

CARE HOME ISSUES

Care homes who have had a **missed collection** (that is the courier has not turned up by 10pm on the day of the collection) **should always call the Coronavirus Testing Call Centre on 119** - lines open daily from 7am to 11pm; **OR** **email** COVIDCareHomeTesting@dhsc.gov.uk stating in the subject line 'missed collection'. This will ensure the issue is picked up and an urgent collection arranged for the following morning.

This should be done on the day of the original scheduled collection and will minimise any delay that may result in the tests potential becoming void due to the time elapsed.

Swabs arriving in GP practices / NHS Trust Labs without address label / Care Home sent address Contact Anna Dijkstra anna.dijkstra@nhs.net

QUESTIONS ABOUT THE TEST AND DELAYED RESULTS

If someone hasn't received their result, they **should always call the Coronavirus Testing Call Centre on 119** - lines open daily from 7am to 11pm.

They should continue to apply the national guidance on self-isolation whilst waiting for the result.

ESCALATION PROCESS

Only if the above methods **do not** provide a response should you escalate to the COVID-19 National Testing Programme Operations Hub via OpsHub@dhsc.gov.uk

Thank you for contacting the COVID-19 National Testing Programme Operations Hub. This mailbox can respond to enquiries from other government departments, local and regional stakeholders (including LRFs and local authorities) and employers on the testing offer for essential employees. Correspondence will either be responded to directly or triaged and forwarded on to the correct official for a response. If you have a general enquiry about the testing programme you may find the links below helpful.

The Coronavirus National Testing Programme provides coronavirus tests to all eligible persons.

You can find out whether you are eligible for a test by referring to eligibility guidance for [England](#), [Scotland](#), [Wales](#) and [Northern Ireland](#).

If you are an **essential worker** you can **ask your employer for a test**, or request one through [self-referral on GOV.UK](#).

If you are a member of the **general public** you can [ask for a test through the NHS](#)

Eligible **adult care homes** can request whole-home test kits through the [Care Home portal](#), with deliveries arranged on the basis of clinical and local priority.

Courier collections for whole-home Care Home testing should be ordered through www.carehomecollect.co.uk.

If your courier has not arrived by 2200hrs please contact COVIDCareHomeTesting@dhsc.gov.uk stating this; a replacement collection will be arranged.

Delayed results, test bookings, and other enquiries should be directed to the **Coronavirus Testing Call Centre (0303 300 2713), open 0700 to 2300hrs.**

If you are concerned that you may be displaying symptoms of coronavirus or have any other concerns, you should visit www.gov.uk/coronavirus which provides the latest Government advice and guidance.

Thank you for what you are doing to help the country beat coronavirus at this hugely challenging time.



Department
of Health &
Social Care

Operations Hub

Coronavirus National Testing Programme

Department of Health and Social Care

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