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Managing COVID-19: What to do & FAQ

COVID-19 is a new flu like illness.

There are three symptoms which form the 'case definition' of COVID-19. This means that **only these three symptoms, singly or together, trigger actions to manage COVID-19.**

COVID-19 symptoms:

A **possible or probable** case of COVID-19 has one or more of these THREE symptoms:

- A high temperature (>37.8C - feel hot to touch on back or chest)
- A new, continuous cough (3 episodes of coughing in 24 hours or one hour of coughing)
- A loss or change to sense of smell or taste

A **confirmed** case of COVID-19 is where a person has a positive COVID-19 swab test result or symptoms include a loss or change to sense of smell or taste.

Other symptoms do occur – fatigue, muscle pain, headache, diarrhoea, vomiting chest pain, loss of appetite and a skin rash in 1 in 10. **Only one of the three defining symptoms** above indicate possible Covid-19 and trigger management actions (isolation and testing). **Do not request tests for other symptoms.**

If someone has symptoms:

Anyone **who develops any of these symptoms should:**

- Self-isolate at home for 10 days (or until 48 hours after fever symptoms are resolved if longer), and
- Book a coronavirus test as soon as possible (within 3 days of symptoms starting ideally, within 5 days at most).

Anyone who has a household member with any of these symptoms should:

- Self-isolate at home for 14 days, and
- Book a coronavirus test for the symptomatic person as soon as possible (within 3 days of symptoms starting ideally, within 5 days at most).

Anyone who is a Confirmed case of COVID -19 should:

- Self-isolate at home for 10 days (or until 48 hours after fever symptoms are resolved if longer)

Anyone who has a household member who is a Confirmed case of COVID -19 should:

- Self-isolate at home for 14 days **unless** symptoms develop then continue isolation for 10 days from start of symptoms or until 48 hour after fever stops whichever is longer.

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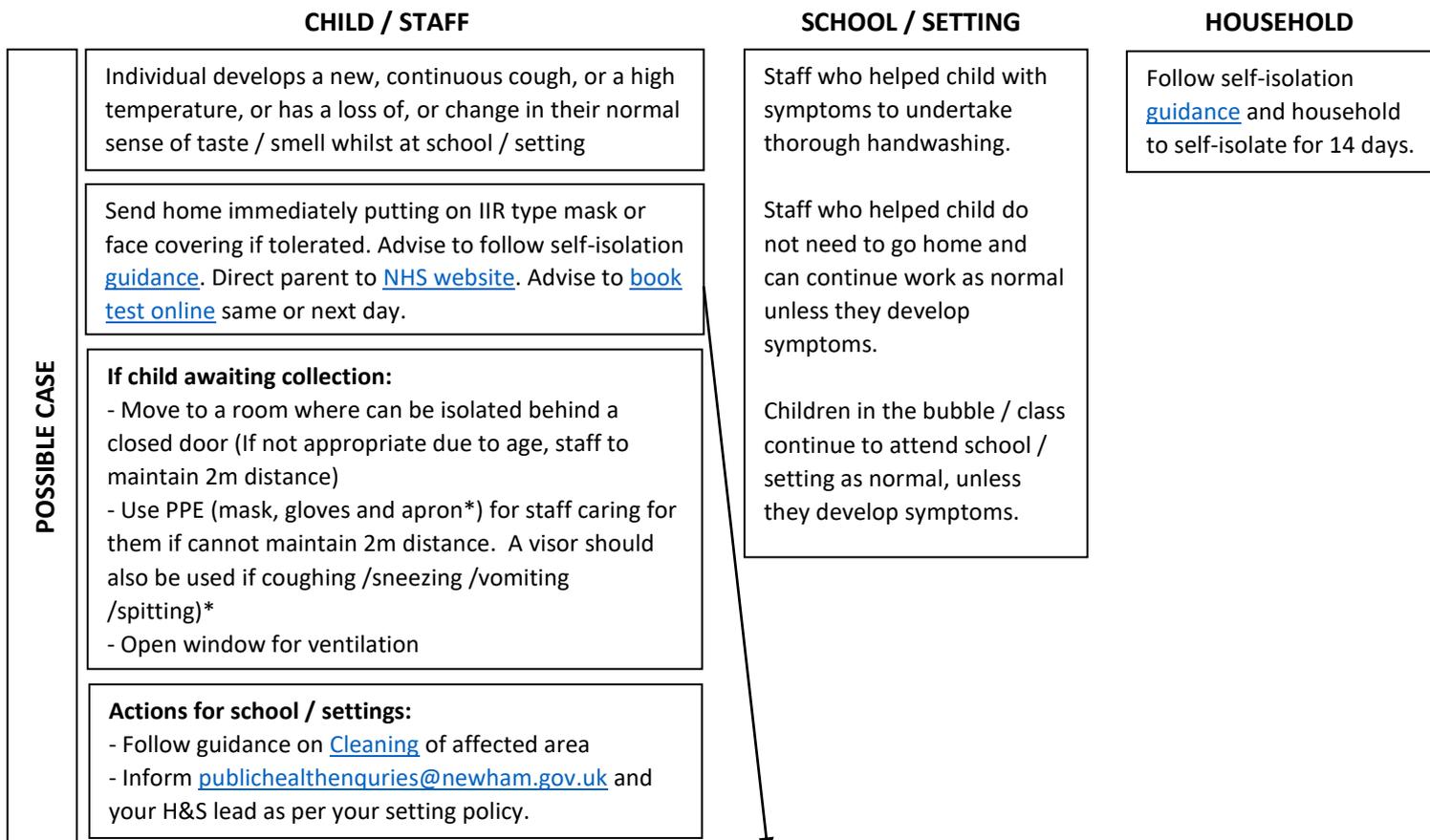
Testing capacity in East London is under pressure and walk up sites are now only accepting booked appointments.

