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Dear Care Home Managers  
CC. Chief Executives

We are writing to inform you that we are aware of some testing capacity issues affecting turnaround times and results reporting this week for Covid-19 tests through Lighthouse Labs.

DHSC experienced a significant surge in demand across the entire network over the last week. As a result samples are taking longer for processing. We understand that this is impacting on care home test results being issued. We are also aware this may lead to fewer staff tests being completed over the coming weeks.

All Care Homes are still able to order new test kits. If the Care Home is on a weekly ordering cycle, orders can be made again 6 days after an order is placed. If the Care Home is on a monthly ordering cycle, orders can be made again 21 days after an order is placed.

DHSC are working to increase overall capacity which is anticipated to happen in the next couple of weeks and we will continue to work with NHS Boards and DHSC to seek prompt resolution to issues as they arise. Thank you for your continuing efforts to test staff working in care homes to prevent the spread of infection and protect our most vulnerable.

Yours sincerely

Tracy Slater  
Interim Deputy Director