



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. If you have any further questions about infection prevention and control after reading this leaflet, please ask the staff member who is looking after you to ring the infection control team.

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 HCAs 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 our 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?

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

Both patients and visitors at Moorfields can use soap and water or the orange hand sanitizer stations to clean their hands (see figure 1 below).



Figure 1



Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.

Patient advice and liaison service (PALS)

Phone: 020 7566 2324/ 020 7566 2325

Email: moorfields.pals@nhs.net

Moorfields' PALS team provides confidential advice and support to help you with 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 begin 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 more information about your rights under the NHS constitution, visit www.nhs.uk/choiceinthenhs

