



Dignity in the heart, mind & actions



Infection Prevention and Control Policy and Procedures for SSA Star Care



Please ensure this document is read and understood by all new members of the team.

SSA Star Care Services Quality Control and Policy Reviews department has made every effort to ensure this document/policy/form does not have the effect of discriminating, directly or indirectly, against employees, service users, contractors or visitors on grounds of race, colour, age, nationality, ethnic (or national) origin, sex, sexual orientation, marital status, religious belief or disability. This will apply equally to full and part time employees.

This is a controlled document. Whilst this document may be printed, the electronic version is maintained on the server at our offices.

Please consider the environment before you print this document and where possible copies should be printed double-sided.

Registered in England & Wales Company Number 11945675

Office 5 89A High Road, Wood Green, London N22 6BB

Web: www.ssastarcare.co.uk Email: info@ssastarcare.co.uk Tel: On Call 07796 340377

ico.
Information Commissioner's Office

ZA451404

Infection Prevention and Control Procedures

Infection Control

Infection control is the name given to a wide range of policies, procedures and techniques intended to prevent the spread of infectious diseases amongst staff and service users. All of the staff working in SSA Star Care are at risk of infection or of spreading infection, especially if their role brings them into contact with blood or bodily fluids like urine, faeces, vomit or sputum. Such substances may well contain pathogens that can be spread if staff do not take adequate precautions.

Policy Statement

SSA Star Care believes that adherence to strict guidelines on infection control is of paramount importance in ensuring the safety of both service users and staff. It also believes that good, basic hygiene is the most powerful weapon against infection, particularly with respect to hand washing.

SSA Star Care adheres fully to *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*.

Aim

The aim of SSA Star Care is to prevent the spread of infection amongst staff, service users and the local community.

Goals

The goals of SSA Star Care are to ensure that:

- a. service users, their families and staff are as safe as possible from acquiring infections through work-based activities
- b. all staff at SSA Star Care are aware of and put into operation basic principles of infection control
- c. service users are empowered to make decisions about their healthcare which will protect them from unnecessary infection risks

SSA Star Care will adhere to infection control legislation:

- a. the Health and Safety at Work Act, etc. 1974 and the Public Health Infectious Diseases Regulations 1988, which place a duty on SSA Star Care to prevent the spread of infection
- b. the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), which place a duty on SSA Star Care to report outbreaks of certain diseases as well as accidents such as needle-stick accidents
- c. the Control of Substances Hazardous to Health Regulations 2002 (COSHH), which place a duty on SSA Star Care to ensure that potentially infectious materials within SSA Star Care are identified as hazards and dealt with accordingly
- d. the Food Safety Act 1990

Infection Control Procedures

In SSA Star Care:

- a. all staff are required to make infection control a key priority and to act at all times in a way that is compatible with safe, modern and effective infection control practice
- b. the management of SSA Star Care will make every effort to ensure that staff working in the homes of service users have access to sufficient facilities and supplies of appropriate equipment to ensure that they can implement effective infection control procedures and techniques
- c. any staff who does not feel that they have access to sufficient facilities and supplies of appropriate equipment to ensure that they can implement effective infection control procedures and techniques have a duty to inform their line manager or supervisor

Effective Hand Washing

SSA Star Care believes that the majority of cross-infection in a care environment is caused by unwashed or poorly washed hands which provide an effective transfer route for micro-organisms. SSA Star Care believes that regular, effective hand washing and drying, when done correctly, is the single most effective way to prevent the spread of communicable diseases. Staff who fail to adequately wash and dry their hands before and after contact with service users may transfer micro-organisms from one service user to another and may expose themselves, service users and the public to infection.

