



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

June 2021

Who this guidance is 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 who has had a test saying they have coronavirus, NHS Test and Trace will text or email or phone to tell you.



If you live in the same house as a person who has symptoms of coronavirus or has had a test saying they have coronavirus, follow the [Stay at home: guidance for households with possible or confirmed COVID-19](#).

What this guidance is for



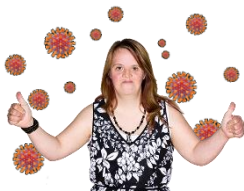
This guidance is to tell you what to do if NHS Test and Trace say you have been close to someone you **do not live with** who has had a test result saying they have coronavirus.



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



If you have been close to someone who has coronavirus, you **must** stay at home and away from other people.

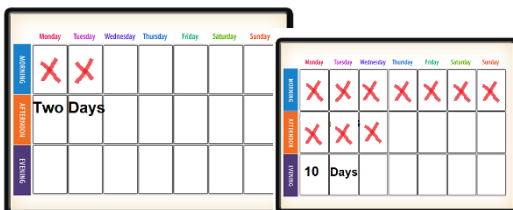


There is a chance that you could have coronavirus and could give it to other people even if you do not have symptoms yet.

What is a contact?



A contact is a person who has been close to someone who has had a test to say that they have coronavirus.



The person who had the test might have felt poorly before getting their test. You can be a contact if you were close to them up to **2 days** before they got poorly and **10 days** after they got poorly.



The person who had the test might not have felt poorly, but their test said they had coronavirus. You can be a contact if you were close to them up to **2 days** before they had their test and **10 days** after.

A check will be done to work out if you are a contact.

A contact can be:

- anyone who **lives in the same house** as someone who has coronavirus symptoms or has been told they have coronavirus after having a test
- anyone who has been **close to someone** who doesn't live in their household who has been told they have coronavirus after having a test

This includes:

- being face to face with someone up to 1 metre away, including being coughed on or talking to someone
- being up to 1 metre away from someone for a minute or longer even if you are never face to face with them



- being up to 2 metres away from someone for more than 15 minutes. This can be all in one go or spread out over 1 day



A contact can also be someone you have travelled in the same car, bus, taxi, train, or plane with.



If you are told you are a contact, there is a chance you will get coronavirus, even if you do not have any symptoms now.



Talking to or seeing someone who has coronavirus through a screen is not usually counted if you have not been close to someone in any of the other ways on the list.

How NHS Test and Trace will contact you



If you have been close to someone who has had a test saying they have coronavirus, you will be contacted by NHS Test and Trace by phone or email or text.



You must do what they advise and do your best to follow this guidance.

Support bubbles



You might be part of a [support bubble](#). This is where 2 households join up to count as one household.

If someone in your support bubble has been told they have coronavirus after having a test you may be contacted by NHS Test and Trace and asked to follow this guidance.

This may also happen if you are in a [childcare bubble](#).

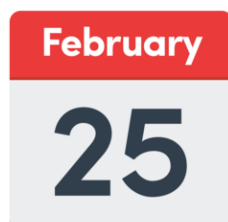
How long do I need to stay at home for?



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning	Met Ellie	X	X	X	X	X	X
Afternoon	X	X	X	X			
Evening	stay home						

If NHS Test and Trace contact you by phone or email or text and say you have been close to someone who has coronavirus, you must stay home and away from other people.

Your staying at home time starts from the day you were last close to the person and lasts for the next **10 full days**.



For example, if you were close to someone on the 15th of the month your staying at home time finishes just before midnight on the 25th of the month.

What you must do and not do if you get a call, text or email from NHS Test and Trace



Do not:



go outside



go to work, school, shops or other public places



use public transport or taxis

If you want to exercise, do it in your home, garden, or yard.

Ask friends or relatives to help with shopping, picking up medicine, or walking a dog.

You can order your shopping online and medicine by phone or online.

Make sure everything is left outside your house for you to collect.



More guidance on [getting food and other things you need](#) is available.



Sometimes, the person you were close to will have another test and might be told they can stop staying at home.



If this happens, NHS Test and Trace will contact you to say you can stop staying at home too.



If you do not have any symptoms, other people who live in your house do not need to stay home and away from other people with you.



Everyone should be extra careful and be strict about following the guidance about [staying a safe distance from others](#), washing their hands and covering coughs and sneezes.



If anyone you live with [might get very poorly from coronavirus](#), stay away from them as much as possible.

Stay away

What to do if you get symptoms



If you get any of these symptoms: a new cough, where you keep coughing lots of times during the day, a high temperature, or a change to your normal sense of smell or taste, stay at home and [arrange to have a PCR test](#) for coronavirus.



As soon as your symptoms start, you and anyone in your household should follow the [Stay at home: Guidance for households with possible or confirmed COVID-19](#).

Testing if you do not have symptoms

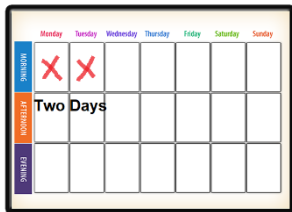
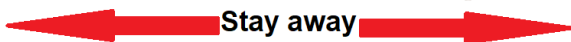


You can arrange to have a PCR test for coronavirus even if you do not have symptoms.

This is because there is a higher risk that you have coronavirus.



If you have a PCR test, this can help NHS Test and Trace to find any people that you might have given coronavirus to. They can then stay at home and away from other people to stop passing coronavirus on.



You should arrange to have a test as soon as possible in your 10 day staying at home time, as getting tested early will help to find other people who you might have given coronavirus to.

You can order a testing kit to do at home or book an appointment at a test site.

Only go to a test site if you cannot use the home testing kit. This is to lower the risk of you giving it to other people.

