

## Information on infections– are you complying?

### Do you know whether the service user you are attending has any known infections?

Did you know that Compliance criterion 4 of the *Health and Social Care Act 2008: code of practice on the prevention and control of infections and related guidance (Code of practice)*, requires registered providers to “Provide suitable accurate information on infections to service users, their visitors and any person concerned with providing further health and social care support or nursing/ medical care in a timely fashion”.

Despite this requirement, the provision of such information by health and social care providers remains patchy. The lack of relevant and up-to-date information on a service users infection status poses a risk of transmission of infection to not only other service users, but also their families, visitors and staff.

### What information is required?

To assist health and social care providers comply with criterion 4 of the *Code of practice*, the Community Infection Prevention and Control Policies includes a Policy on inter-health and social care infection control care transfer. A downloadable Inter-health and social care infection control transfer form (IHSCICTF) can be accessed from our website. This form provides an assessment of the service users infection risk (confirmed, suspected or none) and should be completed for each service user whose care is being transferred from one provider to another, whether they have a confirmed or suspected infection or not.

Both the Policy and transfer form can be accessed from our website at [www.infectionpreventioncontrol.co.uk](http://www.infectionpreventioncontrol.co.uk).

### What do you do with the completed IHSCICTF?

The completed form should be supplied to the receiving provider and a copy be kept by the transferring provider in the service users records.

### What if the service user is in the ‘confirmed or suspected infection risk’ group?

The transferring provider should notify the ambulance service and accepting provider in advance, so that appropriate infection prevention and control measures can be put in place.

### What if the service users transfer is an emergency?

In the event of an emergency transfer, include the infection risk status in any verbal communication to the ambulance personnel and the admitting unit. This will enable them to ensure that isolation facilities are identified if appropriate. An IHSCICTF should be provided with the service user’s handover notes or follow at the earliest opportunity.

## What if you don't provide the infection status information when transferring a service user to another provider?

If you transfer a service user's care to another provider and do not provide the information required as per the IHSCICTF, it will be reported on the receiving provider's local management system. Such incident reports will be fed back to the Care Quality Commission (CQC), where applicable.

## What if you haven't received information on the service user's infection status?

If you do not receive an IHSCICTF when a service user is transferred to your care, ask the transferring provider to complete one and either scan and e-mail or telephone the information to you before accepting the service user. An IHSCICTF should then be forwarded to you as soon as possible for the service user's records.

Such incidents should be reported via your local management system and any incidents of note reported to the CQC.

## Recap of providing information on infections

- Why?** To reduce the risk of transmission of infection and comply with CQC registration requirements.
- When?** Whenever a service user's care is transferred from one provider to another.
- How?** Complete the IHSCICTF. Verbally inform ambulance service and receiving provider of any confirmed or suspected infection risks. Send the completed IHSCICTF with the service user, or in an emergency, as soon as possible after transfer.