

## Observation

### Topic of the Month - Hand Hygiene



Do colleagues understand the difference between hygienically clean and socially clean hands?



Is the hand mapping regime followed as per the SOP1310 and DAT2060?



Do colleagues understand there is a procedure they must follow with regards to their hand care?



Do colleagues know which product they should be using?



Are all colleagues using only the product they should be?



Are any colleagues using Derma Shield?



Have you a record of which staff are using which product?



Are Clinell wipes only being used for wiping hands?



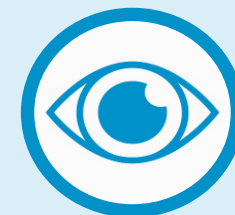
Are any staff using more than one product?



Are only those that do venepuncture using the hand gels?



Do staff understand that only the products outlined in the SOP should be used?



Are there any other products such as Clensa wipes in use - if so please remove them

**A behavioural safety observation is the key to identifying hazards in the way people carry out tasks before an accident happens.**

**The idea is to visit your team and observe the work for a few minutes, identifying things that are good as well as bad and then discuss the points with your team. The information on the other side of this sheet may provide some guidance on what to look for.**

**Below is advice on how to carry out the conversation and what to look for in the observations.**

**Introduce yourself**

- Advise the observee who you are if they don't know and why you are there
- Advise all observations are anonymous
- Watch the whole process you are observing
- Record good and poor practice
- Only interrupt if there is an immediate danger of injury or worse

**Immediate feedback**

- Feedback directly to the person you have observed
- Reinforce POSITIVE behaviour by telling them what they did well
- Have an open and honest conversation with the observee

**Do this by asking the right question in the right way**

- Highlight what they have done correctly and present any issues as a question for them to answer:

- Q. Does everyone do it that way?
- Q. What is slow / inconvenient uncomfortable about doing that safely?
- Q. What is the worst thing that could happen with that approach?
- Q. How would that affect your spouse, children, partner, children, friends, colleagues?
- Q. What could be done to address the issue highlighted?

Date	What was observed?
<b>What went well?</b>	
<b>What didn't go well?</b>	
<b>What could be better?</b>	
<b>How can we improve?</b>	