

Further information is available from:

- [Patient Advice and Liaison Service \(PALS\)](#)

We act on your behalf when handling patient and family concerns, liaising with staff, managers and where appropriate, relevant organisations to negotiate immediate or prompt solutions. We can also help you get support from other local or national agencies.

[Royal Shrewsbury Hospital](#), Tel: 0800 783 0057 or 01743 261691
[Princess Royal Hospital](#), Tel: 01952 282888

Other Sources of Information

- [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)

Website: www.nhs.uk

- [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 & Support Groups](#)

A selection of websites providing access to good quality patient and consumer health information, covering specific age groups and conditions. Also includes Shropshire Community Directory which contains up-to-date information on community groups, clubs, societies, organisations, support groups and self-help groups covering Shropshire and its borders.

Website: www.library.sath.nhs.uk/find/patients/

Information in Other Formats

Different versions of the leaflet available in large print type.

Website: www.sath.nhs.uk

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Patient and Visitor Information

Reducing the Risk of Infection whilst in Hospital

What can you do to help?

This leaflet will give you information on:

What you can do to reduce the chance of you passing on an infection or acquiring an infection while visiting your relative or friend in hospital

All patients and their visitors can help to reduce the risk of infection in hospital by following these basic rules:

10 Top Tips for visitors and Patients

- 1 Clean your hands before and after contact with patients, after using the toilet and before eating
- 2 Do not touch any dressings or device such as catheters or drips
- 3 Help to keep the locker and table clutter free, please leave unnecessary items at home
- 4 Inform the nurse in charge if you have any concerns about the cleanliness of the ward
- 5 It is OK to ask staff if they have cleaned their hands before they touch you
- 6 Please ensure you have your own toiletries and nightwear. Do not share these with others
- 7 Do not walk around the ward with bare feet or allow children to crawl on the floor
- 8 Please DO NOT visit hospital if you have been unwell or had diarrhoea and/or vomiting in the last 48 hours
- 9 Only patients are allowed to sit on beds, there are chairs available for visitors
- 10 Always check with the nurse in charge before visiting a patient in a single room

Together we can fight infection

If a person in hospital has an infection, they may be moved to a side room or Rediroom. Do not worry; this is a way of protecting them and others.

Currently staff will wear protective clothing when caring for the person, whether they have an infection or not. This may include gloves and aprons and mask. This depends on the type of infection the person may have and how it is spread. Visitors may be asked to wear gloves, apron and masks if they are visiting or helping with direct contact care for example washing or toileting. Always seek advice from a member of staff prior to visiting a patient please. We may require to ask a few questions prior to your visit to ensure it is safe for you to visit.

Leaflets are available giving advice about specific infections.

The environment

Please help us to keep the hospital clean and tidy. Dispose of rubbish in the correct bins. Clean off any mud or dirt on footwear and clothing before entering the hospital. Keep the bed space clean and clutter free. If you have any concerns about the cleanliness of the environment please talk to the nurse in charge.

Toiletries/nightwear

It is advisable that patients have their own toiletries and nightwear (e.g. soap, towel, toothbrush, toothpaste, wipes). Every effort must be made to send home nightwear items daily wherever possible.

Lockers/bed tables

Please try and keep the top of the locker and bed table free of clutter. Too many items left on top will make it more difficult to clean your locker and bed table properly. Also please do not place the male urinal bottles on the table too.

Can visitors get infections?

Visitors can help prevent infections from spreading by washing their hands, and by not touching dressings, catheters or drips. This will all help in protecting them and the patient from the risk of infections. Please ask staff for copies of the Hand Hygiene leaflet. Please follow the guidance about wearing PPE E.g mask at the entrance to the wards and hospital.