

COVID-19 Testing for Care Home Staff in Scotland

Non-Randox test kits

This guidance gives you instructions to test for coronavirus (COVID-19).

Before you do any testing

- Read this guidance in its entirety
- Make sure you have booked a courier collection by 7pm the day **before** you start testing. This can be arranged at www.carehomecollect.co.uk

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Introduction

Providing testing within all care homes will help you protect your staff, 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.

Order test kits via the online portal for care homes: [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

Check which type of test kit you will be using

There are two types of test kits delivered to care homes, **Randox test kits** and all other types which are collectively referred to as **non-Randox test kits**.

Both test kits look very similar and test for whether someone currently has coronavirus in the same way. You will be told which test kits you will be using when you receive confirmation of your delivery.

This guidance document is for non-Randox test kits. If you are using Randox test kits please refer to the Randox guidance.

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](#).
- Discuss the testing approach with your staff.
- Make sure that you 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
- Make sure you have booked a courier collection by 7pm the day **before** you start testing. This can be arranged at www.carehomecollect.co.uk

If you have any questions please call

0300 303 2713

Lines open from 7am - 11pm daily

For people who have hearing or speech impairments, please call

18001 0300 303 2713

Timetable for testing in your care home

	What to expect:	What to do :
Initial Order	<p>You will receive an email from care.home.portal.for.coronavirus.test.kits@notifications.service.gov.uk confirming your successful order of tests.</p>	<p>Start planning in advance so that you are ready to begin testing when the test kits are delivered to you:</p> <ul style="list-style-type: none">• Read the instructions and watch the instruction video(s)• Prepare a workflow and allocated work stations for testing• Ensure you have enough of the appropriate PPE
	<p>There will be a delay between placing your order and confirming your delivery as we prioritise care home orders. Use the time to prepare your care home for testing.</p>	
Days 1 - 2	<p>You will receive a second email confirming the test kits are scheduled for delivery. Take this time to start preparing.</p>	<p>Make sure you:</p> <ul style="list-style-type: none">• Communicate to all staff of the plan to start testing• Obtain agreement from staff to be tested, and schedule testing of staff taking into account shift patterns
Day 3	<p>You will receive your delivery of test kits via courier after 10am.</p> <p>Ensure that all test kits are stored safely at an ambient temperature. Do not refrigerate or leave in direct sunlight.</p>	<p>Start preparing for testing</p> <ul style="list-style-type: none">• Re-familiarise yourself and staff with the test instructions to prepare, collect and package the sample for each person being tested• Prepare your test record templates and workstations for an easy testing and registration workflow
Before testing	<p>Book a courier collection at least a day before testing (by no later than 7pm)*</p> <p>*Island Boards will be following a different arrangement for collection and will be advised separately</p>	<p>You can book all your courier collections at once or you can book ad hoc courier collections as and when you plan to test.</p> <p>Make sure that you have a confirmed courier collection for the day that you are due to start testing.</p>
Testing days	<p>Testing days, on day(s) of your choice:</p> <p>Conduct your tests between 6am - 3pm. Stop testing at 3pm to allow time for packaging before courier collection.</p> <p>Courier collection will take place between 4pm and 10pm on each day you have a booked collection.</p>	<p>For EACH day of testing:</p> <ul style="list-style-type: none">• Take time to prepare your staff and testing space• Follow the test instructions to prepare, collect and package the sample for each staff member between 6am and 3pm• Note the barcode number and time of each test against the name of the person tested• Register the completed test online as close as possible to the time of the swab• Courier collects completed test samples between 4pm and 10pm
Results	<p>You will receive the test results by email within 72 hours of test kits arriving at the laboratory</p>	<ul style="list-style-type: none">• Notify the staff member of the test result• Take appropriate actions if the test result is positive or inconclusive

Sample instructions

If you are self-swabbing

Follow the instructions included at the end of this guidance document. **Please ignore the postal instructions, instead follow the courier collection guidance for care homes (see page 15)**



Coronavirus (COVID-19) Home Test

Thank you for taking the time to complete your coronavirus home testing kit and helping to keep yourself and others safe. Please read these instructions thoroughly and follow the steps carefully to help you get the most accurate result.

