

## **ZERO TOLERANCE TO NON HAND HYGIENE COMPLIANCE**

### **ACTIONS TO BE TAKEN UNDER THE TERMS OF EMPLOYMENT**

#### 1. Introduction

Zero Tolerance to Non Hand Hygiene Compliance CEL 5 (2009) encourages Board's to enforce zero tolerance and ensure that Hand Hygiene Policies within local areas are consistently applied by all healthcare workers. There is also a requirement to raise awareness through education, training and induction procedures for new and existing staff to secure delivery of this approach.

The CEL also emphasises the need for each Board's Employee Conduct Policy to set out the current arrangements for addressing and maintaining all standards of conduct at work that should be used to support implementation of the zero tolerance approach to non compliance for the healthcare workers at all levels.

#### 2. Disciplinary Policy and Procedure

NHS Greater Glasgow and Clyde introduced its new Disciplinary Policy and Procedures (Employee Code of Conduct) from the 1<sup>st</sup> January 2009. This policy recognises the need to deal with issues in the first instance on an informal basis and where matters cannot be resolved in an informal basis an ability to accelerate into a more formal process using the formal warning structures, which may lead to dismissal of employees. Any breach of health and safety by an employee would be seen as an area which can be considered under the Disciplinary Policy and Procedure and as such the non compliance of hand hygiene can appropriately be incorporated.

#### 3. Process

##### Informal Stage

In the first instance it is expected that all employees will be given the appropriate training and awareness sessions by local management and Infection Control Leads to ensure that they are very clear regarding their roles and responsibilities in relation to hand hygiene this will be approached through basic induction for new starts (online system) and will form part of wider Education programmes for staff including the use of hand hygiene audits this includes medical staff and AHP. The responsibility for monitoring hand hygiene in a ward area will be the Senior Charge Nurse. Clinical Directors and Lead Clinicians will work with local managers to ensure all medical staff in the work locality adhere to the policy.

### Step 1

If an individual observes poor practices by any employee in this area they should in the first instance approach the individual and advise them that their practice is unacceptable to the Board. The Senior Charge Nurse will then remind the employee what their practice should be. The matter will then be recorded in the incident reporting book for the area i.e. DATIX or paper system until DATIX is implemented. If a manager receives reports that an individual has ignored the advice given by a Senior Charge Nurse, the individual will be advised that this may be deemed as a disciplinary offence, which may be subject to the Board's Disciplinary procedures. The incident will be recorded by the manager on the employee's personnel file.

### Step 2

At this stage the informal part of the Disciplinary Policy and Procedure will be used in that the individual will be interviewed by their line manager and reminded fully of the expectations of the Board but also seek reasons as to why the individual has not complied with the guidance as there may be health related or other reasons that are brought to the attention of the manager. The manager will then advise the employee of the expectation of an improvement in performance. If there is improvement in the performance the manager will advise the employee of the satisfactory nature of this improvement in performance. If however the incident is repeated the manager will advise the employee that the formal disciplinary process will be applied.

### Step 3

At this stage the Disciplinary Policy and Procedure will be formalised. Managers will be encouraged to use the verbal warning process within the Disciplinary Policy and Procedure and whilst it is not appropriate to prejudge an outcome it is unlikely in the first instance that such a matter would require dismissal or final written warning stage.

### Step 4

If the offence is repeated the matter will be escalated to the next warning stage and so forth until such times it could lead to the employee's dismissal. It is hoped that between the informal and formal stage that all necessary action will be taken to remind the employee through formalised training and performance management with regular reviews so that the individuals performance relating to hand hygiene can improve. It is hoped that the majority of employees who require continuous improvement will take on board advice given by their line managers and will improve their performance relating to hand hygiene to the extent that no further action is required as per the Disciplinary Policy and Procedure. At each stage of the formal process the individual will have the right to be accompanied at the meeting by a colleague, a friend or represented by a staff representative.