

## Information on infections– are you complying?

### Do you know whether the service user you are attending has any known infections?

Did you know that Compliance criterion 4 of “The Health and Social Care Act 2008 Code of Practice on the prevention and control of infections and related guidance” (The Code), requires registered providers to *“Provide suitable accurate information on infections to any person concerned with providing further support or nursing/medical care in a timely fashion”*?

Despite this requirement, the provision of such information by health and social care providers remains patchy. The lack of relevant and up-to-date information on a service users infection status poses a risk of transmission of infection to not only other service users, but also their families, visitors and staff.

### What information is required?

To assist health and social care providers comply with criterion 4 of The Code, the Community Infection Prevention and Control Guidance includes a guidance document on inter-healthcare transfer. A downloadable Inter-Healthcare Infection Control Transfer Form (IHICTF) can be accessed from our website. This form provides an assessment of the service users infection risk (confirmed, suspected or none) and should be completed for each service user whose care is being transferred from one provider to another, whether they have a known or suspected infection or not.

Both the Guidance and Form can be accessed from our website at [www.infectionpreventioncontrol.co.uk](http://www.infectionpreventioncontrol.co.uk)

### What do you do with the completed IHICTF?

The completed form should be supplied to the receiving provider and a copy be kept by the transferring provider in the service users records.

### What if the service user is in the ‘suspected or confirmed infection risk’ group?

The transferring provider should notify the ambulance service and accepting provider in advance, so that appropriate infection prevention and control measures can be put in place.

### What if the service users transfer is an emergency?

In the event of an emergency transfer, include the infection risk status in any verbal communication to the ambulance personnel and the admitting unit. This will enable them to ensure that isolation facilities are identified if appropriate. An IHICTF should be provided with the service users handover notes or follow at the earliest opportunity.

## What if you don't provide the infection status information when transferring a service user to another provider?

If you transfer a service users care to another provider and do not provide the information required as per IHICTF, it will be reported on the receiving providers local management system. Such incident reports will be fed back to the Care Quality Commission (CQC), where applicable.

## What if you haven't received information on the service users infection status?

If you do not receive an IHICTF when a service user is transferred to your care, ask the transferring provider to complete one and either scan and e-mail, fax or telephone the information to you before accepting the service user. An IHICTF should then be forwarded to you as soon as possible for the service users records.

Such incidents should be reported via your local management system and any incidents of note reported to the CQC.

## Recap of providing information on infections

- Why?** To reduce the risk of transmission of infection and comply with CQC registration requirements.
- When?** Whenever a service users care is transferred from one provider to another.
- How?** Complete the IHICTF. Verbally inform ambulance service and receiving provider of any confirmed or suspected infection risks. Send the completed IHICTF with the service user, or in an emergency, as soon as possible after transfer.