

Ravenswood School

Pound Lane
Nailsea
North Somerset
BS48 2NN

Tel: 01275 854134
Fax: 01275 810876
Email: info@ravenswoodonline.org.uk



Headteacher
Mr. Mark Senior (BA Edu. NPQH)

01/06/2020

Dear Parent/ Carers

Please see below all the information and links to the government guidance related to the track and trace.

How NHS test and trace service works

Part 1: for someone with symptoms of coronavirus

1. isolate: as soon as you experience coronavirus symptoms, medical advice is clear: you must self-isolate for at least 7 days. Anyone else in your household must self-isolate for 14 days from when you started having symptoms
2. test: order a test immediately at www.nhs.uk/coronavirus or call 119 if you have no internet access
3. results: if your test is positive, you must complete the remainder of your 7-day self-isolation. Anyone in your household must also complete self-isolation for 14 days from when you started having symptoms. If your test is negative, you and other household members no longer need to self-isolate
4. share contacts: if you test positive for coronavirus, the NHS test and trace service will send you a text or email alert or call you with instructions of how to share details of people with whom you have had close, recent contact and places you have visited. It is important that you respond as soon as possible so that we can give appropriate advice to those who need it. You will be told to do this online via a secure website or you will be called by one of our contract tracers.

Part 2: if you are contacted by the NHS test and trace service because you have been in close contact with someone who has tested positive for coronavirus

1. alert: you will be alerted by the NHS test and trace service if you have been in close contact with someone who has tested positive for coronavirus. The alert will usually come by text, email or phone call. You should then log on to the NHS test and trace website, which is normally the easiest way for you and the service to communicate with each other – but, if not, a trained call handler will talk you through what you must do. Under-18s will get a phone call and a parent or guardian will be asked to give permission for the call to continue
2. isolate: you will be told to begin self-isolation for 14 days from your last contact with the person who has tested positive. It's really important to do this even if you don't feel unwell because, if you have been infected, you could become infectious to others at any point up to 14 days. Your household doesn't need to self-isolate with you, if you do not have symptoms, but they must take extra care to follow the guidance on social distancing and handwashing and avoid contact with you at home



- test if needed: if you develop symptoms of coronavirus, other members of your household must self-isolate immediately at home for 14 days and you must book a test at www.nhs.uk/coronavirus or call 119 if you have no internet access. If your test is positive, you must continue to stay at home for at least 7 days and we will get in touch to ask about your contacts since they must self-isolate. If your test is negative, you must still complete your 14-day self-isolation period because the virus may not be detectable yet - this is crucial to avoid unknowingly spreading the virus.

Telling people about your test result

If you develop symptoms, you may wish to alert the people with whom you have had close contact over the last 48 hours. You should tell them that you might have coronavirus but are waiting for a test result.

At this stage (until the test result is known), those people do not need to self-isolate, but they should take extra care in practising [social distancing](#) and good hygiene, like washing their hands regularly. They should also watch out for their own [symptoms](#).

You may want to write down your recent close contacts now so that you have them to hand if you test positive.

When we contact you

If the NHS test and trace service contacts you, the service will use text messages, email or phone.

All texts or emails will ask you to sign into the [NHS test and trace contact-tracing website](#).

If NHS test and trace calls you by phone, the service will be using a single phone number: **0300 013 5000**.

All information you provide to the NHS test and trace service is held in strict confidence and will only be kept and used in line with the Data Protection Act 2018.

Contact tracers will:

- call you from 0300 013 5000
- send you text messages from 'NHS'
- ask you to sign into the [NHS test and trace contact-tracing website](#)
- ask for your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating
- ask about the coronavirus symptoms you have been experiencing
- ask you to provide the name, telephone number and/or email address of anyone you have had close contact with in the 2 days prior to your symptoms starting
- ask if anyone you have been in contact with is under 18 or lives outside of England

Contact tracers will never:



- ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

What we will ask you

We will ask you:

- if you have family members or other household members living with you. In line with the medical advice they must remain in self-isolation for the rest of the 14-day period from when your symptoms began
- if you have had any close contact with anyone other than members of your household. We are interested in the 48 hours before you developed symptoms and the time since you developed symptoms. Close contact means:
 - having face-to-face contact with someone (less than 1 metre away)
 - spending more than 15 minutes within 2 metres of someone
 - travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane
- if you work in – or have recently visited – a setting with other people (for example, a GP surgery, a school or a workplace)

We will ask you to provide, where possible, the names and contact details (for example, email address, telephone number) for the people you have had close contact with. As with your own details these will be held in strict confidence and will be kept and used only in line with data protection laws.

How this information is used

Based on the information you provide, we will assess whether we need to alert your contacts and ask them to self-isolate.

We may refer the case to local public health experts if your case is complex, for example, if you work in or have recently visited:

- a health or care setting, such as a hospital or care home
- a prison or other secure setting
- a school for people with special needs



- critical national infrastructure or areas vital for national security

Local public health experts are Public Health England staff and teams employed by your local authority who work together with all parts of the local community to prevent or respond to local outbreaks.

People who have had close contact with someone who has coronavirus

If you are told to self-isolate

If we identify you as someone who has had close recent contact with someone who has tested positive for coronavirus, we will notify you that you must self-isolate in line with medical advice.

You may be feeling well and not have any symptoms, but it is still essential for you to follow the advice that you are given.

This is because, if you have been infected, you could be infectious to others at any point up to 14 days. Some people infected with the virus don't show any symptoms at all and it is therefore crucial to self-isolate to avoid unknowingly spreading the virus.

If you do not have symptoms, you must not seek a test, as the scientific evidence shows that the test may not be able to detect whether you have the virus.

I hope you find this information useful .

Take care

Mark Senior

Head teacher

Link to current government guidance for track and trace

https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works?utm_source=62c084ed-8a21-47f3-aba6-0026b5bc0ec0&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

