UK Health Security Agency

Webinar: Report an Outbreak

UKHSA SE HPT

Report an outbreak – going live in South East from ***Monday 7th September***

Guidance

Report an outbreak of acute respiratory infection in an adult social care setting

You can use this service to report an outbreak if you provide adult social care. This includes a care home, supported living or extra care.

From: UK Health Security Agency

https://www.gov.uk/guidance/report-an-outbreak-of-acute-respiratory-infection-in-an-adult-social-care-setting

What are the benefits?

- Tool guides through the focused online questionnaire
- Care settings can spend more time to find necessary information
- Provide data any time day / night (approx. 10mins completion)
- Automatic email response 24/7 gives advice on how to manage the situation and provides clear criteria for escalation of high priority / developing situations
- High priority situations will receive a quicker response
- Easier replenishment of LFDs

When should you report?

Adult social settings including all care homes in the South East of England

Single confirmed case of influenza **OR** 2 or more linked respiratory cases with symptom onset within 5 days

This includes COVID-19, flu, RSV and other respiratory infections

If in doubt, report the outbreak

Lateral flow devices - Test for flu and COVID

- Previous batch sent Dec 2025 (expire Feb 2027) – please use these first if you have them
- New batch of LFDs will be sent out in October 2026.
- Please make sure everyone in the care home knows where these are being kept.
- Completing the *report an outbreak* online tool will automatically send out replacement LFDs

Lateral flow devices - Test for flu and COVID

- Use the LFDs if you have 2 or more linked respiratory cases with symptom onset within 5 days **BEFORE** starting on the *Report an Outbreak* tool



Reporting process: step-by-step

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Reporting process: step-by-step

If you cannot test people, do not wait. Report as soon as possible.

