

Managed Quarantine – What to Expect

Quarantine is a key part of our fight against coronavirus (COVID-19)

Support is available to help you quarantine safely, and to make your stay as pleasant as possible. Please follow the advice and directions given by the hotel and security staff. Many of the rules in place for your stay, including mandatory testing, are legal requirements. If you do not follow quarantine rules, there may be consequences, including fixed penalty notices.

This document is to support you quarantine. You will find a list of contacts at the end.

What to expect at your hotel

As you check in you will see the hand sanitiser stations and signs to support social distancing. Keep 2 metres apart from people you are not travelling with. We have followed clinical advice and introduced measures that will not be immediately visible. Rooms will be left empty for 3 days and deep cleaned between each guest, and the air conditioning will not 'recirculate' air between rooms. Hotel and security staff will also be tested regularly for coronavirus.

Hotel and security staff will wear face coverings at all times. You must also wear a face covering when you check-in and at all times when you leave your room.

You will be spending the next 10 days in your room. Every room has a television and Wi-Fi and facilities to make tea and coffee. The ensuite bathroom will already be equipped with basic toiletries. Hotel staff will not enter the room while you are staying, and so there will be some disposable cleaning products available. There will be a laundry service if you need to have clothes washed.

The hotel's 'welcome pack' will provide specific information about hotel services.

Preventing the spread of coronavirus while in the hotel

You must not leave your room except in exceptional circumstances (such as an emergency) or with explicit permission from the security staff.

The main way of spreading coronavirus is through close contact with an infected person. When someone with coronavirus breathes, speaks, coughs or sneezes, they release particles (droplets and aerosols) containing the virus that causes coronavirus. These particles can be breathed in by another person.

Surfaces and belongings can also be contaminated with coronavirus, when people who are infected cough or sneeze near them or if they touch them.

Maintain good hygiene at all times, by washing your hands frequently and covering your nose and mouth when coughing or sneezing.

You should wear a face covering (unless you are exempt) if you are outside of your room under permitted circumstances. Single use face coverings can be disposed of in the waste bin. Cloth face coverings should be washed regularly following the washing instructions for the fabric. Guidance on face coverings can be found on [Gov.uk](https://www.gov.uk).

Full board is provided as part of your quarantine package

You will be provided with 3 meals a day, tea, coffee, fresh fruit, water and soft drinks. The hotel will provide menus so you can choose what you want to eat and you will be able to let them know if you have any dietary requirements (including vegetarian, vegan, halal and kosher) or allergies. Meals will be delivered to just outside your door for contact free delivery.

You can order additional food and drink from the hotel's 24 hour room service menu, and you can order food and drinks yourself (e.g. pizza or other takeaway) to be delivered to the hotel main reception. Please drink responsibly whilst in quarantine. Staff will try to bring the items to you in a timely manner.

Look after your mental and physical wellbeing

Quarantine can be difficult, frustrating and lonely and you may feel low.

Remember to take care of your mind as well as your body and get support if you need it. There are many sources of support and information online on [Gov.uk](https://www.gov.uk), such as guidance on looking after your mental health and wellbeing and on supporting children and young people. www.nhs.uk/oneyou/every-mind-matters/ provides simple tips and advice to take better care of your mental health.

Things that you can do to help make your quarantine easier:

- keep in touch with friends and family over the phone or through social media
- look for online classes or courses that can help you take light exercise in your room
- think about things you can do with your time such as, reading and watching films
- try to eat healthy, well-balanced meals and drink enough water.

Exercise

You will not as a matter of course be allowed outside to exercise during your stay. In very special circumstances, with specific permission from onsite security staff and where there is an appropriate and safe space to go, you may be able to leave your room for brief periods to go outside for exercise. If this is permitted, you will be escorted and supervised by security staff at all times. You will need to wear a face covering and to follow social distancing guidelines. Families with children and people with specific medical needs will be prioritised. If you think you have such a need you should notify the hotel on arrival. You should exercise in your room where possible.

