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 for its six hospitals, including two large city centre hospitals, it needed a supplier who would be able to handle the sheer scale required in a trust this size.

The reason for taking a fresh look at the product is our continuing emphasis on reducing HCAIs and the need to protect staff skin. We know the foaming soap and sanitiser that we have currently in use are much better.

“We also wanted ongoing support with campaigns, training and compliance information,” said Sue Horvath, one of the trust’s senior infection prevention nurses - lead for hand hygiene, and The Leeds Teaching Hospitals NHS Trust, and Leeds Dental Institute.

“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 customise the dispensing systems. Working with Deb 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 were: ‘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. “We don’t have the strength of the support offered in the past,” 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 sites required, installation of the customised units began in mid-August and will continue until the end of January 2015, with Deb fitting out the whole 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 sign and nurses’ station sign, together with a range of hand hygiene compliance posters to suit the 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 breadth and 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.

“The general 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 conditioners and moisturisers.

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 practices’ are maintained.

Its trained and knowledgeable Deb sales consultants work in 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 refreshers 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

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From Inside hospitals November 2014

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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.

We can show you how Deb can help you to save money and increase hand hygiene.

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