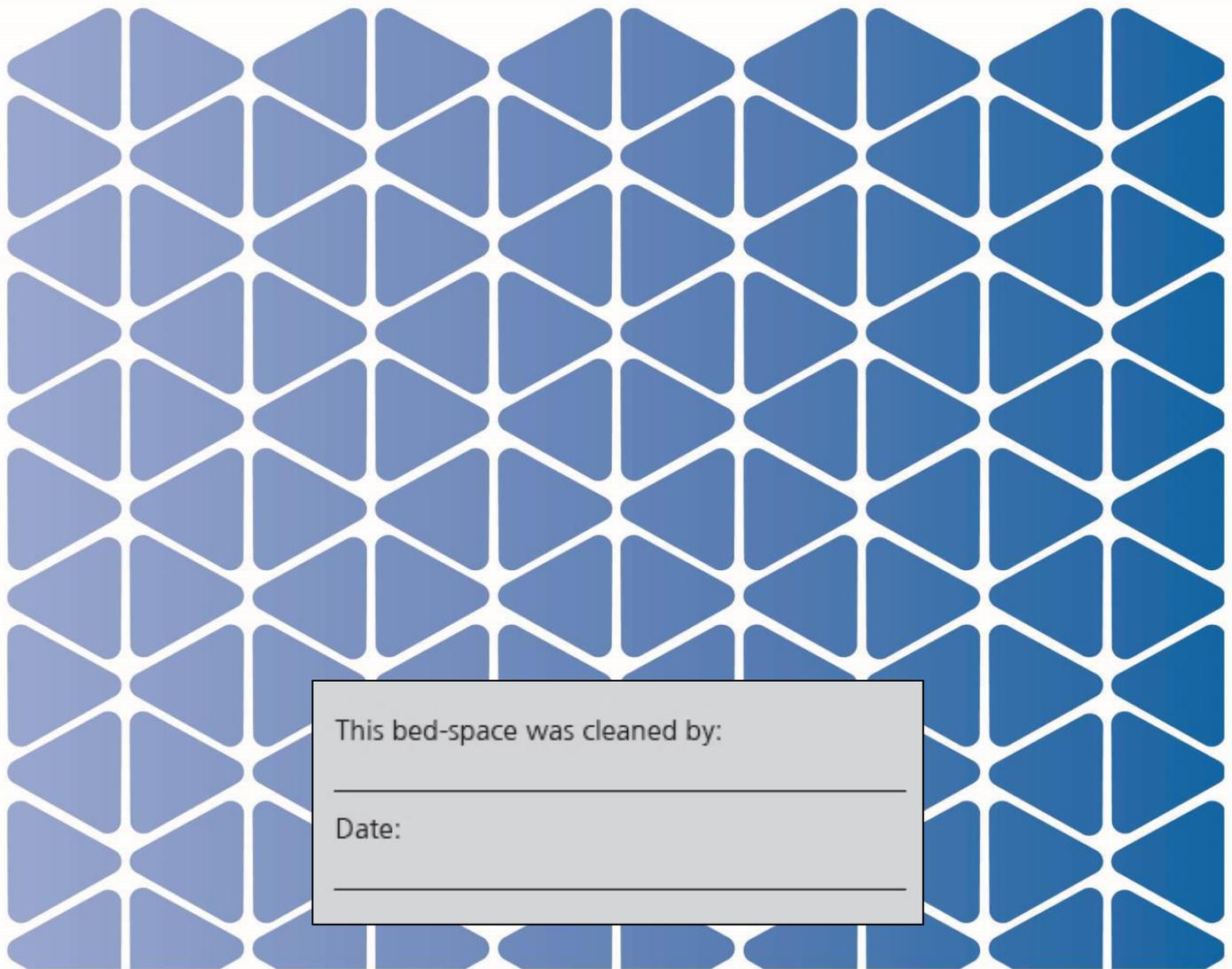


PATIENT INFORMATION

CLEANLINESS AND PREVENTING INFECTION



This bed-space was cleaned by:

Date:



Vicky Morris
Chief Nursing officer

At Worcestershire Acute Hospitals NHS Trust (WAHT) we take infection prevention very seriously.

Healthcare associated infections (HCAs) can occur in hospital and in the community. The ones most commonly heard about are MRSA (*Meticillin resistant Staphylococcus aureus*) and *Clostridioides difficile* infection. At this Trust we are committed to reducing all infections to the lowest possible levels.

This leaflet explains what our staff do to keep you safe, as well as what you and your visitors can do to help us prevent infections.

