

Effective change management smoothes transition to Tristel at University College London Hospitals NHS Foundation Trust (UCLH)

Successful infection control in the health care setting clearly involves the use of proven cleaning and disinfection products. However, their effectiveness depends not only on the products themselves, but on them being fully accepted and correctly applied by those charged with using them.

When the infection control team at University College London Hospitals NHS Foundation Trust (UCLH) sought to make changes to the Trust's cleaning and disinfection protocols they were rigorous in demanding an evidence based approach and in implementing a programme of change management that ensured thorough training and a smooth transition from one regime to another. The Trust now uses Tristel products to meet all its cleaning and disinfection requirements.

A need for change

Chlorine producing tablets and powders have long been the staple of hospital disinfection procedures, for cleaning and swabbing floors and other hard surfaces. They have also long given cause for concern. Unpleasant and potentially hazardous to work with, chlorine tablets especially can take a long time to dissolve, risking the use of concentrations that are ineffective for the job at hand. With the advent of more modern disinfection procedures many hospitals are moving to easy-to-use products that require only short contact times, a change that UCLH made in 2010, after trialling solutions from Tristel.

As Nurse Consultant Annette Jeanes, from the Trust's Infection Control Department, explains, "While we found microfiber and plain water very effective for cleaning, there were certainly a number of problems associated with using bleach-based products for disinfection. However, any replacement system had to be sporicidal and active against a very wide range of organisms, as you never know what you might be dealing with. It also needed to be fast-acting. Contact times of thirty, ten, or even five, minutes are really no good because people just don't have long enough to work with that."

Tristel trials

First trials of Tristel products began in 2009, initially using Tristel Jet in the ITU Department. Tristel's range for surfaces, which includes solutions for large scale cleaning as well as a non-aerosol



Tristel Fuse for Surfaces burstable sachets, designed to provide a high-level disinfecting and sporicidal solution when mixed with five litres of water. Sachets are also available for mixing with one litre of water where smaller quantities of solution are required.



Tristel Jet
trigger spray

gel formulation, is part of a broad portfolio of infection control products that use the company's proprietary chlorine dioxide chemistry.

Tristel Jet is a gel-based trigger spray that permits accurate directional application, with a thickened formulation that allows it to cling effectively to hard surfaces, for wiping. Tristel Fuse for Surfaces is packaged in 'mixable sachets' that contain base and activator solutions, and is designed for high-level disinfection of floors, walls and general hard surfaces. A single dilution is all that's needed to make up a working solution at the right concentration.

Engagement works

Annette Jeanes is confident that everyone involved in cleaning and disinfection in the Trust is motivated to do a good job and that engaging with housekeeping, cleaners, nurses and medical staff is key to the success of an infection control programme.

"You can have the best products in the world," she says, "but they're

no good if people can't or don't use them properly, because they don't understand what they are supposed to be doing. I do think it's really important to bring people along rather than impose solutions." Training and education were therefore always going to be an essential part of the whole package, from evaluation to roll out of the Tristel products.

The nurses in the department were "thrilled with it"

As a result of feedback from the 2009 ITU trials of Tristel Jet and Fuse, the Tristel development scientists worked with the infection control team at UCHL to make some changes to the product's formulation, impressing Annette Jeanes with their responsiveness. In continuing ITU evaluations, Jet was shown to be effective and easy to use and the nurses in the department were "thrilled with it". This resulted in a decision to roll out its use in Autumn 2009 to The Heart Hospital and in January 2010 to go Trust-wide with Jet for the nursing staff and both Jet and Fuse for the housekeeping teams. Changeover throughout the Trust was complete by November last year.

Targeting training

Training was crucial. "We used clinical facilitators and infection control nurses to train staff across all the relevant departments, beginning with housekeeping and then the nursing teams" said Annette Jeanes. "They very quickly took everyone through an education and training programme, and if questions came up we went straight back to the Tristel team and found them hugely responsive."

Today the standard cleaning regime throughout the Trust is to use microfiber with plain water, but if there is any kind of an outbreak, or around vulnerable patients, there is an immediate switch to Tristel products. During the Norovirus season this winter, Tristel Fuse and Jet were used for all cleaning and not simply in cases of an outbreak or for vulnerable situations.

"The support we have received from the company [Tristel] has really set them apart"

Annette Jeanes was clear in her summing up that, "The key question with any disinfection product is always will people use it? The answer with Tristel is definitely yes because it is so easy and has been so well-received. And the support we have received from the company has really set them apart." ■