

Flowchart 1: CASES. What to do if there is a suspected or confirmed case of COVID-19 in an education setting

Updated: 18 September 2020

Pupil or staff member develops symptoms of COVID-19 at home (fever > 37.8 OR continuous cough OR loss of taste and / or smell)

Pupil or staff member develops symptoms of COVID-19 in setting (fever > 37.8 OR continuous cough OR loss of taste and / or smell)

Suspected case and household members:

- Suspected case and household members (including siblings) should [self-isolate](#) until they have the test result (of suspected case) .
- Suspected case must get tested immediately via the [NHS testing website](#) or call 119.
- In exceptional circumstances, schools may provide a [home test kit](#).

See Action Card 1

Setting on the day:

- Send home suspected case.
- Send home siblings and household members of suspected case.
- No one else in the setting is required to self-isolate.
- If needed, [isolate pupil](#) (and siblings and household members of suspected case) within the setting until collected.
- [Clean the area](#) after suspected case has left.

See Action Card 1.

Other setting actions:

- Inform school transport service where relevant passenger.transport@croydon.gov.uk
- Liaise with suspected case to encourage testing and self-isolation.
- If a pupil, ask about other siblings and ask the parents to inform any other settings.

See Action Card 1

If no one in the household has COVID-19 symptoms:

- Pupil or staff member can return when well and no fever for 48 hours.
- Household members can return to work or education setting

Can the pupil / staff member book a test?

Yes, test negative

No

- **Suspected case** must complete at least 10 days isolation.
- **Household members** must complete 14 days isolation. After isolation period, if no one in the household has COVID-19 symptoms:
 - Pupil or staff member can return when well and no fever for 48 hours.
 - Household members can return to work or education setting.

Yes, test positive

Settings include: schools, colleges, early years setting and childcare (e.g. childminders)

Staff includes: teaching, support, catering, transport, office, visiting support staff e.g. therapists, health visiting team, and immunisation team.

Confirmed case [must complete](#) 10 days self-isolation.

- After 10 days, if well and no fever for 48 hours pupil or staff member can return to the education setting.
- All other **household members** and **other contacts** must complete 14 days self-isolation.
- After 14 days, household members and other contacts can return if well and no one in their household has COVID-19 symptoms.

See Action Card 2

SETTING: Reporting and advice

All cases

- Inform Croydon Director of Education and Director of Public Health shelley.devis@croydon.gov.uk and Rachel.flowers@croydon.gov.uk
- Inform your school link advisor

And, either:

One simple case: contact DfE for advice on 0800 046 8687

Or

Complex or two or more cases: contact Public Health England London Coronavirus Response Cell (LCRC) on 0300 303 0450 or LCRC@PHE.gov.uk

