

**NOTE: Guidance is continuously being updated with new evidence.**

**Please visit [www.gov.uk/coronavirus](https://www.gov.uk/coronavirus) for the latest guidance and information on testing.**



Department  
of Health &  
Social Care

# Whole home testing webinar

June 2020

# What we will cover

Programme overview

End to end testing process

- Before testing - how to prepare
- Conducting testing - when to test
- Conducting testing - how to test
- Registering your test kits
- Packaging your test kits
- Collecting your test kits
- Receiving your results

Support

Q&A

This webinar will focus on **swab tests** for care homes who have booked whole home testing.

For more information on other testing programmes such as antibody testing, go to [www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)



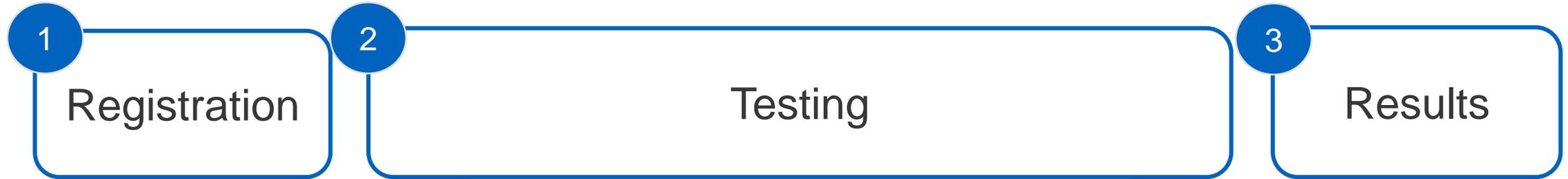
# Programme overview

- Our ambition is to help you to protect your residents and staff by providing testing to all care homes.
- Whole home testing can prevent and control outbreaks by isolating those that test positive, providing reassurance and enabling continued working for those who test negative.
- It also helps to build a strategic understanding of the prevalence of the virus in local areas and the sector as a whole.

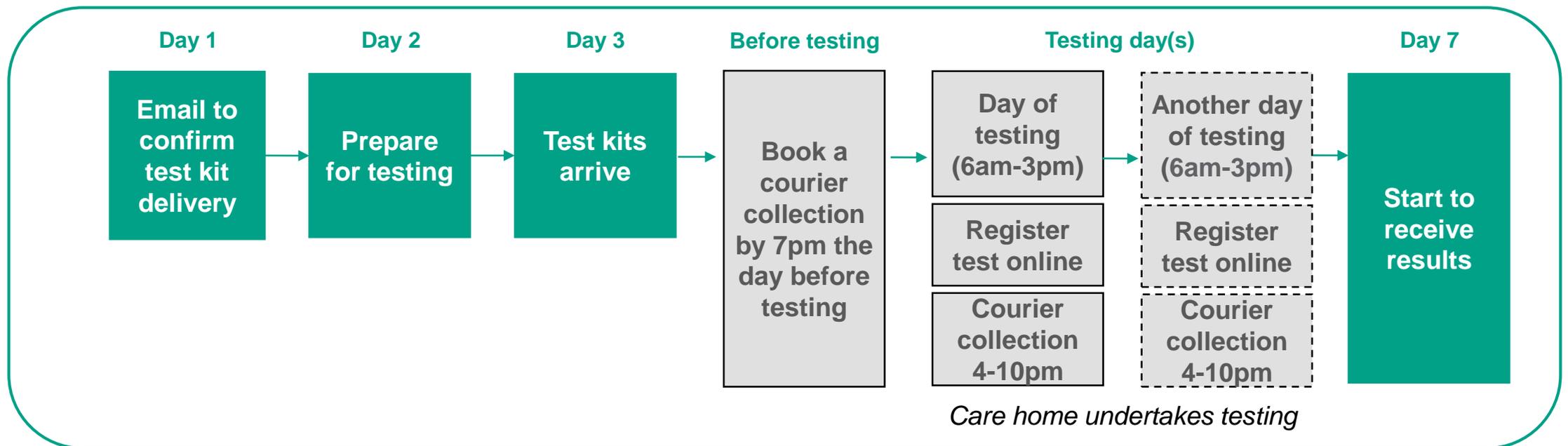
**Elderly and dementia care homes can apply for swab testing via an online portal by visiting [www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)**



# End to end testing process



## Care home step by step process



# Before testing – *how to prepare*

Day 2

You should **start to plan** for how you will conduct testing in your care home **as soon as you order your test kits** and no later than when you receive the order confirmation email. Here are the steps to take:

