



**Department of Health, Social Services
and Public Safety**

**An Independent Assessment of
Environmental Cleanliness
Standards in HSS Trust
Facilities
Advisory
June 2006**

This report is provided on the basis that it is for the information of Health Estates, DHSSPS, and that it will not be quoted or referred to, in whole or in part, without prior written consent, and that we accept no responsibility to any third party in relation to it.

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1 Introduction, Terms of Reference and Approach

1.1 Introduction

Environmental Cleanliness in health and social care facilities means more than just maintaining a clean and safe environment. It provides a tangible and very visible indicator to patients and visitors alike about the quality of care they may experience. It is, of course, an indicator, not a direct or absolute measure, but is something that everyone can understand. A clean, tidy and well-maintained environment is particularly important and there is a public perception that standards have deteriorated.

The perception that patients and the public have on the standards of cleanliness, whether they affect clinical care or not, can harm confidence in the care that they will receive. Although a clean and tidy environment will not in itself provide a sufficient guarantee that patients will not risk contracting an infection because of their care, it is clear that failure to maintain a clean environment can affect effective infection prevention and control. The key is to ensure that the highest possible standards of environmental cleanliness are achieved and to satisfy patients that health and social care facilities are clean and are being kept clean, thereby creating and sustaining a caring environment that supports the delivery of high quality health and social care.

Health Estates, on behalf of the Department of Health, Social Services and Public Safety (DHSSPS), identified Environmental Cleanliness as an important measure of quality requiring a strategic approach to improving standards in the HPSS. The Regional Strategy for Environmental Cleanliness in HSS Trust facilities, published in September 2005, established the key objectives that will allow Trusts to focus upon providing a clean and safe health and social care environment by adoption of a practical, incremental approach to the setting and measurement of uniform standards.

A key element is the need to monitor the impact of this new strategy and it is important that Health Estates, the DHSSPS and HSS Trusts are able to demonstrate, in due course, that its implementation has made a real difference.

The Strategy proposed that an independent regional baseline assessment of standards of environmental cleanliness in HSS Trusts should be undertaken. This baseline assessment would enable Trusts to identify “where we are now” and to identify where shortcomings need to be addressed.

This report presents the findings of the first independent assessment of environmental cleanliness standards in HSS Trust facilities.

1.2 Terms of Reference

The Health Estates Agency, on behalf of DHSSPS, commissioned KPMG to undertake an independent assessment of environmental cleanliness standards in HSS Trusts based on the methodology outlined in the Cleanliness Matters Toolkit, September 2005. This assessment was based on a sample. Details of the basis of this sample are outlined in the Assessment fieldwork section of paragraph 1-3 and Appendix 1. Note that every public sector acute hospital in the province was visited, plus a sample of community facilities.

The assessment also included consideration of the following aspects:

- The level of priority that cleaning has at Trust/Board level
- Current management structure at each Trust for cleaning services
- Links between cleaning and infection control teams
- The level of monitoring in Trusts – is it subjective and is it guided by National Standards.

1.3 Approach to the Assessment

Our approach was divided into the following key stages:

- *Project Initiation Meeting and Ongoing Liaison*

This stage involved discussing and confirming the objectives, scope, deliverables and timescale of the project with the Health Estate Project Board. Progress meetings were held with the Project Board throughout the assignment for progress updates and discussion of any issues arising.

- *Consultation with Trust Management*

Meetings were held with key Trust personnel to gain background information on cleaning provision at each Trust.

- *Pilot Assessment*

The Cleanliness Toolkit methodology was piloted at one Trust to ensure validity and reliability prior to the commencement of the full assessment fieldwork.

- *Assessment fieldwork*

We conducted assessments across all 18 HSS Trusts. We looked at 61 Trust facilities, both acute and community, with 872 areas within these facilities assessed for the level of cleanliness using the methodology as outlined in the Cleanliness Matters Toolkit (see Appendix 1). This tool records the cleanliness, according to a visual check, of 49 items (defined as elements) found within health and social care facilities, such as floors, walls, beds, sinks, baths and medical equipment. Each of these elements in the area being assessed (defined as a functional area according to the designated risk factor) is judged acceptable (score 1) or unacceptable (score 0), with scores for each functional area forming the basis of the overall score for the facility, and with the scores for each facility forming the basis for an overall score of “Environmental Cleanliness” for each Trust.

Using the risk based approach from the toolkit, the sample of functional areas within each Trust facility was chosen at random by the assessment team. It was recognised that our assessment would, at times, require assistance, for example:

- acute hospitals – access to invasive areas such as theatres, consultation and treatment rooms
- community facilities – facility managers to be aware of our visits.

On this basis, while no notice was given of the functional areas to be assessed, minimal notice (24-48 hours) was given regarding the date of the visit.

