

## THE ABBEYFIELD FERRING SOCIETY LTD POLICY & PROCEDURE/GOOD PRACTICE GUIDELINES

Policy Ref:	AF036	Effective date:	August 2017
Owner:	Abbeyfield Ferring Society	Review date:	August 2020

Title:	INFECTION PREVENTION AND CONTROL
1. Background	<p>Effective management of Infection Control is essential in domiciliary care and nursing homes, but also of equal importance for elderly residents in supported housing, who are also at risk of infection due to shared communal eating and living environments.</p> <p>Infections can become serious and life threatening in elderly residents who have increased vulnerability due to age and in many cases underlying medical conditions. It is important to reassure residents and their relatives and friends that effective preventative and control measures are implemented within a safe and clean environment.</p> <p>The general legislative and regulatory requirements are to:</p> <ul style="list-style-type: none"> <li>• Carry out risk assessments, identifying control measures and actions to be taken, monitoring and reviewing the risk assessment regularly or with any change.</li> <li>• Ensure that exposure to the risk of infection is prevented or adequately controlled.</li> <li>• Provide personal protective equipment (PPE) to prevent exposure.</li> <li>• Maintain premises and equipment in a safe and clean condition.</li> <li>• Put in place arrangements for dealing with accidents, incidents and emergencies.</li> <li>• Follow suitable waste disposal arrangements</li> <li>• Provide instruction, training and supervision.</li> <li>• Implement reporting systems.</li> <li>• Monitor and review procedures, supervision and training at suitable intervals.</li> </ul> <p>Provide occupational health intervention and surveillance as appropriate.</p>
2. Objectives	<p>The Infection Prevention and Control policy aims to:</p> <ul style="list-style-type: none"> <li>• Reduce the risk of infections through the implementation of preventative and control measures within Abbeyfield Ferring Society's Assisted Living and Care Home so that residents, staff, volunteers and visitors are assured of a safe and clean environment.</li> </ul> <p>Ensure Abbeyfield Ferring Society complies with all relevant legislation and regulations.</p>
3. Scope	<p>All staff, Trustees and volunteers working in houses and care homes. Regional staff and staff based at head office.</p> <p>Health and safety legislation and regulation to prevent and control infection so far as reasonably practical, is relevant to Abbeyfield Ferring Society care homes, assisted living and office premises.</p>

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<p>4. Policy</p>	<p><b>Policy Statement</b></p> <p>Abbeyfield Ferring Society is committed to providing the highest standards of care and ensuring all reasonable steps are taken to protect residents, staff, Trustees, volunteers and visitors from acquiring or spreading infections.</p> <p>Everyone is responsible and is expected to follow good practice procedures to minimise exposure to the risk of and spread of infection. Abbeyfield Ferring Society will promote a positive infection control culture and work proactively together with other health and social care professionals to reduce and control the risk of infection.</p> <p>The Abbeyfield Ferring Society Prevention and Control of Infection Procedures' covers:</p> <ul style="list-style-type: none"> <li>• Standard infection prevention and control precautions which includes: <ul style="list-style-type: none"> <li>○ Hand hygiene</li> <li>○ Use of personal protective equipment</li> <li>○ Safe handling and disposal of sharps</li> </ul> </li> <li>• Antimicrobial prescribing and management</li> <li>• Packing, handling and delivery of laboratory specimens</li> <li>• Outbreaks of communicable infection</li> <li>• Care of residents isolated with an infection</li> <li>• Occupational health exposure</li> <li>• Closure of rooms and premises to new admissions</li> <li>• Disinfection</li> <li>• Cleaning systems for the premises and equipment</li> <li>• Safe handling and disposal of clinical and general waste.</li> <li>• Care of deceased persons</li> <li>• Uniform and dress code</li> <li>• Pest Control</li> <li>• Pets</li> </ul>
<p>4.1.</p>	<p><b>Definitions</b></p> <p><b>Infection Prevention and Control:</b> Systems implemented to prevent, reduce and control the risk of exposure to and transmission of infection within Abbeyfield Ferring Society areas of work</p> <p><b>Infection:</b> When organisms in or on the body have started to multiply and/or invade a part of the body where they are not normally found. The body develops a reaction leading to disease or illness.</p>