1. All staff should, at all times, observe high standards of hygiene to protect themselves and their service users from the unnecessary spread of infection.
2. All staff should ensure that their hands are thoroughly washed and dried:
 - a. between seeing each and every service user where direct contact is involved, no matter how minor the contact
 - b. after handling any body fluids or waste or soiled items
 - c. after handling specimens
 - d. after using the toilet
 - e. before handling foodstuffs
 - f. before and after any care or clinical activity
3. Hands should be washed thoroughly — liquid soaps and disposable paper towels should be used rather than bar soaps and fabric towels whenever possible.
4. All cuts or abrasions, particularly on the hands, should be covered with waterproof dressings at all times.
5. Ordinary soap is considered to be effective for routine use in removing dirt and reducing levels of transient micro-organisms on the skin to acceptably safe levels.
6. The use of antiseptic or antimicrobial preparations is recommended if service users are known to have an infectious disease or are colonised with antibiotic-resistant bacteria, such as Methicillin Resistant Staphylococcus Aureus (MRSA).
7. Antiseptic hand washing solutions may also be used in situations where effective hand washing is not possible.
8. The use of alcoholic products for hand decontamination is not intended to replace washing hands with soap and water but rather to supplement hand washing where extra decontamination is required or to provide an alternative means of hand decontamination in situations where standard

facilities are unavailable or unacceptable (for example, between service users or in unsanitary conditions).

9. To be effective hands should be thoroughly washed before the use of an alcoholic rub and again after the procedure or patient contact has ended.

Handling and Disposal of Clinical and Soiled Waste

1. All clinical waste should be disposed of in such a way that is compliant with the law and with locally agreed arrangements and protocols.
2. Waste that may be hazardous, such as sharps and clinical waste, should not be disposed of in standard waste.
3. Non-clinical waste should be disposed of in normal black plastic bags.

Use of Protective Clothing

1. Adequate and suitable personal protective equipment and clothing should be provided by SSA Star Care.
2. All staff should who are at risk of coming into direct contact with body fluids or who are performing personal care tasks should use disposable gloves and disposable aprons.
3. The responsibility for ordering and ensuring that supplies of gloves and aprons are readily available and accessible lies with.
4. Any member of staff who suspects that they or a service user might be suffering from an allergic reaction to the latex gloves provided should stop using them immediately and inform their line manager. They should then consult their GP.

Cleaning and Procedures for the Cleaning of Spillages

1. Staff should treat every spillage of body fluids or body waste as quickly as possible and as potentially infectious.
2. When cleaning up a spillage staff should wear protective gloves and aprons and use the disposable wipes provided wherever possible.

Handling of Specimens

1. Specimens should be collected only if ordered by a GP.
2. All specimens should be treated with equally high levels of caution.
3. Specimens should be labelled clearly and packed into self-sealing bags before being taken to the doctors.
4. Non-sterile gloves should be worn when handling the specimen containers and hands should be washed afterwards.

Disposal of Sharps (e.g. Used Needles)

1. SSA Star Care complies fully with the Health and Safety (Sharp Instruments in Healthcare) Regulations 2013 and associated guidance from the HSE, according to which the unnecessary use of medical sharps should be avoided wherever possible.
2. Where sharps are used, “safer sharps” should be employed wherever possible, such as safer syringes, etc.
3. Sharps — typically needles or blades — should be disposed of in proper, purpose-built sharps disposal containers complying with BS 7320.
4. Sharps should never be disposed of in ordinary or clinical waste bags.
5. Staff should never re-sheath needles.
6. Boxes should never be overfilled.
7. When full, boxes should be sealed, marked as hazardous waste and clearly labelled with the service users details
8. Staff should never attempt to force sharps wastes into an over-filled box.
9. Used, filled boxes should be sealed and stored securely until collected for incineration according to individual arrangements.

