Learning from the COVID-19 Pandemic
What is the new Normal?
A National perspective

Samantha Matthews
National Clinical Lead (Infection Prevention & Control Programme)
NHS England and NHS Improvement
What has worked well?

- New ways of working – collaboration between Acute/Primary/Adult Social Care/LA/Voluntary and Independent sector
- Communication in an emergency refined with SPOC
- Data reporting and modelling improved
- Operational response re PPE supply
- IPC has become everyone’s responsibility
- Profile raised of Standard Infection Prevention and Control Precautions (SICPs) and Transmission Based Precautions (TBPS) in preparation for National Infection Prevention and Control (NIPCM)
National IPC Guidance and Assurance
**UK IPC Cell - Collaborative approach**

- Established 23/1/20 to support NHSE/I EPPR response to the Public Health threat posed by COVID-19.
- The UK IPC cell membership comprises senior IPC representation from:
  - NHSE/I
  - Public Health England
  - Public Health Wales
  - Public Health Agency Northern Ireland
  - The Ambulance Service
  - ARHAI/National Services Scotland
UK IPC CELL Function

- Provide IPC advice and support to NHS provider organisations and providers of NHS commissioned services and response to wider enquiries including those received from, but not restricted to:
  - Other cells in NHSEI/Public Health England (PHE)
  - Royal colleges and Professional societies
  - UK IPC colleagues
  - Freedom of Information Requests
  - Parliamentary Questions

- Provide expert opinion and input into the development of the COVID-19 related guidance/policy

- Receive and review recommendations from the HOCl, SAGE subgroups and AGP panel and make recommendations for inclusion into operational guidance

- Review International guidance and published literature to inform Improvements in IPC practice

- Assess and agree the content of supporting resources and tools to ensure they are implemented and make recommendations for change
# IPC Lessons learned – Restoration & Recovery

## Maintaining IPC focus

<table>
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<tr>
<th>IPC Workforce</th>
<th>Capacity, Capability and Leadership</th>
<th>Preparedness</th>
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<tbody>
<tr>
<td>IPC Policy and Guidance</td>
<td>Science and Evidence based National IPC Manual</td>
<td>Interpretation and application</td>
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<td>Education and Training for all staff</td>
<td>Development of national framework</td>
<td>Blended learning</td>
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<td>Building and Design</td>
<td>IPC continued input into HBN/HTM Build project team</td>
<td>Ventilation, clinical environment, water, decontamination</td>
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<td>Hierarchy of controls</td>
<td>Refresh IPC principles</td>
<td>Risk assessment and clinical decision making</td>
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<td>Pace of change</td>
<td>Communication</td>
<td>Collaborative working</td>
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<td>Culture and Behaviours</td>
<td>Integrating behavioural insight – staff health &amp; wellbeing</td>
<td>Learning from responses to the pandemic</td>
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<tr>
<td>Data and monitoring</td>
<td>Robust collection/surveillance systems (local, regional, national)</td>
<td>Informs decision making</td>
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<td>Quality Improvement</td>
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### Insight: Summary

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<tr>
<th><strong>COMPLIANCE &amp; AWARENESS</strong></th>
<th><strong>LEADERSHIP &amp; MORALE</strong></th>
<th><strong>PATIENTS &amp; VISITORS</strong></th>
<th><strong>HOTSPOTS</strong></th>
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<tbody>
<tr>
<td>1. Emphasise protecting SELF AND protecting OTHERS</td>
<td>1. IPC Champions: Take ownership of IPC agenda: Be present, be vigilant, be on it - constant reminders</td>
<td>1. Encourage patients and visitors to care for themselves and staff</td>
<td>1. Review processes and implement quick wins</td>
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<td>2. Unify and reinforce knowledge on IPC rules; the infection risk, and dispel myths</td>
<td>2. Lead by example</td>
<td>2. Stricter measures for checks on arrival</td>
<td>2. Implement appropriate spacing of beds – chair, locker, bed spacing in all wards</td>
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<td>3. Situational reminders through (i) leaders, (ii) local comms, (iii) visual prompts for staff, patients and visitors</td>
<td>3. Set the mood / culture of kindness and support</td>
<td>3. Encourage patients and visitors to care for themselves and staff</td>
<td>3. Situational reminders via Comms</td>
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<td>4. Create a ‘speak up’ culture where it is acceptable to remind and be reminded</td>
<td>4. Provide ongoing support to leaders with specific training to enhance their skills</td>
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<td>5. Improve IPC image</td>
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Products

Product Pillars

Co-designed | Clinical, IPC and Behavioural Science driven | Evidence-based

Brand

Operational interventions
Prevention tools to support NHS organisations to assess and ensure a safe, IPC compliant environment

Training
Training animations to support better staff understanding and awareness of IPC measures and how controls work together to reduce risk

Staff and patient
Communication assets targeted to address staff and patient / visitor behavioural drivers / motivations in a range of formats

Culture and leadership
Leadership tools to support staff to have courageous conversations and champion IPC as part of the every day

Visual identity
Narrative and key messages

Implementation Toolkit

Evidence-based Product Pillars

Visual identity
Narrative and key messages

Implementation Toolkit

Co-designed | Clinical, IPC and Behavioural Science driven | Evidence-based
Strategic Vision of the national IPC programme

- We will be recognised nationally and internationally for a workforce that is knowledgeable and prepared to deal with current and emerging infection threats.
- We will increase IPC capability. Education and training will be developed in tandem with frontline staff to address requirements in a way that is clearly relevant to the specific challenges they face. Guidelines and education and training resources will be concise, updated only when necessary and provided through a single trusted source, to maximise value and prevent conflicting information being disseminated. We will provide timely practical evidence-based IPC guidelines.
- Science and evidence base is at the core of IPC and all decision making.
- IPC is integral to patient (individual) safety and quality of care in all health and social care settings.

Key workstreams:

1. IPC Leadership and workforce
2. IPC Education (Florence Nightingale Foundation: Leadership Boost / Knowlex Events)
3. National IPC manual and guidelines
4. GNBSI Improvement programme
5. Safety and Support
Resources

- **Knowlex**: series of ten themed events March – August. Includes; Outbreaks, Mental Health, Behavioural Insights (changing behaviours and increasing engagement), Built Environment, PPE Innovation & Sustainability, Leadership, AMR and IPC Risk Assessment.


- **SICPs Literature Reviews** [http://www.nipcm.hps.scot.nhs.uk/resources/literature-reviews/standard-infection-control-precautions-literature-reviews/](http://www.nipcm.hps.scot.nhs.uk/resources/literature-reviews/standard-infection-control-precautions-literature-reviews/)

Contact details

• IPC Cell (COVID related IPC enquiries) nhseandnhsipc-cell@nhs.net

• IPC (Non COVID related enquiries) nhsi.improveipc@nhs.net

• Samantha Matthews National Clinical Lead (Infection Prevention & Control Programme) NHS England and NHS Improvement samantha.matthews@nhs.net