

The Leeds Teaching Hospitals NHS Trust

CASE STUDY

You've got to
hand it to Leeds



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Staff and patient inspired hand hygiene campaigns feature on over 15,000 customised dispensers that deliver improved skin care

Moving to a new hand hygiene supplier is a big undertaking. Imagine what it's like for a massive, six-hospital trust requiring over 15,000 dispensers.

When The Leeds Teaching Hospitals NHS Trust chose to move to a more 'skin friendly' solution across its six sites, including two large city centre hospitals, it needed a supplier to rise to the challenge. Sue Horvath, one of the trust's senior infection prevention nurses - lead for hand hygiene, told *Inside Hospitals*: "Hand hygiene is always vitally important in the battle against healthcare associated infection. We've been working on it very strongly with campaigns over the last ten to fifteen years.

"The reason for taking a fresh look at the product is our continuing emphasis on reducing HCAs and the need to protect staff skin. We know the foaming products are better for staff skin, so that went hand-in-hand with improving hand hygiene.

"We were looking for a supplier with a product we liked, who would be able to handle the installation in a trust this size. We also wanted ongoing support with campaigns, training and compliance information."

Sue explained: "We established a multi-disciplined panel that included infection prevention and control, occupational health, dermatology and clinical procurement. The panel looked at various companies and the



Preferred: typical of staff comments, Kimberly Penty, a midwife on the post natal ward, explained: "I've used a gel before. The foaming products are much better."
"There's a high level of patient contact on this ward, so I'm using the foam more often. It's gentler, kinder to my skin. I wish they had them in public places when I'm away from work."

products and support they could offer.

"Our criteria were: to provide foaming soap and sanitiser that were fragrance free and dye free, that met EN1500. In addition we needed a company that had the

ability to offer ongoing support.

"Based on that we shortlisted two companies and asked them to present to us on how they could achieve the installation and what additional support and materials they could provide to manage the installation, and the continued action to improve and sustain hand hygiene compliance."

Sue said: "Before we made a final decision, we trialled the products in four clinical areas for four weeks. Two were neonatal units, because of the high usage of hand hygiene products. One was the Dental Institute and the other an oncology ward. We needed feedback from the staff that they were happy with the product.

"On the back of the positive results from the trial and the strength of the support offered in the presentation, the decision was made to go with Deb."

Not only did Deb's Cutan foaming soap and sanitiser meet with the team's approval, they were also impressed with

the ability to customise the dispensing systems. Working with Deb's in-house designers the trust has branded the dispensers with its own logo, themed colours, changeable message options and other eye-catching graphics. These messages and colours are easily changed as new campaigns are introduced, to ensure they continually catch the eye.

Sue explained: "We ran a 'strapline' competition, asking staff to come up with campaign themes. We can change the message on the dispensers. You just pop the cover off to change the graphics. And we customised the design to various areas.

"The first two straplines chosen are: 'Give soap a chance' for the foaming soap, and 'Be seen to be clean' for the sanitiser.

"We also ran a design competition in the Children's Hospital, which is based at Leeds General Infirmary. The two winners will see their designs being used on the soap and the sanitiser dispensers across the Children's Hospital."

The trust was also impressed with the level of support that Deb has been able to offer, such as promotional materials, compliance training and campaigns. "With Deb we certainly have what we wanted," said Sue.

Deb created a project team to ensure the smooth roll-out of the large contract throughout the whole implementation period.

After their painstaking site survey, Deb's local healthcare



sales representative and installation team feel that they know almost every inch of the massive six-hospital trust, becoming what Sue described as "the 'face' of the company, now recognised in virtually every department across the trust". Sue also praised how "Deb had risen to the challenge of implementing



such a large scale programme in a relatively short timeframe." Once the survey had established the number

of dispensers and the siting required, installation of the customised units began in mid-August and will continue through until the end of January 2015, with Deb fitters carrying out the implementation. That alone gives an idea of the scale of the scheme.

