

# The NHS Healthcare Cleaning Manual

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# The NHS Healthcare Cleaning Manual

# Welcome to the NHS Healthcare Cleaning Manual

The NHS Healthcare Cleaning Manual has been designed for use by managers and staff in cleaning service departments as a resource to assist in training, setting standards to help promote high quality, consistent, service levels. It will also help Housekeepers and other ward-based staff to supervise such standards and make judgements about quality and outcomes.

In addition to advice and guidance concerning the general cleaning of the premises and equipment, the Manual also contains an overview in relation to infection control issues and also the cleaning of “patient equipment” (which is normally undertaken by nursing staff). This is to reinforce the fact that patients want everything to be clean – not just the parts/equipment normally cleaned by cleaning service departments.

The Manual has been designed to complement existing Trust policies and procedures – especially those associated with infection control - and local policies will at all times take precedence over the content of the Manual.

Enclosed with the Manual is a further CD-ROM on which there are a large number of photographs associated with cleaning materials/equipment and methods that will be useful as training material and these may all be copied for use in the NHS without charge.

**One hardcopy of the Manual has been sent to the Director of Facilities at Trusts/PCTs in England and further e-copies are available on CD-ROM from Department of Health Publications.**

# The NHS Healthcare Cleaning Manual

## Foreword

Cleanliness in hospitals is about more than just keeping the place clean. It makes a statement to patients and visitors about the attitudes of staff, managers and the Trust Board in terms of attention to detail, the level of care and the way the hospital is organised and run. It is not possible to have a “good” hospital without it being a clean and tidy hospital.

Modern Matrons are taking the lead role in ensuring that cleanliness standards on their wards meet patient’s expectations and they are increasingly able to intervene and get things put right, where they are not. The development of the housekeeper as part of the ward team - taking responsibility for co-ordinating Hospitality Services at ward level - means that there is now a direct link between the Modern Matron, ward manager and the cleaning team/department and a seamless service between the various providers of care in the hospital.

## Background

The National Standards of Cleanliness were first published in November 2001 and hospitals across the country undertook a baseline audit using the Standards framework to measure the “technical” cleanliness of their hospitals. The Standards have recently been revised following widespread consultation with the NHS, private contractors, the British Institute of Cleaning Science and professional associations. They have been made simpler to use, more wide-ranging in what they measure and now provide opportunities for automated reporting through a spreadsheet that captures and sets out the scores achieved. They have also been renamed as “Standards of Cleanliness in the NHS – A framework in which to measure performance outcomes”.

The Standards continue to be central in addressing the question – “Is the hospital clean?” and information is gathered each year using the Standards from across the NHS in relation to “technical” cleanliness as part of the Estates Returns Information Collection (ERIC).

The “Standards of Cleanliness in the NHS” 2003 make recommendations about the need for a range of processes and documentation to be in place at all hospitals to enhance the potential for them to be consistently clean. These include such things as clear statements about who is responsible, chains of reporting, standards setting, agreeing service levels and making judgements about performance. One key recommendation is that hospitals should have clear instructions for staff in terms of the best methods to use in undertaking the task of cleaning.

## The NHS Healthcare Cleaning Manual

Many hospitals already have some form of cleaning Manual although this is not universal. The NHS Healthcare Cleaning Manual acts as a benchmark against which such instructive material can be compared, and also provides hospitals without a Manual with guidance and advice.

The Manual has been designed by a group of experienced managers from the NHS and industry and we are indebted to those who have given so freely of their time and enthusiasm. The final draft of the Manual was piloted at hospitals in Rochdale, Thurrock and Bury, and the photographs were taken at Darlington Hospital.

## Publication

This publication was issued in March 2004 and distributed to the Director of Facilities (one hardcopy) at Trusts/PCTs in England.