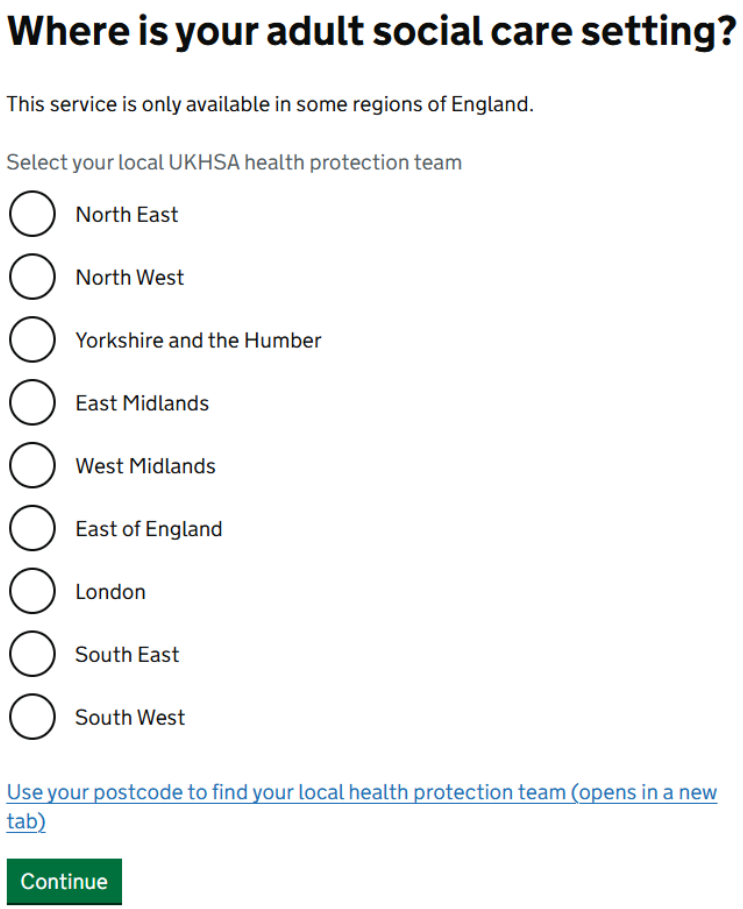
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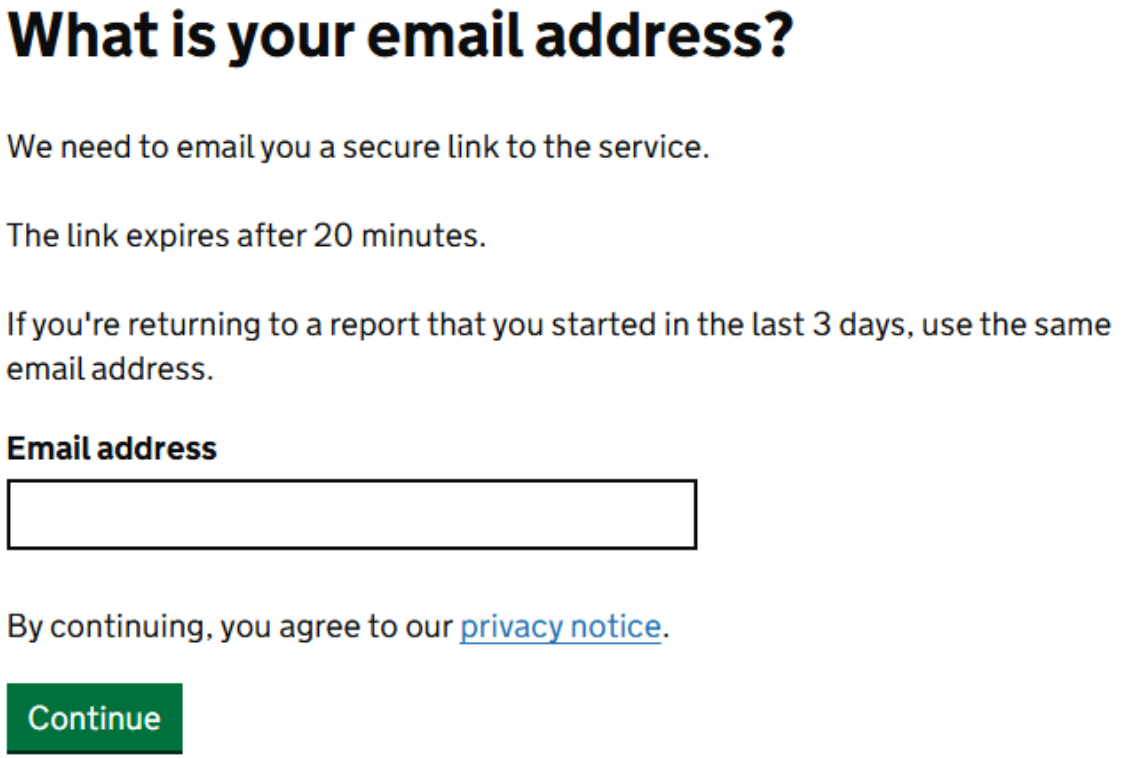
- setting postcode
- Care Quality Commission (CQC) location ID, if you are CQC registered
- total number of service users and staff in your setting
- number of service users and staff with symptoms
- dates when people's symptoms started
- test results for anyone tested for any ARI, for example COVID-19, flu or RSV
- number of service users and staff vaccinated for COVID-19 and flu
- number of service users vaccinated for RSV

You'll need to give your email address to access the service.