If you go to a test site, be very strict about staying a safe distance from others and go straight home.

If you order a test kit to use at home, you should use it and send it back in the next 48 hours (2 days).

If you have had a PCR test before which said that you have coronavirus, do not have another PCR test for the next 90 days unless you get new symptoms.

This is because you might still have coronavirus inside you and a test will pick this up.

What to do if your test result says you don't have coronavirus during your 10 days staying at home time

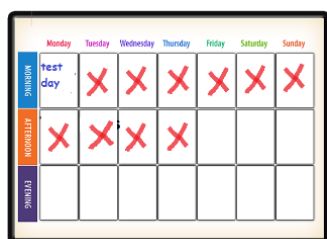


If you have a PCR test and the test result says you don't have coronavirus, then you must still stay home for the 10 full days as you could still get coronavirus and pass it on to other people.

What to do if your test result says you have coronavirus during your 10 days staying at home time



If your test says you have coronavirus, follow the [Stay at home: guidance for households with possible or confirmed COVID-19](#) and start another full 10 days staying at home.



This starts from when you took your PCR test, no matter how long you have already stayed at home. This means your staying at home time will be longer than 10 days.

It is very important you follow this advice even if you do not feel poorly.



This will help keep your family, friends, and the NHS safe by making the chance of coronavirus spreading in the community smaller.

Follow this guidance as best you can



We know that some people will not be able to follow all the steps in this guidance.



If you, or someone you live with has a learning disability, is autistic or experiences mental health issues, please do your best and follow your care plan if you have one too.



If you are living with children, keep trying to follow the guidance as best as you can.



Staying at home and away from other people can be hard. It is important you look after your feelings as well as your body. There are things you can do to [help make it easier](#) or you can look at the [Every Mind Matters](#) website.



If you are told you have been close to someone who has coronavirus and asked to stay home and away from other people by [NHS Test and Trace](#), or by the [NHS COVID-19 app](#), you may be able to get a payment of £500 from your local authority under the [Test and Trace Support Payment scheme](#).

Will I need to stay home if I have had 1 or 2 vaccinations (jabs)?



Yes, you will need to stay home because doctors do not know if you still might give the virus to other people.

I think I have been close to someone who has coronavirus, but no-one has been in touch. What should I do?



NHS Test and Trace will usually be in touch if you have been close to someone. Be careful about washing your hands, covering sneezes, and staying away from others.



If you are worried you have symptoms or you live with someone who has symptoms, follow the [Stay at home: guidance for households with possible or confirmed COVID-19](#).

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 too.

You should all follow the [Stay at home: Guidance for households with possible or confirmed COVID-19](#).

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 NHS Test and Trace phone, text, or email you to say someone you have been close to has coronavirus.

You should be careful about:


- washing your hands



The illustration shows two people standing 2 metres (6 feet) apart, with a red double-headed arrow indicating the distance. Below, a person is shown coughing into a tissue, with a red arrow pointing to a blue bin containing tissues.

- staying 2 metres away from others
- using tissues when you cough and sneeze

What should I do if I start feeling poorly after my 10 days of staying at home?



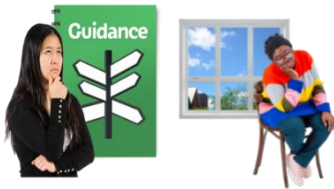
The illustration includes a thermometer showing a high temperature, a group of people sitting together, and a calendar grid with red 'X' marks indicating a 10-day isolation period.

You must stay at home and arrange to have a test for coronavirus.

As soon as you start feeling poorly you and everyone who lives in your house should follow the [Stay at home: Guidance for households with possible or confirmed COVID-19](#).

If your test says you have the virus, you must stay home for another 10 days as it says in the stay at home guidance.

What if I have had coronavirus before but I have now 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, but doctors do not know this for sure.

You should still stay home and away from other people and follow this guidance.

How to stop the virus from spreading

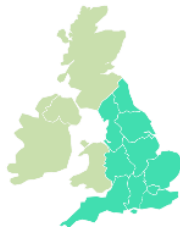


If you have been told you have been close to someone who has coronavirus, staying away from other people is the only way to make sure you do not give the virus to someone else and make them poorly.

This is why, if you are told to stay home and away from others, you must do this straight away.

You can find more advice on stopping the virus spreading in your home at [GermDefence](#).

Help with money and other support



There is guidance available about [what help you can get if you are affected by coronavirus](#).


If you work, ask your boss for help.

If you cannot go to work because of coronavirus, check [guidance from the Department of Work and Pensions](#).


You might be able to get [a one-off payment of £500](#) if you are told to stay at home because of coronavirus.

You will have to be able to say yes to everything on this list:


- you live in England
- you have been asked to stay at home by NHS Test and Trace
- you normally have a paid job or work for yourself
- you cannot work from home and will not get paid

	<p>You also must be claiming one or more of these benefits:</p> <ul style="list-style-type: none">• Universal Credit• Working Tax Credits• income-related Employment and Support Allowance• income-based Jobseeker's Allowance• income support• Pension Credit or Housing Benefit <p>Look on your local council's website for information.</p>
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The Law

	<p>You can get into trouble and must pay money if you do not do what you are advised after:</p> <ul style="list-style-type: none">• finding out you have coronavirus after having a test• you are contacted by NHS Test and Trace and told you have been close to someone who has coronavirus <p>If you tell a lie on purpose about who you have been close to, you will be breaking the law.</p>
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What to do if you receive a call, text or email from NHS Test and Trace

 A hand holding several £20 banknotes. Below it is a book titled 'RULES' with a green checkmark and a red X, next to a map of England.	<p>If you do not do what you are advised, you could have to pay up to £10,000.</p> <p>These rules apply in England.</p>
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The pictures in this summary are from [Photosymbols](#).