**Infection Prevention and Control Statement:**

Infection prevention and control is of the utmost importance to Vita Health Group (VHG), and we take every opportunity to minimise the risk of infection for our colleagues, people who use our services, and their families. Policies and procedures are in place to protect service users, our colleagues, and the public from exposure to, or the spread of infection. We strive to ensure awareness of infection prevention control is a core focus of all our activities.

**What to expect from us:**

As a VHG service user, you can expect our facilities and equipment to be clean, hygienic and appropriately utilised. We regularly inspect all our facilities to check for cleanliness and to ensure our cleaning schedules are sufficient to ensure the highest hygiene standards. All VHG colleagues are regularly trained in the policies and procedures to prevent infections. Infection prevention champions in all our service areas regularly check that procedures are undertaken correctly. This includes hand hygiene procedures that are regularly audited to ensure compliance. Our colleagues will thoroughly wash their hands or use hand gel before and after any physical contact with you as part of your care – if you are not sure they have then please ask. Colleagues will generally only wear gloves and aprons if contact with blood or body fluids could occur.

We carefully monitor our infection rate (which is extremely low) and will advise you of this prior to your care for your reassurance. As part of your care, we will provide appropriate aftercare advice to prevent infections. When infections occur, which is rare, they are fully investigated to help prevent recurrence and ensure quality is maintained and opportunities to improve are identified.

**What we expect from our service users:**

If you or a member of your household have signs or symptoms of an infection, please contact VHG for advice as promptly as possible before attending for your appointment. For example, diarrhoea and vomiting, or a cough.

Please also inform VHG if you have previously tested positive for MRSA, Clostridium difficile (now known as Clostridioides difficile) or have previously been cared for in a single room in a hospital for infection control reasons.

If any of our facilities or equipment are not to the high level of cleanliness you would expect, please inform us.

If you have any questions or concerns about infection prevention and control at VHG, please contact our Infection Prevention and Control Lead via e-mail. [IPC@VHG.co.uk](mailto:IPC@VHG.co.uk)