



HEALTH ESTATES

creating healing environments



Department of

**Health, Social Services
and Public Safety**

An Roinn

**Sláinte, Seirbhísí Sóisialta
agus Sábháilteachta Poiblí**

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CLEANLINESS MATTERS TOOLKIT

**PRACTICAL GUIDANCE FOR THE ASSESSMENT OF
STANDARDS OF ENVIRONMENTAL CLEANLINESS
IN HSS TRUSTS**

September 2005

Acknowledgments

Health Estates would like to thank our colleagues in the Welsh Assembly Government, Welsh Health Estates and NHS Estates for allowing us to use material in the National Standards of Cleanliness for NHS Trusts in Wales, Performance Assessment (Toolkit) (Wales) and the Healthcare Facilities Cleaning Manual.

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1 INTRODUCTION

- 1.1 Service users are entitled to expect everything in Trust facilities to be clean - not just floors, surfaces, furniture and toilets but also equipment used in their treatment and care such as drip stands, wheelchairs and beds. They have a right to expect a welcoming environment at all times with equipment which is safe and fit for purpose. The key is to ensure that the highest possible standards of cleanliness are achieved and to satisfy service users that Trust facilities are clean and are kept clean - **cleanliness is everyone's responsibility, not just the cleaner's.**
- 1.2 The important contribution that cleaning services have as part of the care team in the prevention and control of infection is acknowledged. It is therefore important that cleaning services and environmental cleanliness standards are given the priority they need in contributing to the delivery of infection prevention and control.
- 1.3 ***Cleanliness Matters, A Regional Strategy for Improving the Standard of Environmental Cleanliness in HSS Trusts***, recognises that environmental cleaning services may be provided in a number of ways and that Trusts require this operational flexibility, but uniform environmental cleanliness standards and ways of measuring them are needed to allow delivery of visible year-on-year evidence to satisfy service users that Trust facilities are clean and are being kept clean.
- 1.4 The strategy therefore outlines a practical, incremental approach to the setting and measurement of uniform standards of environmental cleanliness in individual Trusts.
- 1.5 This document is complementary to the Regional Strategy and provides guidance on the assessment of standards of environmental cleanliness and incorporates a set of tools that can be used by both in-house and contracted cleaning service providers, ward and departmental managers to monitor and improve their standard of environmental cleanliness. The guidance is suitable for use in all Trust facilities for both internal Trust monitoring/audit and external audit.

2 RISK BASED ANALYSIS

Introduction

- 2.1 ***Cleanliness Matters, A Regional Strategy for Improving the Standard of Environmental Cleanliness in HSS Trusts***, does not prescribe inputs such as specified cleaning frequencies, techniques, equipment or processes. These need to be determined by each Trust according to the risk based analysis and the resultant environmental cleanliness outcomes used as a measure of performance against the standards for the functional area and elements concerned.
- 2.2 Using outcome measures in this way will allow each Trust to use different methods that are appropriate to their facilities and will still allow for Trusts to apply consistent assessment using the same methodology.
- 2.3 By recapping on the principle of “risk”, this will help identify the variety of problems that poor environmental cleanliness can cause within different areas of a Trust facility and between different facilities.

Risk can mean: hazard, danger, peril, exposure to loss, injury, or destruction, and in particular, the risk of infection to patients.

Different types of risk include:-

- the risk of infection for service users
- the risk of a poor public image for the HSS organisation
- an occupational health and safety risk for HSS staff and the public, and
- the risk of a service providing poor value for money.

With the key components of the risk based analysis being:

- **Functional Areas** - The room, area, buildings in which the cleaning is taking place that are assessed within a group to form natural counting blocks which are known as **functional areas**. These are grouped according to risk with the resultant ‘**Risk Category**’ for the functional area expressing the level of risk and the minimum required environmental cleaning service standard.
- **Elements** - The surface, fixture, equipment or fitting being cleaned known as the **element**. These are broken down into 49 generic elements to allow Trusts to allocate appropriate responsibility for cleaning specific elements to members of the cleaning team. Once this has been achieved, it is possible to group the generic elements under common Environmental Cleanliness Standards.

- **Inputs** - The resource used at appropriate frequencies to produce and deliver outputs. Inputs may include staff, equipment or materials.
- **Outputs** - These are the actual product or service, for example, Environmental Cleaning.
- **Processes** - The procedures, methods and activities that turn the inputs into outputs, for example, mopping a floor.
- **Outcomes** - The effect or consequence of the output, for example, cleaning (output) produces a clean and safe environment for service user care (outcome).

Functional Areas

- 2.4 By assessing the degree of risk together with the importance of cleaning and keeping clean some functional areas in Trust facilities, this can help identify appropriate environmental cleaning standards and suggest the monitoring and auditing frequencies for each functional areas.

Very High Risk Functional Area

- 2.5 In the functional areas designated “Very High Risk”, the required environmental cleaning standards are of critical importance to service user care.