Assessments were conducted at the following 18 Trusts:

<i>Acute Trusts</i>	<i>Community Trusts</i>	<i>Combined (Acute and Community) Trusts</i>
Altnagelvin Hospital Trust	Armagh and Dungannon Trust	Causeway Trust
Belfast City Hospital Trust	Craigavon and Banbridge Community Trust	Down Lisburn Trust
Craigavon Area Hospital Group Trust	Foyle Trust	Newry and Mourne Trust
Green park Trust	Homefirst Community Trust	Sperrin Lakeland Trust
Mater Infirmorum Hospital Trust	North and West Belfast Trust	Ulster Community Hospitals Trust
Royal Group of Hospitals & Dental Hospital Trust	South and East Belfast Trust	
United Hospitals Trust		

- *Analysis of Information*

All quantitative data was inputted, validated and analysed. All qualitative information from Trust consultations was considered.

- *Report*

This report outlines our key findings. It presents results on overall Trust scores. It also provides a detailed breakdown of scores for each Trust across specific facilities (acute and community) and functional areas within each facility as well as general observations on cleanliness issues.

2 Executive Summary

2.1 Introduction

The DHSSPS published its Regional Strategy for Environmental Cleanliness in HSS Trust facilities in September 2005 with the aim to improve standards of cleanliness. This baseline assessment enables Health Estates, DHSSPS and HSS Trusts to mark 'where we are now' as they embark on the implementation of the Cleanliness Matters Strategy over the next three years. The findings should also help HSS Trusts to focus where identified shortcomings need to be addressed.

2.2 Results

Findings are grouped into four bands in order to present the findings in a straightforward and simple manner. More detailed information on the bands is provided in Chapter 4.

Table 1: Trust Results

Band 1 (between 90-100%)		
Trusts which score in this band show high standards of cleanliness across almost all elements with only a few instances where cleanliness is below standard.		
Newry and Mourne Trust	Acute and Community	92%
Band 2 (between 80-89%)		
Trust facilities in this band are not seriously dirty, but there is room for improvement. There may be isolated failures in cleanliness and maintenance which the Trusts need to address rather than an inherent systemic problem.		
Craigavon Area Hospital Group Trust	Acute	85%
Sperrin Lakeland Trust	Acute and Community	85%
Mater Infirmorum Hospital Trust	Acute	84%
Craigavon and Banbridge Community Trust	Community	83%
North and West Belfast Trust	Community	82%
Band 3 (between 70-79%)		
Again, Trust facilities in this band are not seriously dirty, but there may be more than one off failures in cleanliness indicating possible problems in managing their cleaning services or with underlying problems with maintaining and refurbishing facilities which the Trusts need to address.		
Armagh and Dungannon Trust	Community	79%
Causeway Trust	Acute and Community	79%
Royal Group of Hospitals & Dental Hospital Trust	Acute	78%
Ulster Community Hospitals Trust	Acute and Community	77%

Down Lisburn Trust	Acute and Community	76%
Homefirst Community Trust	Community	76%
Greenpark Trust	Acute	75%
Belfast City Hospital Trust	Acute	74%
United Hospitals Trust	Acute	71%
Foyle Trust	Community	70%
Band 4 (below 70%)		
Trusts appearing in this band are likely to have significant problems with their cleaning services and refurbishment issues may compound this. The standard of cleanliness is unsatisfactory and the underlying causes need to be identified and considered by Trust Management.		
Altnagelvin Hospital Trust	Acute	64%
South and East Belfast Trust	Community	56%

2.3 Summary of Scores

- One Trust, Newry and Mourne, scored within Band 1 and presented as a visibly clean and well-maintained environment.
- Five Trusts fell within Band 2 presenting as reasonably clean environments which were affected by minor cleaning issues.
- Ten Trusts scored within Board 3, and were not seriously dirty but failed to perform as well as they could.
- Two Trusts fell within Band 4 suggesting unsatisfactory cleanliness standards; these Trusts need to identify and consider the underlying causes.

2.4 Analysis of Scores

The scores were examined in order to ascertain if any common characteristics or general principles could be identified. This examination led us to the following conclusions.

- There is no correlation between cleanliness standards and the age of facilities, type of services provided from a facility or the service delivery model (in-house or contracted out).
- While maintenance issues could impact on scores, the main reasons for poor scoring are cleaning issues.
- The results from Newry and Mourne would suggest that it is possible for other Trusts to meet high standards.

- These results would suggest that it is not the type of facility or cleaning delivery model but rather it is how cleaning is resourced, organised, managed and monitored within the Trusts that affect cleanliness standards.
- Trusts experience significant variation within their overall scores and specific scores across functional areas. For example:
 - theatres could score 86%, but external grounds score 63%
 - within a ward, a patient care area could score 85% but the sluice room score 67%.
- The majority of the Trusts scored highest in their very high risk areas and this suggests that many of the Trusts prioritise cleaning according to clinical risk.