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	<p><b>Communicable Disease:</b> Infection which is capable of spreading from person to person.</p> <p>Spread of Infection is usually spread by one of the following means:-</p> <ul style="list-style-type: none"> <li>• Direct Contact: particularly through hands that have become contaminated</li> <li>• Indirect Contact: Through equipment such as bedpans/commodos/bed etc</li> <li>• Air Borne Spread: aerosol via droplets from coughing and sneezing</li> <li>• Vectors: third parties such as cockroaches, fleas, flies and mosquitoes.</li> </ul> <p><b>Outbreaks:</b> This is defined as when there are two or more cases of the same infection occurring in the home within a short space of time.</p>
4.2.	<p><b>Roles and Responsibilities</b></p> <p>Chief Operating Offer and The Board of Trustees will support good practice in infection prevention and control by:</p> <ul style="list-style-type: none"> <li>• Monitoring and reviewing performance to prevent and control infections and manage outbreaks.</li> <li>• Ensure that adequate training and education is provided for all staff and volunteers according to their delegated roles and responsibilities.</li> <li>• Allocate sufficient resources to enable preventative and control measures in practice.</li> <li>• Review the implementation of infection control measures to ensure standards and quality of care service provision are being maintained within safe and clean environments.</li> <li>• Provide guidance and support to registered care managers to implement and maintain prevention and control of infection policies, procedures, standards and good practice.</li> <li>• Support home managers to complete infection prevention control audits.</li> </ul>
4.3.	<p><b>Health and Safety will be monitored by the Chief Operating Officer will ensure that they:</b></p> <ul style="list-style-type: none"> <li>• Develop, plan and implement systems to monitor, audit and review the infection control policy and procedures to ensure they are effective and up to date with current legislation and practice.</li> <li>• Through risk assessment, identify infection risks for services and suitable measures for prevention and control.</li> <li>• Integrate management systems with operational services to ensure compliance with legal and regulatory requirements and promote good standards of practice.</li> <li>• Provide support, information and guidance to all staff for the prevention and control of infection in homes.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Support the development and implementation of information, instruction, training and supervision for infection control to ensure competency of staff.</li> <li>• Monitor, audit, inspect and review performance in infection control measures and standards of good practice.</li> <li>• Support and provide guidance for the management of incidents and outbreaks.</li> <li>• Monitor and review incidents and outbreaks of infection, providing regular reports to senior managers.</li> </ul>
4.4.	<p><b>Registered Care Managers and Service Managers are required to:</b></p> <ul style="list-style-type: none"> <li>• Identify a lead person for infection prevention and control within the care or nursing home with responsibility to support the management of prevention and control of infection policy and procedures, support supervision and training, promote standards and good practice, co-ordinate and liaise with external specialist infection control agencies.</li> <li>• Designate a lead person or team member to ensure equipment cleaning and decontamination systems are in place and are being followed.</li> <li>• Have access to information and up to date contact details for suitably qualified and competent persons from their local community health services and authorities for advice on infection prevention and control to include:             <ul style="list-style-type: none"> <li>○ Local Health Protection Units (HPU).</li> <li>○ Consultant in Communicable Disease Control (CCDC) and/or Consultants in Health Protection (CHP).</li> <li>○ Health Protection Nurse (HPN)</li> <li>○ General Practitioner (GP)</li> <li>○ Community Infection Prevention and Control Nurse (CIPCN)</li> <li>○ Environmental Health Officer (EHO)</li> </ul> </li> <li>• Make sure there is an up-to-date copy of the local Community Infection Control Policy (usually available from the local Clinical Commissioning Groups (CCG)).</li> <li>• Undertake infection prevention and control risk assessments with residents and clients and recording actions taken to reduce or remove risks.</li> <li>• Ensure that procedures, standards and good practice is implemented and being followed by all staff, volunteers and visitors</li> <li>• Maintain standards and procedures to ensure that equipment is clean</li> <li>• Provide adequate supplies of Personal Protective Equipment and cleaning materials and supplies.</li> <li>• Ensure all staff are made aware of, have access to and understand infection prevention and control policies and procedures used within the home.</li> </ul>