The trust's installation programme includes the following hospitals: St James's University Hospital, Leeds General Infirmary, including Leeds Children's Hospital,



Wharfedale Hospital, Seacroft Hospital, Chapel Allerton Hospital and Leeds Dental Institute.

As the dispensers are installed across the trust's various hospitals so too is Deb's range of healthcare support material. This includes hand hygiene ward and surgery entry signs and nurses' station sign, together with a range of hand hygiene compliance posters as appropriate and hand hygiene guides.

Sue added: "We are also doing lots of work around the trust emphasising when you need to wash your hands with soap and water. This is supported by the installation of handwash basins at the entrance to wards and high visibility signage for hand wash areas.

"Deb are also supporting us in



terms of training and education. For example, the Deb design team provided supporting material to be used during a trust-wide campaign which coincided with the recent Global Hand Washing Day.

"During the winter months we will be raising awareness about the importance of caring for staff's skin. We know that during the colder months hands are more likely to become dry and sore, so we are encouraging the use of moisturisers. Throughout this time we will be making sure hand hygiene is at the forefront.

"Next year, on 5th May, in conjunction with Deb, we will have a major campaign around the WHO World Hand Hygiene Day."

While the sheer scale of the contract for The Leeds Teaching Hospitals



NHS Trust is obviously far larger than most, the depth of support and ability to customise the dispensers which Deb offers is available for all healthcare



applications - no matter how big or small.

Support material includes a short film designed for use with all staff. Available as a CD/DVD, it shows the correct technique for washing hands and applying skin sanitisers and conditioning cream.

Once the Deb Cutan Hand Hygiene Programme has been installed there are a variety of ways in which Deb can continue to help the trust ensure that hand hygiene 'best practice' is maintained.

Its trained and knowledgeable Deb sales consultants work with infection prevention and control teams, and visit and support hospitals to answer any questions or queries.

The Deb team can conduct formal training sessions for new members of staff, or even refresher training for existing staff. In addition, its sales consultants attend many local and regional study days, such as those recently arranged at Leeds, giving staff the opportunity to have any queries or concerns answered.

Deb explained: "We have been working together with the trust

to keep the message ongoing and changing to maintain a high level of interest."

At the point of use ward staff are readily complimentary about the recently installed dispensers. Kimberly Penty, a midwife on the post natal ward J5, featured in the cover photograph and in this article, explained: "I've used a gel before. The foaming products are much better.

"There's a high level of patient contact on this ward, so I'm using the foam more often. It's gentler, kinder to my skin. I wish they had them in public places when I'm away from work."

Other nursing staff commented: "It's not as harsh. I used to get a rash with the previous system." Ward housekeeper Mandy Grey said: "My hands don't get sore anymore. It's a lot better."

In the Paul Sykes Centre, which has seen the installation of over 70 of the Deb dispensers, staff nurse Susan Sibson said: "It's nicer on my hands. My nails don't peel anymore." While a healthcare assistant commented that "the dispensers

are a lot easier to clean." Sue Horvath added: "We've worked with Deb before. They're really supportive. They go out of their way to help us. They're aware of the size of the trust and they've certainly stepped-up to the mark in terms of dealing with the challenge."

For more information, visit www.debgroup.com/uk e-mail talktous@debgroup.com or call 01773 855177.



Customised dispensers: Sue Horvath, left, senior infection prevention nurse - lead for hand hygiene, The Leeds Teaching Hospitals NHS Trust, and Jane Hill, healthcare sales executive Deb, with two of the Leeds branded hand hygiene dispensers showcased at the recent IPS Conference.

Infection prevention for Healthcare environments

Deb develops world class innovative products for the healthcare market. With world leading products and support, Deb helps you to encourage hand hygiene compliance at every level.

The Deb healthcare regime is designed to increase levels of hand hygiene and reduce risk to patient safety from healthcare acquired infections through cross contamination.

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To find out more please contact the Deb team and we'll provide all the information you need.



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