2.5 Additional Findings

- All Trusts report that cleaning has a high level of priority at Board level and in most cases this is evidenced by some form of formal reporting on cleaning matters being presented to Trust Boards.
- All Trusts report that overall accountability for environmental cleanliness standards rests with the Chief Executive and the Board. In each Trust, responsibility for cleaning generally lies with a named Director who is supported by a senior operations manager.
- All the Trusts reported clear links between infection control teams and cleaning services.
- Most Trusts report that targets and key indicators have been established for environmental cleanliness, generally falling out of interim/draft cleanliness strategies developed as a result of the publication of the Environmental Cleanliness Strategy.
- A number of Trusts have introduced initiatives to help manage and utilise cleaning resources more effectively. These include:
 - rapid response teams
 - dedicated housekeepers
 - dedicated training provision for frontline staff.

Further details are contained in Chapter 5.

3 Strategic and Operational Context

3.1 Strategic Context

In recent years there have been increasing concerns in relation to the increase of Healthcare Associated Infection and this has led to public perceptions that the standards of cleanliness in HSS Trust facilities are not at an acceptable level.

Strategies within England, Scotland and Wales have already introduced Standards for Environmental Cleanliness with performance measurement and improvement. Whilst a number of different approaches to Environmental Cleanliness have been adopted in these strategies and in their implementation, the basis of all them is the introduction and monitoring of performance against uniform standards.

Taking into account the strategies in place in the UK and the outcomes from these, a Regional Strategy for Environmental Cleanliness in HSS Trust facilities was developed in Northern Ireland. Published in September 2005 it highlights the close association between cleanliness and infection prevention and control.

The Northern Ireland strategy considers the key objectives that will allow Trusts to focus on providing a clean and safe environment and outlines an approach for the setting and measurement of uniform standards in HSS Trusts.

To achieve a 'cleanliness matters' culture within Trusts seven key quality principles are identified to provide a framework for the delivery of this aim:

- Accountability and Culture for Environmental Cleanliness
- Development of Trust Environmental Cleanliness Strategies
- Involving and listening to service users and staff
- Adopt appropriate Regional and Trust Human Resources Strategies for cleaning staff and managers
- Adoption of a risk-based approach to environmental cleanliness standards
- Consider the facility service user mix together with its age, design and condition when setting achievable cleaning standards
- Appropriate levels of monitoring and audit are undertaken.

The DHSSPS needs to ensure that regardless of the cleaning service delivery model in place all Trusts meet the same high quality cleanliness standards. They also need to be aware of the existing standards of cleanliness within the HSS Trusts to aid performance monitoring in the future and also to identify any consistent problem areas within the Trusts which may require extra resources to bring facilities to an acceptable standard.

Increasing emphasis on clinical and social care governance and the accountability of Trusts regarding these issues places greater importance on the need to implement and maintain high quality Environmental Cleanliness Standards.

3.2 Operational Context

Within Trusts in Northern Ireland, there is a range of cleaning service delivery models including:

- Services fully provided and managed in-house by Trust staff
- Services completely purchased from an external provider
- Hybrid models somewhere between these two models.

Specifically, in the course of this assessment, in 14 of the Trusts, cleaning services were provided in-house except for specific services such as window cleaning, pest control etc which were usually contracted out. The exceptions to this were:

- ***Altnagelvin Hospital Trust*** – all cleaning, with the exception of theatres, is currently contracted out but is due to come back in-house in 2006/early 2007.
- ***Craigavon Area Group Hospital Trust*** – until recently all cleaning was contracted out but came back in-house in April 2006; window cleaning is provided in-house.
- ***Craigavon and Banbridge Community Trust*** – most cleaning is provided in-house except for some specific sites where cleaning is provided by other Trusts' cleaning services i.e. by CAHGT (where cleaning has been contracted out) and Armagh and Dungannon (where cleaning is provided in-house).
- ***Foyle Trust*** – currently cleaning of hospital wards/departments and hospital and community catering areas e.g. kitchens, dining rooms etc is contracted out and is due to come in-house in November 2006. Cleaning services for general hospital areas and non-catering areas in community facilities are provided in-house.
- ***Greenpark Trust*** – all cleaning is contracted out on a five-year contract (which commenced April 2005). Linen services are provided in-house.
- ***Newry and Mourne Trust*** – almost all cleaning services are provided in-house although a small percentage of community facilities are outsourced including one day centre and two administration buildings.
- ***Sperrin Lakeland Trust*** – until recently cleaning services were contracted out and came in-house in April 2006.

4 Findings

4.1 Scores and Bands

In order to present the findings in a straightforward and simple manner we have grouped the results into four bands.