Smoking is not permitted in your room. Needing to smoke is not a reason to go outside. If you are a smoker, you are likely to need nicotine replacement products. You should order nicotine substitute products to your hotel. Smoking or using alcohol to cope in times of stress and disruption can make things worse, including your mental health.

Addiction Services

- Smoking or using drugs or alcohol to cope in times of stress and disruption can make things worse, including your mental health.
- Visit www.nhs.uk/smokefree.com for information and advice on stopping smoking. www.nhs.uk/oneyou/ provides advice and resources to help with cutting back on alcohol.
- If you are currently in drug and alcohol treatment, you can speak to your drug and alcohol service about any concerns you have about attending appointments or getting any medication they may be prescribing to you. If you are unable to access your usual support networks, support is available from organisations such as [Alcoholics Anonymous](https://www.alcoholicsanonymous.org), [Narcotics Anonymous](https://www.narcoticsanonymous.com), [Cocaine Anonymous](https://www.cocaineanonymous.com) and [Marijuana Anonymous](https://www.marijuanaanonymous.com).

Coronavirus Tests

You will need to take a coronavirus test on or before day 2. This first test is designed to help identify any potentially harmful variants of coronavirus at the earliest opportunity. You will not be allowed to shorten your quarantine period if you receive a negative test result, as you may still develop coronavirus. You will also need to take a coronavirus test on or after day 8.

Children under 5 will not be required to take the day 2 or day 8 test.

The hotel staff will leave the test kits outside your hotel door. The kits come with full instructions and there is more information including video demonstrations online. You will need to register an NHS Test and Trace test kit online, or by calling 119. Please take the test promptly, completing the sheet with your personal details, they will be collected by hotel security. If you do not take the tests you may face a penalty of up to £2,000 and have your quarantine stay extended.

You will normally receive your test results 48 hours after taking the test. If your NHS Test and Trace test result does not arrive within 48 hours you should call 119. If you receive an inconclusive test result, you will need to take a replacement test. If this was your day 8 test, you will need to stay in quarantine until you receive a negative test result.

If your coronavirus test is positive, you will be sent further information on what to do. This will include speaking to someone at NHS Test and Trace to identify other people you have been in close contact with and medical support, if you need it.

A positive test result will also mean that you have to extend your stay in quarantine to avoid passing the infection on to other people.

If you receive a positive test result on day 2, you must quarantine for 10 days beginning the day after the test was taken. If you are in quarantine with people you have travelled with, they will also need to quarantine for 10 further days. If you receive a positive result for your day 2 test, you will not be required to take any further tests but people you are staying with will need to take a day 8 test. If you receive a positive test result on day 8 you will be required to quarantine for 10 further days.

To extend your stay you will need to phone CTM (01274 726424) to book the additional days in quarantine.

You will not be able to end your managed quarantine early through the Test to Release scheme.

You should avoid close contact with others and phone hotel reception to order an additional (free) test if you develop one or more of the main coronavirus symptoms at any point, even day 9 or 10:

- a high temperature
- a new, continuous cough
- you've lost your sense of smell or taste or it's changed

[If you need medicine or medical attention](#)

In an emergency, phone 999 – you should tell them that you are at a managed quarantine hotel so that emergency healthcare staff can be made aware.

If you need other medical care, you should call your GP (if they are providing remote appointments) or 111 in the first instance. Your hotel will also have 24/7 access to a GP, contact hotel reception for support.

If you need prescription medicines and can order a prescription remotely from your regular GP, the hotel concierge has information about the nearest pharmacy and will arrange delivery or collection of your prescription.

The hotel reception will have a small stock of standard painkillers.

Leaving quarantine

You will be able to leave quarantine when you have received a negative result from your day 8 test and have quarantined for 10 full days. You can leave the hotel any time after midnight on day 10. Your quarantine package includes a transfer back to the airport, which will run the following morning.

You will need to show hotel staff your negative test result notification before leaving. The hotel security team will arrange a time to check your test result.

If you receive a positive result from either of your tests, you will not be able to leave managed quarantine until 10 days have passed from the date of the test and you no longer coronavirus symptoms.