BEFORE YOU START, READ THROUGH THESE PAGES TO MAKE SURE YOU UNDERSTAND EACH STEP.

How to complete the home test

- STEP 1** Book the free courier collection of your home test sample (complete as soon as possible) 
- STEP 2** Register your home test kit online (you will not receive your test results if you have not registered your kit) 
- STEP 3** Take a swab sample from your throat and nose 
- STEP 4** Give your completed home test kit to the courier 
- STEP 5** Receive your test results by text message or email 

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Who should be tested?

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

Staff with symptoms should instead be referred for testing at a regional / local test centre or in their own home. Please visit [gov.uk/apply-coronavirus-test-essential-workers](https://www.gov.uk/apply-coronavirus-test-essential-workers) to arrange a test.

Staff members should register the tests themselves to receive the test results directly, or may choose to ask the care home to register their details.

COVID-19 Symptoms

The most common symptoms of COVID-19 are:

New continuous cough OR Fever OR Loss of/ change in sense of smell or taste.

Elderly residents may present with atypical or non-specific symptoms. See Scottish Government's [COVID-19: clinical guidance for nursing home and residential care residents](#) for more details on clinical presentation.

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or speech impairments, please call

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Booking your courier collection

Please read the below instructions that describe how to arrange a courier collection before you start testing

Please book your courier collection via carehomecollect.co.uk

For Island NHS Boards: Please note that different arrangements will be made for collection, and you will be advised of these separately

Arranging your test kit courier collection:

1

Once you have planned for when to do testing book your courier collection at carehomecollect.co.uk

2

Make sure that you have your CQC reference number and care home email address ready and follow the steps on screen to arrange your courier
Note: you have until 7pm to arrange a next day courier collection

3

Receive your courier collection confirmation email

4

Conduct testing between 6am and 3pm on the day your courier has been arranged (see page 8 for more information about testing)

5

Package your test kits up before 4pm using one of the empty boxes you will have received with your test kit delivery and add the UN3373 label to the box

6

The courier will collect completed kits from you between 4pm and 10pm on the day you have selected

Tests must be picked up on the same day they are taken

Why courier timing is important:

There is a 48 hour window to get a swab sample to the laboratory for processing. If this window is missed, there is a high chance that the individual may not get their results and a retest may be required at a later time.

You will be able to book multiple collections, but **please make sure that you only test on a day where you have a confirmed courier scheduled to collect your test kits that same day between 4pm and 10pm.**

If you have received test kits for testing in your care home from any other source (for example directly from Public Health England or your local Clinical Commissioning Group), please keep these tests separate and do not return these tests with the same courier.



Important

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

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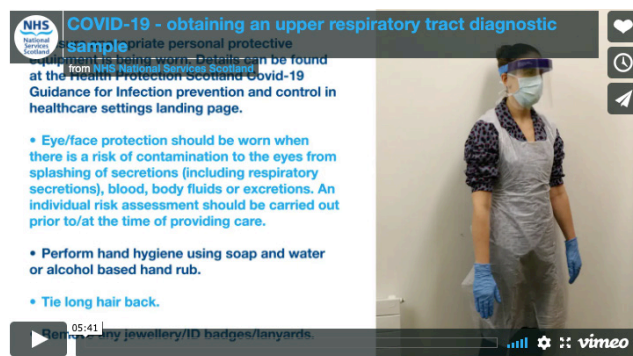
1

Prepare for testing

Learn how to conduct the test

To ensure that tests are carried out safely, you must ensure that suitably competent staff conduct the tests. Every person involved in conducting the test in your care home **MUST read the detailed instructions provided and [watch this instruction video](#)** prior to conducting the swab test.

If a test isn't correctly undertaken it may lead to inaccurate test results.



PPE (Personal Protective Equipment)

[The training video](#) on the HPS web site above provides information on appropriate PPE.

