NORFOLK ACCOMMODATION



PROCESS FOR GUESTS WITH (SUSPECTED) CORONAVIRUS

GUEST INFORMS ACCOMMODATION PROVIDER THEY HAVE SYMPTOMS

ACCOMMODATION PROVIDER ADVISES GUEST TO ISOLATE AND REQUEST A TEST, USING THE POSTAL ADDRESS FOR THE ACCOMMODATION.

Guests are advised that after testing, they may end their stay as long as they have access to private transport and can make the journey home without needing to stop anywhere.

FOR GUESTS CONTINUING TO STAY...

In the event of a positive result, guests and their close contacts (e.g. those staying in the same accommodation) must follow NHS Test and Trace advice to isolate for at least **14 days**. Guest must inform accommodation provider of result.

In the event of a negative result guests should continue to isolate until they have been free of a high temperature for 48 hours, without the use of medicines such as paracetamol.

GUEST CAN SAFELY TRAVEL HOME...

For those who can safely
(i.e. in private transport
and without needing to
leave the vehicle) make
the journey home to
isolate they should be
advised to follow NHS Test
& Trace Guidance, and
Public Health England
Stay at Home advice.

Accommodation provider notifies Health protection Team at PHE on 0300 303 8537

Accommodation provider notifies Norfolk Outbreak Management Team via **phnorfolkomc@norfolk.gov.uk**

WHEN GUEST VACATES PREMISES, CLEAN ALL ROOMS USED BY THE GUEST FOLLOWING GUIDANCE FROM

https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

In any cases where a guest is symptomatic and awaiting test results or has tested positive, they must fully isolate, along with anyone they are sharing accommodation with that would constitute a household. If the accommodation cannot facilitate this (and the guests cannot safely return home), the accommodation provider must contact the Health Protection Team at PHE immediately for advice on **0300 303 8537.** They should also notify Norfolk Outbreak Control Team via **phnorfolkomc@norfolk.gov.uk**