WHAT WE'RE DOING TO KEEP YOU SAFE

Our aim is to keep you safe by:

- Preventing the development of new bacteria (germs) that are resistant to antibiotics and cause infection
- Preventing infection spreading between patients
- Preventing bacteria getting into your wounds

To do this we have put in place our Key Standards to Prevent Infection. These include:

- Always cleaning our hands correctly
- Using invasive medical devices such as catheters and cannulas to the highest standards and removing them as soon as it is safe
- Ensuring patients with contagious infections are treated in single rooms
- Ensuring wards and equipment are cleaned to the highest standards
- Training our staff on infection prevention and hand hygiene
- As antibiotics can increase your risk of infection with *C. difficile* we will only prescribe them when necessary for your treatment

OUR KEY STANDARDS TO PREVENT INFECTION		
CLINICAL PRACTICE	<p>The Trust requires the highest cleanliness standards, and patients expect safe practices and highly visible hand hygiene.</p> <p>In response, we are committing to achieve these key standards to prevent infection.</p> <p> We listen, we learn, we lead</p>	CLEANLINESS AND ENVIRONMENT
1 Hand hygiene: minimum: • 95% compliance with standards • 100% of required audits completed • 100% staff bare below the elbows in clinical areas		8 Domestic cleanliness: National cleaning standard score: very high: 98% minimum; high: 95% minimum.
2 Peripheral cannula care bundle: 100% completed and compliant: insertion and ongoing care.		9 Nursing cleanliness: National cleaning standard score: very high: 98% minimum; high: 95% minimum.
3 Urinary catheter care bundle: 100% completed and compliant: insertion and ongoing care.		10 Estates: National cleaning standard score: very high: 98% minimum; high: 95% minimum.
4 Isolation care: 100% compliant with isolation standards for any patient requiring isolation.		11 Commode and raised toilet seat cleanliness: 100% achieved.
5 Sharps safety: Use and handling of sharps 100% compliant with sharps safety practices.		12 Bed and bed-space cleaning standards: Achieve 100% compliance on all beds and bed-spaces.
6 Infection Prevention & Control Safety Huddles undertaken during 100% of shifts: all staff are fully briefed on required precautions.		13 Bed-space cleaning: 100% of patients will be provided with a leaflet signed by the nurse who has cleaned the bed space. Patients encouraged to challenge if the standard is not met.
7 Mandatory Level 2 Infection Prevention & Control Training: Minimum 90% of all staff employed by the specialty teams/ ward/department have completed this within the past year.		

Our Key standards Poster is on display on the wards.

HAND HYGIENE IS REALLY IMPORTANT

Cleaning your hands is one of most simple and effective ways to prevent bacteria (germs) being passed from one person to another. Many infections can be prevented with effective hand hygiene, which means washing hands thoroughly with soap and water or rubbing alcohol hand gel on the hands.

Our hospital wards and clinical areas have alcohol gel dispensers available for our staff, patients and visitors to use. Please feel free to use them.

Our staff should always wash their hands or use alcohol hand gel before they examine you. Please don't be afraid to ask them if they have cleaned their hands.

While you are in hospital, keep your hands and body clean using your own personal toiletries. We recommend that you have moist hand-wipes with you to ensure there is always something available to clean your hands.

Everyone should also clean their hands:

- After visiting the toilet, using a commode or changing a nappy
- Before eating , drinking and handling food
- After blowing your nose, sneezing or coughing
- If your hands look or feel dirty
- It's also important to remember that if you have a wound dressing, stitches, drips or catheters you must try not to touch them unnecessarily.

CLEANLINESS

Each bed and bed-space has a thorough clean each time someone goes home, to ensure it is ready for the next person.

On the front of this leaflet you will find the signature of the nurse who cleaned your bed and bed-space, ready for you to be admitted.

The area around your bed and other areas of the ward will be cleaned every day. Please tell a member of staff if you have any concerns about how clean the ward or your bed-space is on admission, or at any point during your stay. This will help us to keep our standards high. If you visit the bathroom or toilet and it does not look clean please report this to the nurse in charge of the ward straight away, so that we can clean it.

WHAT YOU AND YOUR VISITORS CAN DO TO HELP:

Infection prevention is everyone's responsibility, and there are several things you and your visitors can do to help prevent infection.

1. Keep the top of your locker, bed table and the area around the bed clutter free, to make it easier for staff to clean thoroughly.
2. Clean your hands after visiting the bathroom, using a commode or changing a nappy, and before you eat.
3. Always wear something on your feet when walking around, such as a pair of slippers with good grip on the sole.
4. If you develop diarrhoea in hospital or were in contact with someone who had diarrhoea just before admission please tell us immediately.
5. If you know you are or have been colonised or infected in the past please tell us: for example MRSA, *Clostridioides difficile*, CPE or another antibiotic resistant bacteria.
6. Occasionally, patients may need to be isolated in side-rooms to prevent the spread of infection. Your nurse will give you advice about any precautions you or your visitors need to take this if this happens
7. Ensure visitors have not had symptoms of flu, or diarrhoea and/or vomiting in the previous 3 days. If they have, please ask them not to visit.
8. Visitors should not sit on your bed. If there are no chairs available ask a member of staff.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.