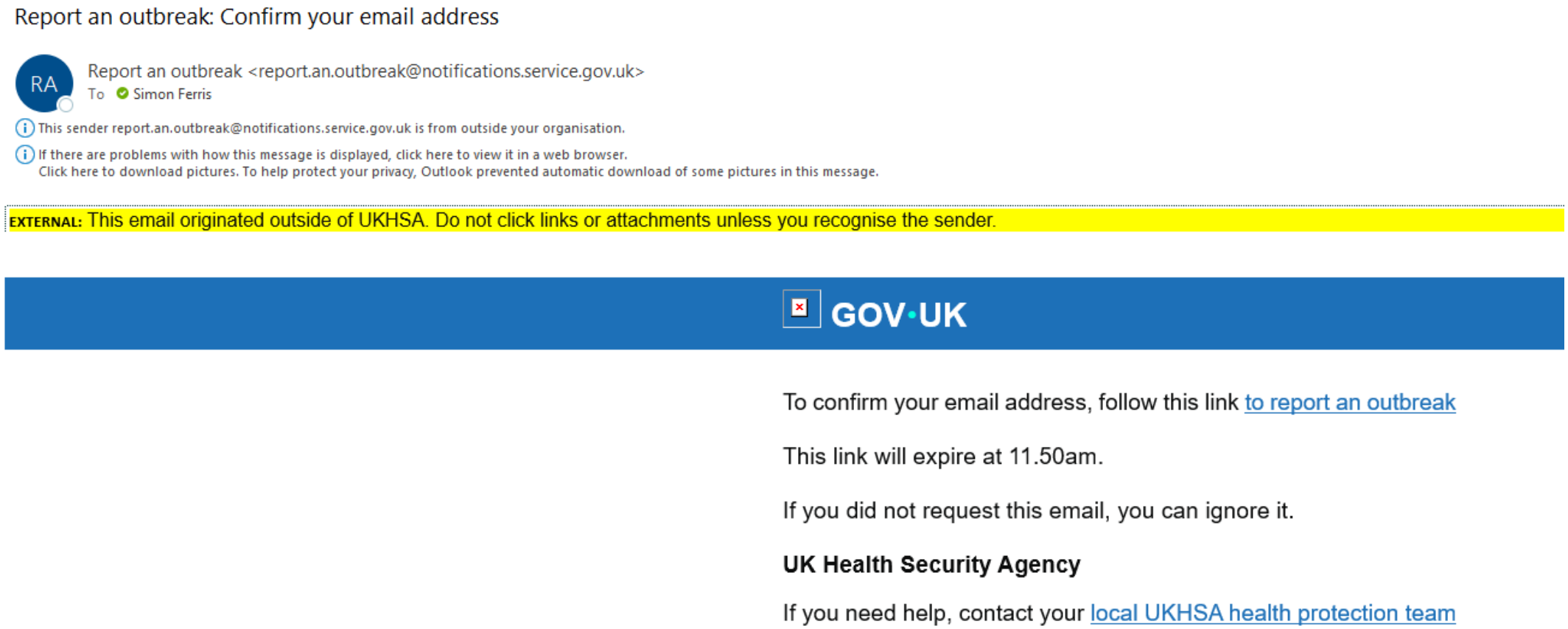
Start now >

Reporting process: step-by-step





Reporting process: step-by-step



Report an outbreak: Confirm your email address

RA

Report an outbreak <report.an.outbreak@notifications.service.gov.uk>
To Simon Ferris

This sender report.an.outbreak@notifications.service.gov.uk is from outside your organisation.

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

EXTERNAL: This email originated outside of UKHSA. Do not click links or attachments unless you recognise the sender.

GOV·UK

To confirm your email address, follow this link to report an outbreak

This link will expire at 11.50am.

If you did not request this email, you can ignore it.

UK Health Security Agency

If you need help, contact your local UKHSA health protection team

Reporting process: step-by-step

Email confirmed

You have successfully confirmed your email address. You can continue to Report an outbreak.

Continue

What type of adult social care do you provide?

- ◯ Residential care home
- ◯ Nursing care home
- ◯ Residential and nursing care home
- ◯ Supported living
- ◯ Extra care
- ◯ Rehabilitation, reablement or respite
- ◯ Other adult social care

Continue

Setting details

Your setting name

The name of the setting where the cases are located, not the management company

Your setting postcode

The postcode of the setting where the cases are located, not the management company.

Is your care setting registered with the Care Quality Commission (CQC)?

- ◯ Yes
- ◯ No

Find your CQC location ID in the care directory on the CQC website (opens in a new tab). The CQC location ID is listed on the 'Registration details' page for your care setting.

Continue

Reporting process: step-by-step

How many cases of an acute respiratory infection are you reporting?

Include cases confirmed by a test and any other people with symptoms of acute respiratory infections, including chest infections

- ◯ 1
- ◯ 2 or more

Continue

Do you have any test results for an acute respiratory infection?

Select yes if you have at least one positive or negative test result. This could be for a service user or a member of staff

- ◯ Yes
- ◯ No

Continue

What do you have positive test results for?

You can select more than one option

- ☐ Flu
- ☐ COVID-19
- ☐ Any other acute respiratory infection
  including viruses such as respiratory syncytial virus (RSV), adenovirus, human metapneumovirus (hMPV), parainfluenza and rhinovirus

or

- ☐ None, all test results were negative

Continue

Reporting process: step-by-step

Did you use a combined COVID-19 and flu test kit supplied by UKHSA?