- 1 Familiarise yourself with the guidance and instructions
- 2 Watch the instructional video and complete the online self-assessment tool
- 3 Obtain consent and discuss the testing approach with your residents and staff
- 4 Review your Personal Protective Equipment (PPE) supply
- 5 Prepare the record keeping template with details of residents and/ or staff to be tested
- 6 Look out for the delivery confirmation email letting you know when tests will be delivered



# Before testing – *how to prepare*

Day 2

This is the record keeping template:

Name of home: \_\_\_\_\_

	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
1										
2										
3										
4										

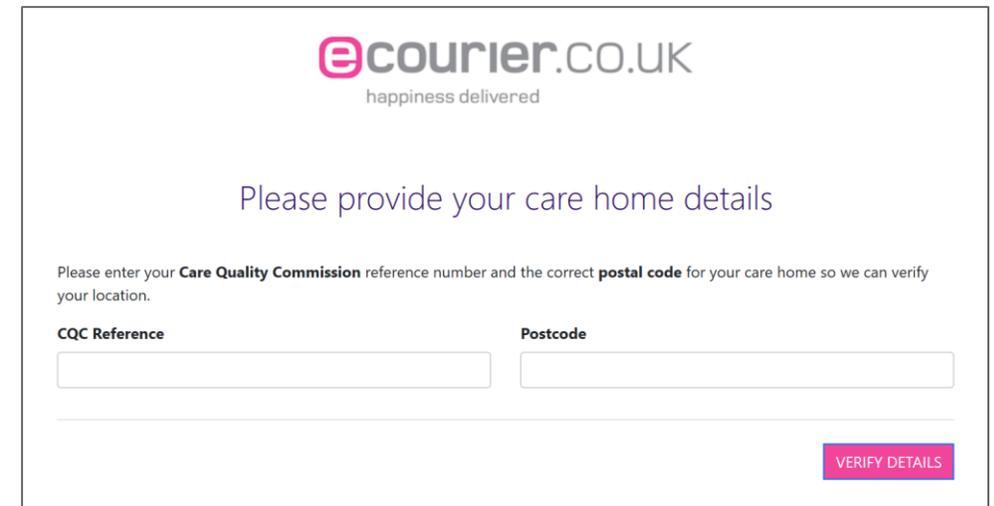
## Top tips:

- Record resident information in the table before doing the test
- Make sure to record the URN or barcode of the test kit carefully
- **Retain for your own record – this sheet should not be sent to the lab**



# Before testing – *how to book your courier collection*

- Once you have planned for when to test, book a courier collection **at least a day before testing by no later than 7pm.**
- Book your courier collection via [www.carehomecollect.co.uk](http://www.carehomecollect.co.uk)
- To complete the online form, you will need:
  - Care home ID
  - Postcode
  - Email address
  - Date of collection(s)
  - Name and contact number



The screenshot shows the eCourier.co.uk website interface. At the top, the logo 'eCourier.CO.UK' is displayed with the tagline 'happiness delivered'. Below the logo, the text 'Please provide your care home details' is centered. Underneath, there is a prompt: 'Please enter your Care Quality Commission reference number and the correct postal code for your care home so we can verify your location.' This is followed by two input fields: 'CQC Reference' and 'Postcode'. A pink button labeled 'VERIFY DETAILS' is located at the bottom right of the form area.

**You can book all of your courier collections at once or book ad hoc courier collections as and when you plan to test**

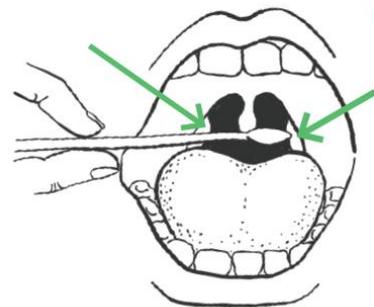


# Conducting testing - *when to test*

Days 3,  
4 & 5

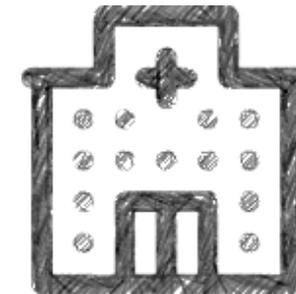
**Make sure you have booked a courier collection the day before you start testing**

All tests should be conducted between **6am and 3pm**, to ensure that tests reach the lab within 48 hours of taking the sample.



**Swab test**

**48 hours**



**Lab**

**Why is timing so important:** tests are known to be most effective when processed within 48 hours of sample being taken.



# Conducting testing - *how to test*

Days 3,  
4 & 5

Follow the test instructions provided in your delivery confirmation email.

