



MacIntyre Academies
Quest Academy

Tuesday 2nd June 2020

Dear Parent / Carer,

Further to the information sent to you on Friday I thought that it might be helpful to sign post you to our Guiding Principles document which I referred to in the Q and A document. Should you wish to read this document you can find this by going onto our website and clicking the red banner at the top of the home page or by clicking on the link below.

<https://www.thequestacademy.org/news/?pid=3&nid=1&storyid=30>

The main purpose of this letter is to provide you with more information about the government announcements on Testing and Tracing for Coronavirus that I am sure you are aware of. I am sharing this information - which applies to your child and anyone in your household - so that we can all work together to keep the school as safe as possible.

The NHS test and trace service tests anyone who develops symptoms of coronavirus (COVID-19) and helps trace close recent contacts of anyone who tests positive for coronavirus to help stop the spread of the virus.

Testing

- Anyone in England, Wales, Scotland and Northern Ireland experiencing a new, continuous cough, high temperature or a loss of or change in normal sense of smell or taste is asked to order a test immediately at www.nhs.uk/coronavirus or call 119 if you have no internet access.
- You can read more detail about testing here <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

Contact Tracing

- Following a test, the trace service will help trace close recent contacts of anyone who tests positive for coronavirus and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus.
- If positive, the NHS Test and Trace service will send a text or email alert or call 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 to respond as soon as possible so they 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 their contract tracers.
- If you are contacted by the NHS Test and Trace service because your child has been in close contact (within 2 metres for a period longer than 15 minutes) with someone who has tested positive for coronavirus, your child /young person will need to remain at home for 14 days from their last contact with the person who tested positive* and must not go outside your home for any reason.

*You can find out more information here: <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

If your child / young person is contacted by NHS Test and Trace Service and told to self-isolate please let the school know as soon as possible

- 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 call handler will talk you through what you must do.

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QUEST ACADEMY

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- Because your child/ young person is under 18, the service will contact you first by phone wherever possible and ask for consent from the parent or guardian to continue the call.

Developing Symptoms of Coronavirus

- If your child/ young person develops any symptoms of coronavirus (experiencing a new, continuous cough, high temperature or a loss of or change in your normal sense of smell or taste), **they and 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 the test is positive, your child/ young person must continue to stay at home for at least 7 days and the NHS test and trace service will get in touch to ask about your contacts since they must also self-isolate.
- If the test is negative, your child/ young person and anyone in the household must still complete the 14-day self-isolation period because the virus may not be detectable yet - this is crucial to avoid unknowingly spreading the virus.

What happens to School if there is a case of Coronavirus?

- If a child, young person or staff member tests positive for Coronavirus in the school, the rest of that individual's class/ group will be sent home and advised to self-isolate for 14 days. The other household members of that wider class/ group do not need to self-isolate unless the child, young person or staff member they live with in that group subsequently develops symptoms.
- If there are multiple cases in the school, Public Health England's local Health Protection Teams will give advice about what to do – it may be that larger size group are asked to self-isolate. It is unlikely that the whole school would need to be closed.

We are continuing to keep school as safe and as familiar an experience as possible. If you have any questions or concerns please get in touch with me.

Thank you once again for your on-going support.

Kind regards,

Nicola Wells

Principal, Quest Academy.

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Further Information

<https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers>

<https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers/reopening-schools-and-other-educational-settings-from-1-june>

More Information if You Are Contacted by NHS

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.

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