Obtaining Consent

Formal written consent from staff is not required but agreement to be tested should be obtained from all staff to be tested.

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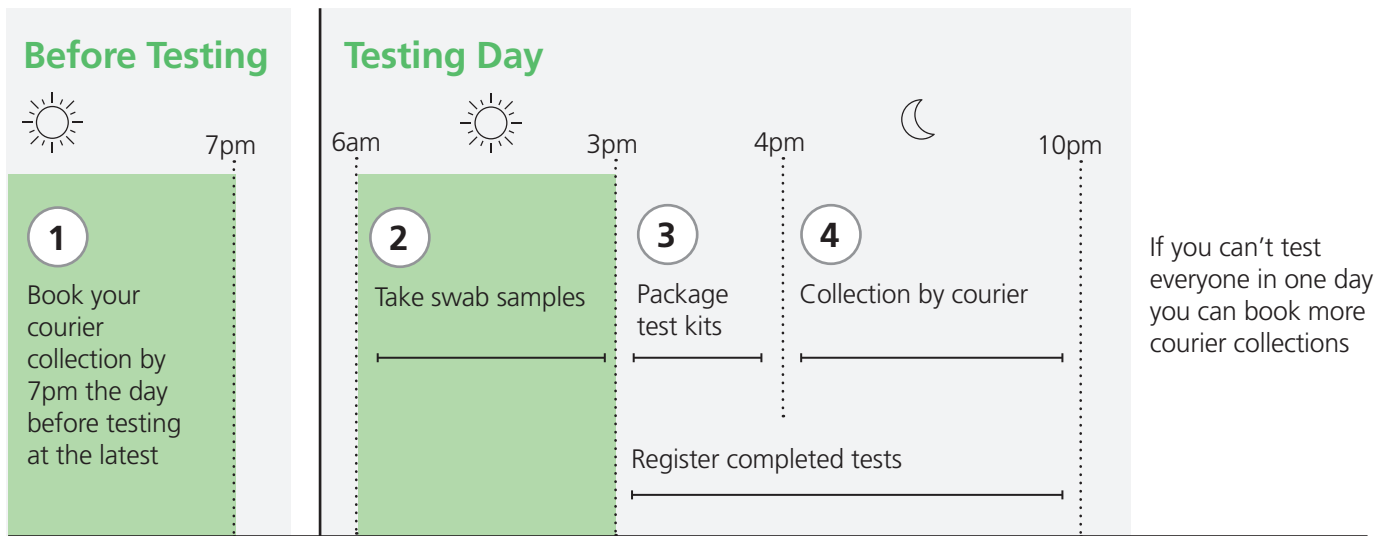
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2

Conduct testing

Swabs should be taken between 6am and 3pm for collection by courier between 4pm and 10pm the same day

This ensures that night shift staff can be tested at the end of their shift, and ensures tests are delivered to the laboratory within 48 hours of collecting each sample.



Unused test kits and further testing

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.

In this initial phase of testing there is no ability to order further tests for your care home after an initial order to test all staff.

If you have unused test kits you may use them to test again in the future. Please book a courier collection via www.carehomecollect.co.uk. 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.

If you have any questions please call

0300 303 2713

Lines open from 7am - 11pm daily

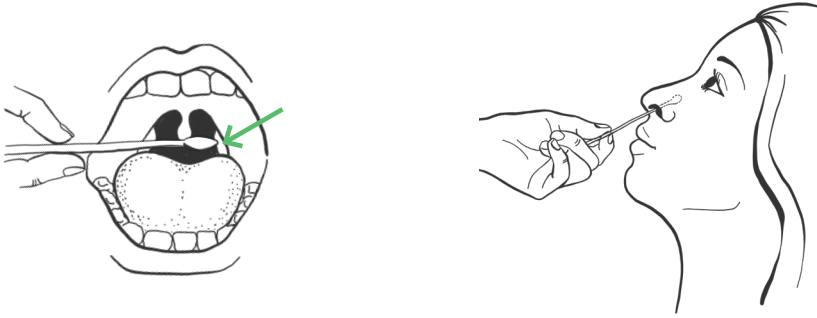
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2

Conduct testing

Combined nose and throat swabbing



Where possible a combined nose and throat swab should be taken.

