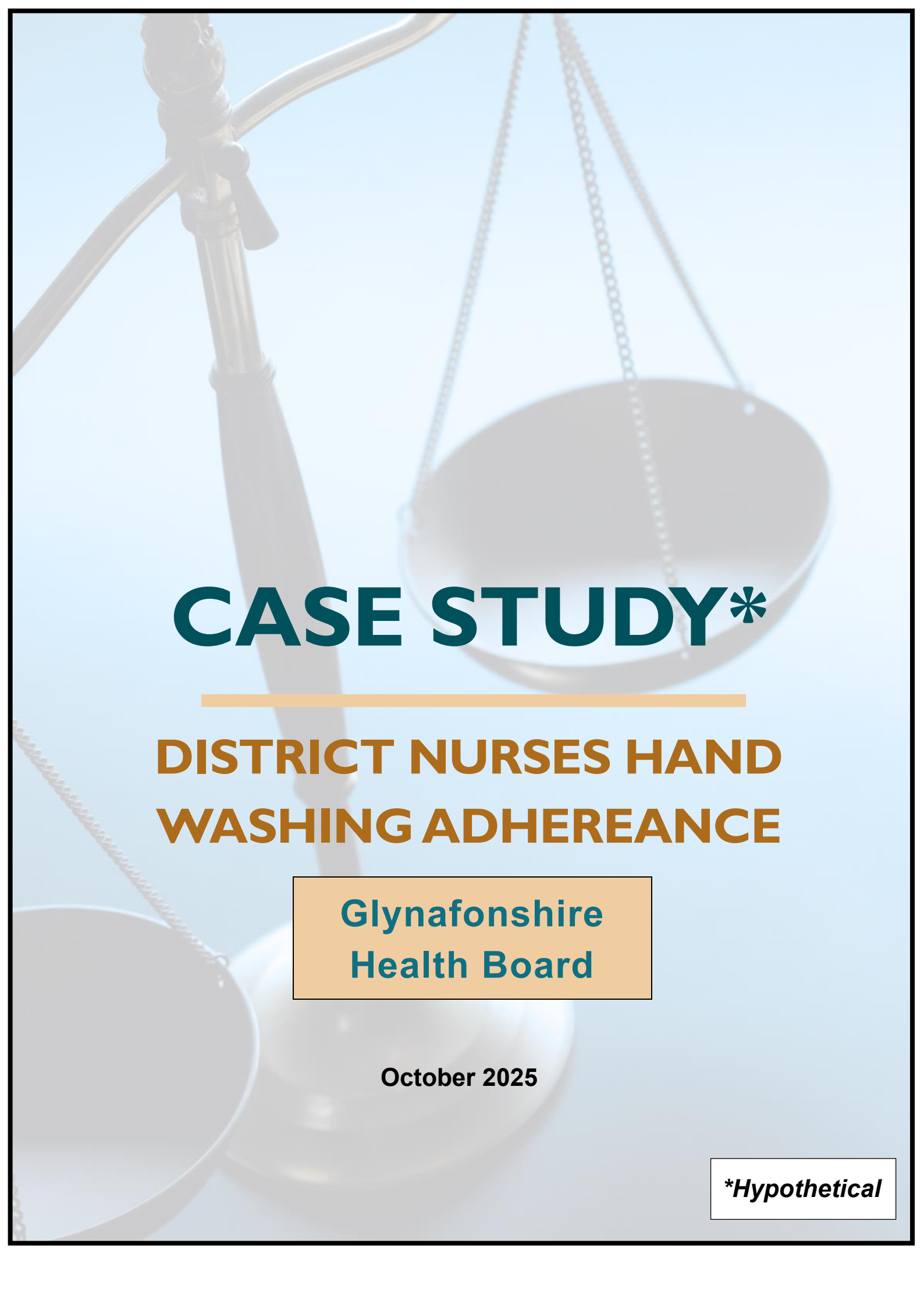




CASE STUDY*

DISTRICT NURSES HAND WASHING ADHEREANCE

**Glynnafonshire
Health Board**

October 2025

****Hypothetical***



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1. INTRODUCTION

This case study serves as a crucial mechanism as part of a comprehensive examination and evaluation of a specific situation, aiming to gain insights, identify strengths and weaknesses, and derive lessons for future improvement. It has been conducted for learning purposes, quality assurance, legal analysis, and strategic planning.

Firstly, it provides an opportunity to reflect on past decisions and actions, offering a deeper understanding of what went well and what could be improved. By analysing the details and outcomes of a case, professionals can uncover underlying factors, contributing to better decision-making in similar future scenarios.

Secondly, it will contribute to organisational learning and development, allowing teams to share knowledge, discuss alternative approaches, and refine protocols or procedures based on real-world experiences. This iterative process fosters a culture of continuous improvement and helps mitigate risks by addressing potential pitfalls proactively.

Furthermore, it aims to ensure compliance with standards and regulations, serving to assess adherence to established guidelines, identify any deviations, and take corrective actions as necessary to maintain legal and ethical standards.

Finally, this Case Study plays a vital role in safeguarding the well-being of individuals, facilitating multidisciplinary collaboration, enabling professionals to assess complex cases from various perspectives, develop holistic care plans, and ensure that the needs of vulnerable populations are met effectively.

2. BACKGROUND TO THIS CASE STUDY

The local health board has a strict handwashing policy that all district nurses must adhere.

The policy provides guidance on proper handwashing techniques and stipulates handwashing procedures must be completed before and after entering a patient's property, to avoid spreading infections.

The handwashing policy and detailed explanation of techniques to employ as part of the handwashing procedure are explained to district nurses during their training period.

All district nurses must pass a written and practical test to demonstrate understanding and competency of the handwashing policy.

However, it has been brought to the health board's attention, that some nurses have not been consistently adhering to the policy.

Some were not following correct techniques, some were rushing, while some were not always washing their hands both before and after visiting a patient's property.

Consequently, eight patients contracted a serious infection, one of which led to a fatality.

3. STATEMENT FROM THE HEALTH BOARD

Information provided by the district nurses noted that due to staff shortages and increase in patients requiring care in the community, working hours became increasingly long in the months prior to the incident.

Many nurses worked back-to-back shifts on multiple occasions per week and had to provide care to double the number of patients they would normally visit.

The health board must now further investigate the incident particularly as all nurses had passed written and practical tests perfectly and had substantial experience in their roles.

The health board will also look to implement new strategies to ensure an incident such as this does not occur again, even when workload capacity is being stretched.