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	<ul style="list-style-type: none"> <li>Identify individual training needs and ensure that all staff and volunteers are provided with instruction, supervision and training on infection prevention and control appropriate to their roles and responsibilities.</li> <li>Routinely monitor and review infection prevention and control</li> <li>Management systems, standards and practice.</li> <li>Establish systems for senior care staff to follow for reporting suspected outbreaks of infection, and implementing actions to reduce and control the risk of infection within the home.</li> <li>Provide reports on incidents and outbreaks of infection as part of routine reporting procedures.</li> <li>Carry out Infection prevention and control audits annually or more frequently if required.</li> <li>Complete an annual report on infection control for the home. Ensure for reference there is in each home a <i>copy of the 'DH Code of Practice for health and adult social care on the prevention and control of infections and related guidance'</i></li> </ul>
4.5.	<p><b>All staff, agency workers and volunteers:</b></p> <ul style="list-style-type: none"> <li>Are responsible for following and ensuring that infection prevention and control policy, procedures, standards and good practice are maintained within the home.</li> <li>Must be aware of the risks of infection, reporting systems and know how to access policy, procedures and contact information in the event of an outbreak.</li> </ul>
4.6.	<p><b>Contractors and Visitors are required to:</b></p> <ul style="list-style-type: none"> <li>Follow information, good practice guidance and precautions to prevent and control infection within the home.</li> <li>Liaise with the care manager or care team leader on duty if there is a suspected outbreak of infection.</li> <li>Use and follow precautions put in place to prevent and control infection within the home.</li> <li>Report any suspected incidents or outbreaks of infection to the manager.</li> </ul> <p>Contact the manager for advice and/or defer visiting the home if suffering from a suspected infection.</p>
4.7.	<p><b>Arrangements</b></p> <p>Designated infection control leads in each service have been trained in the prevention and control measures and will support staff, volunteers, service providers and visitors to maintain effective implementation of prevention and control measures within the home. Infection control leads will liaise and co-ordinate with other service providers to provide competent and up to date local epidemiological infection risk information and to reduce</p>

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	<p>the risk of infection exposure entering and being transmitted within the homes or to other social and healthcare service providers.</p> <p>A record of key contact details for suitably qualified persons in the local community health services and authorities will be maintained. This will enable care staff to access competent information, advice and guidance for suspected infections, in the event of an outbreak or for general prevention and control measures.</p>
4.8.	<p><b>Clean Environment</b></p> <p>Care services will be provided within a clean and safe environment which is suitable for purpose, in good repair and condition with systems and procedures to prevent, reduce and control the risk of infection.</p> <p>There is a designated lead to ensure equipment, cleaning and decontamination systems are in place and being maintained.</p> <p>Each service will have a cleaning plan and frequency schedule with information, guidance and procedures to support and maintain good practice standards.</p> <p>Hand washing facilities will be provided as appropriate to amenities and service requirements.</p> <p>Care service equipment will be cleaned following use and as part of normal cleaning, disinfection and decontamination schedules.</p> <p>Detailed standards and systems for maintaining a clean environment include:</p> <ul style="list-style-type: none"> <li>• Cleaning plan and schedules</li> <li>• Decontamination of medical devices &amp; equipment</li> <li>• Spillages.</li> <li>• Laundry management</li> <li>• Clinical and general waste management</li> <li>• Pest control</li> </ul> <p>Refer to the Abbeyfield Ferring Society policies for Food Hygiene and Legionella which contain specific prevention and control measures for the risk of infections with food services and water systems.</p>
4.9.	<p><b>Treatment and care</b></p> <p>Infections in residents must be identified promptly so that they receive appropriate treatment and care to reduce the risk of exposure and transmission to other people. This requires:</p> <ul style="list-style-type: none"> <li>• All staff to understand their role and responsibilities for infection prevention and control within the service.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Staff to be able to identify signs and symptoms of possible infection, report it promptly and put in place precautionary infection control measures.</li> <li>• Referring and seeking advice from residents' GPs and/or healthcare practitioners and infection control nurses so that a prompt diagnosis can be made, relevant treatment and precautions commenced.</li> <li>• A residents' individual infection control risk assessment must be completed if an infection is suspected or diagnosed and the generic risk assessment for the home reviewed to ensure all control measures are identified and implemented.</li> <li>• All staff must be informed and advised of any suspected or diagnosed infection and the preventative and control measures that are implemented and reinforced.</li> <li>• Relevant infection control staff in Primary Care Trusts and Health Protection Units must be informed of any outbreaks or unusual infection incidents.</li> </ul> <p>Raising and discussing concerns with a GP if a resident has been on long term antibiotics and the potential risk of infection.</p>
4.10.	<p><b>Isolations of Residents</b></p> <ul style="list-style-type: none"> <li>• Residents with suspected infections will be required to remain in their own room until advice and guidance is provided by a competent health service practitioner or environmental officer.</li> <li>• The decision to isolate a resident with an infection will be risk based and on recommended advice from the Health Protection Unit or Local Environmental Authority.</li> </ul> <p>All staff and visitors must be made aware and informed of any residents being cared for with isolation procedures in place and follow procedures</p>
4.11.	<p><b>Occupational Health</b></p> <ul style="list-style-type: none"> <li>• All care and support staff are responsible for ensuring that they are free from any infection before employment and during work activities within services.</li> <li>• A work place assessment must be carried out with each staff member before commencing work which provides the opportunity to access immunisation and occupational health service advice and recommendations or referral to GP services if required.</li> <li>• All staff must report if they are suffering from any infections or suspected illness that could be due to an infection. Depending upon the risks associated with an infection and type of work activity undertaken within the home, staff must be excluded until they are free from any infection.</li> <li>• Staff are required to report any occupational exposure to blood borne viruses and take immediate action to seek post exposure treatment as recommended.</li> </ul>