Standard of Environmental Cleanliness: Consistently high levels of cleanliness must be maintained. Required standards will only be achieved through intense and frequent cleaning. In these functional areas, service users are at high risk of infection and a frequent and responsive cleaning service is essential.

Examples of functional area:

- Operating theatres, day surgery units and day procedure units
- Critical Care Units (CCU) or Intensive Care Units (ICU)
- Special care baby units
- Special needs areas: areas with service users in isolation or who are immunosuppressed, such as burns unit, oncology unit, single rooms used for isolation, cohort isolation areas and the infectious diseases unit
- Pharmacy – Sterile Production Areas
- Other areas where invasive procedures are performed and service users are at a high risk of infection.

High Risk Functional Area

- 2.6 In the functional areas designated “High Risk”, the required environmental cleaning standards are of high importance to service user care.

Standard of Environmental Cleanliness: Standards should be maintained by frequent scheduled cleaning with spot cleaning in-between.

Examples of functional area:

- In-patient wards, CSSD, HSDU
- Accident and Emergency Department
- Pharmacy – General Areas

Moderate Risk Functional Area

- 2.7 In the functional areas designated “Moderate Risk”, the required environmental cleaning standards are necessary for both hygiene and aesthetic reasons.

Standard of Environmental Cleanliness: Standards should be maintained by regular scheduled cleaning with regular capacity for spot cleaning in-between.

Examples of functional area:

- Occupational Therapy such as Day Activity and Rehabilitation Areas
- On-Site Residential Accommodation
- General Pharmacy
- Out-patient departments
- Treatment and Care Centres, Health Centres, Health Clinics, Day Care Facilities, Residential Facilities
- Laboratories, Pathology and Mortuaries
- Common Public Areas, Waiting Areas

Low Risk Functional Area

- 2.8 In the functional areas designated “Low Risk”, the required environmental cleaning standards are necessary for aesthetic and, to a lesser extent, hygiene, reasons.

Standard of Environmental Cleanliness: Standards should be maintained by regular scheduled cleaning with a capacity for spot cleaning in-between.

Examples of functional area: -

- Administration Areas
- Non-Sterile Supply Areas
- Record Storage
- Plant Rooms
- External Grounds

Internal Areas Adjoining the Functional Area: Acute Facilities

2.9 Internal areas that adjoin the functional area are assessed as the same risk category and should receive the same cleaning standard. For example, toilets, staff lounges and offices and any other area that adjoin CCU should receive the same level of cleaning as the CCU.

Internal Areas Adjoining the Functional Area: Community Facilities

2.10 Due to the size and nature of community facilities such as Treatment and Care Centres, it would be impractical to apply the above criteria for adjoining areas otherwise there is a risk that an entire facility could be categorised in terms of the highest risk area. In these cases, it is recommended that where invasive procedures are performed and service users are at a high risk of infection (e.g. treatment rooms), these are considered as “Very High Risk” in accordance with the risk category definition and an assessment is undertaken as to the scope of the “Very High Risk” boundary in terms of adjoining areas. A degree of practical assessment is required to be applied in these circumstances.

Rectifying Problems

2.11 The table below can be used to measure the importance of cleaning each element in any particular functional area in terms of rectifying identified problems.

Priority	Time frame for rectifying problem
A) Constant Cleaning critical (very high risk and high risk functional areas)	Immediately, or as soon as is practically possible. Where domestic/cleaning staff are not on duty this should be the responsibility of other ward or department personnel and these responsibilities should be clearly set out and understood.

<p>B) Frequent Cleaning important and requires maintaining (Moderate risk functional areas).</p>	<p>0-3 hours for patient areas (to be rectified by daily scheduled cleaning service for non-patient areas).</p>
<p>C) Regular On a less frequent scheduled basis, and as required between cleans (low risk functional areas).</p>	<p>0-48 hours.</p>

3 ENVIRONMENTAL CLEANLINESS STANDARDS FOR ELEMENTS

- 3.1 Items or areas to be cleaned can be broken down into generic elements with specific environmental cleaning standard requirements (e.g. floors, walls, furniture, bed frames, medical devices etc.) Although many of the following elements have generally common environmental cleaning standards, they are separately identified in the following table to allow each Trust to determine which member of the cleaning team is responsible for specific elements. The roles and responsibilities of all the members of the cleaning team, including Estates and Nursing staff, need to be clearly defined for appropriate elements that are not included in the role and responsibility of the cleaning staff.
- 3.2 For example, cleaning staff may have designated responsibility for cleaning medical devices not connected to patients but nursing staff may have designated responsibility for medical devices connected to patients. Similarly, some Trusts may have arrangements in place so that Estates staff have designated responsibility for ensuring that light fittings are kept clean.

CATEGORY 1: ENVIRONMENT

Element	Environmental Cleanliness Standard Required
1. Overall appearance	<ul style="list-style-type: none"> • The area is tidy, ordered and uncluttered • Floor space is clear, only occupied by furniture and fittings designed to sit on the floor • Furniture is maintained to a standard that allows for cleaning • Fire access and exit doors are left clear and unhindered • The presence of blood or body substances is unacceptable
2. Odour control	<ul style="list-style-type: none"> • The fabric of the environment and equipment smell fresh and pleasant • Any deodorisers are clean and functional.