Family groups may be asked only to test the one symptomatic member

If families find it difficult to source a test for their symptomatic children, ask about other symptoms in the family.

Continue to prompt to test.

Actions for Schools / Early Years Settings for Case of COVID-19



Individual with symptoms takes COVID-19 test (within first 5 days of symptoms)

CHILD/ STAFF

SCHOOL / SETTING

HOUSEHOLD

IF NEGATIVE

Child can return to setting

Class / Bubble can return to setting

Family can end their self-isolation

IF POSITIVE OR LOSS OF SMELL/TASTE AS A SYMPTOM

Child continues to self-isolate for 10 days from onset.

CONFIRMED CASE

If school / setting is made aware of positive result by family first, they should inform NPW and publichealthenquiries@newham.gov.uk

Actions will include:

- Rest of class / group to be sent home and advised to self-isolate for 14 days
- Communications to parents (template letter)

Household of case continue to self-isolate for 14 days

Household members of the bubble/ class / group **do not** need to isolate **unless** the person they live with in that group goes on to develop symptoms.

To inform or ask advice from LB Newham of any case (suspected or confirmed) email:

publichealthenquiries@newham.gov.uk

In the event of an outbreak or cluster of cases, please contact:

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The health protection team (London Coronavirus Response Centre lcrc@phe.gov.uk) call 0300 303 0450

HOW TO GET A TEST

Booking a test:

Parents and Children: Call 111 for advice for children. To book a test for adults and children call 119 or book online at [NHS site for tests for anyone of any age](#)

Staff: For adults call 119 or book online at [NHS site for tests for anyone of any age](#)

Note: Tests can be booked on behalf of others by contacting 119 or online via [NHS portal](#). 119 provides translation services although you have to navigate a few questions in English to access this.

Newham test sites:

COVID-19 Walk-up Testing Site

Hilda Road, (car park at East Ham Care Centre), E6 1DB 8am-8pm, 7 days a week

Walking/cycling only - No public Transport use. Face coverings necessary.

