





### What happens if I develop a HCAI?

This will depend on the type of infection. Staff at Moorfields will advise you about the treatment and the care you will need. You might need extra medication, for example eye drops and antibiotics to treat the infection. Staff will give you advice on what you can do to help prevent the infection from spreading.

In some circumstances, if you are admitted to hospital with an infection, inflammation of the eye or wound area

to help prevent the spread of the infection to others. Staff will explain all this to you on admission.

### What are the most common types of HCAIs in hospital?

Moorfields has a strong track record on infection prevention and control; however, it is possible that some patients may get an infection following surgery. If this happens, it is important that you are aware of the signs and symptoms of infection. These can include pain and swelling, and decreased vision.

If this happens, it is important that you return to the hospital for assessment as soon as possible.

### What is Moorfields doing to prevent HCAIs?

Our staff are committed to providing the best care for our patients.

Prevention and control of infection is a priority for all staff to ensure the risk of

infection to patients is reduced. This is achieved through the following measures:

#### ➤ Hand hygiene

This is an important measure that helps in preventing the spread of infections from one patient to another. Clinical staff follow the 'bare below the elbow' guidance, which includes wearing no wrist jewellery, stoned rings and wearing short sleeve tops to ensure hands are

#### ➤ Audits/checks

All areas undertake monthly environmental and hand hygiene audits. The scores for hand hygiene audits are displayed in some wards and departments.

#### ➤ Clean environment

We recognise the importance of keeping the environment clean. cleaned thoroughly.

Our domestic staff are dedicated to providing and maintaining a high standard, which is monitored regularly by our clinical staff.

Staff also work closely with patients to undertake cleanliness



checks, such as patient-led assessments of the care environment.

➤ **Regular infection prevention and control training**

Our staff attend regular infection control training to keep themselves updated on the latest guidance and best practice.

**What can patients and visitors do to help?**

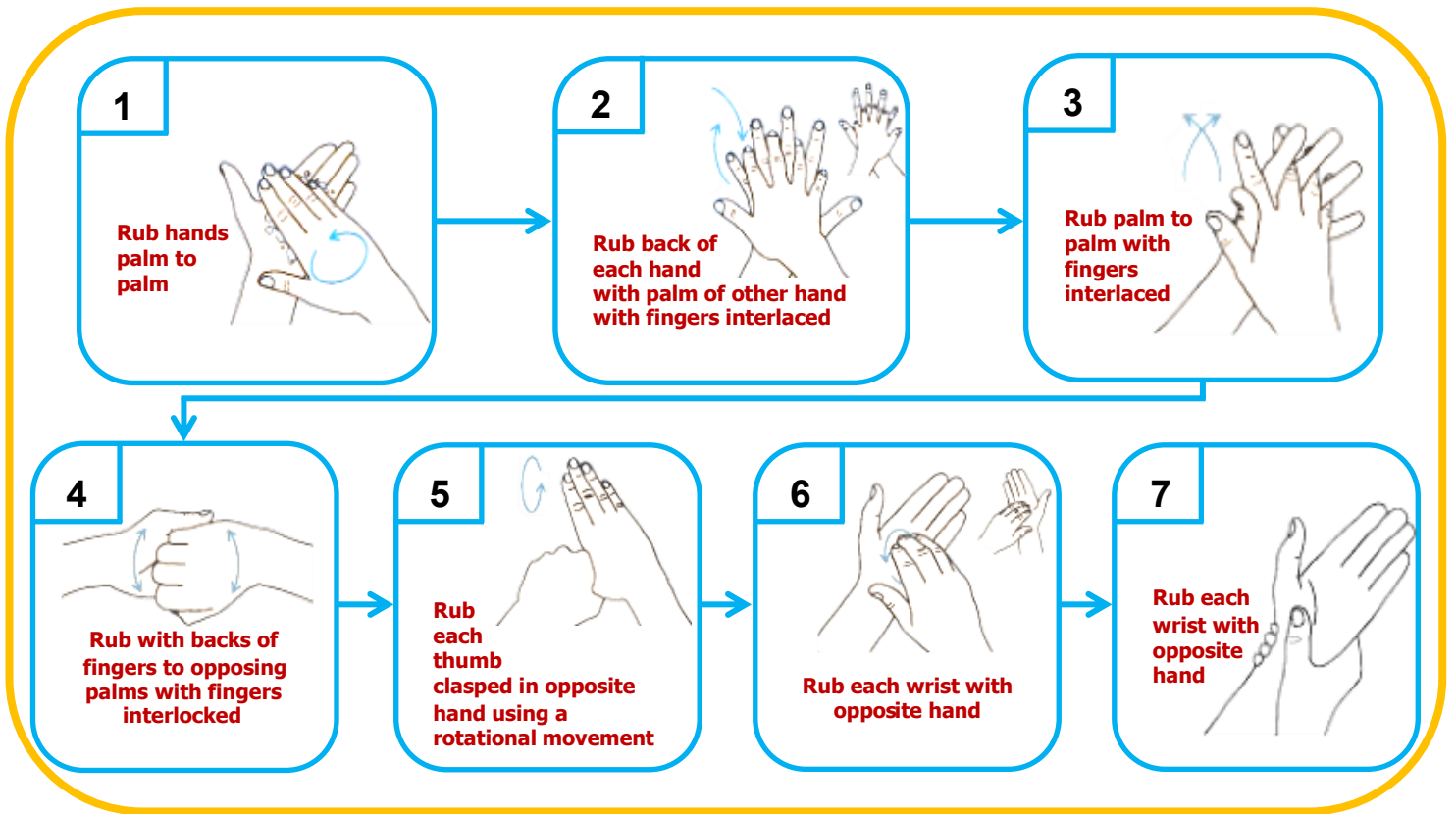
Patients and visitors should not visit if they are unwell with a cold, flu or have diarrhoea. Patients, please tell your nurse or doctor if you have had any recent infections.

Patients and visitors at Moorfields can use soap and water or the orange hand sanitizer stations to clean their hands (see figure 1).



**Figure 1 – a picture of a hand sanitiser station**

Covering all areas of your hands when you are cleaning them is really important and at Moorfields we recommend the following seven-step technique shown in figure 2 (which is also really useful when washing your hands prior to putting in eye drops). Please feel free to ask our staff if they have cleaned their hands before treating you.



**Figure 2 – a diagram showing seven steps of hand hygiene**

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 City Road, London EC1V 2PD  
 Phone: 020 7253 3411  
[www.moorfields.nhs.uk](http://www.moorfields.nhs.uk)

**Moorfields Direct telephone helpline**

Phone: 020 7566 2345  
 Monday-Friday, 8.30am-9pm  
 Saturday, 9am-5pm

Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.



### **Patient advice and liaison service (PALS)**

Phone: 020 7566 2324/ 020 7566 2325

Email: [moorfields.pals@nhs.net](mailto:moorfields.pals@nhs.net)

Moorfields' PALS team provides confidential advice and support to help you with any concerns you may have about the care we provide, guiding you through the different services available at Moorfields. The PALS team can also advise you on how to make a complaint.

### **Your right to treatment within 18 weeks**

Under the NHS constitution, all patients have the right to begin consultant-led treatment within 18 weeks of being referred by their GP. Moorfields is committed to fulfilling this right, but if you feel that we have failed to do so, please contact our patient advice and liaison service (PALS) who will be able to advise you further (see above). For more information about your rights under the NHS constitution, visit [www.nhs.uk/choiceinthenhs](http://www.nhs.uk/choiceinthenhs)

