

COVID-19 Action Card - how to respond to a possible or confirmed case in your setting

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Key contact

Torbay Council Public Health Team: trackandtrace@torbay.gov.uk (7 days a week) or **01803 208030 (9am-5pm Monday to Friday)**.

Definitions

COVID-19 symptoms (any one or more of):

- A persistent, or continuous, cough (coughing for more than an hour, or 3 or more coughing episodes in 24 hours)
- Fever
- Loss of or change in sense of taste or smell

Possible case: an individual with **symptoms of COVID-19** who has not yet been tested or is awaiting test results.

Confirmed case: an individual who has received a **positive test result for COVID-19**

Household contact: anyone living in close proximity with someone with Covid-19, e.g. sharing kitchen, bedroom and/or bathroom. It also includes people in the same 'support bubble' if they have had recent contact.

Close contact means contact with or without a face covering:

- face-to-face contact, including being coughed on or having a conversation with someone within 1 metre
- contact within 1 metre for one minute or longer without face-to-face contact
- spending more than 15 minutes within 2 metres of someone (either as a one-off contact, or added up together over one day)
- sharing a vehicle

Close contact can have taken place anytime from 2 days before symptoms started, until 10 days after the onset of symptoms. This is the infectious period.

How to prevent the spread of COVID-19 in your setting

Guidance, resources and useful links for your sector can be found **here**.

Actions in the event of a possible or confirmed case

This guide covers actions to prevent the spread of Covid-19. It does not cover treatment. If at any time you feel someone needs medical advice then follow usual practice and contact NHS 111, GP, or 999 if it is an emergency.

If a possible or confirmed case has been in your setting for a short space of time and not been in close contact with anyone while there, you may not hear about it and you do not need to take any action. This guidance refers to possible or confirmed cases who work in your setting or have spent time there in contact with others. If you have put all the prevention measures above in place, this will significantly minimise the impact if someone with symptoms has been in your setting.

Action for a 'possible case' (anyone with one or more COVID-19 symptoms)

- Anyone with symptoms of COVID-19 should immediately stay at home and isolate (see [Stay at home guidance](#))
- Individuals should inform their employer that they have symptoms and need to isolate.
- They should access a PCR test as soon as possible. Testing can be booked via www.nhs.uk/coronavirus or by calling 119. If there is a delay in arranging a test, please ask them to be patient and retry, and remain self-isolating for 10 days or until they test negative.
- Members of their household do not need to isolate whilst waiting for the result.
- If someone becomes symptomatic whilst at work/in your setting, they should return home directly, avoiding public transport, and isolate. If there is a delay in them being able to leave your setting (for example waiting for someone to pick them up) they should isolate away from others until they are able to leave safely.
- Clean any areas they have been working in following [COVID-19: cleaning in non-healthcare settings](#) guidance.
- If any of your staff required to isolate need help with food/medication deliveries or other support, they can call the local Community Development Trust helpline 01803 446022, or online at bit.ly/torbayhelpline
- If the possible case informs you they had **close contact** (see definitions) with other staff in your setting, consider alerting these contacts without breaking confidentiality. At this stage close contacts do not need to self-isolate, but they should take extra care with social distancing and hygiene, watch out for symptoms and self-isolate if they show signs of COVID-19.

If you have any concerns or queries about what to do, please contact Torbay Council Public Health Team: trackandtrace@torbay.gov.uk or 01803 208030 (9am-5pm Monday to Friday) who will be able to advise you on the steps to take.

Action for a confirmed case of COVID-19

- The individual will need to stay at home and self-isolate for 10 days from when their symptoms started / or from the date of their test (if they had no symptoms).
- All household and workplace close contacts are advised to take a PCR test and to limit social contact. If positive, they will be required to stay at home and self-isolate for 10 days.
- **Those who are not fully vaccinated and not exempt are still required to isolate for 10 days from their most recent contact with a positive case.**
- Household and workplace close contacts will not be required to self-isolate if any of the following apply:
 - they are fully vaccinated (with approved vaccine in UK and at least 14 days have passed since receiving the recommended doses of that vaccine)
 - they are below the age of 18 1/2 years
 - they have not been able to get vaccinated for medical reasons (this will require proof).
- If the individual was in your setting while infectious, they should provide you with their NHS Test and Trace 8 digit Account ID to enable onward contact tracing.
- If the individual was in your setting while infectious, **do not assume that, or wait for, NHS Test and Trace to identify close contacts in your setting - timely isolation of close contacts is essential to prevent transmission of COVID-19.**
- You should identify and contact those individuals who have had close contact with the **positive case**. Your contact list should include direct contact details (email and/or tel no) for each individual. **Torbay Council Public Health can help you with this process: contact via trackandtrace@torbay.gov.uk or 01803 208030 (9am-5pm Monday to Friday)**
- **Call the NHS Test and Trace Self Isolation Hub** on 020 3743 6715 and provide a) the list of contacts and b) the NHS Test and Trace 8 digit Account ID of the positive case. This is essential to complete contact tracing and enable people who are self-isolating to access financial support.
- Staff identified as close contacts and who are not fully vaccinated or exempt, must self-isolate for 10 days from when they last came into contact with the positive case.
- If self-isolating results in a loss of income for any of your staff, they may be eligible for a £500 payment to support them financially during their isolation period. To apply they should visit <https://www.torbay.gov.uk/benefits/other-help/test-and-trace-support-payment/> or call 01803 207210.
- If the individual was in your setting while infectious, you should ensure any areas they have been working/staying in are cleaned in line with guidance - [COVID-19: cleaning in non-healthcare settings](#). People are infectious from two days before their symptoms started until 10 days afterwards.
- Anyone else with symptoms of COVID-19 should immediately stay at home, isolate and arrange a test following the **Action for a 'possible case'** above.
- You may choose to inform other staff (without breaking confidentiality) that there has been a confirmed case in the setting so they can be vigilant and look out for any symptoms
- If any of your staff required to isolate need help with food/medication deliveries or other support, they can call the local Community Development Trust helpline 01803 446022, or online at bit.ly/torbayhelpline

If you have enquiries relating to the NHS test and trace programme, testing, support payments or the NHS COVID-19 app, please contact the NHS Test and Trace Enquiries service on 119,

between 8am and 8pm.

Other formats

This document can be made available in other languages and formats. If required, please contact publichealth@torbay.gov.uk
