

## Frequently Asked Questions

| Question  | Response   |
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| <p>How do homes report an incident in our locality?</p>   | <p>A care home will only be regarded as being in 'incident' status if there are two confirmed positive cases in a care home.</p> <p>The requirement would be to notify Environmental Health at that point – relevant to your area – so in NPT it would be the <b>regionalteam@npt.gov.uk</b></p> <p>And for Swansea it would be the <b>TrackAndTrace@swansea.gov.uk</b></p> <p>Environmental Health may already be aware of this via the TTP database.</p> <p>There is still a need to notify EHO even if just one case. You must also contact your local commissioner on the following e-mail addresses:</p> <p>Swansea - <b>CSU.Contracting@swansea.gov.uk</b></p> <p>NPT - <b>ccu@npt.gov.uk</b></p> <p>You must also let CIW know via the online portal.</p> |
| <p>What are the rules when the home goes into Red (Incident status)</p>   | <p>Once there are two confirmed cases, the home will go into Incident status. PHW guidance is then to be followed.</p> <p>Usually within 24 hrs Environment Health will look to organise whole home testing for the residents and align that with staff testing. Welsh Government guidance allows essential visitors, but risk assessments are to be in place to ensure its safe to do so.</p>   |
| <p>If we are awaiting the results of another PCR after one positive test, should we close the home until the PCR is back?</p> | <p>No – home closure takes place once there are two <b>confirmed</b> positive cases.</p>   |

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| <p>Who do we inform if we have one positive case?</p>  | <p>You must contact your commissioners, CIW and EHO for any positive cases.</p>   |
| <p>What are the PPE requirements for social care when you are within 2 metres of an asymptomatic person you were supporting with community based activities away from their accommodation (e.g. going to shops, pubs etc.)</p> | <p>With enclosed spaces, apart from hospitality, the Government are advising face masks to be worn. This also applies to hospitality on entering the premises, but it's no longer mandatory. However, depending on the vulnerability of the client, using a face mask does help reduce the risk, and also adhering to 2m space, helps avoid spreading even when vaccinated.</p> |
| <p>If a staff member tests positive via LFT they need authorisation from PHW Environmental Health before booking a PCR?</p>  | <p>Authorisation is not needed. A PCR should be booked and taken within 24 hrs of a positive LFD directly via the CTU's by calling 01639 862757. Do not use the postal PCR's/Lighthouse Labs as they take longer.</p>   |