

## Tell us if you think somewhere is dirty

If you think somewhere or something does not look clean, report it to the nursing staff on the ward.

- Please make way for the domestic. It is important that your room or bed space is cleaned daily.
- To enable the domestic to clean thoroughly please help them by ensuring your locker and bed area is tidy and personal belongings are kept to a minimum.

## Ask our staff

If you have any concerns about Infection Control please speak to a member of senior staff, Sister or Matron, alternatively you can talk to one of the Patient Advice and Liaison Service (PALS) team. You can telephone on 0121 424 1212.

If you would like more information, a member of the hospital's Infection Control team would be happy to speak to you. The ward staff can contact the team on your behalf. Or, if you would like to contact them directly, telephone 0121 424 1137.



Working in Partnership with the Trust



# Beat the Bugs

Reducing the risk of MRSA and other infections in hospitals

**What you can do to help**

Heart of England   
NHS Foundation Trust



Patients who are unwell or having an operation are vulnerable and more likely to get an infection. National figures suggest around 1 in 10 patients may pick up an infection during their hospital stay. The Trust has done lots of things to reduce the risk of this happening but we also need your help to stop infections from spreading.

## Hand Cleanliness

This is one of the best ways to reduce the spread of common infections, including MRSA or diarrhoea and vomiting.



## Patients and Visitors can help by:

- Cleaning your hands before entering and leaving a ward or department
  - Washing your hands after using the toilet and before meals
  - Asking staff caring for you or your relative or friend if they have washed their hands. Hospital staff will not mind being reminded about the importance of hand hygiene.
- The trust is participating in the national 'Cleanyourhands' campaign.

## Cleanyourhands campaign

The campaign is about improving hand hygiene. The staff who work at this hospital take infections and hand hygiene seriously, sometimes when staff are busy they may not clean their hands as often as they should. If you think staff may have forgotten they will not mind being asked if they have washed their hands.

## Hands can be cleaned in lots of ways:

- With soap and warm water at the sink
- By using hand rub/gel. You will see staff using this, as it is located in many areas such as at the end of your bed and at the entrance to the wards. If the dispenser is empty, please inform a member of staff.
- With hand wipes. Please ask a member of staff for a moist hand wipe to clean your hands after using a bedpan and before eating if you are unable to wash your hands.

## Other ways Patients and Visitors can help by:

- Asking visitors not to visit when they are unwell, for example with colds or flu symptoms, diarrhoea and / or vomiting, a rash or other infectious disease.
- Checking with the nurse in charge before bringing in very young children.
- Asking advice from the ward manager / sister before bringing foods into hospital. If the ward manager / sister has agreed that you can bring food in for a patient, please make sure it is labelled with the patients name and the date.
- Restricting the number of visitors to 3 per bed.
- Ask your relatives not to sit on the bed.
- Avoiding touching your wounds, dressings, drips and drains. If you do please wash your hands before and after you touch them.