The maximum score achievable is 100%. Those Trusts that performed the best are categorised in band 1 and those that scored the worst in relation to environmental cleanliness are in band 4. The four bands are as follows:

Band 1 (between 90-100%)

Trusts which score in this band show high standards of cleanliness across almost all elements with only a few instances where cleanliness is below standard.

What would a facility in this band look like to patients and visitors?

Patients in a Trust scoring in band 1 would enjoy a visibly clean environment. The worst problems they might see would be paint chipped off some of the walls or doors, or the outside of the windows being dirty. Most functional areas within this band would be recently built or well maintained and refurbished. In a busy facility, potentially these are the only issues of cleanliness that a patient or visitor might encounter.

Band 2: (between 80%-89%)

Trust facilities in this band are not seriously dirty, but there is room for improvement. There may be isolated failures in cleanliness and maintenance which the Trusts need to address rather than an inherent systemic problem.

What would a facility in this band look like to patients and visitors?

In these Trusts, patients and visitors may notice a general shabbiness, with paintwork in need of cleaning or touching up, dust behind radiators and on ledges and high surfaces. In areas out of the sight of most patients, for example a kitchen or sluice area, there may be spillages and stains on surfaces, or the need for floors or carpets to be cleaned or replaced due to wear and tear. In summary, conditions which at home might prompt a more thorough clean or minor redecoration.

Band 3: (between 70%-79%)

Again, Trust facilities in this band are not seriously dirty, but there may be more than one off failures in cleanliness indicating possible problems in managing their cleaning services or with underlying problems with maintaining and refurbishing facilities which the Trusts need to address.

What would a facility in this band look like to patients and visitors?

In these Trusts there would be many dusty surfaces, general untidiness or clutter in certain areas. Other examples include damaged paintwork, stains on ceiling or tiles missing, signs of spillage, dust on pieces of patient equipment, stains on floors or substances spilled on the floor. Issues affecting Trusts in this band will predominantly be small cleaning issues but also a number of maintenance areas. In summary, conditions which at home might prompt a spring clean, some redecoration and some specific matters requiring attention.

Band 4: (below 70%)

Trusts appearing in this band are likely to have significant problems with their cleaning services and refurbishment issues may compound this. The standard of cleanliness is unsatisfactory and the underlying causes need to be identified and considered by Trust Management.

What would a facility in this band look like to patients and visitors?

Patients and visitors may experience a dirty environment in some areas of the facility or Trust. This may be due to a combination of both cleanliness and maintenance/refurbishment issues. During the on-site assessment, a number of problems were found, for example frequent sticky marks on patient equipment and drug trolleys, more cluttered areas, a general grubby appearance overall, stains on floors, dusty or stained switches, windows in need of cleaning, stains around taps in bathrooms, debris and litter on office floors or dirt visible around light fittings. In summary, this band represents a standard that many people may find unacceptable in their own homes.

4.2 Overall Trust Scores

The overall weighted scores for each Trust are presented in the table overleaf followed by a summary of the key findings and overall conclusions. Detailed results for each Trust are contained in Chapter 6 which provides an overall assessment by Trust, by risk area, by specific sites and by functional areas within sites. Some Trusts experience significant variation within their overall scores. For example, a Trust could fall in Band 2 based on its overall weighted score while its site scores could range from Band 1 to Band 4. Likewise, an overall site score could fall in Band 1 while specific scores across functional areas could range from Band 1 to Band 4. Trusts should examine the breakdown of their scores across sites and functional areas

and address any issues arising. In addition, in Chapter 6 we highlight a number of exceptionally strong performances or exceptionally poor results and some general observations applicable to each Trust.

Table 2: Trust Results

Band 1 (between 90-100%)	Trust Type	Trust overall Score
Newry and Mourne Trust	Acute and Community	92%
Band 2 (between 80-89%)	Trust Type	Trust overall Score
Craigavon Area Hospital Group Trust	Acute	85%
Sperrin Lakeland Trust	Acute and Community	85%
Mater Infirmorum Hospital Trust	Acute	84%
Craigavon and Banbridge Community Trust	Community	83%
North and West Belfast Trust	Community	82%
Band 3 (between 70-79%)	Trust Type	Trust overall Score
Armagh and Dungannon Trust	Community	79%
Causeway Trust	Acute and Community	79%
Royal Group of Hospitals & Dental Hospital Trust	Acute	78%
Ulster Community Hospitals Trust	Acute and Community	77%
Down Lisburn Trust	Acute and Community	76%
Homefirst Community Trust	Community	76%
Greenpark Trust	Acute	75%
Belfast City Hospital Trust	Acute	74%
United Hospitals Trust	Acute	71%
Foyle Trust	Community	70%
Band 4 (below 70%)	Trust Type	Trust overall Score
Altnagelvin Hospital Trust	Acute	64%
South and East Belfast Trust	Community	56%

