

If you need any further advice or information, please raise this with the appropriate healthcare worker.

If you have any concerns or comments about your healthcare please contact shropcom.customerservices@nhs.net.

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Infection Prevention and Control

Information Leaflet for Patients and their Families and Carers



How do Infections Spread?

Infections can be passed on by human contact, particularly on people's hands but also through close contact of hugging, kissing and on clothing and other items. When hands have been in contact with germs and are not washed thoroughly the germs can 'hitch a ride' to the next person.

How Can YOU Help?

Personal Hygiene and Wellbeing

Wash your hands with soap and water:

- after using the toilet
- before preparing and serving food and/or drink
- before eating/taking medication
- if your hands are visibly soiled
- before visiting a patient in hospital and use the alcohol hand gel on entering and exiting the ward
- before any care activity
- after touching your facemask

Alcohol Hand Gel:

- Is NOT effective on visibly dirty hands
- Is NOT effective in contact with body fluids i.e. blood or urine
- Is NOT appropriate during episodes of diarrhoea and or vomiting

If you're an inpatient or visitor in a Community Hospital

We recognise the contribution that visiting makes to the wellbeing and the person-centred care of our patients. Visiting arrangements, including visits by children, are at the discretion of the Ward Manager or Nurse in Charge.

Before visiting the ward or clinical area the visitor should contact the ward area to discuss the visiting arrangements. Infections can make some of our inpatients seriously unwell and for this reason, we ask that visits are not made by anyone experiencing any of the following symptoms.

Visitors should not attend the hospital if they:

- are experiencing, or in the previous 48 hours have had, diarrhoea, vomiting or nausea.
- Are feeling generally unwell.
- **Have symptoms of respiratory illness** including raised temperature, new or persistent cough, loss of taste or smell, a sore throat, muscle ache or joint pain, or a headache.

Any visitor becoming unwell during a visit should let the Nurse in Charge know and go straight home.

Children Visiting

Children visiting is at the Ward Manager or Nurse in Charge's discretion and must be discussed before visiting. Any child visiting must always be accompanied by a responsible adult and must not be left unattended at any time. Children who are unwell must not visit.

Personal Protective Equipment (PPE) in Community Hospitals

Visitors may be asked to wear a surgical facemask and are asked to comply with any such request. Any other personal protective equipment that may be required during a visit, for example if assisting with direct care, will be provided and procedures explained by the ward staff at time of the visit.

Hand Hygiene for Visitors

Visitors should decontaminate their hands with alcohol gel or wash with soap and water on arrival and departure from the ward.

Clinical Hand Wash Basins

- Are for hand washing only

Environment

- Visitors should not enter or touch another patient's environment as the patient, or the visitor, may be at higher risk of becoming unwell through an infection that can be passed through this contact.
- Visitors should report any cleaning issues or concerns to the Nurse in Charge at the time of the visit.

Patient Items

Please do not share items between patients.

Suspension of Visiting

There may be times when visiting needs to be temporarily suspended. The decision to suspend visiting is made in the interest of public health. The only exception to this is for essential visits, for example End of Life, spiritual or religious support, or Dementia and this should be discussed with the ward before visiting.

Isolation Practices

Patients may be isolated to reduce the risk of spread of infection to other patients, staff and visitors or to protect vulnerable patients from infection. Where patients cannot be isolated in single rooms, those with the same infection or with similar symptoms may be grouped together (cohort nursing).

Personal Protective Equipment (PPE) during Isolation

- Staff may need to wear certain items of PPE consisting of aprons or gowns and may include gloves, face masks and eye protection. The PPE will be removed immediately before leaving the isolation room and their hands washed
- PPE need only be worn by relatives and visitors when carrying out 'hands on' care such as attending to a catheter or wound when you should follow the same principles as healthcare workers.

Hand Hygiene for Healthcare Staff

All patient facing staff must be '*Bare Below the Elbows*' to enable them to clean their hands efficiently. They must clean their hands with liquid soap and water (or use detergent hand wipes) or use alcohol hand gel before and after every contact they have with you and your environment.

Do not be afraid to ask the healthcare worker if they have cleaned their hands.

Infection Prevention and Control is Your Business