits.</p>	 <p>Request Tests Apply for coronavirus tests for your organisation</p>	 <p>Book Courier Collection Arrange a courier to collect your used testing kits</p>
--	---	--

Ordering staff test kits

- Greyed out fields are read-only
- Required information fields have a red asterisk next to them and are highlighted in red – these are mandatory, the form cannot be submitted without them

Name

Abercorn Nursing Home

Required information

Number of testing kits required (maxi...

Tick this box to confirm that you can d...

Primary contact first name

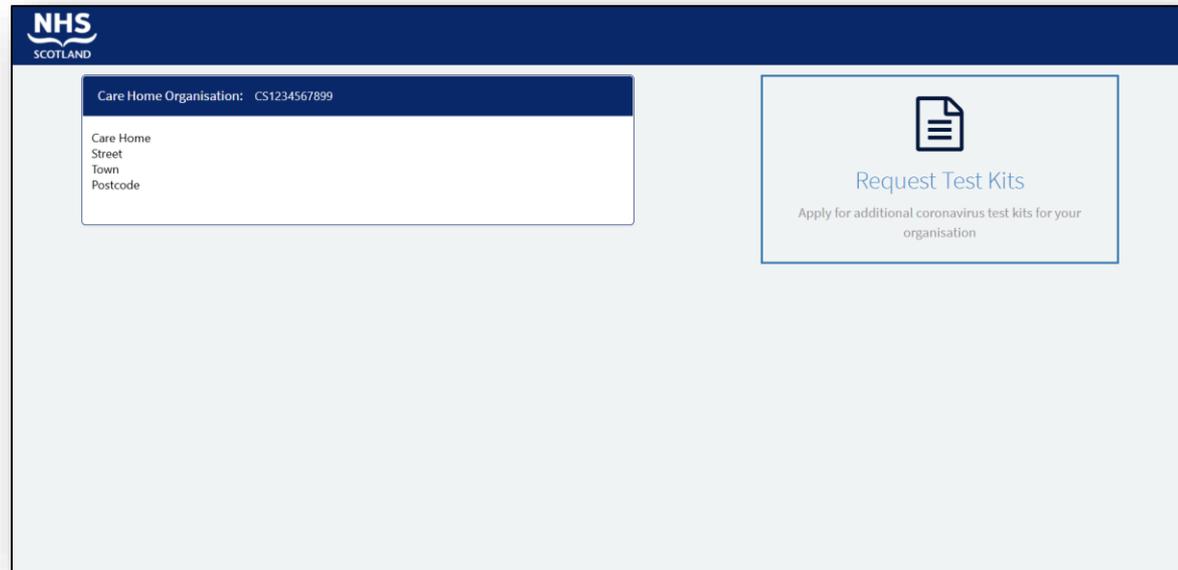
* Number of boxes of test kits required (box contains 160 kits)

1

* Tick this box to confirm that you can do your testing over a weekend

Ordering staff test kits – Care Home and test kit details

- Check the Care Home address details are correct
- Click on the “Request Test Kits” tile



The screenshot shows a web interface with a dark blue header containing the NHS Scotland logo. Below the header, there are two main sections. On the left, a dark blue box contains the text 'Care Home Organisation: CS1234567899'. Below this, a white box contains the labels 'Care Home', 'Street', 'Town', and 'Postcode'. On the right, there is a light blue box with a document icon, the text 'Request Test Kits', and the subtext 'Apply for additional coronavirus test kits for your organisation'.

Ordering staff test kits – Care Home and test kit details

- Check the Care Home address details are correct
- Test kits will kits will com in boxes of 160.
- Select the drop-down to enter number of test kits required (e.g. 1-3 boxes)
- Tick the box to confirm that you can do your testing over a weekend
- Scroll down



The screenshot shows a web form for ordering staff test kits. The form is titled 'NHS SCOTLAND' at the top left. It contains several input fields: 'Street' with the value '4 Craighton Crescent', 'Town/City' with 'Peterculter', and 'Postcode' with 'AB14 0SB'. Below these is a dropdown menu for the number of boxes, currently set to '1'. A checkbox is present with the text '* Tick this box to confirm that you can do your testing over a weekend'. On the right side, there is a 'Submit' button and a section for 'Required information' which includes fields for 'Primary contact first name' and 'Primary contact last name'.

Ordering staff test kits – Primary Contact details

- Enter Primary Contact details



The screenshot shows a web form titled 'Request Tests' on the NHS Scotland website. The form is for entering 'Primary Contact' details. It includes a 'Submit' button and a 'Required information' section with a scrollable list of items.