CATEGORY 2: PATIENT EQUIPMENT

Element	Environmental Cleanliness Standard Required
3. Commodes, weighing scales, manual	<ul style="list-style-type: none"> • Equipment, including underneath, is free from soil, smudges, dust, fingerprints, blood or body substances, grease and spillages

Element	Environmental Cleanliness Standard Required
handling equipment	<ul style="list-style-type: none"> • Equipment is free of tapes, plastic etc., which may compromise cleaning • Equipment legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs
4. Medical Devices and Equipment including intravenous infusion pumps drip stands and pulse oximeters etc. NOT CONNECTED TO A PATIENT	<ul style="list-style-type: none"> • As element 3
5. Medical Devices and Equipment including intravenous infusion pumps drip stands and pulse oximeters etc. CONNECTED TO A PATIENT	<ul style="list-style-type: none"> • As element 3
6. Patient washbowls	<ul style="list-style-type: none"> • As element 3 including decontaminated appropriately between patients and are stored clean, dry and inverted. • Badly scratched bowls are replaced
7. Beside oxygen and suction connectors, ear piece for bedside entertainment system	<ul style="list-style-type: none"> • As element 3
8. Patient Fans	<ul style="list-style-type: none"> • As element 3 including fan fins
9. Bedside Alcohol Hand	<ul style="list-style-type: none"> • As element 3, including the holder of the bedside alcohol hand-wash container which is free of

Element	Environmental Cleanliness Standard Required
Wash Container, clipboards and notice boards	product build-up around the nozzle and splashes on the wall, floor, bed or furniture are not present.
10. Notes and drugs trolley	<ul style="list-style-type: none"> As element 3, including underneath and inside of the notes trolley
11. Patient personal items including cards and suitcases	<ul style="list-style-type: none"> As element 3 with loose items, such as clothing, stored away either in the locker or bag
12. Linen trolley	<ul style="list-style-type: none"> As element 3

CATEGORY 3: BUILDING

Sub Category 3.1: External and Internal Features

Element	Environmental Cleanliness Standard Required
13. Entrance/exit	<ul style="list-style-type: none"> All entrance/exit areas (including fire exits, porches and steps) are free from dust, grit, dirt, chewing gum, leaves, cobwebs, rubbish, cigarette butts, bird excreta and spillages
14. Stairs (internal and external) including treads and handrails	<ul style="list-style-type: none"> As element 13
15. External areas, including ramps, patios, balconies, eaves, external light fittings garden furniture and grounds	<ul style="list-style-type: none"> As element 13

Sub Category 3.2: Fixed Assets

Element	Environmental Cleanliness Standard Required
16. Wall fixtures such as switches,	<ul style="list-style-type: none"> Free from soil, smudges, dust, dirt, fingerprints, blood or body substances, stains, grease and cobwebs

Element	Environmental Cleanliness Standard Required
sockets and data points	<ul style="list-style-type: none"> • Free of tapes, plastic etc., which may compromise cleaning • Free from signs of use (scratches or cracks)
17. Walls and skirting	<ul style="list-style-type: none"> • As element 16 including polished surfaces are of a uniform lustre
18. Ceiling	<ul style="list-style-type: none"> • As element 17
19. Light Fittings	<ul style="list-style-type: none"> • As element 16
20. All doors	<ul style="list-style-type: none"> • As element 16 including all parts of the door structure such as vents, frames and jambs
21. Windows and glazed partitions	<ul style="list-style-type: none"> • External and Internal surfaces of glass are clear of all streaks, smears, dust, dirt, adhesive tape, fingerprints and smudges • Window frames and glazed partition frames, tracks and ledges are clear and free of dust, dirt, marks and spots
22. Mirrors	<ul style="list-style-type: none"> • Clear of all streaks, smears, dust, dirt, adhesive tape, fingerprints and smudges
23. Bedside patient TV	<ul style="list-style-type: none"> • As element 16
24. Radiators	<ul style="list-style-type: none"> • As element 16 for all parts of the radiator, including between panels
25. Ventilation grilles extract and inlets	<ul style="list-style-type: none"> • As element 16 and are unblocked and kept clear and uncluttered

Sub-Category 3.3: Floors

Element	Environmental Cleanliness Standard Required
26. Hard Floor – polished or non-slip	<ul style="list-style-type: none"> • The complete floor, including all edges, corners and main floor spaces, is free of polish, dust, dirt, grit, litter, chewing gum, marks and spots, blood or body substances, spillages and scuff marks • Polished floors are to a uniform lustre • Non-slip floors are to a uniform finish • Appropriate signage and precautions are taken regarding pedestrian safety on newly cleaned or wet floors

Element	Environmental Cleanliness Standard Required
27. Soft floor	<ul style="list-style-type: none"> • The complete floor, including all edges, corners and main floor spaces, is free of dust, dirt, grit, litter, chewing gum, marks and spots, blood or body substances, spillages and scuff marks • Are to a uniform appearance without flattened pile and are to an even colour

