



**Infection.
Prevention.
Control.**
You're in safe hands



The Annual Infection Prevention and Control Champion Awards 2016

COMPETITION WINNERS AND RUNNERS-UP

The Infection Prevention and Control (IPC) Champion Awards aim to celebrate and share how IPC practices in your area of work have been improved. Staff entering must be employed by Harrogate and District NHS Foundation Trust or work within a Health and Social Care setting in North Yorkshire. You can nominate yourself, a team or an individual.

Two categories, each with a cash prize of £100:

- **Category 1**
Harrogate and District NHS Foundation Trust IPC Champion Award 2016
(This entry is open to any member of staff employed by HDFT).
- **Category 2**
North Yorkshire and York Community IPC Champion Award 2016
(This entry is open to any person working in a Community Health and Social Care setting within North Yorkshire and York, e.g., General Practice, Care Homes, Domiciliary Care, Hospices).

Winner — Category 1

Harrogate and District NHS Foundation Trust IPC Champion Award 2016

Sir Robert Ogden Macmillan Centre, Joey Phillipson

I would like to nominate one of our staff nurses on the Sir Robert Ogden Macmillan Centre Joey Phillipson for the Infection Prevention and Control Champion Awards 2016 (category 1).

Joey is our infection control link nurse on the SROMC and I would like to nominate her for this award as I feel that she has greatly improved infection control practices on the unit, always delivering the highest standards and sharing her knowledge with the whole team to improve practice.

Joey developed a new set of competencies for SROMC on aseptic technique tailored to the treatments we deliver on the unit i.e. bone marrow biopsies and PICC line care. Joey then ensured all the staff on the unit were assessed on their aseptic technique. Joey also provided education and training to new members of staff on aseptic technique ensuring they had full understanding of the technique and its importance. This has ensured we maintain high standards of care of our central lines on the unit and low levels of line infections which is essential especially in our speciality in haematology/oncology.

Joey also identified that the curtains around our treatment chairs on the unit were not been cleaned; this was because it had not been set up when we moved into the new building we also did not have spare sets of curtains. Joey researched and ordered spare curtains for the unit. She then set up a regime for regular cleaning of all the curtains on the unit with domestic services so we now have a rolling programme for curtain cleaning ensuring a clean environment on the unit.

Joey has ordered and we have a new trolley to keep outside of our side room when we isolate patients so we can keep all the PPE we need to enter the room ensuring proper isolation of patient to prevent the spread of infection on the unit.

Joey has had a significant impact on infection prevention and control practises on the unit. She has improved practises on the unit, keeps up to date with audits and always teaches the staff on the unit the best practises – which in turn means patients have high quality care.

Kind Regards

Laura

Laura Smith

Sister

Sir Robert Ogden Macmillan Centre

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Runner-Up — Category 1

Harrogate and District NHS Foundation Trust IPC Champion Award 2016

Subject: IPC champion award

I would like to make a nomination for category 1 HDFT IPC champion award.

This is for Sue Guymer, PA to the Operational Director and General manager.

It is Sue's unenviable role to organise RCA meetings for clinicians and management staff when there has been a CDIF confirmed on one of the wards. This is an extremely challenging and often what seems impossible task to get a group of people together who all work different patterns and who are all extremely busy. Sue not only achieves this consistently within the time frame, but she does so in an extremely pleasant manner and somehow finds a way of ensuring that they key people are in a room. Without her sterling efforts (which can often take days of planning and speaking to numerous people, cancelled meetings and re-instated meetings) these extremely important meetings would not happen and so the resultant would not be gained. Sue is one of the trusts unsung heroes who goes about her job without the majority of people knowing the time and effort it takes. It is for these reasons that I believe she should receive the champion award.

Kind regards

Jonny Hammond

General Manager/ Lead for Allied Health Professionals

Planned and Surgical Care Directorate

Harrogate and District NHS Foundation Trust

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Runner-Up — Category 1

Harrogate and District NHS Foundation Trust IPC Champion Award 2016

NHS North Yorkshire & York Salaried Primary Care Dental Services (Community Dental services) and Infection Prevention control (IPC):

The Community Dental Services were awarded 'Outstanding' by the CQC at an inspection earlier this year and in order to achieve this accolade it was important that the service met the rigorous IPC standards required for the service.



The Dental Team worked hard in developing patient safety throughout dental nursing; applying skills and the required knowledge to prevent and/or minimise infection; to perform appropriate behaviors required to prevent health care associated infections and demonstrate required competence to provide patients with safe care.



The current systems for monitoring and assessing IPC were not ideal for Community Dental services and Chris Gill as part of her role as Team Leader worked closely with IPC to develop a robust monitoring process for the service.

This led to the development of the Dental Audit Toolkit in a joint venture between Dental services and IPC. This involves a series of questions, covering individual areas of our dental clinics, asking in-depth questions relating to clinical and environmental cleaning.

Further development took place following agreement of the content to standardise the format to make it inline with other IPC audits of the Trust.

Way Forward:

It is agreed the Dental Lead for Infection Control Chris Gill, along with the Trusts IPC Team will carry out the initial audit of all dental clinics countywide to set a benchmark and required standard infection control expected for the service, Subsequent audits will be carried out within local teams and periodically spot checked by the IPC Team.



Lesley Horton

Service Manager, Paediatrics and Community Dentistry

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Winner — Category 2

North Yorkshire and York Community IPC Champion Award 2016

Nomination – Inpatient unit team, St Catherine’s Hospice, Scarborough,

Infection prevention is everyone’s responsibility; developing a team within the ward environment has been an asset to inform our colleagues of best and changing practice by being role models working on the inpatient unit of St Catherine’s hospice to keep all our patients safe.

