

SERVICE SPECIFICATION

Blackburn with Darwen shared Infection Prevention and Control Service

Contract Number & Service Name	Blackburn with Darwen Infection Prevention and Control Service
Programme Area	Public Health
Commissioner Lead	Abdul Razaq - Director of Public Health, Blackburn with Darwen Borough Council Rabiya Gangreker – Public Health Development Manager (Health Protection), Blackburn with Darwen Borough Council rabiya.gangreker@blackburn.gov.uk
Service Provider Lead	Alan Wilton - Interim Head of Health Protection Services alan.wilton@lancashire.gov.uk Tanya Shaw – IPC Service Lead, tanya.shaw@lancashire.gov.uk
Period	1 st April 2023 to 31 st March 2025 with an option to extend for a further two years, 1 + 1
Contract Value	£176,614 over the 2 year contract term £88,307 per annum

1. Service Aims

To provide Blackburn with Darwen Borough Council (The Council) - with a specialist strategic and operational infection prevention and control service.

The service shall also contribute to ensuring that independent providers of Health and Social Care within Blackburn with Darwen are supported to effectively manage service users/residents with a confirmed or suspected infection, including Health Care Associated Infections (HCAI).

To provide evidence of assurance that robust quality control processes in line with evidence-based Infection Prevention Control (IPC) national guidance and legislation are in place in services that are commissioned or contracted by The Council.

To ensure that The Council is better prepared to deal with IPC issues that may arise in the future related to outbreaks or incidents.

2. Objectives

- To provide specialist advice to healthcare professionals for the effective management of infection and the prevention of transmission.
- To promote public health campaigns in relation to IPC.
- To provide HCAI surveillance to provide assurance to the Director of Public Health.
- Specialist support for HCAI outbreaks/periods of increased incidence.
- Interpret guidance, best practice, and advise on development of policy, guidelines and care pathways ensuring delivery of equitable, evidence-based care.
- Specialist support for IPC Root Cause Analysis and Serious Incident investigations.
- To provide a resource for infection prevention and control information.
- To provide appropriate IPC Education, Training and Development for health and social care professionals across Blackburn with Darwen as identified in priority themes and trends.
- To provide support and guidance to enable providers to undertake audit and evaluation to

ensure continuous quality service improvement.

- To work collaboratively with other health and social care staff to ensure positive outcomes for service users/residents and support community health promotion initiatives in relation to the IPC agenda.
- Work with UK Health Security Agency (UKHSA) to provide specialist support for IPC within Health Protection.
- To work with quality assurance team and/or commissioners to ensure that high quality, effective and value for money services are delivered in relation to the IPC agenda e.g., feedback on new care settings.

3. Service Delivery (also refer to Appendix 1)

The provider shall:

- Act as The Council link into the Lancashire & South Cumbria Integrated Commissioning Board (L&SC ICB), HCAI/IPC strategic plan and associated work plans.
- Liaise with IPC 'Link Practitioners' across health and social care settings in Blackburn with Darwen – communications, forums, guidance updates.
- Provide 6-monthly IPC educational update sessions for the identified link practitioners to raise IPC awareness and improve standards of practice within health and social settings.
- Undertake audits across Health & Social Care (H&SC) settings/services, education and early years as required.
- Contribute to the Clostridioides Difficile Infection (CDI) and Methicillin-resistant Staphylococcus aureus (MRSA) post infection review (PIR) processes and attend the relevant HCAI panels if required.
- Produce quarterly and annual HCAI Reports and deliver at the Blackburn with Darwen Health Protection Board (HPB).
- Review the implementation of quality improvement action plans that relate to IPC within health and social care settings.
- Produce quarterly IPC quality & performance reports (Appendix 2) to be submitted to the Blackburn with Darwen Public Health Development Manager – Health Protection and Director of Public Health and presented to the Health Protection Board. The report to include details and time frames of remedial actions where appropriate and Key Annual Priorities and work plan - as agreed by Blackburn with Darwen and Lancashire County Council IPC.
- Participate in LA/ICB quality site visits to review standard of IPC practice within health and social care settings, as required.
- Contribute to associated Blackburn with Darwen quality improvement action plans.
- Provide IPC advice to the Blackburn with Darwen Public Health Team on IPC issues.
- Provide specialist IPC advice and guidance to The Council and link IPC practitioners
- Network within national and regional IPC forums and conferences to maintain specialist knowledge and strategic vision.
- Represent The Council on working groups and subgroups that focus on IPC.
- Monitor the effectiveness of infection prevention and control strategy and policy.