4.3 Summary of Scores

- Overall, there was a range of scores across the bands. One Trust, Newry and Mourne, scored within Band 1 and presented as a visibly clean and well-maintained environment. This is an acute and community Trust characterised by a mix of aged facilities and there was close similarity in scores across its acute and community sites.
- Five Trusts fell within Band 2 presenting as reasonably clean environments but were affected by minor issues such as blu tac on walls and sticky labels/sellotape on surfaces. It is suggested that these Trusts could improve their scores with limited effort.
- A significant number of the Trusts were not seriously dirty but failed to perform as well as they could. Ten of the Trusts fell within band 3. While these Trusts are not seriously dirty, they are affected by a series of failures which need to be addressed. In the main, these failures were cleaning issues suggesting poor standards of cleanliness in many areas. Key failings included dusty surfaces, dirty sinks and dirty ventilation grills.
- Two Trusts fell within Band 4 suggesting unsatisfactory cleanliness standards and the underlying causes need to be identified and considered by the Trusts' management. The reasons for low scores related primarily to cleaning issues such as duty surfaces, stains, smears and streaky marks on equipment and implements. This was often compounded by general clutter and untidiness or the age and fabric of the buildings.

4.4 Conclusions

- The results from Newry and Mourne would suggest that it is possible for other Trusts (acute, community and combined Trusts) to meet the highest standards. Indeed, there was no major discernible difference in scores/standards across acute, community or psychiatric sites suggesting that the nature and type of facility has no bearing on results.
- A number of Trusts operate outsourced/hybrid cleaning models and these results do not suggest that outsourced models necessarily provide a poorer service. This would suggest that it is not the type of facility or cleaning delivery model but rather it is how cleaning is resourced, organised, managed and monitored within the Trusts that are the most important factors affecting cleanliness scores. Effective monitoring of outsourced services and clarity regarding the responsibilities for cleanliness are essential and have been found to be lacking in some Trusts with lower scores and where services are outsourced.
- The main reason for Trusts scoring poorly related primarily to cleaning issues rather than maintenance or estates issues. It is our view that many Trusts could improve their scores through a focus on cleaning techniques, frequencies and schedules and robust monitoring.
- The majority of the Trusts scored highest in their very high risk areas and this suggests that many of the Trusts prioritise cleaning according to risk. While this approach is both practical and necessary we noted in over half of these cases there was a 10-point differential between very high risk and low risk scores. One issue surrounding cleanliness is the public perception that standards of cleanliness in HSS Trusts are not to an acceptable standard. In the majority of instances, the public's experience of HSS facilities will not be based on very

high-risk areas but will be based on community settings, general wards, hospital entrances, public corridors etc. A lack of focus on moderate and low risk areas reinforces the public's perception that facilities are not clean.

4.5 Summary

- One third of Trusts scored in the 80th percentile presenting with only minor cleaning issues.
- Two Trusts have serious issues with cleaning standards.
- There is no correlation between the age of facilities, use of facilities or model of cleaning delivery and standards of cleanliness.

The results from this assessment provide visible and independent evidence for each Trust to answer the question “are your facilities clean”.

This baseline assessment enables Heath Estates and Trusts to mark ‘where we are now’ as they embark on the implementation of the Cleanliness Matters Strategy over the next three years. The findings should also help Trusts to focus where identified shortcomings need to be addressed. It is important to stress that DHSSPS/Trusts are at the beginning of an important improvement strategy and these results demonstrate that there is considerable work still to be done.

5 Qualitative Assessment

5.1 Preamble

As part of this independent assessment, we were required to assess and report on the following:

- The level of priority that cleaning has at Trusts' Board level
- Current management structures at each Trust for cleaning services
- Links between cleaning and infection control teams
- The level of monitoring in Trusts – is it subjective and is it guided by National Standards.

We also comment on a number of emerging initiatives.

5.2 Priority

All Trusts report that cleaning has a high level of priority at Board level and in most cases this is evidenced by some form of formal reporting on cleaning matters being presented to Trust Boards. For example, some Trusts report directly to their Boards on the results from quarterly cleaning audits and others intend to do so going forward. Examples include:

- In the case of the Mater quarterly audit results and the results from a domestic services patient survey are submitted to the Board
- UCHT produces an annual monitoring report of its quality audits and this is presented to its Board.

In other cases, cleanliness is reported on via other reports. Examples include:

- Foyle's annual report, which is issued to the Board, comments on cleaning matters and the results of its quality audits.
- Armagh and Dungannon reports on cleanliness via its Infection Control report.
- United does so through its risk management committee, a sub-committee of the Board.

A small number of Trusts do not currently present a report on cleanliness matters to their Boards but plan to do so in the future.

