Use of Terminology

Care homes are not institutions. They are people's homes. They are not "healthcare establishments", They provide nursing care as part of a range of personal care services. People living in care homes are not "patients". People living in care homes have a right to expect clean, safe environments and care. People using a service have the right to make choices, including taking risk. People living in care homes have a right to NHS services when required.

What do the Compliance Criteria Mean in Practice?

Management Systems

Owners and managers understand their responsibilities
Action plan of what needs to be done
Training for staff: at induction and ongoing
Audit programme – monitor infections and cause
Policy to pass information to hospitals / ambulance
Risk assessment – link to care plan / service user plan
Designate a lead person

Environment

A cleaning plan and clear routines
Lead person for overseeing equipment, cleaning and decontamination
Check availability of hand washing facilities
Managing laundry – clean and dirty
Clinical waste management policies
What do the Compliance Criteria Mean in Practice?

**Information**

Explain importance of hand washing to visitors who may be assisting in personal care.
Explanation to visitors how an outbreak is being managed and what they should do.
Encourage people using services to remind staff to wash their hands.
Share information on known infections with other services that people are using, or are transferred to.

**Treatment and Care**

All staff understand their role and responsibilities
Include it in job descriptions

**Cooperation**

Managers to make sure everyone who visits a service, takes responsibility for infection control i.e. visitors, district nurses, GPs and builders

**Isolation Facilities**

Where required: care for someone in their own room.
Policy to include when this is necessary and should be risk based.

**Policies & Protocols**

Policy on -
General (universal) infection control precautions - hand washing technique
Use of aprons and gloves where appropriate
Aseptic techniques – catheters, PEG feeding tubes
Dealing with outbreaks of infection
Handling and disposal of sharps and lancing devices
Decontamination of equipment
Reporting outbreaks of infection to Health Protection Agency and regulator
Care of people in isolation
Staff with a needle stick injury – what to do, who do they need to see
Prescribed antibiotics: when to ask GP to review prescriptions
Audit of policies and procedures – do staff carry them out, all the time, keep as evidence for inspection

**Staff Health**

Health screening before employment: risk assess the post, and staff member: do they need immunisations?
Where advised – health screening during employment.
Staff training and development: at induction and ongoing; keep a record of training.
Challenges in Social Care

Proportionality: care homes are people’s homes

What is the true scale of infection risk?

Care homes personal care and domiciliary care: interpretation of requirements and guidance

Access to clinical advice on infection prevention and control