CATEGORY 4: FIXTURES

Sub-Category 4.1: Electrical fixtures and appliances

Element	Environmental Cleanliness Standard Required
28. Pest Control Devices	<ul style="list-style-type: none"> • Free from dead insects and are clean and functional
29. Electrical Items	<ul style="list-style-type: none"> • As element 16 including PCs, their keyboards and connected equipment such as printers etc.
30. Cleaning equipment	<ul style="list-style-type: none"> • As element 16

Sub-Category 4.2: Furnishings, Fixtures and Fittings

Element	Environmental Cleanliness Standard Required
31. Low surfaces	<ul style="list-style-type: none"> • Free from soil, smudges, dust, dirt, fingerprints, blood or body substances, stains, grease and cobwebs • Free of tapes, plastic etc., which may compromise cleaning
32. High surfaces	<ul style="list-style-type: none"> • As element 31
33. Chairs	<ul style="list-style-type: none"> • As element 31
34. Beds	<ul style="list-style-type: none"> • As element 31 for all parts of the bed, including mattress and bed frame • Wheels and castors are free from mop strings, soil, film, dust and cobwebs
35. Lockers, cupboards and wardrobes	<ul style="list-style-type: none"> • As element 31 for all parts of the locker, including the inside and free from litter or food debris
36. Tables	<ul style="list-style-type: none"> • As element 31 for all parts of the table • Wheels and castors are free from mop strings, soil, film, dust and cobwebs

Element	Environmental Cleanliness Standard Required
37. All dispensers and holders	<ul style="list-style-type: none"> • As element 31 for all parts of the dispenser or holder
38. Waste receptacles	<ul style="list-style-type: none"> • As element 31 including the lid and pedal
39. Curtains, blinds and drapes	<ul style="list-style-type: none"> • As element 31

Sub-Category 4.3: Kitchen fixtures and appliances

Element	Environmental Cleanliness Standard Required
40. Dishwasher	<ul style="list-style-type: none"> • Free from soil, dust, dirt, stains, grease and cobwebs • Free of tapes, plastic etc., which may compromise cleaning • Free from food debris
41. Fridge and/or freezer, ice machine and/or hot water boiler	<ul style="list-style-type: none"> • As element 40 including ice build up
42. Cooker Hoods	<ul style="list-style-type: none"> • Free of grease and dirt on inner and outer surfaces
43. Kitchen cupboards	<ul style="list-style-type: none"> • As element 40
44. Microwave	<ul style="list-style-type: none"> • As element 40

Sub-Category 4.4 Toilets, sinks hand-wash basins and bathroom fixtures

Element	Environmental Cleanliness Standard Required
45. Shower and equipment such as wall attached shower chairs	<ul style="list-style-type: none"> • Free from soil, dust, dirt, lime scale, smudges, smears, blood or body substances and cobwebs. • Free of tapes, plastic etc., which may compromise cleaning • Free from signs of use (scratches or cracks)
46. Toilets and bidets	<ul style="list-style-type: none"> • As element 45
47. Replenishment	<ul style="list-style-type: none"> • There should be plenty of all consumables, such

	as soap, available
48. Sinks and dispensers	<ul style="list-style-type: none">• As element 45 including plugholes and overflow
49. Bath	<ul style="list-style-type: none">• As element 48

4 COMMON ENVIRONMENTAL CLEANING STANDARDS FOR ELEMENTS

4.1 Once the responsibility for cleaning specific elements to members of the cleaning team has been completed using the full list of generic elements in section 3, it is possible to group these generic elements under common Environmental Cleanliness Standards. This simplified approach is recommended for undertaking external audit of environmental cleanliness standards.

REF	ENVIRONMENT Element	Environmental Cleanliness Standard Required
1	Overall appearance	<ul style="list-style-type: none"> • The area is tidy, ordered and uncluttered • Floor space is clear, only occupied by furniture and fittings designed to sit on the floor • Furniture is maintained to a standard that allows for cleaning • Fire access and exit doors are left clear and unobstructed • The presence of blood or body substances is unacceptable
2	Odour control	<ul style="list-style-type: none"> • The fabric of the environment and equipment smell fresh and pleasant • Any deodorisers are clean and functional

	EQUIPMENT Element	Environmental Cleanliness Standard Required
3	Patient Equipment including: Patient washbowls, beside oxygen and suction connectors, ear piece for bedside entertainment	<ul style="list-style-type: none"> • Equipment, including underneath, is free from soil, smudges, dust, fingerprints, blood or body substances, grease and spillages • Equipment is free of tapes, plastic etc., which may compromise cleaning • Equipment legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs • Patient washbowls are decontaminated appropriately between patients and are stored clean, dry and inverted and badly scratched bowls are replaced

