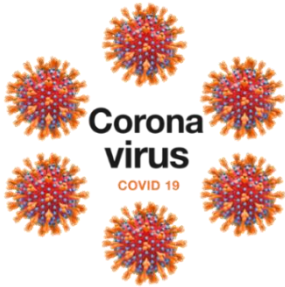





# What to do if you receive a call, text or email from NHS Test and Trace

## October 2020

	<p>Coronavirus is a new illness.</p> <p>Some people call it COVID-19.</p> <p>Coronavirus can affect your lungs and your breathing.</p>
	<p>Symptoms of coronavirus are:</p> <ul style="list-style-type: none"><li>• a high temperature</li><li>• a new cough where you keep on coughing. This means coughing a lot for more than an hour or coughing more than 3 times in a day</li><li>• losing, or a change to, your sense of smell or taste</li></ul>

## What is this guidance for?



This guidance is to tell you what to do if NHS Test and Trace say you have been close to someone you **do not live with** who has had a test result saying they have coronavirus.

This may include people in your [support bubble](#).

If you live in the same house as a person who has symptoms of coronavirus, or has had a test saying they have coronavirus, there is different guidance. You can get it by clicking [here](#).

## Who is this guidance for?



This guidance is for people who have been close to someone they **do not live with** who has had a test saying they have coronavirus.

If you have been close to someone like this, NHS Test and Trace will text or email or phone to tell you.

## What does 'being close' mean?



This means **being close to a person** who has:

- spent a lot of time in the same house as someone who has had a test saying they have coronavirus
- had sex with someone who has had a test saying they have coronavirus
- been 1 or 2 footsteps close to someone who has had a test saying they have coronavirus, who might have:
  - coughed on them
  - talked to them
  - touched them
  - stood 1 or 2 steps away for more than 1 minute
- been in a car or a van with someone who has had a test saying they have coronavirus
- been in a bus, train, tram or plane with someone who has had a test saying they have coronavirus

This does not include times when there has been a plastic screen between people if they have not done any of the things on the list.

## What you must do if you get a call, text or email from NHS Test and Trace



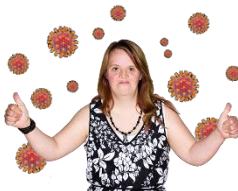
If you are told you have been close to someone who has had a test saying they have coronavirus, you **must** stay at home and away from other people for 14 days.



This is because you might have caught the virus and could spread it to others.



You can give the virus to others 2 days before you start feeling poorly.




Even if you never feel poorly you might still have the virus.




Staying at home will help keep your family, friends, people in your community and the NHS safe.



If you do not have symptoms you do not need to have a test, but you **must** still stay home.

	<p>If you do not have symptoms, other people who live in your house do not have to stay at home with you.</p> <p>You should be extra careful not to spread the virus in your home. Wash your hands as often as possible for 20 seconds using soap and water or hand sanitiser.</p> <p>If you live with someone who will get very poorly if they catch coronavirus, stay away from them as much as possible.</p> <p>People who would get the most poorly if they catch coronavirus should follow the shielding guidance. You can get it by clicking <a href="#">here</a>.</p>
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## What is a support bubble?

	<p>If you live alone or are a single parent, you can visit friends or family in one other house. This is called your support bubble.</p> <p>You can stay overnight in each other's houses.</p> <p>For more information about support bubbles, click <a href="#">here</a>.</p>
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## I think I have been close to someone who has coronavirus but nobody has been in touch. What should I do?



Only people who get a call, text or email from NHS Test and Trace **must** stay at home and away from other people.



If you are worried you may have symptoms of coronavirus, follow the stay at home guidance.



If you live with someone who has symptoms of coronavirus, follow the stay at home guidance.



You can get the stay at home guidance by clicking [here](#).

## What does staying at home and away from other people mean?



This means you **must** stay at home for 14 days after the last day you were close to the person who has been told they have the coronavirus.

   	<p>While you are staying home:</p> <p><b>Do not</b></p> <p> go outside</p> <p> go to work, school, shops or other public places</p> <p> use public transport or taxis</p> <p><b>Do</b></p> <p> use your own garden or outside space for exercise</p>
 	<p>If you have a job, tell your boss that you have to stay at home for 14 days.</p> <p>They will tell you what will happen next.</p>

   	<p>Ask friends or relatives for help with things like shopping, getting medicines or for walking a dog.</p> <p>You can also arrange for food and medication to be delivered to your home.</p> <p>Tell people delivering things to your home to leave them outside and let you know they are there.</p> <p>They must not come into your home.</p>
   	<p>Staying at home and away from other people can be hard.</p> <p>It is important you look after your feelings as well as your body.</p> <p>For ideas for how to make staying at home easier, click <a href="#">here</a>.</p> <p>Every Mind Matters has information about looking after your mental health. You can get it by clicking <a href="#">here</a>.</p>





Your local council can tell you what other help is available in your area.

To find your local council, click [here](#).

For more information about help getting food and medicines, click [here](#).

## What should I do if I get symptoms in the 14 days I am staying at home and away from other people?



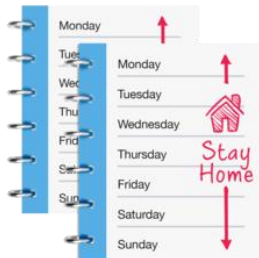
Most people who have coronavirus just feel a bit poorly for a week or so, but if you:

- have a new cough that **doesn't go away**
- keep feeling hotter than normal
- can't taste or smell things like you normally would

**ask for a test** by going on the internet at [NHS.UK](https://www.nhs.uk) or by phoning NHS 119.

You **must** still stay at home even if you get a test result that says you do not have coronavirus.

## What should I do if someone I live with gets poorly with coronavirus?



If someone you live with has coronavirus symptoms, they **must** stay at home and away from other people.

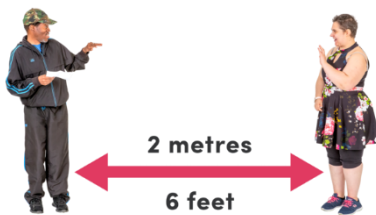
This means that **you and all the other people who live with them must** stay at home for 14 days, too.

Remember to keep washing your hands as often as possible for 20 seconds using soap and water or hand sanitiser.

Try not to touch your eyes, nose and mouth with unwashed hands.

If you have to cough or sneeze, do it in a clean tissue then put the tissue in the bin.

## What should I do if I think I have been close to someone who has had a test for coronavirus but does not know the result?



You do not need to stay at home.

You only need to stay at home if the NHS phone, text or email to say someone you have been close to has coronavirus.

You should take extra care to stay 2 or 3 steps away from people.

Cough and sneeze into a clean tissue, then put the tissue in the bin.

## What should I do if I start feeling poorly after my 14 days of staying at home?



If after 14 days you get coronavirus symptoms, you **must** stay at home for another 14 days and ask to be tested for coronavirus.

You can do this online by clicking [here](#).



If you don't have internet access, you can book a test by phoning **119**.



If you live with other people, they **must** also stay home while you wait for the results of the test.



If your test says you have coronavirus, you must stay home for **10 days** after the day you get the test result.



The people you live with **must** stay home for **14 days** after the day you find out your test result.

## What if I have had coronavirus before but I have had a call, text or email to say I have been close to someone who has coronavirus?



If you have had coronavirus already you may not get as poorly if you get it again.

Doctors do not know this for sure.



You **MUST** still stay home and away from other people for 14 days.