In the event of an injury with a potentially contaminated needle:

- a. staff should wash the area immediately and encourage bleeding if the skin is broken
- b. staff should report the injury to their line manager immediately and ensure that an incident form is filled in
- c. staff should make an urgent appointment to see a GP or, if none is available, Accident and Emergency
- d. managers should record and investigate the incident and ensure that the member of staff is offered appropriate “post-exposure prophylaxis” and counselling as required

Food Hygiene

1. All staff should adhere to SSA Star Care’s food hygiene policy and ensure that all food prepared in service users homes for service users is prepared, cooked, stored and presented in accordance with the high standards required by the Food Safety Act 1990 and the Food Hygiene (England) Regulations 2013.
2. Any member of staff who becomes ill while handling food should report at once to his or her line manager or supervisor, or to SSA Star Care’s office.
3. Staff involved in food handling who are ill should see their GP and should only return to work when their GP states that they are safe to do so.

Reporting

The RIDDOR oblige SSA Star Care to report the outbreak of notifiable diseases to the HSE. Notifiable diseases include: cholera, food poisoning, smallpox, typhus, dysentery, measles, meningitis, mumps, rabies, rubella, tetanus, typhoid fever, viral haemorrhagic fever, hepatitis, whooping cough, leptospirosis, tuberculosis and yellow fever.



Records of any such outbreak must be kept specifying dates and times and a completed disease report form must be sent to the HSE.

In the event of an incident, [insert name] is responsible for informing the HSE.

RIDDOR forms are kept [insert location].

In the event of the suspected outbreak of an infectious disease at SSA Star Care, the local Consultant in Communicable Disease Control or Communicable Disease Team should be contacted immediately [insert contact details].

Training

All new staff should be encouraged to read the policy on infection control as part of their induction process. Existing staff should be offered training covering basic information about infection control. In-house training sessions should be conducted at least annually and all relevant staff should attend.

All new staff will be expected to complete induction training which complies with The Care Certificate Framework developed by Skills for Care/Skills for Health.

_____NAME TBC_____ is responsible for organising and co-ordinating training.

Infection Prevention and Control Procedures

Cleanliness and Infection Control

Policy Statement

Infection control is the name given to a wide range of policies, procedures and techniques intended to prevent the spread of infectious diseases amongst staff, service users and communities. All of the staff working in the service are at risk of infection or of spreading infection, especially if their role brings them into contact with blood or bodily fluids such as urine, faeces, vomit or sputum. Such substances may well contain pathogens which can be spread if staff do not take adequate precautions.

SSA Star Care understands that adherence to strict guidelines on infection control is of paramount importance in ensuring the safety of both service users and staff. It also believes that cleanliness of the premises and good, basic hygiene is the most powerful weapon against infection.

Communicable diseases refer to a range of diseases that can be spread from one person to another. Diseases are described as "healthcare associated infections" where they are contracted as a result of care or treatment.

Communicable diseases are the responsibility of Public Health and are managed by local consultants in communicable disease control.

The home aims to ensure that:

- service users, their families and staff are as safe as possible from acquiring infections from any source
- all care staff are aware of and put into practice the basic principles of infection control

Adherence to strict guidelines on infection control is of paramount importance in ensuring the safety of service users and staff. Good, basic hygiene is the most powerful weapon against infection, particularly with respect to cleaning and hand washing.

SSA Star Care works in collaboration with all local infection control agencies to maintain the highest standards of infection control at all times and ensure that, as far as is reasonably practicable, service users and staff are protected from the spread of infection at all times.

CQC Fundamental Standards Compliance

SSA Star Care understands that, from April 2015, it must comply with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in order to maintain its registration with the Care Quality Commission. The regulations include Fundamental Standards below which care must not fall.

SSA Star Care understands that, with regard to infection control, the following Regulations apply:

- Regulation 12, Safe Care and Treatment, includes a requirement for service providers to assess the risk of, and prevent, detect and control the spread of, infections, including those that are healthcare associated
- Regulation 15, Premises and Equipment, includes a requirement for premises and equipment to be "clean" and for providers to maintain standards of hygiene appropriate for the purposes for which they are being used

- Regulation 18: Staffing, includes a requirement for staff employed in the provision of a regulated activity to receive appropriate support and training as necessary to ensure safe practice.