3.1 Service Location	LCC IPC team members will work from Duke Street base at least once a month to develop and strengthen relationships with BwDBC colleagues.
3.2 Days/Hours of Operation	The core service shall be provided five days a week: Monday to Friday. Core hours of the service are between 9am and 5pm. Open dialogue with both parties to take place in respect of the flexibility with working hours and surge capacity which may be required to support outbreak management.
3.3 Referral Route	Referrals to the service shall be taken via email at infectionprevention@lancashire.gov.uk

3.4 Response Time and Prioritisation	<ul style="list-style-type: none"> • Support UKHSA in response to outbreaks, shall receive priority and shall be responded to (wherever possible) on the same working day • Respond to queries from settings regarding incidents or outbreaks within 1 working day (excluding bank holidays) • Support UKHSA in response to contact tracing where possible • Ad hoc IPC advice may be required as soon as practicably possible
4. Evidence base	
<p>National/local context and evidence base</p> <p>Preventing avoidable infection and improving health outcomes across independent providers of health and social care remains a priority, with service user/resident safety being fundamental. Infection prevention and control impacts on every healthcare professional and to ensure that infections are managed effectively across Blackburn with Darwen and are required to comply with the relevant criteria of the Health and Social Care Act Code of Practice (The Health and Social Care Act 2008: Code of Practice for Health and Social care on the Prevention and Control of Infections and related Guidance).</p> <p>The NHS Constitution for England defines the rights and pledges that every patient can expect regarding their care and is further supported by the Care Quality Commission (CQC), the independent regulator of all health and adult social care in England. The CQC monitors that all health and social care is safe and complies with established standards.</p> <p>A wide variety of healthcare is increasingly being delivered in primary and community care settings, this is also reflected in the NICE (National Institute for Clinical Excellence) clinical guideline 139 'Infection Control: prevention and control of healthcare associated infection in primary and community care (March 2012), which underpins infection prevention and control practices.</p> <p>Under the Health and Social Care Act (2012), local authorities assumed statutory responsibility in relation to health protection including any threat to health posed by infectious disease. To support these responsibilities, local authorities need to be assured that any in-house service delivery as well as commissioned services meet IPC standards to reduce the incidence of avoidable Health Care Associated Infections (HCAIs) and other infectious disease outbreaks.</p> <p>Applicable national standards</p> <p>The service will work to the following policy guidance:</p> <p>Guidelines</p> <ul style="list-style-type: none"> • Code of Practice on the prevention and control of infections and related guidance • National Institute for Clinical Excellence (NICE) • Department of Health and Social Care (DHSC) • Royal College of Nursing (RCN) • UK Health Security Agency (UKHSA) <p>Applicable local standards</p> <ul style="list-style-type: none"> • Locally developed policies based on the above guidelines • Infection Prevention and Control Policies • Medicine Management Prescribing and Guidelines <p>The policy guidance detailed above is not exhaustive and the service shall be expected to work to new and emerging policy guidance such as that developed by NICE, Department of Health and Social Care and UK Health Security Agency.</p>	

5. Relationships and Accountability

- Each provider of health and social care services is accountable to their patients and their commissioners for the safety and quality of the care that they deliver. This includes NHS Trusts, GP practices, dental practices, nursing and residential care homes, private and voluntary sector providers of health and social care.
- NHS Commissioners are accountable to the public for the safety and quality of the services that they commission.
- NHS England is accountable, working with ICB, for the commissioning of high-quality Primary Care Services including NHS commissioned GP, Dental, Pharmacy, Optometry, Immunisation and Screening Services.
- ICBs are accountable for the quality of the community and hospital services that they commission. In addition, they are accountable through the NHS for the delivery of reductions in Health Care Associated Infections.
- ICBs are under a duty to obtain appropriate advice with regards to Health Protection.
- Local Authority Directors of Public Health are accountable for the overall health of the local population.
- Local Authority Directors of Public Health are accountable for assuring infection prevention and control arrangements for the health economy.
- UKHSA is accountable for the infection surveillance and providing expert advice and guidance.
- The Infection Prevention and Control Service to BwDBC is responsible for providing information, advice, support, and assurance to Blackburn with Darwen Borough Council and is accountable to Blackburn with Darwen Director of Public Health.

6. Expected outcomes

NHS Outcomes Framework Domains & Indicators

Domain 1 Preventing people from dying prematurely

Domain 2 Enhancing quality of life for people with long-term conditions

Domain 3 Helping people to recover from episodes of ill-health or following injury

Domain 4 Ensuring people have a positive experience of care

Domain 5 Treating and caring for people in safe environment and protecting them from avoidable harm

The NHS Outcomes Framework Domains as stated above shall be met within the service specification stated below.

