

What are we doing to prevent HCAI

- Following research and evidence based practice.
- Observing and monitoring practice to ensure staff are following trust policy.
- Providing staff with infection prevention and control training.
- The cleaning of the hospitals is regularly monitored.
- We provide patients with hand wipes prior to meals.
- Prudent antibiotic prescribing

Further advice

If you have any issues during your stay please ask to speak to the nurse in charge of the ward if the Ward Sister or Ward Manager is not available.

All wards and clinical departments are overseen by a Clinical Matron. Whilst we all have a responsibility to keep the hospital clean, the Clinical Matrons are committed to making sure that the cleaning and tidiness on their wards is to the highest standard. The Clinical Matron is usually around during the day and if you wish to speak to them please ask the nurse in charge.

If you have any further questions, please ask your nurse or contact the Infection Control Team, either via the ward nurse or directly on the following number.

**The James Cook University
Hospital 01642 854800**

Comments, compliments, concerns or complaints

South Tees Hospitals NHS Foundation Trust is concerned about the quality of care you receive and strives to maintain high standards of health care.

However we do appreciate that there may be an occasion where you, or your family, feel dissatisfied with the standard of service you receive. Please do not hesitate to tell us about your concerns as this helps us to learn from your experience and to improve services for future patients.

Patient Advice and Liaison Service (PALS)

This service aims to advise and support patients, families and carers and help sort out problems quickly on your behalf. This service is available, and based, at The James Cook University Hospital but also covers the Friarage Hospital in Northallerton, our community hospitals and community health services. Please ask a member of staff for further information.

If you require this information in a different format please contact Freephone 0800 0282451

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Reducing the risk of infection in hospital

General information for patients and visitors - what you can do to help

Infection Prevention and Control

Healthcare associated infections (HCAI)

The publicity about hospital or healthcare associated infection causes a great deal of concern to patients and their visitors. Much of this concern is around MRSA and *Clostridium difficile*, but there are other infections that can potentially be picked up as a result of your hospital stay. Don't forget that many infections can be picked up outside of the hospital setting. Please be reassured that as a trust we endeavour to do all we can to minimise the risk of picking up an infection whilst in hospital. You can, however, help to reduce the risk further.

The following advice is provided for you and your visitors:

- Keeping both your hands and body clean is important both before and when you are admitted to hospital. Bring your own toiletries with you, we can provide you with disposable wipes rather than using a flannel.
- Bring a container of moist hand-wipes to ensure that you are always able to clean your hands, especially before eating or drinking. Or ask a member of staff to provide hand hygiene wipes.
- If applicable bring your own razor with you.
- Ensure you always wash your hands after you have been to the toilet.

- If you have to use a commode or a bed-pan, ask for a bowl of water to wash your hands, or use a moist hand-wipe. Please do not be afraid to ask if you are not offered this service.
- Hospital staff can help protect you by washing their hands or by cleaning them with alcohol gel. If a member of staff needs to examine you or perform a procedure, do not be afraid to ask if they have first cleaned their hands.
- Encourage your visitors to wash their hands before and after visiting, alternatively they can use one of the alcohol gel dispensers found at every ward entrance. Any cuts or wounds should be covered with a suitable dressing.
- Try to keep the top of your locker and bed table reasonably free from clutter. Too many things left on top make it difficult for the cleaning staff to clean your locker and bed table properly.
- Limit visitors to two per bed.
- Please remind your visitors not to bring lowers into the hospital.
- If any of your visitors are unwell, ask them not to visit until they are better. Simple colds, diarrhoea and/or vomiting passed on by visitors may do some vulnerable patients harm and result in ward closure due to an outbreak of vomiting and/or diarrhoea.

If any of your visitors have symptoms of vomiting and/or diarrhoea they should not visit until they are 48hrs free from any symptoms (since their last episode).

- If you visit the bathroom or toilet and you are concerned that it does not look clean, report this immediately to the nurse in charge of the ward. Request that it is cleaned before you use it and use an alternative in the meantime.
- Your bed area should be cleaned on a daily basis. If you or your visitors see something that has been missed during cleaning, report it to the nurse in charge.
- Always wear something on your feet when walking around in hospital. A comfortable pair of slippers is fine but make sure they have some grip on the bottom as hospital floors can be a little slippery when cleaning is taking place.
- Please ensure your visitors do not sit on your bed, there are visitors chairs provided and only two visitors per bed.
- We do not advise that any food is brought into hospital as it cannot be reheated if required.

- HCAI can be easily transferred from peoples hands and from equipment, please do not touch drip stands or any other medical equipment within the patients bed area, please ask a member of staff to assist if there are any problems / concerns.

Prevention of HCAs

HCAs include any infection a patient may acquire as a result of NHS treatment or healthcare worker may acquire whilst carrying out their duties (DoH 2006).

Our principles

- The prevention of HCAs is a high priority to all staff working within the trust
- Patients should always be provided with enough information to make informed choices about their healthcare.
- Patient safety should never be compromised.
- Patients will be treated in a safe clean environment with minimal risk of exposure to HCAI.
- Patients should be made aware of the potential risk of HCAI.

We all have a part to play in preventing infection