SSA Star Care understands that having effective infection control policies and procedures in place is an important element in the "five key question test" which is used during CQC inspections to determine a quality rating for the service.

Legislation

The service must adhere to the following infection control legislation:

- a. The Health and Safety at Work, etc. Act 1974 and the Public Health Infectious Diseases Regulations 1988 which place a duty on the service to prevent the spread of infection.
- b. The Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) which places a duty on the service to report outbreaks of certain diseases as well as accidents such as needle-stick accidents.
- c. The Control of Substances Hazardous to Health Regulations 2002 (COSHH) which places a duty on the service to ensure that potentially infectious materials are identified as hazards and dealt with accordingly.
- d. the Health and Safety (Sharps Instruments in Healthcare) Regulations 2013
- e. the Public Health Infectious Diseases Regulations 1988 place a duty on employers to adopt safe practices to prevent the spread of infection (especially blood-borne infection)

Guidance

SSA Star Care will comply fully with relevant statutory and non-statutory best practice guidance, including:

- *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*
- *CG139: Infection Prevention and Control of Healthcare-Associated Infections in Primary and Community Care*, National Institute for Health and Care Excellence (2012)
- *How CQC Regulates Community Adult Social Care Services — Appendices to the Provider Handbook*, Care Quality Commission (2014)

Infection Control Responsibilities

- _____TBC_____ is the infection control lead for SSA Star Care.
- _____TBC_____ is responsible for infection control risk assessment and staff training.
- Staff are required to make infection control a key priority and to act at all times in a way that is compatible with safe, modern and effective infection control practice.
- Managers and supervisors are responsible for ensuring that staff working in the homes of service users have access to sufficient facilities and supplies of appropriate equipment to ensure that they can implement effective infection control procedures and techniques.
- Any staff who do not feel they have access to sufficient facilities and supplies of appropriate equipment to ensure that they can implement effective infection control procedures and techniques have a duty to inform their line manager or supervisor.

Effective Hand Washing

SSA Star Care accepts that the majority of cross-infection in a care environment is caused by unwashed or poorly washed hands which provide an effective transfer route for micro-organisms. It follows the basic principle of believes that regular, effective hand washing and drying, when done correctly, is the single most effective way to prevent the spread of communicable diseases. Staff who fail to adequately wash and dry their hands before and after contact with service users may transfer micro-organisms from one service user to another and may expose themselves, service users and the public to infection.

1. All staff should, at all times, observe high standards of hygiene to protect themselves and their service users from the unnecessary spread of infection.
2. All staff must therefore ensure that their hands are thoroughly washed and dried:
 - a. between seeing each and every service user where direct contact is involved, no matter how minor the contact
 - b. after handling any body fluids or waste or soiled items
 - c. after handling specimens
 - d. after using the toilet
 - e. before handling foodstuffs
 - f. before and after any care or clinical activity
3. Hands should be washed thoroughly. Liquid soaps and disposable paper towels should be used rather than bar soaps and fabric towels whenever possible.
4. All cuts or abrasions, particularly on the hands, should be covered with waterproof dressings at all times.
5. Ordinary soap is considered to be effective for routine use in removing dirt and reducing levels of transient micro-organisms on the skin to acceptably safe levels.
6. The use of antiseptic or antimicrobial preparations is recommended if service users are known to have an infectious disease or are colonised with antibiotic-resistant bacteria, such as Methicillin Resistant Staphylococcus Aureus (MRSA).
7. Antiseptic hand washing solutions may also be used in situations where effective hand washing is not possible.
8. The use of alcoholic products for hand decontamination is not intended to replace washing hands with soap and water but rather to supplement hand washing where extra decontamination is required or to provide an alternative means of hand decontamination in situations where standard facilities are unavailable or unacceptable (for example, between service users or in unsanitary conditions).
9. To be effective hands should be thoroughly washed before the use of an alcoholic rub and again after the procedure or patient contact has ended.