	EQUIPMENT	Environmental Cleanliness Standard Required
	Element	
	system, patient fans including fins, bedside alcohol hand wash container, clipboards and notice boards, notes and drugs trolley, patient personal items including cards and suitcases, linen trolleys	<ul style="list-style-type: none"> • Bedside alcohol hand wash containers including the holder is free of product build-up around the nozzle and splashes on the wall, floor, bed or furniture are not present • Patient personal loose items, such as clothing, are stored away either in the locker or bag

	BUILDING	Environmental Cleanliness Standard Required
	Element	
4	External areas, including: ramps, patios, balconies, eaves, external light fittings, garden furniture, grounds, entrance/exits, stairs (internal and external) including treads and handrails	<ul style="list-style-type: none"> • All external areas and internal stairs (including fire exits, porches and steps) are free from dust, grit, dirt, chewing gum, leaves, cobwebs, rubbish, cigarette butts, bird excreta and spillages
5	Walls, skirting and ceiling including: Fixtures such as switches, sockets and data points, light fittings, radiators and ventilation grilles extract and inlet, and mirrors	<ul style="list-style-type: none"> • Free from soil, smudges, dust, dirt, fingerprints, blood or body substances, stains, grease and cobwebs • Free of tapes, plastic etc., which may compromise cleaning • Free from signs of use (scratches or cracks) • Polished surfaces are of a uniform lustre • The standard applies to all parts of the radiator, including between panels, is included • Ventilation grilles are unblocked and kept clear and uncluttered • Mirrors are clear of all streaks, smears, dust,

	BUILDING	Environmental Cleanliness Standard Required
	Element	
		dirt, adhesive tape, fingerprints and smudges
6	All doors	<ul style="list-style-type: none"> • Free from soil, smudges, dust, dirt, fingerprints, blood or body substances, stains, grease and cobwebs including all parts of the door structure such as vents, frames and jambs • Free of tapes, plastic etc., which may compromise cleaning • Free from signs of use (scratches or cracks) • Polished surfaces are of a uniform lustre
7	Windows and glazed partitions	<ul style="list-style-type: none"> • External and Internal surfaces of glass are clear of all streaks, smears, dust, dirt, adhesive tape, fingerprints and smudges • Window frames and glazed partition frames, tracks and ledges are clear and free of dust, dirt, marks and spots
8	Hard Floor – polished or non-slip	<ul style="list-style-type: none"> • The complete floor, including all edges, corners and main floor spaces, is free of polish, dust, dirt, grit, litter, chewing gum, marks and spots, blood or body substances, spillages and scuff marks • Polished floors are to a uniform lustre • Non-slip floors are to a uniform finish • Appropriate signage and precautions are taken regarding pedestrian safety on newly cleaned or wet floors
9	Soft floor	<ul style="list-style-type: none"> • The complete floor, including all edges, corners and main floor spaces, is free of dust, dirt, grit, litter, chewing gum, marks and spots, blood or body substances, spillages and scuff marks • Are to a uniform appearance without flattened pile and are an even colour

	FIXTURES	Environmental Cleanliness Standard Required
	Element	
10	Electrical fixtures and appliances including:	<ul style="list-style-type: none"> • Free from soil, smudges, dust, dirt, fingerprints, blood or body substances, stains, grease and cobwebs • Free of tapes, plastic etc., which may

	FIXTURES	Environmental Cleanliness Standard Required
	Element	
	Pest control devices, cleaning equipment, PCs and connected equipment and bedside patient TV	<p>compromise cleaning</p> <ul style="list-style-type: none"> • Free from signs of use (scratches or cracks) • Pest control devices are free from dead insects and are clean and functional
11	<p>Furnishings and Fixtures including: Low surfaces, high surfaces, chairs, beds, lockers, cupboards and wardrobes, tables, all dispensers and holders, waste receptacles, curtains, blinds and drapes</p>	<ul style="list-style-type: none"> • Free from soil, smudges, dust, dirt, fingerprints, blood or body substances, stains, grease and cobwebs • Free of tapes, plastic etc., which may compromise cleaning • The standard applies to all parts of the bed, including mattress and bed frame • Wheels and castors are free from mop strings, soil, film, dust and cobwebs • The standard applies to all parts of the locker, including the inside, is free from litter or food debris • The standard applies to waste receptacles including the lid and pedal of waste bins
12	<p>Kitchen fixtures and appliances including: Dishwasher, Fridge and/or freezer, ice machine and/or hot water boiler, kitchen cupboards, microwave, cooker hoods and motor vents.</p>	<ul style="list-style-type: none"> • Fixtures, surfaces and appliances are free from soil, dust, dirt, stains, grease and cobwebs • Free of tapes, plastic etc., which may compromise cleaning • Free from signs of use • Free from food debris • The standard applies to fridge/freezer and ice machines are free from ice build up • Cooker hoods and filters free of grease and dirt on inner and outer surfaces • When cleaning food preparation areas, fixtures or appliances, the requirements of the Chartered Institute of Environmental Health or the Royal Institute of Public Health and Hygiene, as appropriate, must be satisfied
13	<p>Toilet and Bathroom Fixtures: Shower and equipment such</p>	<ul style="list-style-type: none"> • Free from soil, dust, dirt, lime scale, smudges, smears, blood or body substances and cobwebs • Free of tapes, plastic etc., which may compromise cleaning