Booking via 119 or online via [NHS portal](#)

Mobile Testing Unit - As per online schedule

From Sept 17th - Triangle, Expressway Royal Docks, E16 1GB

Exact date details are available when you book via 119 or online via [NHS portal](#)

Appointment required. Access by vehicle and walking

Drive throughs @

Lea Valley Athletics Centre, 61 Meridian Way, Edmonton N9 0AR,

The O2 Greenwich, SE10 8FR

GP supported testing

For residents who are unable to use national testing system, they can contact their GP to access a supported home test.

The home test service includes support with booking and administering a test, and the GP will provide the result to the resident.

Newham help and support:

COVID-19 Helpline 0207 473 9711 Open 1-7pm, 7 days a week

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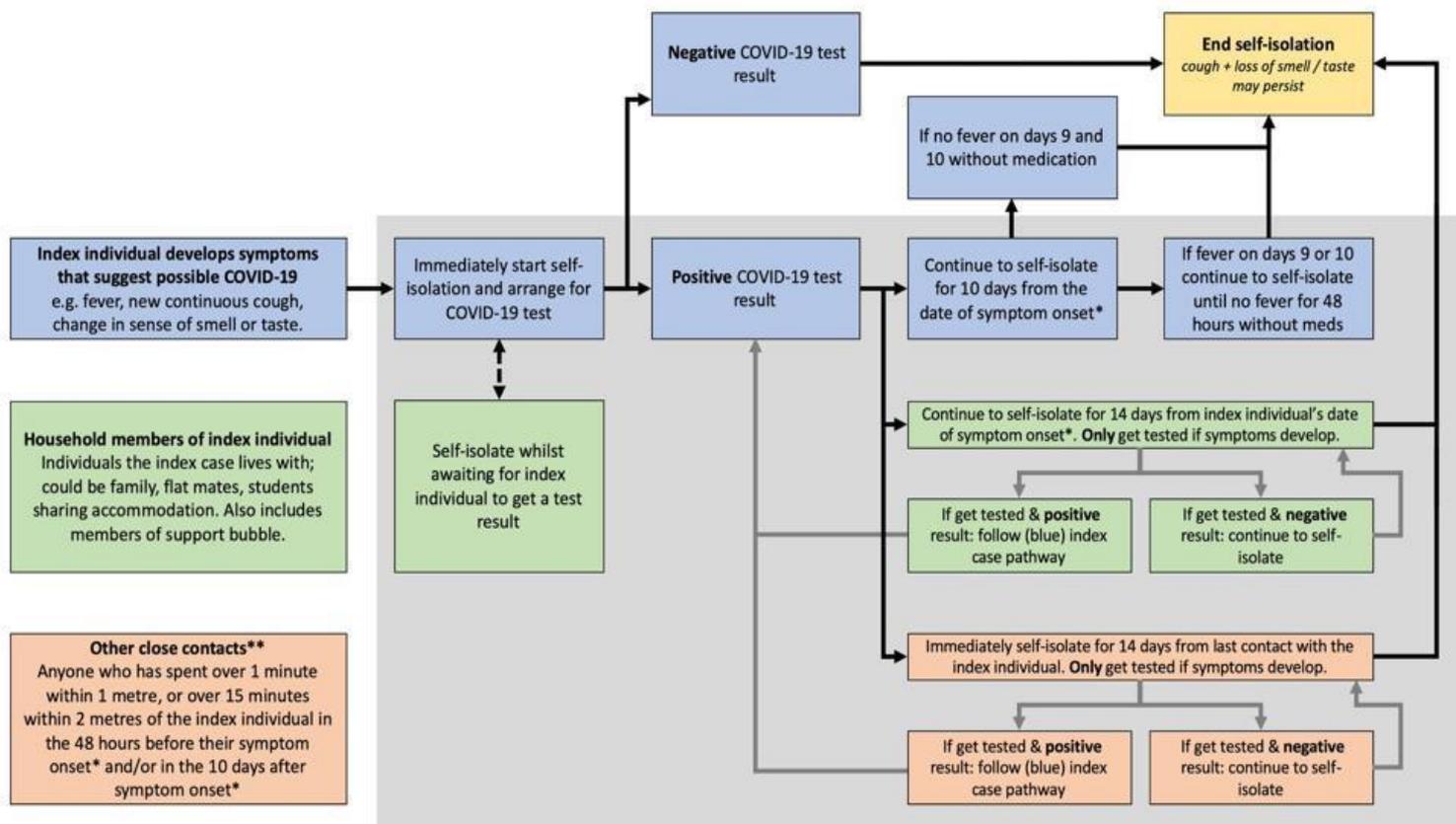
Testing capacity in East London is under pressure and walk up sites are now only accepting booked appointments.

