IF YOU'RE TOLD TO SELF-ISOLATE BY NHS TEST AND TRACE OR THE NHS COVID-19 APP

This advice is for people who have been told to stay at home (self-isolate) by NHS Test and Trace or the NHS COVID-19 app.

Information:

There is separate advice about:

when to self-isolate and what to do if you have not been contacted by NHS Test and Trace or the NHS COVID-19 app

helping the NHS alert your close contacts if you test positive for COVID-19

SELF-ISOLATE IMMEDIATELY

If you're told to self-isolate by NHS Test and Trace or the NHS COVID-19 app:

- Self-isolate immediately
- Do not leave your home for any reason – if you need food or medicine, order it online or by phone, or ask friends and family to drop it off at your home
- Do not have visitors in your home, including friends and family – except for essential care
- Try to avoid contact with anyone you live with as much as possible
- Any people you live with and any people in your support bubble do not need to self-isolate if you do not have symptoms

Your self-isolation period includes the day you were last in contact with the person who tested positive and the next 10 full days.

If you live with someone at higher risk from COVID-19, try to arrange for them to stay with friends or family while you're self-isolating.

If you have to stay in the same home together, read about how to avoid spreading COVID-19 to people you live with.

IF YOU GET SYMPTOMS OF COVID-19

Get a PCR test (test that is sent to a lab) as soon as possible if you get any symptoms of COVID-19 (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste) while you're self-isolating.

Anyone you live with must self-isolate until you've been tested and received your result

Get a PCR test to check if you have COVID-19 on GOV.UK

WHAT TO DO WHEN YOU GET YOUR TEST RESULT

If you test negative:

Keep self-isolating for the rest of the 10 days – you could still get symptoms after being tested

Anyone you live with can stop self-isolating if they do not have symptoms

If you test positive:

- The 10 days restarts from the day after your symptoms started – this will mean you're self-isolating for longer than 10 days overall
- Anyone you live with must self-isolate for 10 days, counting from the day after your symptoms started

Read more about how long to self-isolate.

IF YOU DO NOT GET SYMPTOMS OF COVID-19

If you do not get any symptoms of COVID-19 while self-isolating:

- You can stop self-isolating after the 10 days
- You do not need to have a test

HOW YOU'LL BE CONTACTED

If you've been in close contact with someone who has COVID-19 and need to self-isolate, you may get:

- An email, text or phone call from NHS Test and Trace – text messages will come from NHStracing and calls will come from 0300 0135 000
- An alert from the NHS COVID-19 app

Children under 18 will be contacted by phone wherever possible and asked for their parent or guardian's permission to continue the call.

You'll be asked to sign in to the NHS Test and Trace contact tracing website at https://contact-tracing.phe.gov.uk.

If you cannot use the contact tracing website, they will call you.

IMPORTANT

NHS Test and Trace will not:

- Ask for bank details or payments
- Ask for details of any other accounts, such as social media
- Ask you to set up a password or PIN number over the phone
- Ask you to call a premium rate number, such as those starting 09 or 087

GENERAL HEALTH

- ✔ Wash your hands with soap and water often – do this for at least 20 seconds
- ✔ Always wash your hands when you get home from work
- ✔ Use hand sanatiser, if soap and water are not available
- ✔ Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing
- ✔ Put tissues in the bin straight away and wash your hands afterwards
- ✔ Prepare a hospital bag, including a list of the medicines you're taking, in case you need to go into hospital
- ✔ Stay at home at all times – do not leave your home to buy food, collect medicine or exercise
- ✔ Get food and medicine delivered and left outside your door – ask friends and family to help or register to get coronavirus support on GOV.UK if you need it
- ✔ Spend as little time as possible in shared rooms, for example, the kitchen and sitting areas
- ✔ Stay at least 2 metres (3 steps) away from other people in your home as much as possible
- ✔ Use separate towels, including hand towels and tea towels
- ✔ Make sure anyone who comes into your home washes their hands with soap and water for 20 seconds
- ✔ Clean objects and surfaces you touch often (such as door handles, kettles and phones) using your regular cleaning products
- ✔ Clean cutlery, dishes and pans thoroughly
- ✔ Clean a shared bathroom each time you use it, for example by wiping the surfaces you have touched

DO NOT DO ANY OF THE FOLLOWING

- ✘ Do not touch your eyes, nose and mouth if your hands are not clean
- ✘ Do not go to work
- ✘ Do not have visitors in your home, including friends and family, unless they're providing essential care
- ✘ Do not stop taking any prescription medicines without speaking to your doctor

REGISTER FOR SUPPORT

If you've been told you're at high risk from Coronavirus, you can register for support, such as getting food delivered to your home.

It's a good idea to do this even if you do not need support right now.

You can either;

- Register for coronavirus support on GOV.UK
- Call 0800 028 8327 to register

You'll need your NHS number to register. You can find this on the letter you received telling you that you're at high risk, or on any prescriptions.

If you have to stay at home but feel wel enough to work, ask your employer if you can work from home. If you can work from home, you will not need an isolation notice. You can also use this service for someone else.

RESOURCES

- Coronavirus – Self Isolation - https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/
- NHS 111 coronavirus service for help and advice - https://111.nhs.uk/covid-19
- Coronavirus and the situation in the UK - https://111.nhs.uk/covid-19
- NHS Coronavirus Overview - https://www.nhs.uk/conditions/coronavirus-covid-19/
- Common Questions And Answers - https://www.nhs.uk/conditions/coronavirus-covid-19/common-questions/
- GOV.UK: NHS Test and Trace – how it works
- download the NHS COVID-19 app
- NHS Test and Trace: get help with test and trace related enquiries, feedback or complaints