NHS SCOTLAND

Home > Request Tests

Primary Contact

* Primary contact first name

* Primary contact last name

Primary contact job title

* Primary contact telephone number

* Primary contact email address

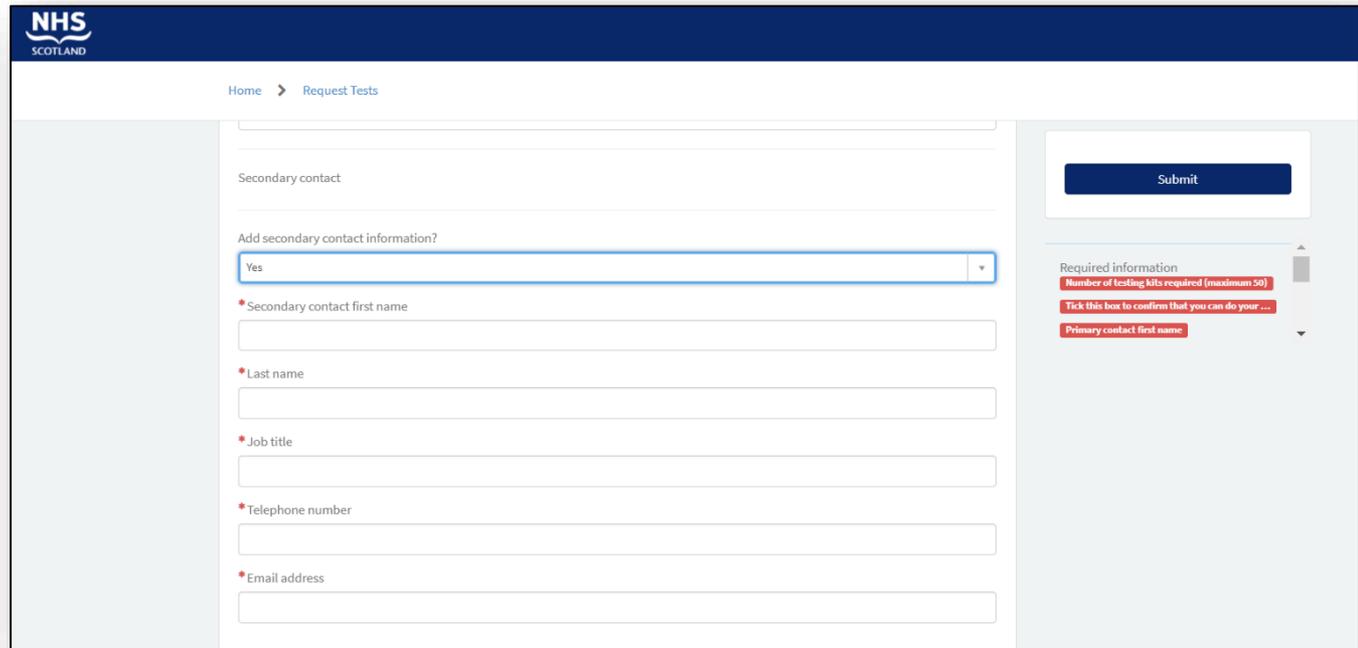
Submit

Required information

- Number of testing kits required (maxi...
- Tick this box to confirm that you can d...
- Primary contact first name

Ordering staff test kits – Secondary Contact details

- If Secondary Contact details are required, select “Yes” from the dropdown and enter details



The screenshot shows the 'Request Tests' form on the NHS Scotland website. The form is titled 'Request Tests' and includes a 'Submit' button. The 'Secondary contact' section is highlighted, showing a dropdown menu for 'Add secondary contact information?' with 'Yes' selected. Below this are input fields for 'Secondary contact first name', 'Last name', 'Job title', 'Telephone number', and 'Email address'. A 'Required information' section on the right lists 'Number of testing kits required (maximum 50)', 'Tick this box to confirm that you can do your...', and 'Primary contact first name'.

NHS SCOTLAND

Home > Request Tests

Secondary contact

Add secondary contact information?

Yes

* Secondary contact first name

* Last name

* Job title

* Telephone number

* Email address

Submit

Required information

Number of testing kits required (maximum 50)

Tick this box to confirm that you can do your...

Primary contact first name

Unused test kits

- Any residual test kits not used should be retained by the care home for future weekly staff testing. Please do not return unused test kits with the courier.
- Store test kits in a safe place with an ambient temperature of between 5 and 22 degrees Celsius.
- Make sure you book the courier first and then test on the same day as the courier collection. It is important to test on the same day as courier collection as once a test has been used it must be tested by the lab within 48 hours of swabbing or the test will become void.



Courier Collection

Courier Collection

- There will be a schedule devised for courier collection – there is no requirement on staff to book courier. Emergency collections can be organised directly via courier if required.
- Any issues with collections can be picked up by the courier - this is to ensure there is no need to retest staff due to collection issues (contact details shown on slide 44).

For more information contact:

Contact	Details
First Line Support (likely to come from a Care Home manager / admin from larger Care Homes)	Raise a call with the First Line Helpdesk (Ascensos) on 0800 008 6587
Turnaround time issue – from test to result	Raise a call with the First Line Helpdesk (Ascensos) on 0800 008 6587
IT Portal Technical Queries (e.g. systems issues, registration, adding/removing new member of staff)	Raise a call with the IT Helpdesk via button on IT portal
Testing Kit requests / queries (e.g. relating to kit and LFT devices delivery)	0333 234 2888 (Sykes Helpline)
Inconclusive results	Raise a call with the First Line Helpdesk (Ascensos) on 0800 008 6587
Kit deliveries	Raise a call with the First Line Helpdesk (Ascensos) on 0800 008 6587
Courier (e.g. request a courier pick up / queries) - Eagle Courier	0845 123 1230 (24-hour line). Primary user through the night is SNBTS.