	FIXTURES	Environmental Cleanliness Standard Required
	Element	
	as wall attached shower chairs, toilets and bidets, consumables, sinks and dispensers and baths	<ul style="list-style-type: none"> • Free from signs of use (scratches or cracks) • There are plenty of all consumables, such as soap, available • The standard applies to plugholes and overflow of sinks, baths and bidets

5 GUIDANCE ON ASSESSMENT

- 5.1 The standard of environmental cleanliness is assessed by appropriate internal monitoring/audit and external audit against the environmental cleanliness standards with progress reported to the Trust Board.
- 5.2 The following checklist of activities is suggested as a guide to ensuring that key stages of the pre-assessment process are completed prior to undertaking any scored assessment of the Standard of Environmental Cleanliness.
 - a. Establish clear lines of accountability for Standards of Environmental Cleanliness up to Board level
 - b. Establishment of the Environmental Cleanliness Standards Group
 - c. Confirm Environmental Cleanliness Strategy
 - d. Development of Environmental Cleanliness Action Plan
 - e. Develop links with the Trust's infection prevention and control action plan
 - f. Develop communications plan for taking forward environmental cleanliness standards and for developing a "**Cleanliness Culture**"
 - g. Secure service user involvement
 - h. Establish and define the roles and responsibilities of all staff for appropriate aspects of environmental cleanliness that are not included in the role and responsibility of the cleaning staff
 - i. Complete a baseline audit of facilities to document any problems associated with the condition of the estate environment that may make it difficult, or impossible, to meet the Trust's Environmental Cleanliness Standards
 - j. All staff involved in monitoring and auditing environmental cleanliness standards have completed appropriate training
 - k. Trust environmental cleanliness standards have been set
 - l. Functional Areas have been defined
 - m. Elements within Functional Areas have been defined

6 BASELINE AUDIT

- 6.1 The proposed independent regional baseline assessment of environmental cleanliness standards in HSS Trusts is considered to be the fundamental undertaking in establishing a regional assessment of “where we are”. This will help to identify where shortcomings need to be addressed and also to capture examples of good practice that can be communicated to the wider HSS.
- 6.2 Although the independent regional baseline assessment will provide a “snapshot” of the Standard of Environmental Cleanliness on a Regional basis, HSS Trusts will need to complete a full and detailed report on the current state of environmental cleanliness within their Trust facilities to highlight any issues which impact directly on environmental cleanliness or the capability to effectively clean any area, room or element. To be able to do this, HSS Trusts must be able to undertake a full baseline audit of all their facilities. This baseline audit should be fully documented and submitted to the Environmental Cleanliness Standards Group. If there are any major issues which affect capability to clean to the required standard, these need to be reported to the Trust Board.
- 6.3 The Trust’s baseline audit should:
- Identify anything that impacts on the capability to clean. This will produce an exception report that should be escalated to the appropriate professional lead and the Environmental Cleanliness Standards Group
 - Identify tidiness issues that impact on the capability to clean
 - Identify responsibility for cleaning areas/items/elements
 - Highlight any gap between the current Standard of Environmental Cleanliness and the requirements of the Regional Strategy for Progressing the Standard of Environmental Cleanliness in HSS Trusts

7 ONGOING INTERNAL MONITORING & AUDIT

Internal Monitoring

- 7.1 Cleaning service providers undertake quality control self-monitoring on a day to day basis. This process will highlight areas that fall short of the expected level of environmental cleanliness. This quality control monitoring is not normally scored.

Internal Audit – “Departmental” Audits

- 7.2 HSS Trusts undertake regular comprehensive “**Departmental**” audits of functional areas. The regularity of the audit should be based on the frequency recommended for the particular risk category of the functional area as follows:

<i>Risk Category</i>	<i>Frequency of “Departmental” Audit Recommended</i>
<i>Very high risk</i>	All rooms within a very high risk functional area should be audited at least weekly
<i>High risk</i>	All rooms within a high risk functional area should be audited at least monthly
<i>Moderate risk</i>	All rooms within a significant risk functional area should be audited at least once every three months
<i>Low risk</i>	All rooms within a low risk functional area should be audited at least once every six months

- 7.3 Responsibility for ensuring that this “**Departmental**” level of audit is undertaken rests with the Head of the Department being audited (e.g. the ward manager for inpatient wards or the sister in charge or the manager of a day care facility) who should preferably (as far as possible) lead the audit or delegate the responsibility to a member of the ward or facility nursing staff. The cleaning services supervisor and an estates representative must also be part of the audit team. By leading the audit process, the Head of Department has key ownership in ensuring that the necessary level of Environmental Cleanliness Standards are achieved and maintained where they really matter.
- 7.4 For “**Departmental**” audits, each quarter the functional area scores are collated each quarter and averaged to form the quarterly summary score per functional area. This may require some room and/or functional area scores to be brought forward if they are not scheduled for audit in the corresponding review period.