Local defined outcomes

- The Council must be assured that the LCC IPC Service shall be delivered in an effective and coordinated way.
- HCAs must be managed safely and effectively across Blackburn with Darwen in accordance with the relevant criteria of the Health and Social Care Act as per Appendix 1.
- Adequate provision and promoting the uptake of training and education for health and social care staff in IPC shall be delivered according to the key priorities agreed in the work plan at the beginning of each year.
- Roles within the specialist team are developed and reflect evidence based educational and professional development.

7. Detailed Service Description (please also refer to Appendix 1)

7.1 Health Care Associated Infections

Where required, participate in root cause analysis on all reported community MRSA and Clostridium Difficile infections in association with relevant health and social care personnel.

including MRSA & CDI	<p>Interpret and report themes and trends on a quarterly basis for all HCAI cases to the Director of Public Health and The Council's Health Protection leads.</p> <p>Contribute to joint reviews with NHS Hospital Trusts, relevant NHS or social care bodies as may be required in cases of cross-boundary events/incidents.</p> <p>Monitor rates of infection and act on any sudden increases ensuring the Clinical Director for Quality and Primary Care Development and the Director of Public Health are informed.</p> <p>The IPC service shall establish proactive approaches to infection control to meet targets for these infections set by the Department of Health and Social Care.</p> <p>Antimicrobial stewardship – the service provider must link in with medicines management teams to ensure that antibiotics are prescribed in accordance with local antibiotic formularies as part of antimicrobial stewardship.</p> <p>The service shall provide evidence to demonstrate compliance with the requirements of the Antimicrobial Resistance Strategy.</p>
7.2 Infection Prevention Audits	<p>The IPC service shall collaborate with ICB, and local authority quality & performance teams and commissioners of social care will provide support and guidance in undertaking and monitoring a planned programme of infection prevention and control audits by providers.</p> <p>There may be situations where the IPC service shall be required to investigate premises because of concerns raised by a member of the public or other source. Unannounced audits may be required if there are serious safety concerns.</p> <p>The service provider shall share audit reports and associated recommendations with the appropriate commissioner (LA, ICB or NHS England and CQC). The provider shall agree an action plan with their commissioner.</p> <p>Any premises of concern shall be visited and re-audited to ensure appropriate remedial steps have been taken.</p> <p>Any serious concerns shall be raised with L&SC ICB Clinical Director for Quality and Primary Care Development/Head of Quality and/or Council commissioners within 24 hours.</p> <p>Services to be audited include: -</p> <ul style="list-style-type: none"> • Nursing and Residential Care Homes • Other communal community premises as required e.g., leisure centres • School/nursery facilities as required e.g., in the event of a significant outbreak • SEN schools and services • Any Council provision (in-house delivery or commissioned)

7.3 Policies & Procedures	<p>Through the review of quality schedule submissions, audit and quality site visits, the IPC Service will monitor that health care providers have: -</p> <ul style="list-style-type: none"> • Produced infection control policies and procedures for their service and made them available to all staff and to the Council commissioner on request • Updated policies as necessary • Produced new policies and procedures as required following DHSC/UKHSA/NHS guidance • Audited compliance with IPC policy
7.4 HCAI Forum meetings	<p>Contribute to relevant HCAI meetings across Pennine Lancashire involving stakeholders from Local Authorities, L&SC ICB and all healthcare providers. They will also contribute to the relevant Infection Control Committees.</p>
7.5 Advice on new builds and refurbishments	<p>Provide infection control advice to Blackburn with Darwen Commissioners on any new builds or refurbishments ensuring consideration is made that any alterations will comply with NHS & local government performance requirements.</p>
7.6 Communication with professionals and the public	<p>The IPC Service shall:</p> <ul style="list-style-type: none"> • Promote national/regional/local health promotion campaigns using several different media, such as through dissemination of appropriate leaflets and detailed information on social media. Any advice/guidance issued should include the Council logo to indicate that it has been produced for use in the Borough. • Produce regular social media content in line with national and regional UKHSA campaigns. • LCC's IPC webpages shall clearly state that they have a collaborative agreement with Blackburn with Darwen Borough Council, and the advice and guidance produced shall also consider any geographical differences in policies and processes between the two local authorities. • Provide advice to both professionals and complex settings (eg., care settings, educational establishments) through appropriate points of access; for BwDBC the first point of contact will be the Lancashire County Council IPC Team • Provide advice for Council staff to enable them to specify clearly in appropriate documentation any requirements relevant to Infection Prevention and Control. • Support the Director of Public Health with infection prevention and control advice and support. • Take part in national campaigns by provision of information/stands/displays.