This is a 2SAN combo rapid test supplied for use in your setting





- ◯ Yes
- ◯ No
- ◯ I do not know

Contact details

Enter a contact to receive:

- an acknowledgment email including a copy of the answers submitted
- advice by email
- a follow up phone call (depending on the risk level)

If possible, provide a work phone number and email address instead of personal contact details.

Main contact

Full name

Job title (optional)

For example, manager, senior carer

Phone number

Email address

Additional contact

Enter another contact to also receive the emails. We will use this phone number if the main contact is not available.

Full name (optional)

Job title (optional)

For example, manager, senior carer

Phone number (optional)

Email address (optional)

Continue

Your reference number is: **OS-6522**

Report sent

Your reference number
OS-6522

Your outbreak reference number

Your reference number is: OS-6522. Use this number if you need to contact the UKHSA health protection team about your outbreak.

If you used a UKHSA-supplied test kit

If you used a UKHSA-supplied test kit, you must report your service users' individual test results (opens in new tab) to your local UKHSA health protection team.

What happens next

We will send 2 automated emails to simon.ferris@ukhsa.gov.uk.

An acknowledgement email will give you your reference number and a copy of the information you've provided. The email will tell you if you have a low-risk outbreak, a medium-risk outbreak, a high-priority outbreak, or a single case of flu.

An advice email will give you information specific to your situation to help you prevent the spread of infection. It explains what to expect from your local UKHSA health protection team or the community infection control team.

If these emails do not arrive within one hour, or you need urgent advice, telephone your local UKHSA health protection team (opens in a new tab) or community infection control team.

If your outbreak is high priority on a weekend or bank holiday

If your acknowledgement or advice email tells you that your outbreak is assessed as high priority on a weekend or a bank holiday, you also need to telephone your local UKHSA health protection team (opens in a new tab). Call during the daytime if possible. If you do not call the health protection team, a member of the health protection team will only call you on the next working day.

If you need urgent medical advice

If you need urgent medical advice, you can call NHS 111 or visit 111.nhs.uk (opens in a new tab). For life-threatening emergencies, call 999.

Give feedback on this service

This is a new service. Help us improve it and give your feedback (opens in new tab).

What happens after submission?

- You will receive a confirmation email and an advice email which will include links to appropriate advices on outbreak control measures
- Local partners may be informed automatically
- Outbreak triaged according to how likely to benefit from antivirals for influenza

What happens after submission?

- You may be asked to call the HPT or receive a callback from the HPT if outbreak needs further support or review
- You may be asked to repeat some LFD tests the next day and call the HPT if the test results are different.
- If your situation changes after completing the *report an outbreak online form*, then please call the HPT, rather than putting in another form.

Frequently Asked Questions

- Do I need a positive test before reporting?

  No – report if positive, negative or do not have any LFDs

- Can I update an outbreak online?

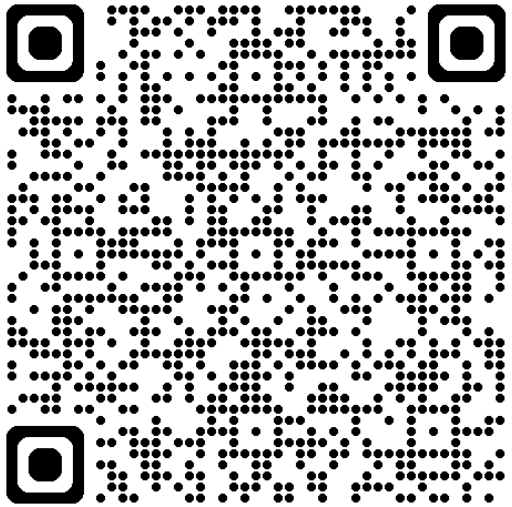
  No, call to update

- What if I am unsure the cases are linked?

  Report if in doubt

Key messages

- Use the tool for new respiratory outbreaks in care homes
- Report early (use LFDs first if you have)
- Completing the report an outbreak tool will automatically mean replacement LFDs are sent out (within 1-2 weeks)
- You may be asked to call the HPT or receive a callback from the HPT if outbreak needs further support or review
- You may be asked to repeat LFD tests the next day, and call if different results. Similarly, if any new concerns or change to outbreak, please call rather than filling in another form.



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