There are two types of test kits, Radox and non-Radox, for which specific instructions will be provided

## Radox

**Testing your staff and residents for coronavirus (COVID-19) for Radox test kits**

**Before you test:**

- Make sure you have booked an end-of-day courier collection before you test today. See [personalised](#)
- Read the online guidance, with the responsible officer and receive the competency tool at <https://www.hsc.gov.wales/medicines/medicines-25>
- Make sure you have consent from the person you are testing.
- When possible, use recommended face masks (see below) to help you do this.

- Wash your hands and put on the appropriate Personal Protective Equipment (PPE). Wash your hands thoroughly for 20 seconds, using soap and warm water. Make sure you cover your hands, wrists, gloves, and apron when testing.
- Clean surface. Clean and dry a surface to place the test kit on. Unpack everything from the kit onto the clean surface.
- Find the bundle (back of the throat) test inside the person's mouth and fast that bundle. This is the area where you will take the mouth sample. You can use a tooth to help.
- Insert nose swab. Insert the nose swab where the bundle has been at the back of the throat.
- Ask the person to gently blow their nose and cough into a tissue.
- Remove nose and cough into tissue with the test. These tissues away in a dustbin.

**Important**  
The fabric top of the mouth test not touch anything apart from the bundle, back of throat and nose. If it touches anything else, use a new test.

**Important**  
You will use the same swab for both the throat and nose. This may be uncomfortable, and they may feel like gagging, but it should not hurt. Make sure not to touch their tongue, teeth, or gums, or any other surface with the swab. If it is too difficult to do a throat swab take a swab from both nostrils instead, but only as a last resort.

**Important**  
Take the nose sample. Put the person's sample into the person's mouth and gently rub the swab over both nostrils and the back of the throat for 10 seconds. Use a tooth under where to help you do this.

**Important**  
Remove the swab for 10-15 seconds and gently remove it.

**Important**  
This may feel uncomfortable. Do not insert the swab any deeper if there is strong resistance or pain.

- Place swab into plastic vial. Make sure the fabric top is facing down as you place it into the vial. Snap off the stick and, on fast, fit inside the vial without banding.
- Securely fasten the lid. The lid should close on and fit securely. If the swab stick is too long cut, you may need to use a sharp object to cut it. Clean and dry the vial after use.
- Securely fasten the lid on the vial. Make sure the lid is securely fastened and tested as that is based on how.
- Stick bundle onto the plastic vial. Peel off one of the bundle labels from the top of it, and stick it vertically along the length of the plastic vial. If there is already a label on the plastic vial, place your bundle label on top of it.
- Place vial into outer transportation tube. Place the plastic vial into the transportation tube and seal the transportation tube.
- Place transportation tube into the padded bag. Place the transportation tube into the larger labelled padded bag. Remove the transport tube from the bag and seal the bag with the clear adhesive strip.

**Important**  
Stick bundle onto padded bag. Peel off one of the bundle labels from the top of it and stick it onto the bundle of the mouth test vial.

**Important**  
You should have 1 spare bundle left over. You can use this as you have labelled the packaging accordingly, for your own test record template.

**Important**  
Batches #1: Stick on plastic vial  
Batches #2: Stick on test record template  
Batches #3: Stick on test record keeping template

**Important**  
Fill out the test record and keep for your records. While you carry out the test, your colleague should fill in the test record template with the personal information of the person being tested, the bundle number and the type of the result. This is to ensure that you avoid touching anything while testing.

You can stick one of the bundles to the test record template to make the administration process easier and to help ensure that the test is connected to the right individual.

**Important**  
Change your apron and gloves each time you do a test. Throw these away in a dustbin.

Wash testing for 30 seconds. Do not use the time to package your completed test securely using the packaging provided. Cover collection will take place between April and 13pm.

Make sure you record the individual information correctly on the test record and match these with the test bundle.

Register the completed test online as soon as possible at <https://www.hsc.gov.wales/medicines/medicines-25>

Updated 29 May 2020

## Non-Radox (follow the Kingfisher instruction guide)

**Testing your staff and residents for coronavirus (COVID-19) for non-Radox test kits**

**Before you test:**

- Make sure you have booked an end-of-day courier collection before you test today. See [personalised](#)
- Read the online guidance, with the responsible officer and receive the competency tool at <https://www.hsc.gov.wales/medicines/medicines-25>
- Make sure you have consent from the person you are testing.
- When possible, use recommended face masks (see below) to help you do this.