7.7 Work with UKHSA	<p>The IPC Service shall work with UK Health Security Agency (UKHSA) colleagues to:</p> <ul style="list-style-type: none"> • Resolve and manage outbreaks of infection in the community. • Follow up any contacts of cases of infectious disease such as Meningitis, Measles, Hepatitis B, Legionella, Hepatitis A and Norovirus, and any other unusual infectious diseases. • Assist with the monitoring or investigation of schools and other premises as required during incidents involving local services and agencies. • Work closely with the Environmental Health Officers in the event of an outbreak or food borne illness. • In the case of a pandemic or the emergence of a serious infection threat, provide the local links to the national planning and coordination infrastructure in conjunction with the Director of Public Health.
7.8 Service Management Role	<p>Produce an Infection Control Annual Report and work plan for the year in conjunction with Council leads for Health Protection. Support services including Nursing and Residential Care Homes, and Local Authority establishments and staff to comply with the standards required for registration and compliance with CQC and the Code of Practice – Hygiene Code</p>
7.9 Achieving requirements of the Health and Social Care Act 2008 & 2010	<p>Work with commissioning managers based within the LA and ICB to ensure service specifications for contracted services comply with the requirements of the Health and Social Care Act 2008 and 2010.</p> <p>Work closely with the Care Quality Commission and other regulatory bodies and update with any concerns.</p>

8. BwD Infection Prevention & Control Service Quality Standards

The service must work to the following policy guidance:

- National infection prevention and control manual for England (NHS 2022)
- The Health and Social Care Act 2008: Code of Practice on the prevention and control of infections and related guidance (DH, July 2015)
- Guidance on the reporting and monitoring arrangements and post infection review process for MRSA bloodstream infections from April 2014 - version 2 (NHS England 2014)
- Updated guidance on the management and treatment of Clostridium difficile infection (PHE, 2013)
- Minimising Clostridioides difficile and Gram-negative Bloodstream Infections (NHS 2021)
- National Standards of Healthcare Cleanliness 2021 (NHS)
- National specifications for cleanliness in care homes (NPSA 2014)
- NICE quality standard 61 Infection prevention and control (2014)
- Infection: prevention and control of healthcare associated infections in primary and community care (NICE 2012)
- NICE support for commissioning for infection prevention and control (NICE 2014)
- Infection prevention and control commissioning toolkit (RCN 2016)
- Infection prevention & control in adult social care settings (DHSC 2022)
- Other national, regional, and local guidance and standards including prevention and management of novel infections and those seen as public health risks including Ebola
- Infection Control in the Built Environment (NHS 2021)
- Antimicrobial stewardship systems and processes for effective antimicrobial medicine use (NICE August 2015)
- Antimicrobial prescribing and stewardship competencies (PHE 2013)
- UK 20-year vision for antimicrobial resistance (DHSC 20119)

9. Interdependencies

The team shall liaise with several stakeholders across Pennine Lancashire including, but not limited to:

- Lancashire and South Cumbria Integrated Care Board
- Directors of Public Health and their teams as public health leaders
- UK Health Security Agency
- NHS England Regional Team
- Nursing and Residential Care Home managers and staff
- Health and social care staff
- Educational and early years staff
- NHS Acute Hospital Trusts
- NHS community services
- Domiciliary Care Providers
- Social Care Commissioners
- Care Quality Commission

10. Exclusion Criteria

Services not commissioned by Blackburn with Darwen Borough Council

11. Activity

Activity shall be agreed in the annual work plan produced collaboratively between the LCC IPC service lead and BwD Public Health commissioner.

IPC service lead to submit quarterly performance report card (Appendix 2)

For 2023/24 the activity is as follows

Activity Performance Indicators	Threshold	Method of measurement
Production of annual IPC key priorities and work plan	Within 6 months of IPC lead nurse in post and prior to the start of each budget year	Work plan agreed and shared with BwD PH Development Manager
Submission of quarterly IPC performance report	Within 3 months of IPC lead nurse in post and quarterly thereafter	Report submitted to BwD PH Development Manager and presented to BwD HPB (Health Protection Board)
Submission of annual report	April 2024	Report completed and shared with BwD PH commissioner
Provision and evaluation of bi-annual IPC education update session for IPC link practitioners	All identified link practitioners to have been offered training session within 6 months of lead IPC nurse in post	Quarterly progress against plan
Offer hand hygiene sessions to BwD primary schools		Activity to be reported on quarterly basis