Internal Audit – “Managerial” Audits

7.5 In addition to these “**Departmental**” audits, HSS Trusts undertake “**Managerial**” audits on a rolling programme so that all functional areas aspects of the cleaning service are reviewed annually. They need to validate a sample of audit information arising from the “**Departmental**” audits on a quarterly basis and identify areas for improvement.

7.6 For example, each quarter, the managerial audit team may decide to review:

- some elements across all functional areas
- some room types
- one or more functional areas

The decision should be based on:

- the cleanliness levels already being achieved
- where local Trust managers feel emphasis should be placed
- randomly chosen elements, rooms or functional areas

7.7 The frequency of reviews, what to sample and the sample size needs to be appropriate to the risk category (e.g. high risk areas need to be audited more frequently and comprehensively than low risk areas).

7.8 Not every functional area needs be audited every time, however it is suggested that no matter how many functional areas are sampled, they are sampled in a constant ratio of risk areas. The suggested sampling ratio is Very High Risk (4): High Risk (3): Moderate Risk (2): Low Risk (1)

7.9 Where there are particular problems, the sample size can be increased to better inform the audit process

7.10 The audit team needs to consist of senior management from cleaning services, nursing, ward managers, infection control, estates and service user representation. These audits will be scored using the same scoring system as the “Departmental” audits.

7.11 These level of internal audits provide a system whereby:

- operational effectiveness of environmental cleaning services can be planned for and tracked
- environmental cleaning services are properly connected to policies and procedures in other departments and the facility as a whole at operational or strategic levels.

7.12 Managers and staff involved with internal audits should:-

- have a detailed knowledge of the facilities and procedures (with the exception of service users and their representatives)
- be professionally competent to judge what is acceptable in terms of environmental cleanliness and infection prevention/control
- be able to make discriminating judgments on risk in relation to the areas being cleaned
- be able to make informed judgments on the extent to which existing cleaning frequencies may be insufficient

Internal Audit Methodology

7.13 Before undertaking an audit, a full review must be made of the elements list to agree exactly what elements will be included in the Trust model. This may involve the addition of new elements or the exclusion of certain elements that are not the responsibility of the cleaning personnel.

7.14 Items should only be scored if they are within the responsibility and control of the cleaning team.

7.15 Any items which directly impact the capability to clean need to be documented on an exception report for remedial action by the responsible party.

7.16 The Environmental Cleanliness Standards Group must ensure that there is clear definition of the accountabilities and responsibilities of the cleaning team – some aspects will be the responsibility of nursing or estates staff.

7.17 Any audit sampling needs to be random in nature to ensure that there is no predictable pattern.

7.18 Audits can be conducted on a room or element basis. It is for each HSS Trust to determine this at the start of the process, thus providing the basis for auditing and scoring.

7.19 Where maintenance issues impact on the audit process, or poor maintenance is seen to contribute to a low score, this must be recorded in the audit comment sheet and an exception report submitted to the Environmental Cleanliness Standards Group and the nominated Executive Director.

Internal Audit Scoring

7.20 Internal Audits should involve five interrelated levels of scores as follows:-

Element Score:

- 7.21 The auditors need to decide the cleanliness of each element in a room using the element standard, **acceptable** (clean) (score 1) or **unacceptable** (dirty) (score 0). There are 49 elements categorised under the four headings as set out in the Environmental Cleanliness Standards for Elements - Environment, Patient Equipment, Building and Fixtures. Although many of the 49 elements have generally common environmental cleaning standards, they are separately identified to allow each HSS Trust to determine which member of the cleaning team is responsibility for specific elements and this need has been built into the sample score sheet.
- 7.22 Each room needs to be first reviewed for those elements not present and these should be discounted on the audit score sheet as not applicable.
- 7.23 The score sheet provides the opportunity to assign general responsibility for elements within a functional area to cleaning, nursing or estates services. This is achieved by entering C (cleaning), N (nursing) or E (estates) in the line marked responsibility.
- 7.24 Health Estates will provide Trusts with an electronic version of the score sheet that will calculate the percentage score achieved for each of the departments, in addition to the functional area overall percentage score. The score sheet allows for calculations to be made horizontally (outcome per room) and vertically (outcome per element) along with the totals referred to above.
- 7.25 Thereafter, each element is scored in accordance with the principles set out above.
- 7.26 Where an element is assigned a score of 0 (unacceptable) then it is recommended that the reason for failure along with an appropriate time for remedial action to be taken as set out above is entered in the comments record. This record sheet forms the second page of the cleaning audit score sheet.
- 7.27 Examples of a blank and completed audit score sheet along with a comment record sheet are set out on the following pages.

- 7.28 Auditors need to exercise discretion in judging the acceptability of any element. For example, one or two scuff marks on a floor or an isolated smudge on a window should not indicate that the element should necessarily be scored as unacceptable.
- 7.29 The auditor also needs to take into account the physical condition of the infrastructure when making the assessment. For example, it may not be possible to obtain a uniform lustre on a damaged floor surface.
- 7.30 However, poorly maintained buildings are no excuse for low levels of cleanliness and auditors should not be overly generous with their discretion in most of these situations.

