The NHS Track & Trace / Coronavirus App

Guidance for staff

If you are contacted by NHS Track and Trace or the NHS COVID-19 APP and told to isolate then you MUST follow this guidance.

**Please check that the notification / call is genuine as there are a number of 'Scams' going around.

Full Guidance can be found on the DFE website via the following links:

- https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works
- https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance

Here are some of the main points from the guidance. However, I recommend you all read the guidance in full.

If you are told to self-isolate

If we identify you as someone who has had close recent contact with someone who has tested positive for coronavirus, we will notify you that you must self-isolate in line with medical advice.

You may be feeling well and not have any symptoms, but it is still essential for you to follow the advice that you are given.

This is because, if you have been infected, you could be infectious to others at any point up to 14 days. Some people infected with the virus don't show any symptoms at all and it is therefore crucial to self-isolate to avoid unknowingly spreading the virus.

If you do not have symptoms, you must not seek a test, as the scientific evidence shows that the test may not be able to detect whether you have the virus.

How you will be told to self-isolate

If you are aged 18 or over, we will contact you by text message or email but will follow up by phone if we don't get a response. If we only have a landline number for you, we will contact you on that number.

If you have internet access, we will ask you to log onto our NHS Test and Trace website. This is the simplest way of giving you the information you need and the opportunity to ask any questions. The online service will also ask you to confirm that you are following the advice on self-isolation.

If you do not have internet access, we will arrange for a trained call handler to speak to you by phone to give you the information and advice you need.

What happens next

You must self-isolate for 14 days after you were in contact with the person who has tested positive for coronavirus. This is crucial to avoid unknowingly spreading the virus.

Self-isolation means staying at home and not going outside your home at any time. If you live with other people, they do not need to self-isolate, but they should avoid contact with you as far as possible and follow advice on hygiene. If you do not live with other people, you should seek help from others, or delivery services, for essential activities such as food

shopping. Self-isolation can be particularly challenging if you are looking after children, or if you care for vulnerable people who cannot stay with friends or family.

If you go on to develop symptoms, anyone you live with must then self-isolate and you must report your symptoms and get tested.

It is crucial that you complete your 14-day self-isolation period if you've been identified as a contact, even if you get a negative test result. This is because you may have the virus, but it cannot yet be detected by a test, so you could unknowingly spread the virus if you leave the house. Other members of your household, however, do not need to remain in self-isolation.

Guidance for workers

NHS Test and Trace will contact you if you've had close recent contact with someone who has tested positive for coronavirus.

If you're told to self-isolate you must stay at home

If you're told to self-isolate you should:

• explain to your employer that you cannot come to work

• request an isolation note from the NHS

• share the evidence provided by NHS Test and Trace with your employer

If you develop symptoms while you're self-isolating, then you must be tested as soon as possible. Request a free test.

Do not order a test if you do not have symptoms. A negative test does not mean that you can stop self-isolating as you will still be in the incubation period, and you could go on to develop COVID-19 in the following days.

Using the NHS COVID-19 app

Once you've downloaded the app, it should be left on as much as possible. However, there are some specific workplace scenarios when you should pause the contact tracing feature. These are:

• when you are working behind a Perspex (or equivalent) screen

• if you are putting your phone in storage, such as in a work locker, and it will not be on your person

• if you are a health or care worker practising infection prevention and control (IPC) working in a clinical setting

Contact tracing can be paused within the app by moving the contact tracing toggle on the home screen. It's important you turn the contact tracing toggle back on as soon as you are not in one of the above scenarios, for example, when you retrieve your phone from your locker. To make it easier to remember to do this, you will be given the option to pause the feature for different time periods and you will then receive a reminder to turn the contact tracing feature back on.

If you have any questions regarding your personal circumstances, please contact me asap.