5.3 Current Management Structures

It is worth highlighting that there is no one ideal way to structure an organisation or a service or function within it. In the case of the 18 Trusts, the actual specifics of management structures vary across each although there are some common features. In all cases there is a clear

organisational structure in place with defined roles, responsibilities and accountability; this means there is little room for misunderstanding or for ambiguity in terms of structures and responsibilities and that it is generally well understood across the organisation where accountability for cleanliness rests. Overall accountability for environmental cleanliness standards rest with the Chief Executive and the Board with an Executive Director designated with the responsibility for environmental cleanliness standards.

In all Trusts there is a suitably resourced management infrastructure i.e. the availability of qualified, experienced and trained staff for the operational management of services. In each Trust responsibility for cleaning generally lies with a named Director who is supported by a senior operations manager. There is generally a management hierarchy and teams of frontline cleaning staff. All cleaning staff and management roles are defined in job descriptions and this detail is reinforced at induction and job appraisals (where these take place).

In the case of Trusts / facilities where cleaning is/was outsourced it was clear that the contractor was responsible for the service provision but this contract(s) was managed by senior management within these Trusts and accountability lay with the Chief Executives.

Most Trusts report there is clarity regarding the roles and responsibilities of estates, maintenance and nursing staff for appropriate aspects of environmental cleaning and these are defined in strategy documents, cleaning specifications, ward guidance or similar documents. However in reality it may be more complicated as cleaning responsibility for certain activities may be allocated to nursing and cleaning staff, for example, immediate cleaning-up of patient vomit. Again, specific elements of one component may be the responsibility of nursing staff while other elements are the responsibility of cleaning staff e.g. nursing staff are responsible for bed tidiness while cleaning staff are responsible for cleaning the bed frame. A small number of Trusts report that some nursing staff are more aware than others are, or there are local disputes with nursing staff as to their cleaning responsibilities. It was also noted that there was limited interaction between estates and cleaning departments in some Trusts.

5.4 Links Between Cleaning and Infection Control Teams

All the Trusts reported clear links between infection control teams and cleaning services. At a management level, this usually would involve a senior manager with responsibility for cleaning sitting on an infection control group/committee (or similar body) and an infection control nominee sitting on an environmental or cleanliness group (or similar body). Examples include:

- Within Homefirst, the hotel services manager sits on the infection control team.

Similar arrangements are in place even where cleaning is outsourced, for example:

- At Greenpark and at Altnagelvin the cleaning contracts managers sit on the infection control committees.

In addition, operational personnel involved in cleaning and personnel involved in infection control may meet on a more regular basis, for example weekly or monthly, although such meetings may be a more informal arrangement. Examples include:

- At Causeway, the infection control nurse will be regularly approached by cleaning staff for advice.
- At Foyle, Altnagelvin and Causeway Trusts infection control (IC) reports/audit findings are cascaded to cleaning services who in turn develop action plans to resolve issues arising.

In most Trusts infection control personnel have an input into the implementation of the local Trust Cleanliness Matters Strategy. Generally infection control teams carry out separate audits and cascade relevant information to cleaning staff. A small number of Trusts report carrying out joint audits; these include:

- Craigavon and Banbridge
- Mater
- UCHT.

Craigavon and Banbridge also reports that infection control and cleaning personnel work closely together to develop cleaning schedules for high risk areas and also liaise together when involved in the planning and design of new build or refurbishment projects.

5.5 Monitoring

Most Trusts report that targets and key indicators have been established for environmental cleanliness, generally falling out of interim/draft cleanliness strategies. In addition most Trusts report that they have detailed cleaning schedules in place outlining areas to be cleaned, cleaning methods and frequencies. Trusts also report they conduct monitoring of cleanliness and standards although the approach, frequency and level of inspection varies greatly across Trusts.

In some Trusts, audits are carried out by Trust cleaning staff. Examples include:

- At Belfast City, cleaning managers are involved in carrying out quality monitoring reports on a three monthly basis depending on the risk level.
- North and West Belfast conducts quality control checks and the results are presented to the Board.
- The Royal has appointed a Quality and Training Manager to coordinate cleaning audits which are undertaken by frontline cleaning supervisors.
- Craigavon and Banbridge has set cleaning frequencies as defined by the Association of Domestic Management and these are monitored by facility managers.

Some Trusts have adopted a multi-disciplinary approach to audits, for example:

- In Armagh and Dungannon, Hotel Services, Infection Control, Estates and Facilities Managers are all involved in carrying out environmental cleanliness baseline audits.

In other Trusts monitoring is undertaken by personnel independent of cleaning services, for example:

- Down Lisburn Trust has a dedicated monitoring team which audits all aspects of both acute and community sites on a rolling programme basis.
- At Foyle, personnel from Sperrin Lakeland Trust provide an independent monitoring service.