Room Score:

- 7.31 Auditors then assign a score to each individual room in the functional area. Once all elements in the room have been scored, the total number of acceptable scores should be expressed as a percentage of the total possible number of acceptable scores in that room. For example, if the sanitary area had a maximum of 12 elements and 10 were acceptable, the overall percentage would be calculated as 10/12 or 83%.

Functional Area Score:-

- 7.32 The functional area score is calculated by taking an average of the individual room scores, for example: -

Ward 12

Bay A	70%
Bay D	80%
Sanitary Area	90%
Ward office	100%
Side Room6	90%

Overall functional area score (70 +80+90+100+90) = 86%

Cumulative Functional Area Scores:

- 7.33 The scores of each functional areas are averaged to give the cumulative score for each functional risk areas. For example: -

High Risk Functional Area	Score
Theatre 1	90%
Theatre 2	86%
Day Surgery Unit	82%
Critical Care Unit	87%

The **Cumulative High Risk Functional Area** Score is:

$$(90 + 86 + 82 + 87)/4 = 86\%$$

Scoring the Facility:

- 7.34 Once audit scores have been calculated for all functional areas, a weighting factor reflecting the importance that each functional area makes to the overall score can be applied to the overall average high risk functional area scores to provide an overall weighted score for the facility. For example: -

Functional Areas	Average Score	Weighting
Very High Risk Functional Area	86	7
High Risk Functional Area	84	6
Moderate Risk Functional Area	90	4
Low Risk Functional Area	85	2

The overall facility score is:

$$(86 \times 7) + (84 \times 6) + (90 \times 4) + (85 \times 2) / (7 + 6 + 4 + 2) = 86\%$$

Acceptable Score Levels:

- 7.35 Acceptable quality level for individual functional area: 85%
 Acceptable quality level for cumulative risk areas: 85%
 Acceptable quality level for facility: 85%

8 External Audits of Standard of Environmental Cleanliness

- 8.1 HSS Trusts need to seek an independent external audit of the quality of environmental cleanliness standards. It is recommended that they occur at least once a year initially beginning 2006/2007 with the frequency reviewed depending on past performance. HSS Trusts should work together with HSS Boards, Health Estates and other stakeholders including service user representatives to explore establishing appropriate external auditing teams and final auditing methodologies.
- 8.2 Initial proposals for the methodology for external audit include encompassing a review of a sample of Functional Areas chosen at random and an assessment of the Trusts internal **“Departmental”** audits quarterly scores for the same functional areas. The scoring system used will be identical to the internal audit scoring system.
- 8.3 HSS Trust Boards must ensure that monitoring, audit and review reports are used to inform and improve service user care and that the organisation learns from reports and benchmarking as part of the process of continuous improvement. A sample external audit summary report sheet is provided on the following page.

SAMPLE EXTERNAL AUDIT REPORT SUMMARY SHEET

1. This form may be used by the External Audit team to structure their review/report.
2. When asked to validate the Overall Score at an individual facility then one Score Sheet should be completed
3. When reviewing the Overall Score for a multi-site Trust then one Score Sheet should be completed (for the Trust as a whole) - however it should demonstrate how representative the Audit has been at all of the Trust facilities concerned.
4. A copy of the completed form(s) should be left with the Trust and facility under review by the team leader

Name of Trust;	
Name(s) of facilities in the Trust covered by this review;	
Lead Trust Director:	
External Audit team – names, role, positions;	
Date of audit;	
Name of lead external auditor;	

EXTERNAL AUDIT SCORES

Insert scores arising from the review of Functional Areas chosen at random for inclusion in the sample

Functional Area Name	Risk Category	Percentage Attained
		%
		%
		%
		%
		%
		%
		%
		%

		%
		%

QUARTERLY % SCORES PROVIDED BY THE TRUST

Previous Quarterly Summary Score - (Quarter ending)	%
Previous Quarterly Summary Score - (Quarter ending)	%
Previous Quarterly Summary Score - (Quarter ending)	%
Most Recent Quarterly Summary Score – (Quarter ending)	%

COMMENTS BY THE EXTERNAL AUDIT TEAM

TO BE COMPLETED IF REQUIRED

On the basis of the Functional Areas reviewed in this External Audit and the information provided by the Trust we do (or do not) agree with the either –

1. The most recent Quarter Score

and/or

2. The Trust Overall Score

We feel that ____ % more properly reflects the standards currently being achieved

To be completed by lead auditor

Name:

Auditor:

Date:

Environmental Cleanliness Reference Consultative Group

Health Estates would like to thank the members of the Patient Environment Directors Forum (PEDF) and the Support Service Group for their support in developing this Strategy with particular thanks to the members of the Environmental Cleanliness Consultative Reference Group, the consultative body formed under the auspices of the PEDF to provide Health Estates with the necessary stakeholder participation in the development of this Strategy.

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Pauline Cummins	Operational Support Manager, Belfast City Hospital HSS Trust
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