Cleaning and Procedures for the Cleaning of Spillages

Staff must treat every spillage of body fluids or body waste as quickly as possible and as potentially infectious. They should wear protective gloves and aprons and use disposable wipes wherever possible. Eye protection should also be used if there is risk of splashing.

The Handling and Disposal of Clinical and Soiled Waste

1. All clinical waste should be disposed of in such a way that is compliant with the law and with locally agreed arrangements and protocols.
2. Waste that may be hazardous, such as sharps and clinical waste, should not be disposed of in standard waste.
3. Non-clinical waste should be disposed of in normal black plastic bags.

The Use of Protective Clothing

1. Adequate and suitable personal protective equipment and clothing is provided.
2. All staff who are at risk of coming into direct contact with body fluids or who are performing personal care tasks must use disposable gloves and disposable aprons.
3. The responsibility for ordering and ensuring that supplies of gloves and aprons are readily available and accessible lies with _____TBC_____.
4. Any member of staff who suspects that they or a service user might be suffering from an allergic reaction to the latex gloves provided should stop using them immediately and inform their line manager. They should then consult their GP.

The Handling and Storage of Specimens

1. Specimens should be collected only if ordered by a GP.
2. All specimens should be treated with equally high levels of caution.
3. Specimens should be labelled clearly and packed into self-sealing bags before being taken to the doctors.
4. Non-sterile gloves should be worn when handling the specimen containers and hands should be washed afterwards.

The Disposal of Sharps (e.g. Used Needles and Ampoules)

1. SSA Star Care complies fully with the Health and Safety (Sharp Instruments in Healthcare) Regulations 2013 and associated guidance from the HSE, according to which the unnecessary use of medical sharps should be avoided wherever possible.
2. Where sharps are used, “safer sharps” are employed wherever possible, such as safer syringes, etc.
3. Sharps — typically needles or blades — are disposed of in proper, purpose-built sharps disposal containers complying with BS 7320.
4. Sharps are never disposed of in ordinary or clinical waste bags.
5. Staff should never reheat needles.
6. Boxes should never be overfilled.
7. When full, boxes should be sealed, marked as hazardous waste and clearly labelled with the service user’s details.
8. Staff should never attempt to force sharps waste into an overfilled box.

9. Used, filled boxes should be stored securely until collected for incineration according to individual arrangements.

In the event of an injury with a used or potentially contaminated needle:

- a. staff should wash the area immediately and encourage bleeding if the skin is broken
- b. staff should report the injury to their line manager immediately and ensure that an incident form is filled in
- c. staff should make an urgent appointment to see a GP or, if none is available, Accident and Emergency
- d. managers should record and investigate the incident and ensure that the member of staff is offered appropriate “post-exposure prophylaxis” and counselling as required

Food Hygiene

1. All staff should adhere to SSA Star Care’s food hygiene policy and ensure that all food prepared in service users’ homes is prepared, cooked, stored and presented in line with the high standards required by the Food Safety Act 1990 and the Food Safety and Hygiene (England) Regulations 2013.
2. Any member of staff who becomes ill while handling food should report at once to his or her line manager or supervisor, or to SSA Star Care’s office.
3. Staff involved in food handling who are ill should see their GP and should only return to work when their GP states that they are safe to do so.
4. Kitchen areas will be kept clean and will be effectively maintained.

Reporting

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) requires an organisation to report the outbreak of notifiable diseases to the Health and Safety Executive. Notifiable diseases include: cholera, food poisoning, smallpox, typhus, dysentery, measles, meningitis, mumps, rabies, rubella, tetanus, typhoid fever, viral haemorrhagic fever, hepatitis, whooping cough, leptospirosis, tuberculosis and yellow fever.

Records of any such outbreak must be kept, specifying dates and times and a completed disease report form must be sent to the Health and Safety Executive.

