

Staff

If you are concerned a member of staff has not cleaned their hands it's OK to remind them

You may not see staff use the alcohol hand gel at the entrances to wards but they **must** use hand gel or wash their hands with soap & water when indicated on the 5 moments for hand hygiene.

Who can you ask for information and advice?

Understanding infection can be complicated. This information leaflet may not cover all the concerns you may have about infection in the hospital setting.

You can get further advice and information by:

- Asking the Ward Sister or Clinical Nurse Manager
- Asking to speak to a member of the Infection Prevention and Control Team
- Visiting or contacting the **Patient Advice and Liaison Service (PALS)**. PALS will act on your behalf when handling patient and family concerns. They can also help you get support from other local or national agencies. PALS, is a confidential service
Royal Shrewsbury Hospital Tel: 01743 26169
Princess Royal Hospital Tel: 01952 282888
- **NHS 111**
A fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days of the year.
Telephone: 111 (free from a landline or mobile)

Patient UK

Provides leaflets on health and disease translated into 11 other languages as well as links to national support/self help groups and a directory of UK health websites.

Website: www.patient.info

Self-Help UK

This is a directory of self-help groups and charities.

Website: www.selfhelp.org.uk

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Patient and Visitor Information

Important Information for Patients and Visitors

Hand Hygiene



Help us to prevent infections spreading

The easiest way to pass on germs is with our hands so when staff clean their hands before and after touching each patient, it helps stop the bugs from spreading.

There are two main ways to clean hands:

- Washing with soap and water
This removes germs and is best when hands are dirty. Soap and water should be used on hands if the patient is vomiting or has diarrhoea.
- Using alcohol hand rub
This kills more than 99 percent of germs in around 30 seconds and dries naturally on the skin. However it should only be used on visibly clean hands.

Patients please

Always clean your hands after using the bathroom or toilet facilities and before eating. If you are not near a hand wash basin, please ask a member of staff for help. Alternatively you can also use hand wipes.

Visitors



Protect your relative or friend by using the hand gel or washing your hands before & after you have contact with your relative/friend.



Always wash your hands after using the bathroom or toilet facilities and before touching food.

Please follow this hand hygiene technique



1. Rub palm to palm



2. Rub backs of both hands



3. Palm to palm, fingers interlaced



4. Rub backs of fingers (interlocked)



5 Rotational rubbing of right thumb clasped in left palm & vice



6. Rub both palms with finger tips



7. Rub each wrist with opposite hand

Patients and staff should clean their hands according to the World Health Organisations "**5 Moments of Hand Hygiene**".

1. Before patient contact
2. Before an aseptic task
3. After body fluid exposure risk
4. After patient contact
5. After contact with patient surroundings