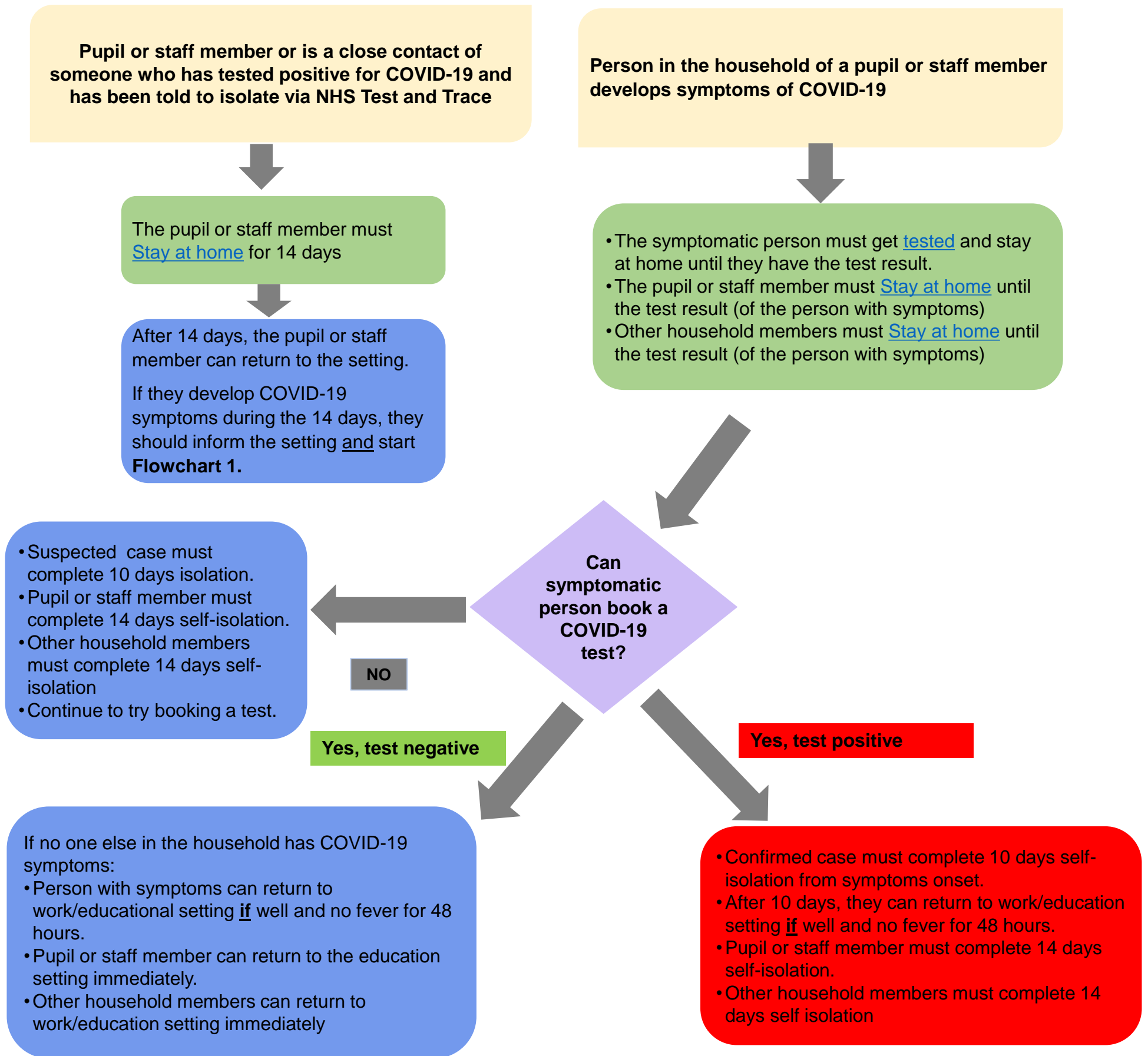
NEXT STEP: Decision about contacts

DfE or PHE London – Health Protection Team (LCRC) will work with the council and education setting to:

- identify who is a contact and needs to self-isolate
- Other measures to take to prevent transmission

See Action Card 2

Flowchart 2: CONTACTS - What to do if a staff member or pupil in an educational setting is a contact - household or other. Updated: 18 September 2020



What is a contact?

A person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 10 days from onset of symptoms (this is when they are infectious to others). As a guide, this is likely to include being in contact with someone who tested positive for covid-19 in the following ways:

- Spending significant time in the same household
- Being coughed on
- Having face to face conversation within one metre
- Having skin to skin physical contact
- Contact within one metre for one minute or longer
- Contact within two metres for more than 15 minutes
- Travelling in a small vehicle for any amount of time

Who to notify:

- If the setting has one confirmed case, they should immediately contact: DfE on 0800 0468687.
- If the setting has two or more cases contact: LCRC on 0300 303 0450 or LCRC@PHE.gov.uk)
- For any number of cases contact: Croydon Director of Public Health (Rachel.flowers@croydon.gov.uk) and Croydon Director of Education (shelley.davies@croydon.gov.uk)

Action Card 1 – SUSPECTED CASE	Progress
1. If suspected case is a pupil, isolate them in a safe space until taken home by parent or carer. If they cannot be collected by parent/carer, ask their transport provider to collect them	
2. Adults who accompany or care for a suspected case in isolation and coming within 2 m distance of them should wear gloves, aprons and masks	
3. If suspected case is a member of staff, send them home immediately, minimizing contacts and surfaces touched while still on the premises	
4. Ask the staff or parent/carer to book a COVID-19 test.	
5. In exceptional circumstances give the staff member or parent / carer a COVID-19 testing kit from school stock. See guidance here	
6. If a staff or parent/carer cannot book a COVID-19 test in the NHS test and trace website because of system capacity issues, staff or parent/carer should be advised to self-isolate for 10 days. All other household members should self-isolate for 14 days. Staff and parent/carer should be encouraged to continue trying to book a COVID-19 test.	
7. Clean the surfaces touched by the suspected case according to guidance .	
8. Contact suspected case (or their parent/carer) to: <ul style="list-style-type: none"> • Encourage them to follow guidance: suspected case to stay at home for 10 days; suspected case to request a test; household members to stay at home for 14 days. • Ask parent/carer to inform other education settings if siblings attend other settings • Encourage parents/carers to let contacts know to be very diligent in handwashing and social distancing 	
9. Inform transport provider passenger.transport@croydon.gov.uk , specialist support staff, social care, LAC team as appropriate	
10. Follow up parent/carer after 24 hours to see if they have requested a test	
11. If a pupil is off sick, and a parent has not been in contact, the education setting should contact the parents to find out if the pupil has COVID-19 symptoms	
12. If there is an overall increase in sickness absence reporting where parents report illness with suspected COVID-19 (but where no tests have been done or results are available) email Education on educationenquiries@croydon.gov.uk , Public Health on covid-19@croydon.gov.uk and the PHE Health Protection team (LCRC) on 0300 303 0450 or LCRC@phe.gov.uk LCRC will provide a reference number for the incident.	
13. Ensure stock of PPE in the event of further suspected cases	

Action Card 2 - CONFIRMED CASE	Progress
1. Inform the Director of Education Shelley.Davies@croydon.gov.uk , the Director of Public Health Rachel.Flowers@croydon.gov.uk and your link advisor of the positive test, providing LCRC or DfE reference number if available	
2. If only ONE simple case, contact the DfE helpline 0800 046 8687	
3. If the case is complex or there are TWO or more cases, contact the London Health Protection team (LCRC) on 0300 303 0450 or LCRC@phe.gov.uk to discuss next actions. They may already have been in touch. LCRC will provide a reference number for the incident.	
4. With the support of LCRC or DfE , identify the contacts and then ensure they are at home to self-isolate for 14 days.	
5. Only staff and pupils who have COVID-19 symptoms should be asked to get a COVID-19 Test.	
6. Contact confirmed case (or their parent/carer) to: <ol style="list-style-type: none"> a. Offer support b. Ask for an update on other members of the household especially those who are at other educational settings c. Ask parents to inform other settings d. Check that the rest of household are self-isolating e. Gather relevant information 	
7. Inform transport provider, specialist support staff, social care, LAC team as appropriate	
8. Send letters (based on template letters A and B) to identified contacts and their parents/carers. The letters do not identify individuals	
9. Review the implementation of prevention and control measures within the setting	