Promote public health campaigns in relation to IPC.		Activity to be reported on quarterly basis
12. Governance		
Reference Contract		
Monthly catch-up meetings between BwD PH Development Manager and IPC Service lead nurse and on a quarterly basis to review the quarterly performance reports.		
13. Finance		
13.1 Contract value	<p>Contract period = 2 years, from 1st April 2023 to 31st March 2025</p> <p>Total value = £176,614* £88,307 per annum*</p> <p>*(subject to change based on annual review and agreed government uplifts)</p> <p>To be paid by invoice on a 6 monthly basis</p>	
13.2 Contract monitoring	<p>The performance against the contract will be monitored as per the performance and activity indicators detailed in Sections 7, 11 and appendices 1 and 2 in quarterly review meetings</p>	

APPENDIX 1

Service specification	BwD IPC lead	ICB lead	NHSE lead	Comments
Produce HCAI/IPC strategic plan and associated work plans	✓	✓	✓	All organisations to contribute
Collate analyse and report on associated quality performance information	✓			
Produce quarterly IPC quality & performance reports. The report to include details and time frames of remedial actions where appropriate	✓			IPC to send BwD lead quarterly performance reports. Report template to be agreed with new service lead. Report to be submitted by the end of the first month in the next quarter.
Produce annual IPC report including performance against strategic objectives and quality outcome measures.	✓			IPC to send the report to BwD lead by May 2024
Establish a network of IPC 'Link Practitioners' across independent contractors	Regulated care	Primary care		
Provide specialist IPC advice and guidance to commissioners and link IPC practitioners	Regulated care	Primary care		
Provide 6-monthly IPC educational update sessions for the identified link practitioners to raise IPC awareness and improve standards of practice within independent contractors.	Regulated care	Primary care		Cross working and support as required/available.
Assist in the production of 'quality schedules' within health and Regulated care commissioned service contracts	Regulated care	Primary care		
Review the implementation of quality improvement action plans that relate to IPC within commissioned services.	Regulated care			Currently LCC also do this for NHS Acute Trusts via IPCCs.
Participate in quality site visits to review standard of IPC practice within commissioned services.	Regulated care	Primary care		
Assist in the production and monitoring of associated quality improvement action plans	Regulated care	Primary care		
Network within national and regional IPC forums to maintain specialist knowledge and strategic vision.	✓	✓	✓	All IPC professionals will do this
Represent LA/ICB on working groups and subgroups that focus on IPC	✓	✓	✓	
Monitor the effectiveness of infection, prevention and control strategy and policy	✓	✓	✓	

APPENDIX 2**Quarterly IPC Activity/Performance Report Card**

Incident and Outbreak Management	
Number of BwD incidents / outbreaks supported	<i>Provide details of incidents in terms of setting, numbers affected and actions/support provided by team</i>
Guidance / policies issued	<i>Details of documents produced and who they've been shared with</i>
Advice and information requests	<i>Provide details of the setting and information/advice issued</i>
Post infection reviews	<i>Information on PIRs participated in and outcomes</i>
Care settings	
IPC Forums	<i>Provide details of attendance from BwD setting Sessions occurring in BwD Subjects covered</i>
Meeting attendance	<i>ASC and IPC catch-ups Combined Quality meetings (monthly) Other</i>
IPC audits	<i>Number of audits completed, details of the settings (e.g. care home / day centre etc.) and any issues identified</i>
Training	<i>Details of any training delivered</i>
Information sessions	<i>Details of any information or education sessions</i>
Policies / guidance documents	<i>Details of any documents produced</i>
Representing BwD	
Meetings / Networking	<i>Provide information on subject/topic of meeting and any actions/information to be shared</i>
Educational settings	
Guidance / policies issued	<i>Details of documents produced and who they've been shared with</i>
Advice/information requests	<i>Provide details of the setting and information/advice issued</i>
Hand hygiene sessions	<i>Number of sessions delivered and details of setting and year group</i>
IPC audits	<i>Number of audits completed, details of the settings (e.g. nursery, SEN school etc.) and any issues identified</i>
Information sessions	<i>Details of any information or education sessions delivered</i>
Health Care Associated Infections	
<i>Information to be shared via quarterly reports</i>	
Communications	
Social media activity	<i>Details of topics communicated via social media channels</i>
Miscellaneous	
Any ad-hoc activity	
Working from Duke Street, Blackburn	<i>Should occur at least once a month to develop and strengthen relationships with BwD colleagues</i>