- Wash your hands and put on the appropriate Personal Protective Equipment (PPE). Wash your hands thoroughly for 20 seconds, using soap and warm water. Make sure you cover your hands, wrists, gloves, and apron when testing.
- Clean surface. Clean and dry a surface to place the test kit on. Unpack everything from the kit onto the clean surface.
- Find the bundle (back of the throat) test inside the person's mouth and fast that bundle. This is the area where you will take the mouth sample. You can use a tooth to help.
- Insert nose swab. Insert the nose swab where the bundle has been at the back of the throat.
- Ask the person to gently blow their nose and cough into a tissue.
- Remove nose and cough into tissue with the test. These tissues away in a dustbin.

**Important**  
The fabric top of the mouth test not touch anything apart from the bundle, back of throat and nose. If it touches anything else, use a new test.

**Important**  
You will use the same swab for both the throat and nose. This may be uncomfortable, and they may feel like gagging, but it should not hurt. Make sure not to touch their tongue, teeth, or gums, or any other surface with the swab. If it is too difficult to do a throat swab take a swab from both nostrils instead, but only as a last resort.

**Important**  
Take the nose sample. Put the person's sample into the person's mouth and gently rub the swab over both nostrils and the back of the throat for 10 seconds. Use a tooth under where to help you do this.

**Important**  
Remove the swab for 10-15 seconds and gently remove it.

**Important**  
This may feel uncomfortable. Do not insert the swab any deeper if there is strong resistance or pain.

- Place vial into outer transportation tube. Place the plastic vial into the transportation tube and seal the transportation tube.
- Place transportation tube into the padded bag. Place the transportation tube into the larger labelled padded bag. Remove the transport tube from the bag and seal the bag with the clear adhesive strip.
- Stick bundle onto the plastic vial. Peel off one of the bundle labels from the top of it, and stick it vertically along the length of the plastic vial. If there is already a label on the plastic vial, place your bundle label on top of it.
- Place vial and absorbent pad into the resealable clear plastic bag. Place the plastic vial and the absorbent pad into the resealable clear plastic bag and seal the bag.
- Place into larger labelled bag. Place the plastic bag into the larger labelled bag and seal the bag using the clear adhesive strip.

**Important**  
Stick bundle onto padded bag. Peel off one of the bundle labels from the top of it and stick it onto the bundle of the mouth test vial.

**Important**  
You should have 1 spare bundle left over. You can use this as you have labelled the packaging accordingly.

**Important**  
Batches #1: Stick on plastic vial  
Batches #2: Stick on test record template  
Batches #3: Stick on test record keeping template  
Batches #4: Spare

**Important**  
Fill out the test record and keep for your records. While you carry out the test, your colleague should fill in the test record template with the personal information of the person being tested, the bundle number and the type of the result. This is to ensure that you avoid touching anything while testing.

You can stick one of the bundles to the test record template to make the administration process easier and to help ensure that the test is connected to the right individual.

**Important**  
Change your apron and gloves each time you do a test. Throw these away in a dustbin.

Wash testing for 30 seconds. Do not use the time to package your completed test securely using the packaging provided. Cover collection will take place between April and 13pm.

Make sure you record the individual information correctly on the test record and match these with the test bundle.

Register the completed test online as soon as possible at <https://www.hsc.gov.wales/medicines/medicines-25>

Updated 29 May 2020

Register your completed test kits online

# Registering your test kits

Days 3,  
4 & 5

## Randox

**RANDOX HEALTH**

**UNIQUE REFERENCE NUMBER**  
URN is the unique reference number for your personal sample and results. It can be found on the Coronavirus COVID-19 Home Sample Collection Kit Form contained in your kit. Please keep a note of this number as it will be needed to obtain your results.

Enter URN \*

Where you took your swab? \*

Do you have symptoms? \*

(Click here to check if you have coronavirus symptoms)

**PROVIDE YOUR CONTACT INFO**

First Name \*

Email \*

Phone \*

**ADDITIONAL INFORMATION**

Date of Birth \*

Gender \*

Country of Residence \*

Date you used your swab? \*

Address Line 1 \*

Town/City \*

National Insurance Number

(\*) indicates a required field

**AGREEMENT**

I consent to processing of my data according to Randox's Privacy Policy

I give Randox permission to test my sample

I have read and understood Randox's Terms & Conditions

I consent to my sample being used for Research & Development purposes

Please ensure all information recorded on this form is correct, as once submitted, it cannot be changed.

