IPC CHAMPIONS

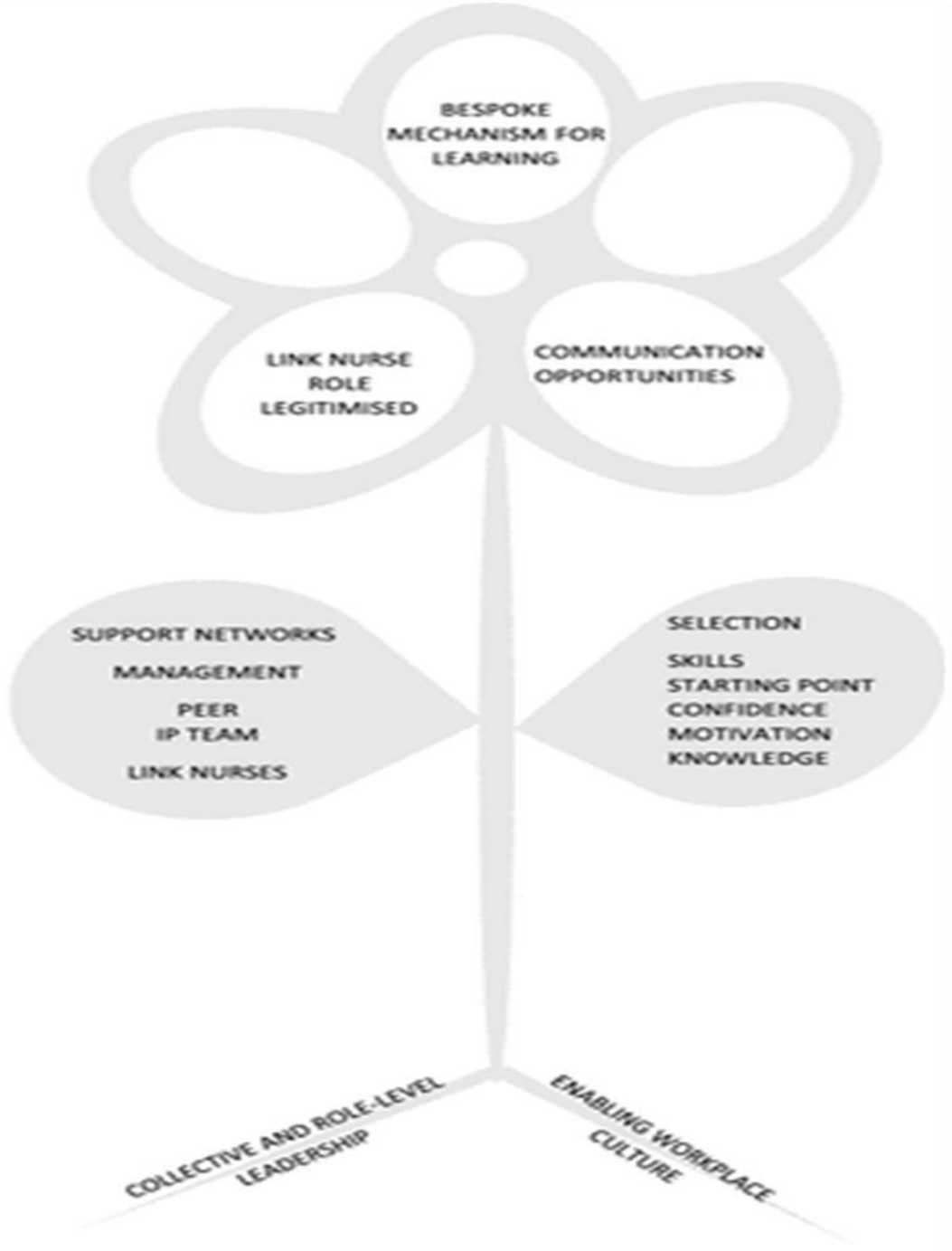
How to gain an effective champion

Why have a champion?

- To promote behaviour change
- To encourage and strengthen good IPC practice
- Be a role model for good IPC practices
- Support for IPC audits
- Support assurance in the homes IPC practice
- Provide direction to the achievement of the homes IPC goals

What makes a good Champion?

Sheryl Sandberg states ‘leadership is about making others better as a result of your presence and making sure that impact lasts in your absence’.



How can you support your champion?

Without the underlying foundation the flower won't bloom.

Visual support for the champion will help to validate the role.

Encourage and enable access to the IPC team, training and forums.

Help with resources or support to change practices

Resources

- Credit card tips and hints
- IPC team support
- Forums
- Training
- Queens National Institute IPC Champions Network

Every action counts and these conversation lines may support you to have those uncomfortable conversations

We work well together, but when we *don't comply with infection control guidance* it puts us both at risk

We are members of this brilliant team and we should do everything in our power to protect ourselves and our residents – this means ensuring we comply with *PPE guidance and maintaining social distancing whenever possible*

Do you have a few minutes? I have some ideas about how we could improve our compliance with *PPE/ social distancing* – can I share them with you?

Just because we work together as a team we still need to strictly adhere to *IPC measures in our changing rooms, coffee rooms and meeting rooms – there is no such thing as a Covid free bubble*

Do you think there are ways we could improve infection prevention and control within our team?

When you don't wear your mask properly, it makes me feel vulnerable

Covid-19: How to keep yourself and others safe when there are concerns

Speaking up if you have a concern

- Prepare (think about why and how you want to raise your concern)
- Act (you can use the POIPS framework, see over)

Listening up if someone raises a concern with you

- Assume they are trying to help you
- Remember you may be scarier to others than you think
- Welcome fresh eyes, ears and perspectives on safety
- *Really* listen and respect their view – acknowledge these conversations are seldom ‘easy’

Building a safer culture

- Whether speaking up or listening up: assume positive intent; distinguish between the person and their behaviour; and keep the conversation respectful, even if there is disagreement

Having a difficult conversation using the POIPS framework

CARE

1

Permission

Ask to speak to your colleague in a suitable place, allowing enough time

e.g. "Can we chat for five minutes in the office?"

2

Observation

Give a factual description of the concerning behaviour, ideally behaviour **you** have witnessed

e.g. "I noticed you were sitting right next to colleagues at coffee time without a mask on"

3

Impact

Describe the impact of their behaviour on others (patients/the team/you)

e.g. "I'm concerned that this puts us all at higher risk of catching and spreading Covid-19.

4

Pause (and ask)

What do they think? Assume they were unaware of this issue.

e.g. "It is so easy to forget – you probably weren't even aware of doing this?"

5

Solutions (or suggestions)

Clearly request how you want their behaviour to change, agree the actual plan together

e.g. "We all need to stick to the guidelines. Should we talk to the whole team about staying safe during our breaks?"

EVERY ACTION COUNTS

QNI IPC Champions Network

- To share good practice
- Share new learning and how it is put into practice
- To support each other with practice issues that may arise through reflection
- To provide links to organisations for networking

- This will be sector led

- Infection Prevention and Control Champions Network Launch – The Queen's Nursing Institute (qni.org.uk)
- Newsletters – The Queen's Nursing Institute (qni.org.uk) To sign up

QNI cont.

- IPC Good practice guide:
- https://www.qni.org.uk/wp-content/uploads/2021/11/Good-Practice-Guide-Nov-2021-web.pdf

- Sharing of good practice in:
  - Hand hygiene
  - PPE support
  - How to embed a culture of safety
  - How to effectively communicate
  - Good ventilation practice