Family groups may be asked only to test the one symptomatic member

If families find it difficult to source a test for their symptomatic children, ask about other symptoms in the family. Continue to prompt to test.

PARENT GUIDE TO COVID-19

WHAT DO I DO? ISOLATION & RESULTS - ADVICE FOR STAFF & FAMILIES



*If someone who is asymptomatic has a positive COVID-19 result, timings for self-isolation should start from date that the test (swab) was taken
 Note that 'contacts of contacts' (e.g. a close contact's partner who did not themselves have close contact with index individual) do **NOT need to self-isolate unless the index individual's close contact develops symptoms that suggest possible COVID-19

This is **general** guidance for self-isolation in England, but always follow advice from public health professionals for your own specific situation

FAQ – FACT SHEET Symptoms, tests and cases in education settings

1. Symptoms and testing:

Q: Which symptoms mean someone needs to isolate?

Only the COVID-19 definition symptoms ([page 1](#)) require someone to isolate. Isolation lasts 10 days unless the person has a negative test result. **It is not safe for someone to return to a setting any sooner than 10 days (without a negative test result).**

Household members should also isolate for 14 days.

Runny nose, fatigue, diarrhoea are not an indication to test for COVID-19. Exceptions to testing for other symptoms only occur if requested to by a medical professional who is carrying out the test or 111.

Q: What about a high temperature?

A high temperature is one of the symptoms of COVID-19. Isolate for 10 days and get a test. The family should isolate for 14 days. The bubble should stay in school until the case is confirmed. A fever may be due to many things.

Q: What about a runny nose?

While cold symptoms are seen in COVID-19, they are not definition symptoms as they are so common and could be anything else, from hayfever to a simple cold. **A child with a cold or runny nose does not need to isolate or test** unless there are additional symptoms of COVID-19 from the list of three.

Q: What about diarrhoea?

Some children and old people have been observed to have diarrhoea as part of COVID-19. Swabs show that both adults and children have virus in their poo. For this reason toilets should be cleaned regularly, often, and thoroughly. Toilet access and usage should be managed carefully for children, staff and visitors.

If a child has diarrhoea this may be a sign of many conditions, most of them infectious e.g. norovirus. The child should go home and stay at home for two days longer than the diarrhoea lasts. COVID-19 actions only need to be taken if there are other symptoms or reasons suggesting COVID-19.

Diarrhoea → Go home stay home until better + 48 hours. No C19 test. No isolation. No need to isolate the bubble.

Q: When to test?

If you or someone in your house **has any of the three definition symptoms** ([Page 1](#)) you should isolate and book a test. Only those symptoms will make you 'eligible' for a test. **You need to test in the first 5 days and preferably within the first 3 days of symptoms appearing.** Home tests can be used in the first 3 days but will probably arrive too late on days 4 and 5.

Call 111 for advice on testing in children under 5.

Q: Why only the first 5 days?

Covid-19 swab tests collect active virus in the nose and throat. Studies have shown that this is best done in the first 5 days of symptoms. Swabs are very bad at finding enough virus to register a positive test before and after 5 days even though the person, if they have COVID-19, will still

be infectious at those times. A negative test taken outside the 5 day new symptoms range may well be inaccurate and results should not be relied on this is why we ask people NOT to Test outside of the first 5 days of symptoms. The **only exception** to this is for surveillance testing for people who care for the elderly and vulnerable.

Q: What does my test result mean?