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	<ul style="list-style-type: none"> <li>Where advised by a suitable healthcare practitioner, occupational health screening and immunisations will be provided during employment.</li> </ul>
4.12.	<p><b>Information for residents, visitors and contractors</b></p> <p>Residents, relatives, visitors and contractors will be provided with relevant information on the risk of infection and systems in place within the services. Information will include:</p> <ul style="list-style-type: none"> <li>General policy and procedures for infection prevention and control within the home, staff roles and who to contact to report any concerns.</li> <li>Importance to follow infection control measures for hand hygiene and visiting policy procedures.</li> </ul> <p>Explanations of an incident or outbreak, how it will be managed and guidance procedures to be followed.</p>
4.13.	<p><b>Information to all staff and other services</b></p> <p>All staff working within the services and those who provide supportive health, medical and social care services must be informed of any risk of infection and systems in place for prevention and control. Information will include:</p> <ul style="list-style-type: none"> <li>Sharing relevant information on the risk of known or suspected infections and procedures to follow by all staff within the home including, volunteers, cleaners and catering teams.</li> <li>Sharing relevant information with other service personnel providing supportive health, medical and social services to ensure there is co-operation and co-ordination across different organisations to prevent and reduce the risk of transmission.</li> </ul>
4.14.	<p><b>Co-operation and co-ordination</b></p> <ul style="list-style-type: none"> <li>Service managers must make sure that all staff visitors take responsibility for infection control within the home which includes visitors, district nurses, GPs, contractors and tradesmen.</li> <li>All staff will work together with other support and advisory services to co-ordinate and implement infection prevention and control measures, promoting a positive culture.</li> </ul> <p>Regular access to advice and information on good practice standards will be made with local specialist practitioners, groups and nationally recognised resources to continually promote and improve practice standards in the prevention and control of infection in the home and community.</p>
4.15.	<p><b>Reporting</b></p> <ul style="list-style-type: none"> <li>All staff must be made aware and informed of reporting procedures for infection.</li> <li>Outbreaks of infection must be reported to the Health Protection Unit, line manager and, health and safety team.</li> </ul>



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	An annual report will be provided for each care and nursing home with information on incidents and outbreaks of infection, risk assessments, training and education of staff, infection control audit outcomes and actions taken to rectify and improve any identified problems.
4.16.	<p><b>Monitoring, Audit and Review</b></p> <ul style="list-style-type: none"> <li>• Infection incidents and outbreaks will be reported on a monthly basis and data collated for annual reporting.</li> <li>• Infection control audits will be carried out annually to ensure standards are being maintained.</li> <li>• The outcomes from reporting and auditing systems will be collated, analysed and reviewed to identify any preventative and control measures and improvements required to continually improve and promote standards of good practice.</li> </ul> <p>Policies and procedures will be reviewed regularly and updated with new developments and changes to evidence based practice.</p>
4.17.	<p><b>Training</b></p> <p>Training will be provided on infection control;</p> <ul style="list-style-type: none"> <li>• As part of the Health and Safety Awareness Training.</li> <li>• As a specific infection control course which can be completed via E-Learning training.</li> <li>• As part of an induction process to provide all new staff and volunteers with guidance on prevention and control of infection precautions, their implementation into practice generally within the home and to their roles, responsibilities and work activities.</li> </ul> <p>Where training is seen as essential for a staff members job it is a mandatory requirement that they attend when training sessions are arranged to ensure the company complies with their legal duty in managing infection control. A record of training must be maintained and kept up to date for each staff and volunteer member.</p>
5. Finance	TBC
6. Supporting Appendices	Risk Assessment Forms
7. Linked policies	Health and Safety Policy
8. Legislation / Regulation	<ul style="list-style-type: none"> <li>• The Health and Safety at Work Act 1974</li> <li>• Management of Health and Safety at Work Regulations</li> <li>• Control of Substances Hazardous to Health Regulations 2002.</li> </ul> <p>As registered care service providers, Abbeyfield care and nursing homes must comply with the:</p>