Taking a throat swab is more invasive than taking a nose swab and can be uncomfortable.

Where a combined nose and throat swab is not possible, a nose swab from both nostrils should be taken, if this is feasible. This should be a single swab sampling from both nostrils. The swab does not need to be pushed far into the nostril. Extra care is needed when interpreting the results from a nasal swab compared to a full throat and nose swab.

3

Record and register your test

Record swab samples

When you conduct the swab test, you must register each completed test online (see separate instructions in this pack). This will record the URN or barcode of each swab against the name and details of the individual who has been tested. This will also enable you to receive the test results back by email within 72 hours of the test arriving at the laboratory. You should monitor your email account carefully.

Ensure that each swab sample is clearly recorded against the correct staff details.

Extra care should be taken when more than one swab is being collected in the home from staff. You should follow these steps:

- If possible, complete each test in full on a staff by staff basis including swabbing, packaging and record keeping, before moving on to the next person.
- Add an additional sticker or label to each sample collection vial to clearly identify the staff member, for example their name, initials, date of birth, or employee number until the details are registered online. Please take care to ensure that you do not cover the barcode on the vial, and remove or obscure all patient identifiable data from the vial before sending the swab test to the laboratory.
- Please use the [suggested record keeping template](#) for your own recording of the URN or barcode of each test kit alongside the staff name and test details. You should prepare this as far as possible ahead of conducting the test, update it with the time of the test, and then use this to register the test online (see separate instructions in this pack).

	Name of resident	Date of birth	Gender	Symptoms (Yes/No)	Test kit URN or barcode	Date of swab test	Time of swab test	Time registered online	Time of courier collection	Test result	Date resident (or family) informed of test result	Date GP informed of test result
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												

4

Register completed tests online

It is crucial that you register each completed test online at www.test-for-coronavirus.service.gov.uk/care-home

When you conduct the swab test, you must register each completed test online to receive the test results by email within 72 hours of the test arriving at the laboratory. You should monitor your email account carefully. This registration process is essential, as without it, the laboratory will not be able to provide you with the test results. Note that you must complete this on the SAME DAY that you conduct the swab testing and as close as possible to the time that the swab is taken.

Once you have successfully registered each test you will receive a confirmation email or text message.

When you receive the test result email, this may not include the name of the staff member. You should therefore retain a careful record of each test URN/barcode and the name of the staff member.

All staff should follow the Health Protection Scotland Guidance in this document and refer to the full national guidance: [Interim guidance on COVID-19 PCR testing in care homes and the management of COVID-19 PCR test positive residents and staff](#)

Register test kits for your care home

Use this service to register coronavirus (COVID-19) test kits for care home residents and staff just before they take the swab test.

If a member of staff develops symptoms of coronavirus while in the care home, you can register a test for them using this service. They would take the test in the care home.

But if their symptoms started when they were outside the care home, they should continue to self-isolate (stay at home) and not come into the care home. They should [apply for a coronavirus test here](#).

To complete this form, you'll need

- the test kit you are registering
- the email address and mobile phone number to which the test results should be sent
- the resident's or staff member's personal details (name and date of birth)

[Register test kit >](#)

What you will need to register your test online:

1. **CARE HOME ID:** Enter your Care Inspectorate number (it looks like this: 'CS1234567890')
2. **ENTER THE TEST BARCODE:** Enter the 11 character reference below the barcode on your test kit, or scan the barcode using your phone or computer camera. Take care to double check that this number is correct.
3. **FIRST AND LAST NAME:** Of the person who has been tested
4. **STAFF OR RESIDENT:** Select **Staff** member
5. **SYMPTOMS:** Indicate whether the person being tested is experiencing symptoms at the time the test is taken
6. **GENDER AND DATE OF BIRTH:** Of the person who has been tested
7. **EMAIL AND PHONE OF THE PERSON WHO SHOULD RECEIVE THE TEST RESULTS:** In most cases this will be email address of the staff member to receive their own test results.
8. **POSTCODE:** This will be the care home address.
9. **NHS NUMBER:** Of the staff member who has been tested, if available (not required)

5

Securely package and give the completed tests to the courier

For Island NHS Boards: Please note that different arrangements will be made for collection, and you will be advised of these separately



Important

Make sure you have received email confirmation of your courier collection before you test.