- In the event of an incident _____TBC_____ is responsible for informing the Health and Safety Executive.
- RIDDOR forms are kept here: _____TBC_____.
- In the event of the suspected outbreak of an infectious disease at SSA Star Care, the local Consultant in Communicable Disease Control or Communicable Disease Team should be contacted immediately: _____TBC_____.

Infection Control Training

All staff will be trained in basic infection prevention and control measures in line with this policy and best practice guidance.



Staff with specific infection control responsibilities are provided with the relevant training for their role, duties and levels of responsibility.

All new staff will be expected to complete induction training which complies with The Care Certificate Framework developed by Skills for Care/Skills for Health.

All training is updated as required by changes of legislation, policy and guidance.

Related Policies

This policy should be read and used in relation to several others dealing with specific infection control issues, including:

- a. AIDS/HIV
- b. Clostridium Difficile
- c. MRSA
- d. Staff Vaccinations and Immunisations
- e. Transmissible Spongiform Encephalopathies.

Infection Prevention and Control Procedures

Staff Vaccinations and Immunisations

Introduction

SSA Star Care strives to comply with all aspects of health and safety legislation including taking all the measures required and recommended to prevent and control the risks of its service users contracting infectious illnesses and diseases from staff. It also recognises its duty of care to its staff to prevent as far as possible their contracting infectious illnesses and diseases as part of their work.

Purpose and Scope

This policy applies to all employees with direct contact with service users who might contract an infectious illness through the course of their work that is preventable through immunisation.

Aims

The aims of the policy are to:

- a. protect staff and their families and friends from infections contracted at work
- b. protect service users from contracting infections from staff

Policy Statement

SSA Star Care accepts that it has a responsibility under the Control of Substances Hazardous to Health Regulations 2002 (COSHH) to take all possible steps to protect its employees from any infectious illness or hazardous substances to which they are at risk from contracting during the course of their work.

It exercises its responsibilities by ensuring that risk assessments have been or are carried out wherever there is a possibility of an employee contracting any infectious illness from their work. SSA Star Care does not consider vaccinations to be a ready substitute for adequate risk assessments and good infection control procedures, as described in its infection control policy. Depending on the outcome of the risk assessment it will then take all necessary steps to protect its staff from contracting the identifiable illness or illnesses.

As a general rule SSA Star Care accepts that the risks of transmission of infection to care staff is very low but it considers it prudent to take sensible precautions. SSA Star Care therefore recommends to all of its employees that they are vaccinated against any infections or infectious illnesses that they are at risk from within the general population, including tetanus. It then expects its home care employees to have the following additional vaccinations.

Hepatitis B

In line with Department of Health guidelines SSA Star Care recommends vaccination against hepatitis B for any of its care workers who may have a risk of direct contact with service users' blood or blood-stained body fluids. This includes anyone at risk of injury from blood-contaminated sharp instruments or of being deliberately injured or bitten.

Influenza

SSA Star Care also follows Department of Health guidance in recommending to its employees that they have annual vaccinations against influenza. The guidance states that influenza immunisation for health and social care staff is likely to reduce the transmission of influenza to vulnerable people, some of whom may have impaired immunity and reduced protection from any influenza vaccine they have received themselves.

Consent

SSA Star Care asks that employees give their consent to vaccination voluntarily and freely.

It also respects the rights of employees to take their own decisions on whether to be vaccinated and recognises that some employees will not wish to be vaccinated for their own reasons. It will then fully discuss the implications with those individuals and the further risks that will need to be managed.

Staff Training and Information

SSA Star Care encourages all of its employees to have access to occupational health advice. It seeks information and advice as needed from its local occupational health service and infection control units. SSA Star Care provides employees with up-to-date information it receives on vaccination guidance.

Staff receive information on the policy on appointment and during their induction programme. They receive further training on selective vaccination issues as required and are encouraged to raise specific concerns in supervision.