

Common Issues relating to domiciliary care providers ordering test kits for COVID-19 through the on-line ordering portal

There has been a recent change in how domiciliary care services now receive their test kits. All providers registered with Care Inspectorate Wales (CIW) as domiciliary care providers can now order their kits through an on line order portal. Orders can be placed through this on line link;

<https://request-testing.test-for-coronavirus.service.gov.uk/>

Common issues which can affect this process

1. No Unique Organisation Number

Providers are asked to check the e-mail account, which they have registered with Care Inspectorate Wales (CIW). It is to this organisational e-mail address that providers Unique Organisation Number (UON) will be sent. Please also check any junk e-mail folders.

If you have not received a UON you can check whether one has been allocated by using the following link - [Organisation number lookup - GOV.UK \(test-for-coronavirus.service.gov.uk\)](https://organisation-number-lookup.service.gov.uk/) You will need the SIN number of your organisation which can be accessed via your CIW online account.

It is anticipated that providers who have multiple registrations with CIW, and who have not had all of the Unique Organisation Numbers for each of their separately registered services, will do so by 23.04.21.

2. Failure to register test kits and record test results

Registering your tests and your result is part of the same process via the online reporting portal - <https://www.gov.uk/report-covid19-result>

If a domiciliary care staff member is not registering their test kit via the online reporting portal, the system will assume there is kit from the previous order remaining, and **will not process a request for further tests until registration of test kits is seen on the system.**

Similarly, if an LFD test is registered but the test result not subsequently uploaded and saved by a domiciliary care staff member, the system will not process a request for further tests until results recorded for registered test kits is seen.

Please ensure all of your staff are correctly registering their test kits and the results using your UON.

We appreciate that the registering of negative test results in particular may not be considered a priority, but this information is required in order to feed into the Test,

Trace, Protect system and to help build an overall picture of positive and negative results.

All positive, negative and void results must be reported.

3. Difficulties in ordering the number of kits required in relation to the numbers of staff

Domiciliary care providers are able to order for the exact numbers of staff they have up to a maximum of 300. If any provider has more than 300 staff that they wish to order kits for, they need to contact 119 and inform them that they want to raise an escalation to be able to increase the number of staff for which they can order. Providers will be able to submit an order every 21 days.

4. Providers wanting to change delivery addresses for the kits

UONs have been issued using your CIW registration address, which may not be the place to which you would want your test kits delivered.

It is possible for domiciliary care providers to ring 119 in order to change the delivery address associated with their account if you would prefer they are delivered somewhere else.

Please note that the delivery address has to be a registered office address as deliveries cannot be undertaken to residential addresses.

It is also possible for additional UONs to be issued if there is a strong case for an additional delivery address. Please contact Covid19.SocialCareTesting@gov.wales if you would like to consider an additional UON for your organisation.

If there are continued difficulties, the service should contact 119 in the first place, before then contacting their local authority social testing leads to see whether they can help, before then notifying the Social Care Testing Team by e-mailing Covid19.SocialCareTesting@gov.wales.