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- Health and Social Care Act 2008 (Regulated Activities) Regulations 2010; Regulation 12.
- The Health and Social Care Act 2008: Code of Practice for health and adult social care on the prevention and control of infections and related guidance.
- Care Quality Commission (Registration) Regulations 2009.

Details of the key requirements are as follows:

- **Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010** requires compliance with 'Cleanliness and infection control' with the key specifications as follows:  
*The registered person must, so far as reasonably practicable, ensure that service users, persons employed and others are protected against the identifiable risks of acquiring infection such an infection as specified by:*
  - a) The effective operation systems designed to assess the risk of and to prevent, detect and control the spread of a health care associated infection.*
  - b) Where applicable, the provision of appropriate treatment for those who are affected by a health care associated infection.**The maintenance of appropriate standards of cleanliness and hygiene in relation to premises, equipment and materials*

### References

1. Health and Social Care Act 2008 (Regulated Activities) Regulations 2010; Regulation 12.
2. The Health and Social Care Act 2008: Code of Practice for health and adult social care on the prevention and control of infections and related guidance.
3. Care Quality Commission (Registration) Regulations 2009.
4. Prevention and control of infection in care homes (*Consultation Document DH 2009 due for publication Autumn 2010*)
5. Infection Control Guidance for Care Homes. Infection Control Nurses Association: DH 2006.
6. Audit Tools for monitoring infection control guidelines with the community setting DH 2005
7. Essex Health Protection Unit: Part of Health Protection Agency. Infection Control Guidelines Care Homes 2007.
8. The national specifications for cleanliness: guidance on setting and measuring performance outcomes in care homes. National Patient Safety Agency (*accessed web: 2010*)

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	<p>9. The Health and Safety at Work Act 1974</p> <p>10. Management of Health and Safety at Work Regulations</p> <p>11. Control of Substances Hazardous to Health Regulations 2002.</p>
9. Review	Every 3 years, subject to any regulatory or legislative updates.
10. Procedure / Guidance	<p><b>Risk Assessment</b></p> <p>There are three types of risk assessment for operational use which are:</p> <p><b><u>Generic infection control risk assessment</u></b></p> <p>This is based upon COSHH 2002 principles where control measures are implemented on an infection risk priority basis and system of control so that whenever possible an infection hazard is identified, eliminated or the risk of exposure reduced. This assessment must be carried out six monthly, reviewed and updated with changes to work activities, risks, information, policies and procedures. It must take into account individual residents' infection control risk assessment and care plans.</p> <p><b><u>Residents' individual infection control risk assessment</u></b></p> <p>Each resident will be assessed for infection risk as part of admission and transfer procedures from the home to other social and health facilities.</p> <p>The assessment will be monitored routinely with care plans every six months or more frequently as required. It will take into account for each resident the risks of potential infection exposure within the home environment and specifically to the level of care being required and/or nursing and clinical interventions.</p> <p><b><u>Dynamic Risk Assessment for Management of an Infection Outbreak</u></b></p> <p>This will be used during an infection outbreak to frequently monitor, review and update on the:</p> <ul style="list-style-type: none"> <li>○ Type and severity of harm of an infection</li> <li>○ Level of spread within the home</li> <li>○ Operational risk to maintain services</li> <li>○ Prevention and control measures that have been implemented and maintained to ensure they are sufficient.</li> <li>○ Need for further prevention and control measures.</li> </ul> <p>The dynamic risk assessment will be used during the onset of a suspected or potential infection outbreak and reviewed frequently, at every shift, daily or weekly depending on the risk of infection to health and its transmission rate.</p> <p>The risk assessment procedures are provided in the 'Abbeyfield Prevention and Control of Infection Procedures' with forms in the attached appendices.</p>