

Care Home feedback

I wanted to take a moment and say thank you to your Infection Prevention and Control (IPC) team for all they do for the field of IPC. I am very impressed with your wide range of evidence-based knowledge in this field, your expertise is so valuable. Your Education Resource Specialist was professional, knowledgeable and a great ambassador for the IPC Team. She had many great observations and suggestions, which we will be implementing very soon and look forward to driving forward the quality of IPC care. I recognise that it is a collaborative team effort and I would also like to acknowledge your IPC Administrators who always respond to queries and requests in a very professional, prompt and helpful manner. Overall the Harrogate and District NHS Foundation Trust IPC Team are amazing. I will definitely recommend your services to whoever needs support in the field of IPC. Thanks again!

*Karen Turner
Registered Nurse, Independent Quality Nurse Consultant
October 2024*

I just wanted to feedback what a fantastic resource this is and how helpful looking at your Policies has been.

*Sarah Moynihan, Head of Quality
Ambient Support Ltd
September 2020*

I have received the products in the post in a very timely manner which I appreciate. The 'Catheter passport' is very well written and inclusive of all the information we require.

*Sam Cordes, Deputy Manager
Hurstwood View Care Home, East Sussex
August 2020*

We have had a ten year working relationship with your local teams that have helped us keep any illnesses to a minimum keep our residents safe. We were extremely proud to receive our latest score of 97%. We have already carried out the suggested improvements which are sensible and helpful.

Great example of a private sector provider feeling supported by and working in conjunction with an NHS organisation for the better care and wellbeing of local people.

*Joseph Martin, Director
Hopton Cottage Care Home, Huddersfield
January 2020*

Seriously, your tools are a wonderful aid for us in care home land. We don't usually have the luxury of a team of specialist nurses/microbiologists, etc. at our disposal, and those of us that wear the IPC hat are solo creatures that wear many other hats too. I often find myself turning to your documents – they really are so helpful.

I first heard of your work when I was at the IPS conference in Harrogate in 2016.

*Heather Kirton, Clinical Governance Lead, St Monica Trust
August 2019*

I'd just like to say that the resources are very impressive.

Deborah Moussous

Specialist Nurse Manager (IPC)
Leicestershire County Council
March 2017

The NHS Infection Prevention and Control Team at Harrogate have been very helpful with their support in improving our knowledge and practice around infection. The literature is first rate and has given our managers and me the confidence and knowledge to support our staff through training and consequently keep people safe. The workbooks are particularly accessible, written in clear English, and helpful for staff as they have something they can refer to easily. Contact with the Team staff has been excellent, professional and friendly. We look forward to a long working relationship.

*Laura Taylor, Quality Improvement Manager, Leonard Cheshire
October 2016*

The workbooks are user friendly and support the in-house teaching I deliver.

*Christine Smith, Manager, Craven Nursing Home, Skipton
June 2016*

Cumbria County Council owns some twenty nine residential care homes for older adults, a similar number of day care services as well as services for people with mental health and learning disabilities. We also provide domiciliary care. The health protection team recognised that some of our infection prevention and control policies required updating. We purchased a suite of twenty five infection prevention and control policies from the IPC team at Harrogate and District NHS Foundation Trust. We found the team to be extremely helpful and the work to be of a very high standard. They amended the policies to include the Cumbria County Council logo and our local contact details meaning we had our own bespoke version of each of the policies. During training sessions we asked our infection prevention link workers to review several of the new policies and to provide us with feedback on their views. We are delighted to report that feedback was excellent. The link workers found the policies very easy to follow and straightforward. They liked the way the information was set out and the level of detail provided. Overall we are very pleased with the new policies and look forward to working with the Harrogate team again in the future.

Infection Prevention Control, Preventing Infection workbook and guidance version nine, purchased for staff. This is the second time that the Learning and Development department have purchased the workbook, following previous successful feedback from link workers who used an earlier version to support staff training. From placing the order to the dispatch of books was dealt with very efficiently.

*Fiona McCredie, Head of Health Protection, and Michelle Place, Learning and Development Officer
Cumbria County Council
October 2015*

I would just like to say I have used the Preventing Infection Workbooks' for both existing staff as a refresher and for new starters. The booklets have received high praise from the individuals using them and they have been a great tool for provoking important discussions relating to hygiene standards. I will look forward to the next edition.

*Mandy McCarthy-Ward, Training Manager, Ashmere Derbyshire
April 2014*

I would like to order some more booklets - they are excellent.

*Wendy Korcu, Home Manager, Apley Grange, Harrogate
April 2012*

Can I just add that after reading through the workbook and seeing how cheap it is I think it is an excellent product, there is far too many over-priced training products on the market that do not suit small homes therefore meaning vital training gets overlooked, well done.

*James Harrison, Hazelgarth Lodge, Stonegate, Hunmanby, Filey
June 2011*