**The index and sections in the Manual have been colour-coded for ease of use.**

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## SECTION 1.0

# Introduction

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## 1.1 Introduction

The NHS Plan (2000) outlined the need to raise standards of cleanliness throughout the NHS. This has been achieved by -

- the deployment of Patient Environment Action Teams (PEAT) – both at national and local levels – using their “unannounced” inspections, reporting and feedback to local managers
- new funding from central Government and local Trusts
- the inclusion of “cleanliness” as part of the Planning & Priorities Framework
- the nomination of a Trust executive to take overall responsibility for reporting on “cleanliness” issues to Trust Boards
- the National Standards of Cleanliness 2001 that enabled hospital to measure “technical” cleanliness and make comparisons between themselves, and
- the repositioning of “cleanliness” issues back into the forefront of thinking in terms of the overall patient experience

The NHS welcomed the National Standard of Cleanliness and they are now used widely on a day to day basis. Many NHS managers responsible for cleaning services have suggested that an operational manual that sets out “how to clean” would complement the National Cleanliness Standards. They also said that such a manual would be especially useful in helping deliver even higher quality performance through better training and development of staff (both new and longer serving). Many hospitals and Trusts already have such a Manual – however, there are some that do not.

At a strategic level Trusts are encouraged to set out how cleaning services fit with the wider strategic aims and objectives of the organisation – the contribution “cleanliness” can make, how it is to be organised and who is responsible for providing the services. In this way, Trusts can better ensure that their cleaning programmes are properly focussed, effectively resourced and that they consistently deliver high quality services that are well regarded by patients.

At a tactical level Trusts are encouraged to have local arrangements for cleaning in the form of Service Level Agreements (SLA) for departments and wards throughout the hospital. Each SLA should set out the range of services to be provided, the times and frequencies at which cleaning will take place, who is responsible for providing them, who is responsible for making judgements about outcomes and how Modern Matrons can get things fixed and changed when required.

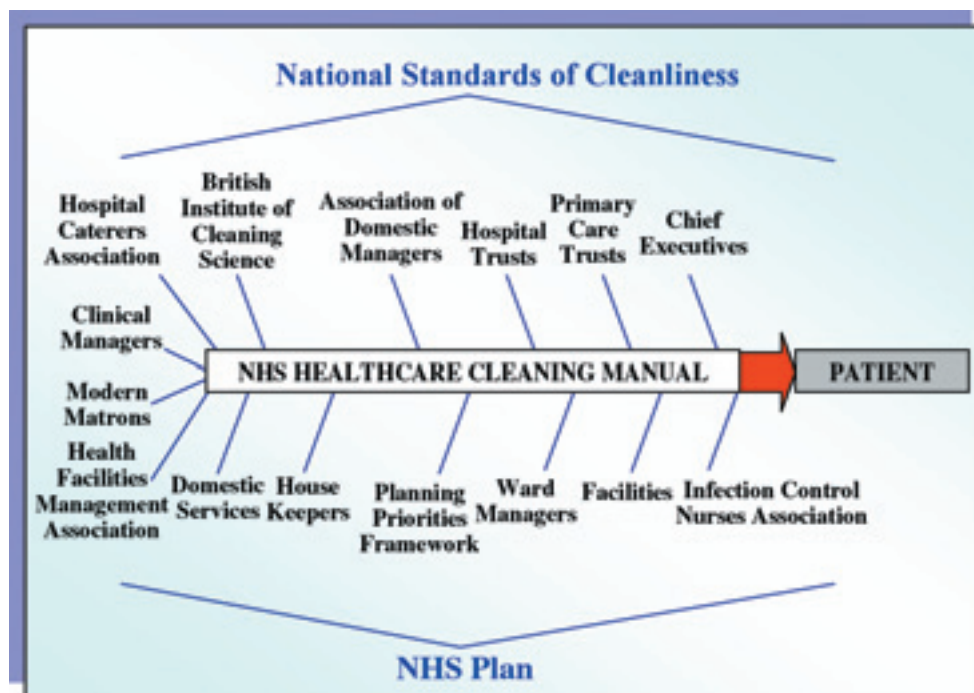
At an operational level Trusts should ensure that each staff member employed on cleaning duties (or associated with cleaning services) has the right level of training, the appropriate equipment, knows what needs cleaning (and when) and is properly supervised to ensure that the right things get done to the required standard.

## Where does the NHS Cleaning Manual fit?

Staff who provide the cleaning services are only part of a wider team who have responsibility for cleanliness. The chief executive has strategic responsibilities, the director of facilities has responsibilities at the tactical or directorate level and the hotel or hospitality services manager ensures that the plans are translated into front-line action.

