Introduction

Background

Throughout the COVID-19 pandemic, efforts have been made in all adult social care settings to maintain the highest level of Infection Prevention and Control (IPC) excellence, reducing the risk of infections and deadly outbreaks.

Research conducted by partners in the NHS looked at the behavioural drivers which influenced people to follow IPC measures. This research involved gathering insights from people working in and using services, professional bodies, and clinical, communication and IPC experts, to understand these drivers and develop products to address key themes. These products have been reviewed and developed for use in adult social care settings.

Purpose

This implementation toolkit is designed to provide information, resources and ideas, to adult social care providers, to address the barriers to behavioural excellence with IPC measures.

This includes resources and tools targeting compliance and awareness, leadership, morale and wellbeing, training, and operational interventions.

Innovative ideas to support interventions have also been collated from the research and included at the end of this document.

Contacts

For any questions on the content in this toolkit, please contact:

- **Infection prevention and control (IPC) toolkit**
  Chief Nurse for Social Care
  CN-ASC@dhsc.gov.uk

- **Infection prevention and control (IPC) clinical advice**
  NHS England and Improvement
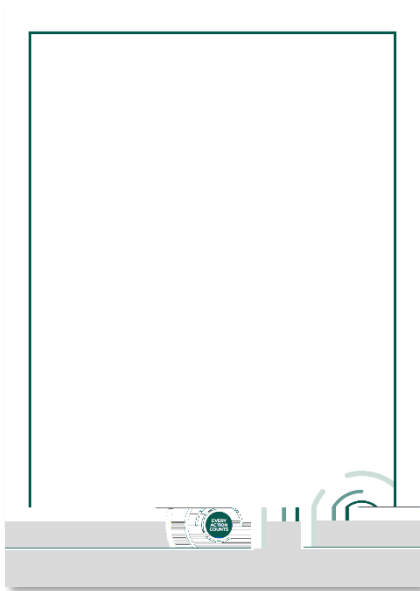 nhseandnhsi.ipc-cell@nhs.net

- **COVID-**

The research stressed the importance of communicating with these groups regularly, through a variety of different formats and channels, to reinforce expected behaviours.

Situational reminders in key areas throughout the care setting should be considered
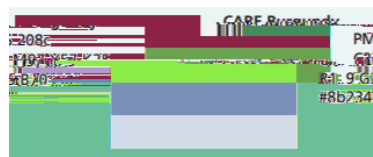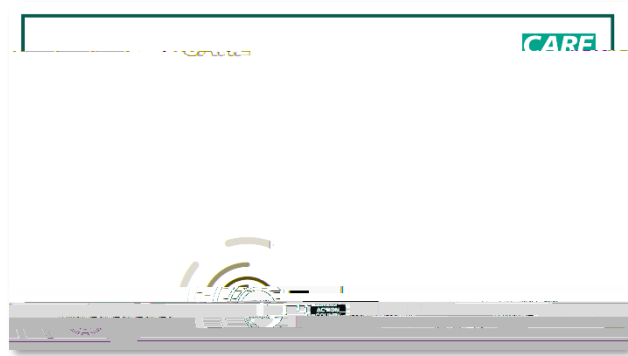
Templates

Word   PowerPoint

Key messages

- Every Action Counts   each action you take has a big impact.
- We all have a responsibility to reduce the spread of coronavirus.
- People with COVID-19 can have very mild or no symptoms at all. This means they can transmit the virus to others without knowing.
- We all need to do things differently to how we would normally to reduce the risk.
- You should always follow the rules, even when with colleagues, family, or friends.
- When you follow these measures, you are playing your part.
- You can still spread the virus to others, even if you have been vaccinated.

Additional staff messages

- Observing IPC measures helps keep everyone safe from coronavirus.
-
  colleagues, so it is important to wear a mask and maintain physical distancing when on breaks and outside of work.
- If you see something, say something   it is ok to gently remind others to make space, fix or change their PPE, or observe other measures.
- ll in this together   it has been a challenging year and taking care of each other is important.
- If you need help, ask for it.

Additional messages for people who use services, their visitors, other members of their household and visiting professionals.

- We want to keep you, your family, all other people in our care and our staff safe from coronavirus.
- Because we care, we may ask you to do things differently while you are here/while we are with you. This may include:
    - Wearing a mask or face covering over your nose and mouth.
    - Wearing PPE, such as gloves and aprons
    - Making space for others   2 metres
    - Washing or sanitising hands regularly
    - Taking a test
    - Only visiting parts of the building indicated by staff
    - Asking other members of your household to remain in another room while we provide care.

- staff that we need to make space for each other and to cover our mouths and noses. Reminders can help us all to look out for each other.

Resources

Staff assets

We need to engage the hearts and minds of staff, by emphasising the impact their actions have on others.

Staff engagement assets can be downloaded from: [Infection prevention and control (skillsforcare.org.uk)](skillsforcare.org.uk)
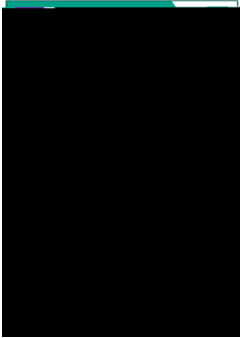
- Because staff poster 1

Poster v

- Digital cards - key behaviours

The digital cards focus on specific actions, such as wearing masks properly. They can be displayed on TV screens and other digital channels, or used on social media.