Package your test kits before 4pm

Use one of the empty boxes you will have received with your test kit delivery and add the UN3373 label to the box

The courier will collect completed test kits from you between 4pm and 10pm on the day you have selected.

Tests must be picked up on the same day they are taken

There is a 48 hour window to get a swab sample to the lab for processing. If this window is missed, there is a high chance that the individual may not get their results and a retest may be required at a later time.

You will be able to book multiple collections, but **please make sure that you only test on a day where you have a confirmed courier scheduled to collect your test kits that same day between 4pm and 10pm.**

If you have received test kits for testing in your care home from any other source (for example directly from Public Health England or your local Clinical Commissioning Group), please keep these tests separate and do not return these tests with the same courier.

If there is a problem with your courier collection

If your courier has not collected your test kits by 10pm, please email COVIDCareHomeTesting@dhsc.gov.uk or call the helpline number at the bottom of this page to request an urgent collection the following morning. You will receive an email confirmation of your revised collection time.

If the courier arrives before 4pm and your test kits are not yet ready for collection, please politely ask the courier to wait or return at 4pm the same day.

If you have any other problems with your delivery or collection that are not addressed above, please email COVIDCareHomeTesting@dhsc.gov.uk or call the helpline number at the bottom of this page

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Further Advice

Early reporting of a coronavirus outbreak in your care home

You should report any suspected coronavirus outbreak to your local health protection team.

A single case of infection should prompt contact with your local Health Protection Team as it may also signal the start of a possible outbreak. An outbreak is NORMALLY defined as two linked cases of a disease. For care homes specifically, with respect to COVID-19, an outbreak should be suspected when there is a single new case with symptoms consistent with COVID-19 infection arising in the care home, likely to be due to spread of the virus within the care home. Assessment of resident cases when considering any potential outbreak should also include symptomatic cases who have either been transferred from the facility to hospital as a result of infection or a suspected COVID-19 individual who has died within the same time period. These criteria may apply to other residential settings if there are groups of clinically vulnerable individuals or extremely vulnerable individuals living in group settings. This will need to be considered on an individual basis

You can find contact details of your local health protection team in the Annex.

Support with conducting tests in your care home

If you have any questions regarding conducting tests on staff in your home, please call the Contact Centre for advice (phone number at the bottom of this page).

If you require assistance with conducting the tests in your home (swabbing of staff), please contact your named clinical contact to discuss what support is available from primary care and community health services in your local area.

Further support from Health Protection Scotland

If you are experiencing difficulties with implementing the above guidance, or if you are experiencing new cases or deaths or any other serious problems, you should contact your local health protection team.

You can find contact details of your local health protection team in the Annex.

Further guidance for care homes

www.hps.scot.nhs.uk/web-resources-container/covid-19-information-and-guidance-for-care-home-settings/

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Guidance for care home staff **WITHOUT** symptoms

Guidance for care home staff WITHOUT symptoms is under development.
Please refer to the full [Health Protection Scotland guidance](#) which will be updated regularly.

Asymptomatic carer who tests **POSITIVE** for COVID-19

- The carer should self-isolate until 7 days from the date the test was taken. They can return to work on day 8 providing they remain asymptomatic. The household members of the carer should self-isolate for 14 days from the day the carer's test was taken.
- If during the 7-day isolation period, the carer develops symptoms of COVID-19, they should self-isolate until 7 days from **THE ONSET OF SYMPTOMS**. They can return to work on day 8 providing they are well enough and have not had a high temperature for 48 hours. The household members of the carer should self-isolate for 14 days from receipt of the carer's test result. However, if any household member of the carer develops symptoms of COVID-19, they should self-isolate for 7 days from the onset of their symptoms.
- **THE CARER DOES NOT NEED A REPEAT TEST** once their isolation period has been completed.