In some Trusts the cleaning services department conducts its own monitoring or audits and may have assistance from the infection control department, for example:

- Monitoring is undertaken by domestic supervisors at the Mater and includes joint audits with Infection Control; a quarterly report is produced and presented to the Trust Board.
- UCHT also has a Quality Training and Development Manager and monitoring follows a 13-week schedule based on a risk assessment approach. Joint audits are also carried out with Infection Control and a bi-annual audit is undertaken of those aspects/elements for which nursing staff are responsible.

In those Trusts where cleaning services are contracted out monitoring also takes place. Examples include:

- CAHGT's external provider undertakes a quality control exercise which is supervised by Trust management.
- At Greenpark, a Quality Control Team undertakes monthly joint audits with Infection Control and results are fed back at a formal meeting with the external contractor.

A small number of Trusts are awaiting completion of a baseline audit which will then be followed by an auditing procedure.

In addition to technical monitoring all Trusts have formal mechanisms in place for capturing patient /service user comments. These tend to be general patient surveys or comment cards although a small number of Trusts specifically seek feedback on cleaning matters. Examples include:

- North and West Belfast facilitates a user group for specialist services including ward cleaning.
- At Greenpark, the external contractor conducts a survey with ward managers.

5.6 Cleaning Initiatives

Several Trusts have piloted / introduced initiatives to help manage cleaning resources more effectively. These include:

- Use of dedicated 'Rapid Response Teams'. Examples include:
 - Belfast City piloted a night duty service response team comprising two cleaning staff who respond to discharges and/or can be directed to areas requiring urgent cleaning. This was initially funded with Departmental monies and was subsequently assimilated into core cleaning services in 2005.
 - CAHGT operates a rapid response team on a 24/7 basis.
 - Greenpark operates a rapid response team comprising three staff on a 24/7 basis.
 - The Mater operates a rapid response team during the hours of 3-8.30pm (peak discharge hours) and this team is primarily involved in bed space cleaning.
 - The Royal operates a rapid response team on a 24/7 basis.
 - UCHT operates a rapid response discharge team for bed cleaning.
 - North and West Belfast operates a community rapid response team and utilises portering staff for urgent cleaning in Muckamore Abbey.
- Training initiatives for frontline staff. Examples include:
 - The Royal completed a Learning Needs Analysis in 2005 and is set to become an accredited British Institute of Cleaning Science (BICS) training centre. It has also progressed staff through BICS NVQ1 training.
 - Causeway promotes lifelong learning and has introduced personal development training for domestic services staff to include BICS, NVQs, return to learn and essential skills programmes.
 - Craigavon and Banbridge Community is investing in staff training through the introduction of a pilot of the Cleaning Operators Proficiency Certificate and NVQ Level 1&2 Cleaning and Support Services for facility support staff.
 - Greenpark's contractor has introduced a staff training programme.
- Dedicated housekeepers. Examples include:
 - CAHGT is piloting dedicated housekeepers on two wards presently.
 - The Mater has a full-time nursing housekeeper responsible for ordering medical stores on each ward and larger wards have a dedicated domestic housekeeper.
 - UCHT operates a dedicated housekeeper in the A&E department.
 - The Royal is piloting housekeepers in one area and this system is working successfully to date.

6 Trust Results

6.1 Preamble

This chapter contains detailed results for each Trust.

Findings are summarised and presented by overall site(s)/community facility and across very high, high, moderate and low risk areas (where applicable) across each Trust. We also draw attention to exceptional strong performance and highlight areas requiring significant improvement and make a number of observations where relevant.

Subsequent tables provide detailed results of each assessed site across every assessed functional area¹. We note that in some cases within Trust scores there is significant variation across sites and functional areas and we recommend that Trusts should examine the breakdown of their scores and address issues arising.

6.2 Altnagelvin Hospitals Trust

Altnagelvin Hospitals - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Altnagelvin Hospital	69%	68%	56%	57%	64%
Overall Trust	69%	68%	56%	57%	64%

Altnagelvin Trust fell within Band 4 (below 70%).

This means that this Trust appears to have significant problems in managing its cleaning services and refurbishment issues may compound this. The Trust needs to identify and consider the underlying causes.

- We highlight the following areas which require significant improvement:
 - *The Day Surgery Unit scored 67% and this was because of general clutter and untidiness combined with several small cleaning issues and some issues regarding the fabric of the building.*
 - *The sterile pharmacy department scored 54% and experienced a large number of cleaning issues compounded by maintenance/fabric issues.*

¹ Individual functional area scores have been rounded up to the nearest whole percentage. Cumulative scores and overall scores are based on these functional area scores to two decimal places and then rounded to the next whole percentage.

