



SECTION 2: OUR FOCUS ON SAFE CARE

We take the responsibility of delivering safe care seriously and encourage you to help us. You can help by providing a clean, well-lit preparation area such as a coffee table, dining table or benchtop where we can set up our equipment when we arrive.

We will support your involvement in your own health care by:

- Telling you who we are – if we don't introduce ourselves or you can't see a name badge, please ask us for our names and roles.
- Keeping your care safe – please feel free to ask whether we have cleaned our hands. We won't be offended.
- Checking your identity – you can help by making sure we confirm who you are before taking blood or giving treatment.
- Explaining your medicines - you can ask what any new medication is for.
- Listening if something looks wrong – please question us if a medication looks different, has the wrong colour, or seems like the wrong amount.
- Answering your questions – write them down as they come up, and ask us if anything is unclear.
- Helping you understand your treatment – please ask for any extra information you need.
- Giving clear instructions – you can help by making sure you understand what to do after we leave your home.
- Providing written information – you can let us know if you need help reading or understanding any of it.

If some part of your treatment does not go to plan or you feel you have been put at risk as a result of our care, we will:

- Say we're sorry for what has happened;
- Investigate what has happened;
- Allow you to discuss what has happened;
- Let you know what the consequences are; and
- Explain to you the steps we have taken to make sure this doesn't happen again.

Safe Care

HAND HYGIENE

WHY DO HAND HYGIENE

When we are fit and healthy, we can defend ourselves against many germs. Having healthy, undamaged skin is one of the main ways we can do this. Often our natural defences are weakened when we are not well or after an operation. This is especially true if you have broken skin, such as a wound, or devices like a catheter or an intravenous (IV) line. We encourage you and your family to have clean hands before and after they attend to any aspect of your care.

THE FIVE MOMENTS OF HAND HYGIENE

1

When arriving to attend your care

- After your clinician has entered your home;
- Before starting any care; or
- Before giving oral medications



2

Before attending to your care:

- Immediately before touching your wounds or giving IV medications; or
- Immediately before touching any device, you may have like a catheter or IV line.

3

After attending your care:

- After touching your wounds or giving your medications;
- Immediately after touching any device you may have like a catheter or IV line;
- After they have disposed of used/dirty equipment or rubbish; or
- After collecting any specimens.



4

When your care is finished:

- When they leave your home, room or building you are in.



5

After touching the surroundings but not you:

- After touching any furniture or equipment; or
- After touching any pets

Hand hygiene is the most important way to reduce the spread of infections. It's important to clean your hands at the right times. You can do this by washing with soap and water or by using an alcohol-based hand rub.

How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED



Duration of the entire procedure: 20-30 seconds

1a



Apply a palmful of the product in a cupped hand, covering all surfaces;

1b



2



Rub hands palm to palm;

3



Right palm over left dorsum with interlaced fingers and vice versa;

4



Palm to palm with fingers interlaced;

5



Backs of fingers to opposing palms with fingers interlocked;

6



Rotational rubbing of left thumb clasped in right palm and vice versa;

7



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

8



Once dry, your hands are safe.



World Health Organization

Patient Safety

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SAVE LIVES

Clean Your Hands

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How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB



Duration of the handwash (steps 2-7): 15-20 seconds



Duration of the entire procedure: 40-60 seconds



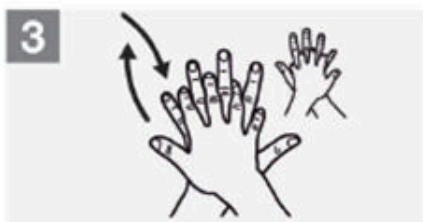
Wet hands with water;



Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



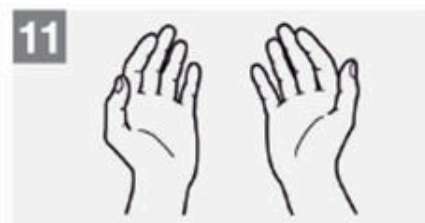
Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.



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