Asymptomatic carer who tests **NEGATIVE** for COVID-19

- The carer can remain at work and must continue to follow infection control precautions, including PPE.
- The carer does not need a repeat test, unless they develop symptoms.
- If the carer subsequently develops symptoms of COVID-19, they should self-isolate for 7 days from the onset of symptoms and should arrange for a repeat COVID-19 test. Further information regarding the return to work criteria can be found at: [HCW guidance](#)

NHS Scotland Board Contacts

NHS Ayresshire and Arran

Lynne McNiven

Lynne.McNiven@aapct.scot.nhs.uk

07736333652 or 07760991236

NHS Dumfries & Galloway

Andrew Rideout

Andrew.rideout@nhs.net

01387 272724

NHS Forth Valley

Kirsten Hainey

Kirsten.hainey@nhs.net

07866102757

Out of Hours contact:

07786211601

NHS Greater Glasgow & Clyde

Linda de Caestecker

Linda.decaestecker@ggc.scot.nhs.uk

07802541050

NHS Borders

Julieann Brennan

Julieann.brennan@borders.scot.nhs.uk

07493882128 / 01896 825560

CPHM on call 01896826000

NHS Fife

Dr Esther Curnock

Deputy Director of Public Health

esthercurnock@nhs.net

Mobile: 07813362963

Office tel. 01592 226912

Out of Hours contact:

On-call Public Health Consultant

Contact via NHS Fife Switchboard

(01383 623 623)

NHS Grampian

Chris Littlejohn

chris.littlejohn@nhs.net

01224558520

Return completed by:

Michael Coulthard

michael.coulthard@nhs.net

01224 558526

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NHS Scotland Board Contacts

NHS Highland

Lead contact for testing:

Paul Davidson
paul.davidson@nhs.net
07557 014061

Return Completed by:

Wendy Beadles - Hospital Testing
wbeadles@nhs.net
01463 706007

Out of Hours contact:

Chris Morgan
chris.morgan8@nhs.net
07834525828

Ken Oates – Care Homes
ken.oates@nhs.net
01463 704916

Mark Hilditch – Staff/Key worker
mark.hilditch@nhs.net
01463 704499

NHS Lanarkshire

Dr David Cromie
david.cromie@lanarkshire.scot.nhs.uk
01698 858 358

Mark Kennedy
mark.kennedy@nhs.net
01698 206 332

Out of Hours contact:
info@lanarkshire.scot.nhs.uk

Return completed by:
Dr David Cromie
david.cromie@lanarkshire.scot.nhs.uk
01698 858 358

NHS Lothian

Colin Briggs
colin.briggs@nhslothian.scot.nhs.uk
07713 842 922)

Out of Hours contact:
Executive on Call via NHSL switchboard

NHS Orkney

Sara Lewis
Sara.lewis3@nhs.net
07341867272

Out of Hours contact:
Public Health on call - the Balfour
switchboard (01856 888000).

NHS Shetland

Dr Susan Laidlaw CPHM
Susan.laidlaw@nhs.net
07884226082

Out of Hours contact:
On-call staff - Public Health on call or
Silver command on call via Gilbert Bain
Hospital switchboard 01595 743000.

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NHS Scotland Board Contacts

NHS Tayside

Kathryn Brechin
kathryn.brechin@nhs.net
01382 660111 ext. 40478

Out of Hours contact:

Public health on call, microbiology on call or senior manager on call available via switchboard if required.

NHS Western Isles

DR MAGGIE WATTS, DPH
maggie.watts@nhs.net
01851 708036

Out of Hours contact:

01851 7040704

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Need help?

If you have any questions or problems with this test kit, please call us.

Helpdesk number **0300 303 2713**.
Lines are open everyday, 7am to 11pm.

It is free of charge from any mobile or landline.

Thank you for supporting us.