If, despite a negative test on day 8, you develop new coronavirus symptoms on day 9 or day 10, you need to take another coronavirus test.

Compassionate leave

You can request permission to leave quarantine for the day if a close family member or member of your household is dying, or to attend their funeral. You will need permission from designated security staff to ensure that the arrangements minimise the public health risks. This will include agreeing a specific time with the hotel for returning to your room. You will not be able to leave if you have tested positive for coronavirus during your quarantine period.

If you are permitted to leave, you will need to be careful to wear a face covering, wash your hands regularly and maintain social distancing from other people. You should avoid using public transport if possible, and you will be required to return to the hotel on the same day.

If you have any concerns about being in a quarantine hotel on health or wellbeing grounds, you can seek an assessment by a medical professional after check-in. If the medical professional concludes that there would be very substantial detriment to your health and wellbeing from remaining in hotel quarantine you may be allowed to quarantine in an alternative location.

How to provide feedback?

- In the first place, you should ask questions to the hotel or security staff – they will be able to address most practical issues about your hotel room and services. Hotel staff will be able to escalate your concerns if necessary.
- If you need further help or want to make a formal complaint, please contact dhsctesttrace.customerfeedbackteam@nhs.net.

Who to contact?

Emergencies

- For emergencies call 999.
- When you call 999 you must tell the operator that you are in a managed quarantine facility. You must also immediately inform the hotel that you have done this so they can help you.
- For general queries on coronavirus including about testing, call 119.
- For medical issues, that are not an emergency, call your GP or the local Primary Care team (contact details are available at the Hotel reception).
- A mental health emergency is not different to a physical health emergency. If you need help for a mental health crisis, emergency or breakdown, seek immediate advice. Urgent mental health support is available to adults and children any time of day 24/7. Find your [local NHS helpline](#) by searching for your postcode or home town in the service finder.
- If you have a dental health emergency, please phone the local Primary Care team (contact details are available at the Hotel reception).

NHS Test and Trace

- If you have ordered your test kits from NHS Test and Trace and need support call 119.
- If you have ordered your test kit from another provider, after 1st March, you should contact them directly.

Domestic Abuse

- Domestic abuse or violence is a crime and should be reported to the police. If you are in immediate danger, you should call 999 and ask for the police. Further information is available at www.gov.uk/guidance/domestic-abuse-how-to-get-help. If you are in danger and unable to talk on the phone, call 999 and listen to the questions from the operator and, if you can, respond by coughing or tapping on the handset. If you are deaf or can't verbally communicate you can register with the emergency SMS service. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.
- In a medical emergency, call 999. This is when someone is seriously ill or injured and their life is at risk

Financial Hardship

- If you have concerns about your personal financial matters, or your ability to pay for your stay you can seek advice from:
 - DWP Income Support: 0800 328 5644.
 - Citizens Advice Bureau: 0800 144 8848
 - Money Advice Service: 0800 138 7777
- If you are already in-receipt of income-related government benefits and concerned about your ability to pay for your stay here, we may be able to offer you a deferred payment plan. Please call the CTM helpline on +44 (0)1274 726424

Mental Health

- Remember to take care of your mind as well as your body and get support if you need it. There are many sources of support and information, such as guidance on looking after your [mental health and wellbeing](#) and on supporting [children and young people](#). [Every Mind Matters](#) provides simple tips and advice to take better care of your mental health.
- NHS Volunteer Responders are also available if you would like a telephone 'check-in and chat'. Call 0808 196 3646 (8am to 8pm) to arrange volunteer support. You can arrange one-off support or schedule a more regular chat.
- If you are under 18 you can call Childline on 0800 1111
- The Samaritans offer a safe place for you to talk any time you like, in your own way, about what's getting to you. Call 116 123.

If you are pregnant

- If you have any concerns relating to your pregnancy, you should contact your GP or the local Primary Care team (contact details are available at the Hotel reception).

Animals

- The only animal you may have in your room is a guide or assistance animal. This will only be applicable to guests with a disability who are accompanied by a guide or assistance animal. Please contact the hotel concierge who will discuss with you what arrangements will be made.