- A **positive** swab test – you have coronavirus when the test was taken and you can infect others for as long as the fever (temperature) symptoms last.
- An **'equivocal'** result – this means that the test was inconclusive and it is not possible to say for certain if the person had coronavirus when the test was done.
- A **'Void'** test – this means the test was not done correctly so not enough virus was collected on the swab. If you receive this result you should assume you are a **possible case** by continuing to self-isolate and arrange for a repeat test.

Q: Is testing available for children under 5 years?

Yes, children of all ages can now access testing for COVID-19, please call 111 to get guidance on how to access testing for under 5s before calling 119 or online.

<https://www.nhs.uk/conditions/coronavirus-COVID-19/testing-for-coronavirus/ask-for-a-test-to-check-if-you-have-coronavirus/>. This applies in England only.

Q: I can't get a test – do I still need to isolate?

YES you do need to isolate:

- If you have symptoms, especially loss of smell or taste, for 10 days, or longer if fever persists.
- If someone in your household has symptoms or has tested positive for 14 days or until you develop symptoms, then 10 days/until 10 days plus 48 hours fever free from date of the first symptom or the positive test.
- If you have been identified as a close contact by your workplace, your school, PHE, Public health or test and trace 14 days or until you develop symptoms then 10 days from when symptoms develop
- If you have returned from travel to a country outside a travel corridor (<https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>)

Q: A child had a temperature for 2 days then felt better can they come back to school?

Only if the answer is YES to the question:

- Have you had a negative COVID-19 test?

Or if a test is not possible the person with symptoms must answer NO to all of the following questions:

- Have you or anyone in the household in the last 14 days had a positive test?
- Have you or anyone in the household today or in the last 14 days had symptoms
 - a. High temperature
 - b. Cough
 - c. Loss of or change to sense of taste or smell

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- Have you or anyone in the household or support or school bubble in the last 14 days been asked to isolate by school, work or test and trace?
- Have you or anyone in the household in the last 14 days returned or arrived from a country not in the UK travel corridor?

2. Isolation & Bubbles

Isolation is our best tool against more COVID-19 spreading so we want to help people to test and isolate safely and easily.

Q: You say self-isolate but what does isolation mean?

Stay at home. Do not go to work, school, or public areas, and do not use public transport or taxis.

Nobody should go out, even to buy food or other essentials, and any exercise should be taken within your home.

If you require help with buying groceries, other shopping or picking up medication, or walking a dog, you should ask friends or family. Alternatively, you can order your shopping online and medication by phone or online. Delivery drivers should not come into your home, so make sure you ask them to leave items outside for collection.

Do not have visitors unless they are giving emergency assistance, care or assistance including personal care; medical assistance; veterinary services or other critical public services like gas repair or other emergency repairs.

You must tell any visitors you are isolating for COVID-19 so they can use the correct PPE.

Q: I can't afford to isolate for 10 or 14 days /I don't feel comfortable taking the test.

Contact the COVID- 19 Helpline on

0207 472 9711 1pm -7pm, 7 days a week

for advice on support, finance, food and signposting to a wrap-around primary care testing service for help to take a test.

Isolation is our best tool against more COVID-19 spreading so we want to help people to test and isolate safely and easily.



**HAVE QUESTIONS
OR NEED SUPPORT
TO ISOLATE?**

Contact the **COVID-19 helpline.**
020 7473 9711 (1-7pm, 7 days a week)
or **covidhelp@community-links.org**

Q: I can't get a test – do I still need to isolate?

YES you do need to isolate (see page:

- If you have symptoms, especially loss of smell or taste, for 10 days, or longer if fever persists.
- If someone in your household has symptoms or has tested positive -for 14 days or until you develop symptoms, then 10 days/until 10 days plus 48 hours fever free from date of the first symptom or the positive test.
- If you have been identified as a close contact by your workplace, your school, PHE, Public health or test and trace 14 days or until you develop symptoms then 10 days from when symptoms develop

- If you have returned from travel to a country outside a travel corridor (<https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>)

Q: A child had a temperature for 2 days then felt better can they come back to school?

Only if the answer is YES to the question:

- Have you had a negative COVID-19 test?

