

Patient information–infection control department

Infection prevention and control at Moorfields Eye Hospital

This leaflet is designed to inform patients and visitors what Moorfields is doing to prevent the spread of infection.

What is a healthcare associated infection (HAI)?

It is an infection that might affect people when they are receiving healthcare, which could mean a hospital, doctor's surgery, care home or even your own home if you are receiving care there.

How do people catch an HAI?

There are lots of reasons why someone might develop an HAI. Most people won't pick up a HAI while they are being treated, but it is impossible to completely remove all the risk while receiving healthcare. This is because most diseases or conditions, procedures and sometimes, medication can reduce your natural defences against infection.

What happens if I catch an HAI?

This depends on the type of infection you have. Moorfields staff looking after you will advise you about the treatment and the care you will need. You might:

- Need extra medication, for example eye drops and antibiotics
- Receive advice about what you can do to help prevent the infection from spreading
- In some circumstances, you might need to be placed into a single room to prevent the infection spreading to other people

What are the most common types of HAI in hospital?

Moorfields has a strong track record on infection prevention and control. However, it is possible for some patients to get an infection following surgery. If this happens, it is important that you are aware of the signs and symptoms of infection. These can include pain, swelling

and inflammation of the eye or wound area and decreased vision. If this happens, it is important that you return to the hospital for assessment as soon as possible.

What is Moorfields doing to prevent HAIs?

All staff are committed to providing the best care for patients. Prevention and control of HAI is a priority for all staff to ensure we minimise the risk of infections. Here are some of the ways we put this into practice:

- **Hand hygiene:** One of the best ways to stop infections spreading is to make sure hands are cleaned before and after patient care. Clinical staff follow the guidelines on hand hygiene relating to wristwatches, jewellery and the length of sleeves they wear.
- **Regular infection control training:** All staff attend regular infection control training.
- **Audits/checks:** All areas undertake environmental audits and we check up on staff hand hygiene on a weekly basis. You can see our results for hand hygiene outside of some ward areas.
- **Clean environment:** We recognise the importance of keeping the environment clean and our domestic staff are dedicated to providing and maintaining a high standard, which is monitored regularly by our clinical staff. We also work directly with patients to complete

cleanliness checks such as the PLACE assessment which is led by patients.

What can patients and visitors do to help?

Both patients and visitors can use soap and water or the orange hand sanitizer stations to clean their hands in Moorfields.



Covering all areas of your hands when you are cleaning them is really important and at Moorfields we recommend the following technique (which is also really useful when washing your hands prior to putting in eye drops).

Please don't hesitate to ask our staff if they have cleaned their hands before treating you.



1
Rub palm to hand



2
Rub left palm over back of right hand then vice versa



3
Rub palm to palm with fingers interlaced



4
Rub backs of fingers in opposing palms, with fingers interlocked



5
Rotational rubbing of left thumb clasped in right palm, then vice versa



6
Rotational rubbing, backwards, and forwards with clasped fingers of left hand in palm of right hand and vice versa

Patients please tell your nurse or doctor if you have had any recent infections. Patients and visitors should not visit if they are unwell with a cold, flu or have diarrhoea.

If you have any questions about infection prevention and control please ask the staff member who is looking after you, who can ring the infection control team.

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Moorfields Direct advice line

Phone: 020 7566 2345

Monday to Friday, 9am to 4.30pm,
for information and advice on eye
conditions and treatments from
experienced ophthalmic-trained nurses.

Patient advice and liaison service (PALS)

Phone: 020 7566 2324 or 020 7566 2325

Email: pals@moorfields.nhs.uk

Moorfields' PALS team provides
confidential advice and support to help
you sort out any concerns you may have
about the care we provide, guiding you
through the different services available at
Moorfields. The PALS team can also
advise you on how to make a complaint.

Your right to treatment within 18 weeks

Under the NHS constitution, all patients
have the right to start their consultant-led
treatment within 18 weeks of being
referred by their GP. Moorfields is
committed to fulfilling this right, but if you
feel that we have failed to do so, please
contact our patient advice and liaison
service (PALS) who will be able to advise
you further – see above for contact
details. For more information about your
rights under the NHS constitution, please
visit www.nhs.uk/choiceinthenhs.