The team consists of ward-based nurses, healthcare assistants and housekeeping staff.

To improve infection prevention our work includes-

- ⇒ **Training and education** - We attend meetings with other staff from hospices across Yorkshire. The aims of the meetings are to share ideas; recently we have discussed Immunisation of staff, Needle stick injuries, Audit tools and Competencies. These meetings include a representative from a relevant company when new products are available.
- ⇒ We have also attended the Quality Infection Course held at Harrogate Hospital to consolidate our knowledge.
- ⇒ We also attend the Infection Prevention Society conference, which highlights current topics and practices.

- ⇒ **Raising Awareness** - To raise awareness of staff, visitors and volunteers we create displays held at the main reception and inpatient unit reception of the hospice, use a litebox to highlight effective hand gel and washing technique to coincide with the Infection Prevention week held in October. We also use bulletins to inform staff and volunteers of changes to practise.

- ⇒ **Audits** - We perform audits regularly, as well as utilising the Hospice UK audits, we have developed the use of a monthly hand hygiene audit, giving immediate feedback to those of the multidisciplinary team who do not demonstrate best practice. We have developed yearly mattress audits, which have informed budgets when they need replacing and gives healthcare assistants new skills.

- ⇒ **Procedure and practice** - This includes assessing equipment we use and with research, we have changed items to promote best practice. Catheter care is an example of an on-going project to reduce the risk of infections; so far, we have updated documentation and introduced different catheter bag holders.

- ⇒

Jill Ellerington Thomas

IPU Team Leader

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INFECTION PREVENTION AND CONTROL BULLETIN
JUNE 2015



We have had wipeable pillows for some time, just a reminder they do not go to the laundry, please wipe down if soiled.

We are using one way valves for cannulas, these stay on the cannula end when detaching a line to prevent back flow and infection.

We are now have disposable plastic medicine pots that have graduations for measuring liquids (not CD's) rather than using a syringe if the patient prefers. The paper waxed ones are being phased out.

We are using a different manufacturer through supplies for the pulp products. The urinal boxes are a different shape so we will continue to use the existing ones in the wall brackets.

Please remember to complete the infection template on S1, we are looking to track MRSA+, Norovirus/gastroenteritis, C.Difficile, UTI's, chest infections

Please do not put a lot of pulp products in patients rooms, they can be returned to the sluice racks.

Runnerp-up — Category 2

North Yorkshire and York Community IPC Champion Award 2016

Fulford Nursing Home – Infection Control Awards

Infection Control –an unexpected journey, bumpy in places but well worth the trip!

Having always quite enjoyed the inspection process when maybe you are not meant to I received a phone call on the 6th May 2016 at 10.40 am to say our CQC Inspector was in the building to conduct a routine unannounced inspection. I was also told there was another lady with her who was wandering around the home with a clipboard.

I finished my Combat class, showered and turned up to say hello and let them know I was here if they needed me. The date remains etched on my brain.

It was our usual inspector and an expert by experience. Our expert was from the Harrogate Infection Control Team.

We have always had pride in the work we do at Fulford and had a well established cleaning routine along with support for staff with training and there was never any limit on resources be that staff hours or cleaning products.

We are also the last independent family run nursing home in York.

My enthusiasm for the day ahead soon flattened when I met up with Darren who raised his eyebrows at me and said there are a few things the lady wanted to speak to me about and have I got a minute.

I went to find the Inspector and she quite briefly said to me there are a number of areas she had identified, she would write a report but could she just show me something. We went into a room and she had unzipped a mattress. This is a mattress we routinely checked and was included on our mattress audit so all should be ok. The mattress was stained badly with circles of fluid and had clearly been in this condition for some time. I was speechless. This mattress by chance also happened to be my Grandads mattress.

At this point I felt like I had been hit in the face, we had fallen short through inadequate systems and we clearly had some work to do.

I received the letter detailing all the issues found three days later. The letter was five pages long with 46 items that needed attention.

And this is where the team at Fulford pulled together:

Donna the Home Manager, Darren my Operations Manager and myself met at 9am on the 10th at my house to break the report into bite size pieces. We prioritised areas and we brought in our third party suppliers. We phoned the Harrogate Team for some guidance

and help and by the end of the day we had a detailed action plan with a timescale and detailed responsibilities.

The report addressed every item; some were quick fixes and some much bigger including buying 12 new mattresses. The partners and I committed fully to the action plan and the financial support it needed.

It really dawned on me that as an independent home with myself as Head Office we had through ignorance and isolation become out of touch with best practice and standards. I wasn't aware of the support we could have asked for because I didn't realise we needed it.

One of our first actions was to appoint an Infection Control Lead and this is Michelle Ponting. Michelle along with myself and all the other cleaning staff attended training in Harrogate and it was made clear in the home to all staff that Michelle takes the lead and what Michelle says needs to happen happens.

Darren undertook the task of ordering equipment, setting up forms for room audits, putting stickers on every door to match the colour of the bucket suitable for the room, throwing out equipment whilst I sat looking at the delivery notes coming in with fear but knowing we will be much improved and we will be doing it right which is what we have always tried to do.

Two years on our systems are embedded, we use pretty much the same forms we invented then, our PPE is more proportionate compared to just after when all our staff looked as if they worked at a nuclear reactor plant and we are all aware of the continual focus this area of work needs.

I have learnt that I must keep in touch with Harrogate, they do want to help and you should never feel that you daren't ask. They are the experts and they want to share their knowledge.

The journey has been bumpy in places, it has challenged us in numerous ways but by working in partnership with our residents, families, staff, third parties and with other professionals we are in a stronger position now and we all know how far we have come and we are determined to never be found short again.

Elizabeth Hancock
Business Manager
Fulford Nursing Home