Or **NO** to all of the following questions : -

- Do you have any loss of taste or sense of smell lasting >1 day?
- Have you or anyone in the household in the last 14 days had a positive test?
- Does anyone else in the household have symptoms
 - a. High temperature
 - b. Cough
 - c. Loss of or change to sense of taste or smell
- Have you or anyone in the household or support or school bubble in the last 14 days been asked to isolate by school, work or test and trace?
- Have you or anyone in the household in the last 14 days returned or arrived from a country not in the UK travel corridor?

Q: Can I go shopping when I am isolating?

NO. You need to stay at home until the isolation time (at least 10 days and up to 14 days) has passed. For shopping you will need to get friends, family, an NHS responder (Call 0808 196 3646 (8am to 8pm) to arrange volunteer support) or COVID helpline (call 0207 472 9711) partners to get help with food. It is really important that you stay out of contact with other people while you are infectious or at high risk of becoming infectious.

3. Managing COVID-19 symptoms in the setting including isolation and ongoing measures

Q: What PPE should be worn in the event of suspected case in school / setting?

A fluid-resistant surgical face mask should be worn by the supervising adult. If contact with the child or young person is necessary, disposable gloves, a disposable plastic apron and a fluid-resistant surgical face mask should be worn. If there is a risk of splashing to the eyes, for example from coughing, spitting, or vomiting, then eye protection should also be worn. If the unwell person can tolerate a mask then get them to also wear a mask or face covering.

How to put on PPE video: https://youtu.be/-GncQ_ed-9w

Q: Does the school / setting need to be closed for a deep clean following a possible case?

In most situations the school does not need to close for a deep clean if the space(s) contaminated can be left for 72 hours. If not, cleaning will be needed. It may be easier to undertake the recommended cleaning when the school is closed. Depending on the cleaning staff available and the number of areas that require cleaning this may necessitate closing the school for a very short period of time.

Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal. All surfaces that the symptomatic person has come into contact with

must be cleaned and disinfected, including objects which are visibly contaminated with body fluids and all potentially contaminated high-contact areas such as bathrooms, door handles, telephones and grab-rails in corridors and stairwells. Full guidance for schools and early years settings on cleaning methods can be found [here](#).

Q: Is the action taken any different whether it is a staff member or child that becomes unwell with symptoms of COVID-19?

No, the action is the same. The only difference is the test portal used (see Page 1 of this guide). As people with coronavirus are potentially infectious for 48 hours before they develop symptoms you should follow the [cleaning guidance](#) if the unwell person has been in the setting for the 48 hours before symptoms develop or leave the areas used by the person closed off for 72 hours if possible

Q: What if someone who has been in school / early years settings (either staff or child) develops symptoms whilst at home or over the weekend?

They should notify the school / setting immediately and begin their 10 day self-isolation from the time that they developed symptoms. Cleaning advice as above.

Q: Should everyone in the class / bubble self-isolate if there is a possible case?

It is **not necessary** for children and staff members to self-isolate for 14 days following a **possible** case in a **child UNLESS symptoms include loss of smell or taste which should be treated as a confirmed case.**

Clearly children and especially young children and have frequent coughs, colds and fevers and not all are COVID-19.

Isolating classes or bubbles on symptoms of coughs and temperatures only would be frequent and disruptive and mostly not related to COVID-19.

The possible case will be advised to arrange a **test** as soon as possible. Only if they are **confirmed as COVID-19, will parents / carers of children in that class / bubble will be contacted and given advice.**

Q: Should we contact all of the parents of the class / bubble, if a child or teacher has to self-isolate with symptoms?

Early year's settings and schools do not have to inform parents if a child or staff member who has attended the setting is self-isolating with symptoms. Fevers and coughs are common, especially in young children, and informing parents every time that there is a child with a temperature or a cough may lead to unnecessary anxiety.

Q: If a parent or household member of a child gets symptoms, what actions should the school / early year setting take?

If you are made aware that a parent or household member has symptoms of COVID-19, then advise the rest of the household to isolate for 14 days. The household member with symptoms should arrange for a test as soon as possible. If they test negative, then their household contacts, including the child, can return to the school / setting. If they test positive, then they will continue to self-isolate for 14 days.