- A4 posters - key behaviours

The behaviours posters focus on a particular action, such as washing hands or wearing a mask, and can be displayed throughout the building. These posters should be laminated or displayed in holders, to reduce the spread of infection. Consider placing these posters in the areas where you want the behaviour to happen, such as the 'Keep hands clean' poster by the hand sanitiser.

Operational resources

Leadership

There is lots of anecdotal evidence that organisations with strong, visible leadership on IPC and exemplary role modelling from managers and team leaders achieve excellence with IPC practice.

Key principles for leadership include:

1. Role modelling is essential at all levels -
   o Lead by example and practice good IPC
   o Be visible
   o Let staff know it is ok to remind you as well
   o No risk approach to illness - be supportive and trusting of illness, so staff do not feel compelled to work when sick.
2. Promote the IPC guidance - constantly remind staff in all interactions.
3. Collective leadership is important to provide greater consistency of IPC processes and foster trust among staff.
4. Show support - ask staff how they are feeling and remember to thank them for their work.
5. Strong leadership can come from any level - it doesn't have to be top down - recognise people in your team and empower them.
6. Involve people using services. Make sure they are aware of expectations - encourage them to speak up and promote IPC excellence.

Creating a culture to speak up on IPC compliance

Many staff find it difficult to challenge non-compliance, even with their peers. They can be intimidated by hierarchy and those they feel have more influence than them.

Supporting a 'reminding culture', where everyone is empowered to speak up and be receptive to feedback, is important.

We need to empower all staff, and people using or coming into contact with services, with the confidence and language to speak up, if someone is letting their guard down.

Key principles for creating a culture to speak up include:

1.   being expected to speak up at every briefing, every handover, every interaction
2. Senior leaders reinforcing these messages in all communications and interactions
3. Encourage staff, at all levels, to take feedback in good faith, assume positive intent, and not react badly when reminded by others.

Resources

Creating an open and transparent culture that empowers staff to speak up, is essential to support compliance with IPC measures.

The Skills for Care culture toolkit is about creating an open and supportive culture. The lines of communication section identifies how leaders can set the example by having an open-door policy, being approachable and visible, listening to their staff, praising when things go well, and taking responsibility when they don't. This will help to set and reinforce the standards for staff.

- Hints and tips - speaking up on IPC
The reference cards are designed to support staff to speak up and remind colleagues and others if they are not following IPC measures. The cards include tips about preparing for tricky conversations.

In addition

- Speak Up training materials for social care managers and staff https://speakup.direct/for-employers/
- SCIE video: Whistleblowing in social care: improving organisational practice - https://youtu.b0 1 rḩ1r9l6Ṡn s7 Tm04.816 0.388 0.757 RG[:)8(//)-3(yo)6(u)0.000008871 0 595.3

2. Communication should be two way: check in with staff to see how they are feeling and if they need more support
3. Demonstrate empathy and take time to listen - a culture where it is ok not to feel ok
4. Speed is important: when concerns are raised, listen and respond as quickly as possible, to make sure staff feel heard and that their concerns are taken seriously.

<u>Resources</u>

[Health and wellbeing of the adult social care workforce - GOV.UK (www.gov.uk)](www.gov.uk)

Innovative ideas for local implementation

In addition to the resources developed nationally, the research process highlighted several innovative approaches to IPC excellence.

- <u>Feedback</u>
  Surveys are a useful way to obtain feedback from people on how they experienced care. Consider including a question about the information they received regarding IPC measures such as, was it enough? and did they understand it? , to support ongoing evaluation of your local measures.

General safety

- <u>Temperature checks at the front door</u>
  Many people are used to having a temperature check when visiting restaurants or other settings. Temperature checks at the entrance helps identify those who may not know they are*n n n n n n8 no.

can provide a quick and easy way of knowing that a workspace or shared equipment has been cleaned and sanitised. The tabs should include a date and time.

- Changing rooms cleaning rota
  Using a changing room cleaning rota or nominating specific people to keep changing rooms neat and tidy, helps to reduce cross-contamination in shared spaces.

Staff/workforce

- Family portraits
  Pictures of loved ones help remind staff why following IPC measures is so important. Laminated pictures in staff-only areas are a reminder to stay safe at work, so staff don't take COVID-19 home to their families.

- Flexible working from home policies
  Encourage staff to work from home if they can. It is safer and reduces the number of people, and therefore risk, in the care setting.

- Own pen and mug policy
  Having an 'own pen and mug' policy reduces the risk of cross-contamination between staff.

- Staggered break times
  Staggered break times can help reduce the number of people in a space at once. Consider carefully, as staff sometimes feel they need 'downtime' with their colleagues, particularly during stressful working periods.

Useful sources for further reading and information

- Follow the Chief Nurse for Adult Social Care on Twitter
  www.twitter.com/sturdy_deborah
- SigreW71 12 Tf81.92 re 0.000008871 0 595.32 841.92 reW*nBT/F1 12 Tf1 0 0 1 395.Dm1 0