The Manual supports action at all three levels. If the National Standards of Cleanliness answers the question “Is the hospital clean?” - then the NHS Healthcare Cleaning Manual provides the foundation to issues around “How to clean the hospital?” Whilst this Manual is aimed more at those responsible for providing cleaning services – cleanliness is everybody’s responsibility.

## Cleanliness is everybody's responsibility



The use of this Manual will help staff provide the following benefits for the hospital and its patients, staff and visitors because its focus is about how to ensure that things are done properly. If staff follow the guidance given here - the hospital will be clean.

- A clean, comfortable and safe environment for patients, clients, visitors, staff and members of the general public;
- Increased patient confidence in local healthcare settings in relation to environmental hygiene and the organisational commitment to reduce the incidence of healthcare associated infection;
- The opportunity to improve cleanliness standards in terms of the National Standards of Cleanliness and Patient Environment Action Teams.

## The context for the NHS Healthcare Cleaning Manual

The Manual can be applied at a wide range of healthcare establishments and may be implemented in its entirety or adapted at local level.

The adoption of the Manual must complement existing Trust policies it is not intended to replace key policies relating to cleaning, Health and Safety or infection control. It is important that where the Manual is adopted and/or adapted, then staff understand which policy, schedule or protocol within the Trust should be followed.

## 1.2 About the Manual

The Manual has been set out in sections and the pages colour coded for ease of reference as follows –

**Blue** – Introduction and Context

**Orange** – Infection Control Measures

**Green** – Health & Safety

**Pink** – Labelling of Cleaning Materials

**Red** – Cleaning Method Statements

**Purple** – Patient Equipment

**Grey** – Appendices

## Photographs of Cleaning Equipment

The Cleaning Method Statements section includes a range of photographs of cleaning methods **in action** - additional photographs have been included at **Appendix 1** that show the **static** equipment itself.

## Colour Code for Hygiene

For some time there has been a desire in the NHS to agree a standard colour code system for cleaning services and – as a result of any such agreement - cleaning materials, equipment and training programmes could all be designed around this common understanding. There are self-evident benefits to having such a common understanding and it is to be commended. However - there are currently a number of different coding systems in use and it will take time to move toward a common position. There may also be some corresponding increase in cost and views vary about just how much additional cost (if any) may be associated with such change.

For the purposes of providing guidance in the Manual a proposed standard has been included at **Appendix 2** and Trusts will need to consider this in the light of their current positions, policies and guidance from Infection Control Committees.

The impact of proposing a standard colour code system will be reviewed following the publication of the Manual in terms of cost, training implications, and the impact on suppliers. Views are sought in this regard and should be sent to [enviromservices@doh.gsi.gov.uk](mailto:enviromservices@doh.gsi.gov.uk).

## Patient Equipment – Cleaning Responsibility Form

The Manual makes reference to the fact that not all parts of healthcare facilities and equipment are always cleaned by the Cleaning Services department. Cleaning may involve the domestic, nursing and/or estates departments and it is important that there is a clear distinction about who is responsible for which components.

The form set out at **Appendix 3** has been designed to help ensure that the responsibility for cleaning equipment in wards and departments is clearly identified between cleaning services, ward staff and estates.

## Glossary

A Glossary and Definition of Terms is set out at **Appendix 4**

## References

References in relation to statutes applicable in the Manual are set out at **Appendix 5**

## Cleaning Manual Advisory Group

There has been a wide range of people involved in providing advice and guidance in the design on this Manual and we are indebted to them (and their organisations for permitting them to be involved). A list of those involved is set out at **Appendix 6**.

## How does it all fit together?

As previously mentioned, the Manual forms part of a wider suite of policy documents that are required to ensure that cleaning systems in healthcare premises consistently deliver high quality services in the safest way possible and with full consideration to legal requirements. Similarly, the Manual provides an inseparable link between important operational aspects associated with;

- the management of risk;
- providing patients with the highest quality environment possible;
- the morale and motivation of cleaning staff involved.
- The constituent parts interrelate as follows –