Q: Should the whole school / nursery be closed if we have a confirmed case?

No. Schools should carry out the actions set out on page 1 and 2 for a single case or a contact. In most cases no additional action will be required. The whole school / nursery will not usually need to close. All of the children and staff in the bubble / class will be sent home and advised to self-isolate for 14 days and test (self or household) if they develop symptoms. London Coronavirus response Cell (LCRC) do not need to be contacted for a single case.

Q: What should we do if a child or staff member who attends a school / early years setting has to self-isolate as they are a household member of possible / confirmed case (not related to our setting / school)?

The individual who is a household contact of a possible or confirmed case should self-isolate for 14 days. The school can continue to operate as normal. If the person with symptoms has a test which finds that they are negative for coronavirus, then the child or staff member can return to school / setting. If the test result is positive, then they must self-isolate for 14 days.

Q: If a person is identified as a contact of a confirmed case, via the NHS Test and Trace system, what should the school do?

The individual who is identified as a contact of a confirmed case should self-isolate for 14 days. The school can continue to operate as normal.

Q: Young children and babies who attend nursery settings, for example, frequently get spikes in temperature e.g. due to teething, should they be sent home to self-isolate?

Any child with a temperature, a new continuous cough or a change in their usual sense of taste or smell should be considered a possible case and collected as soon as possible and asked to self-isolate. Families should be encouraged to arrange a coronavirus test for the child as soon as possible by calling 111 for advice before 119 to access a test. Under 5s may need more help to be tested. Ask 111. In the vast majority of cases the result will be negative, and the child can return to the setting and the family can stop self-isolation. If testing is not possible, isolation for 10 days will be needed.

Q: What should we do if there are multiple cases in a single educational setting?

In the event of **two or more confirmed cases** of COVID-19 among students or staff **within 14 days** of each other, **or an overall increase in sickness absence** reporting where parents report illness suspected to be COVID-19 (but no tests done or results available), **LCRC must be notified as well as the London Borough of Newham public health team.**

- **London coronavirus response Cell - LCRC: 0300 303 0450 or lcrc@phe.gov.uk**
- **Public Health Newham: publichealthenquiries@newham.gov.uk**

LCRC will contact the school/nursery/college, offer risk assessment and follow up on tracing and the setting's employment of distancing and infection prevention and control mitigations. LCRC may carry out swab testing of staff and children at the school/college/nursery for research purposes.

4. Where to find advice

Q: Who should we contact for advice about COVID-19?

London Borough of Newham Public Health Single Point of Contact

Please email publichealthenquiries@newham.gov.uk to notify of any suspected or confirmed cases in your setting / school or for advice and questions.

London Coronavirus Response Cell (LCRC)

Please contact the LCRC immediately for advice on infection control and isolation in the event of a cluster of cases of COVID-19 or an outbreak. Call 0300 303 0450. Email: lcrc@phe.gov.uk

Do not report single cases to LCRC but take the actions set out in the flow chart on pages 1& 2

Department for Education Coronavirus Helpline

There is a dedicated government helpline number run by the Department for Education for education and children's social care COVID-19 related queries for anyone working in early years through to universities, plus parents. Please call 0800 046 8687 – 8am to 6pm (Monday to Friday) or 10am to 4pm (Saturday to Sunday) – for any specific question not covered on this document.

Links to national guidance

- [Coronavirus: Guidance for educational settings](#)
- [Implementing protective measures in education and childcare settings](#)
- [Safe working in education, childcare and children's social care settings](#)
- [Actions for early years and childcare providers during the coronavirus outbreak](#)
- [Actions for schools during the coronavirus outbreak](#)
- [Actions for education and childcare settings to prepare for wider opening from 1st June](#)
- [Planning guide for early years and childcare settings](#)

This FAQ and flow chart have been adapted from a guide developed by Public Health Waltham Forest
Other flow chart material from PHE East Midlands and Letter templates from LCRC.
