

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 protect patients from infection.**

## **What is a healthcare associated infection (HCAI)?**

Healthcare associated infections are infections that a patient may get as a result of receiving treatment. This could be in a hospital, doctor's surgery, care home or even a person's own home if receiving care at home.

## **How do people develop HCAIs?**

There are a number of reasons why a patient might develop an infection. The most important factor is the susceptibility of the patient. For example, those with diabetes or cancer have a lowered immunity as a result of their illness putting them at greater risk of infection. Elderly patients and the very young are also susceptible to certain infections.

Having a procedure can increase the risk of infection and some medication can reduce natural defenses against infection.

Most people will not get an infection during treatment, however it is not possible to completely remove all the risk of infection but it is possible to reduce it to a minimum.

## **What happens if I develop a HCAI?**

This will depend on the type of infection. Staff at Moorfields will advise you about the treatment and the care you will need. You might need extra medication, for example eye drops and antibiotics to treat the infection.

Staff will give you advice on what you can do to help prevent the infection from spreading

In some circumstances, if you are admitted to hospital with an infection you might need to be looked after in a single room to prevent the infection spreading to other people.

## **What are the most common types of HCAIs 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 HCAs?**

All staff are committed to providing the best care for patients. Prevention and control of infection is a priority for all staff to ensure the risk of infection to patients is reduced. This is achieved by:

#### **Hand hygiene**

This is an important measure that helps in preventing the spread of infections from one patient to another. Clinical staff follow the 'bare below the elbow' guidance which includes wearing no wrist jewellery, stoned rings and wearing short sleeve tops to ensure hands are cleaned thoroughly.

#### **Regular infection control training:**

All staff attend regular infection control training to keep themselves updated.

#### **Audits/checks**

All areas undertake monthly environmental and hand hygiene audits. The scores for hand hygiene audits are displayed in some wards and departments.

#### **Clean environment**

We recognise the importance of keeping the environment clean. Our domestic staff are dedicated to providing and maintaining a high standard, which is monitored regularly by our clinical staff. Staff also work closely with patients to

undertake 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 do not 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 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.

Author: Infection Control Team  
Revision number: 3  
Approved: May 2017  
Review date: May 2019

---

**Moorfields Eye Hospital NHS  
Foundation Trust**  
City Road, London EC1V 2PD  
Phone: 020 7253 3411  
[www.moorfields.nhs.uk](http://www.moorfields.nhs.uk)

### **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](mailto: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](http://www.nhs.uk/choiceinthenhs).