Submit

<https://randoxcovid.azurefd.net/registration>

## Non-Randox (e.g. Kingfisher)

**GOV.UK COVID-19**

**ALPHA** This is a new service – your feedback will help us to improve it.

### 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 >](#)

[www.test-for-coronavirus.service.gov.uk/care-home](http://www.test-for-coronavirus.service.gov.uk/care-home)



# Packaging your test kits

Days 3,  
4 & 5

## Radox test kit

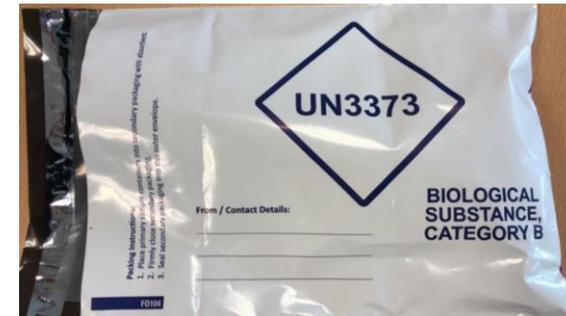


1. Follow the test kit instructions provided to assemble the individual kit safely and securely

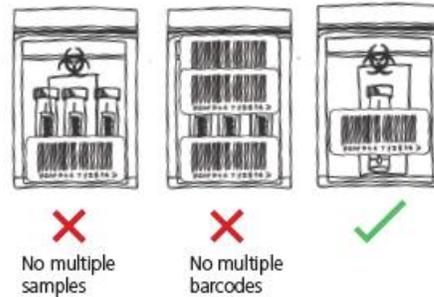


2. Package your test kits for courier collection using the boxes/ bag and labels provided

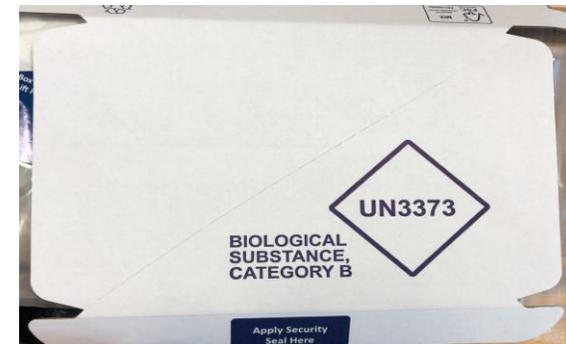
## Radox outer bag



## Non-Radox test kit



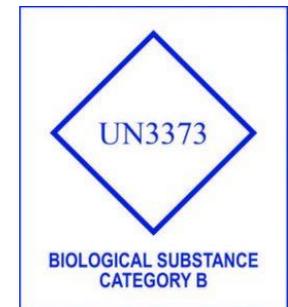
## Non-Radox box



# Collecting your test kits

Days 3,  
4 & 5

- Courier collection will happen **between 4 – 10pm on the days you have booked collection.**
- Make sure the staff on duty are made aware of the courier collection so they are ready to hand over the completed test kits to the courier.
- Please ask the courier to check the label on the box to ensure they are collecting the correct test samples.
- Store test kits in a safe place with an ambient temperature of between 5 and 22 degrees Celsius



*This label must be affixed to outer return packaging to comply with regulations*



# Receiving your results

Day 7

Nothing should change in your care home while you wait for your results

## What if a test comes back positive or presumed positive?

	Symptomatic	Asymptomatic
<b>Residents</b>	Continue to isolate for 14 days from the day that symptoms started	Isolate for 14 days from the day the test was taken.
<b>Staff</b>	Continue to self isolate for 7 days from the day of symptoms	Self isolate for 7 days from the day the test was taken

## What if a test comes back negative?

- The resident and staff do not need to isolate if they are asymptomatic with a negative COVID-19 result
- However, if they develop further symptoms, they will need to isolate and retesting may be appropriate

See guidance for resident isolation protocols



# Support



**Online:** Visit [www.gov.uk/guidance/coronavirus-covid-19-getting-tested](https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested) for information on who can get tested and to download guidance documents

**Watch the instructional video on:** [www.youtube.com/watch?v=1I0jcv37WzI](https://www.youtube.com/watch?v=1I0jcv37WzI)



**Read the guidance and test instruction documents for:**

- Radox
- Non-Radox (e.g. Kingfisher)



**Book your courier collection** via [www.carehomecollect.co.uk](https://www.carehomecollect.co.uk)

**Helpdesk:** please call **0300 303 2713** if you have any questions or queries.

Lines are open from 7am –11pm daily



**Courier collection queries** please email: [COVIDCareHomeTesting@dhsc.gov.uk](mailto:COVIDCareHomeTesting@dhsc.gov.uk)



# Questions

**Thank you for joining our webinar**