- *The A&E department scored 56%. There were only a small number of maintenance issues in this department but minor cleaning issues within every area of the department combined to produce this low score.*
- There are a number of areas in this Trust which represent an unacceptable level of cleanliness (especially in very high and high risk areas) and the Trust would need to address these areas urgently.
- Altnagelvin's domestic services contract is outsourced (except in theatres) and operates using work schedules which were derived from a specification written over 10 years ago. Some variation has been made to the specification as departments/buildings have changed over the years, but the core specification has remained reasonably static. In the past few years, the increased emphasis on standards of environmental cleanliness and infection control has highlighted the inadequacy of Altnagelvin's current specification. It is therefore evident that the specification will require revision by the Trust in the near future.
- Increased emphasis on cleanliness and infection control in high risk areas has led the Trust to renegotiate some work schedules with the contractor. As the overall budget and general specification has remained static, concentrating efforts in the high risk areas has been at the expense of the lower risk areas and this is evidenced in overall Trust results.
- Altnagelvin plans to bring its domestic services department back in-house in late 2006/early 2007.
- Both the contractor and Trust management undertake audits. Trust audits are conducted periodically and are concentrated on patient areas; any issues arising are discussed with the contract manager. These audits are observation based rather than using a score sheet and concentrate on cleaning issues rather than maintenance.
- The results of each of the audits (contractor, Trust, infection control) are all passed to the Hospital Executive for review.
- The domestic services department is not responsible for cleaning of hospital theatres; cleaning is undertaken by dedicated theatre orderlies.
- The external cleaning contracts manager sits on the infection control committee.
- Infection control reports/audit findings are cascaded to cleaning services who in turn develop action plans to resolve issues arising.

Altnagelvin Area Hospital - Site Summary

Very High Risk Functional Area	
Theatre	71%
ICU	75%
SCBU	76%
Pharmacy - Sterile	54%
DSU	67%
Cumulative Very High Risk Functional Area	69%
High Risk Functional Areas	
Ward 32	77%
Ward 10	70%
Ward 21	60%
HSDU	77%
A&E	56%
Cumulative High Risk Functional Area	68%
Moderate Risk Functional Areas	
Occupational Therapy Area	61%
On-Site Residential Accommodation	75%
General Pharmacy	50%
Out-patient Department Clinic 2	74%
Laboratory	49%
Main Entrance	33%
Female Toilet	56%
Corridor	46%
Cumulative Moderate Functional Area	56%
Low Risk Functional Areas	
Main Reception	67%
Medical Secretariat	61%
External Grounds	0%
Cumulative Low Risk Functional Area	57%
Overall Site	
Overall Weighted Site Score	64%

6.3 Armagh and Dungannon Trust

Armagh and Dungannon - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
St Luke's Hospital	57%	69%	65%	77%	65%
South Tyrone Hospital	97%	87%	88%	83%	90%
Community	80%		82%		81%
Overall Trust	78%	78%	78%	80%	79%

Armagh and Dungannon Trust fell within Band 3 (between 70-79%)

This Trust is not seriously dirty, but there may be more than one off failures in cleanliness indicating possible problems in managing the cleaning service or with underlying problems with maintaining and refurbishing facilities which the Trust needs to address.

- We highlight strong performance in the following functional area:
 - *A theatre unit at South Tyrone scored exceptionally highly at 97%. The main issue was a few minor maintenance issues such as scrapes and scratches on a wall and door.*
- We highlight the following areas which require significant improvement:
 - *The special needs unit at the St Luke's site scored 57%. Whilst this area had some maintenance issues, there were a significant number of cleaning issues which reduced the score.*
 - *The onsite accommodation at St Luke's Hospital scored 51% representing a standard most people would find unacceptable in their own home. This was due to mainly cleaning issues with dust being an issue on both high and low surfaces.*
 - *The high-risk areas in the Mullinure unit obtained a low score. This was a result of cleaning issues with dust being a main contributory factor*
- There are a number of areas in this Trust which represent an unacceptable level of cleanliness (especially in very high and high risk areas) and the Trust would need to address these urgently.
- Armagh and Dungannon domestic services are in-house with the exception of pest control and window cleaning which are outsourced.

- The Trust has arrangements in place for weekly meetings between infection control and hotel services personnel and the Trust environmental cleanliness group meets fortnightly to discuss key issues. The Infection Control report is used to report all cleanliness matters.
- Hotel services, infection control, estates and facility managers are currently carrying out environmental base line audits to establish the Trust's current position. Targets will then be set supported by detailed action plans. This process will be reviewed by the environmental cleanliness group.

St Luke's Hospital - Site Summary

Very High Risk Functional Area	
Special Needs Area	57%
Cumulative Very High Risk Functional Area	57%
High Risk Functional Areas	
Villa 1	68%
Addiction Unit	53%
IWC IT1	88%
Cumulative High Risk Functional Area	69%
Moderate Risk Functional Areas	
Occupational Therapy Area	60%
On-Site Residential Accommodation	51%
General Pharmacy	62%
Out-patient Department	88%
Cumulative Moderate Risk Functional Area	65%
Low Risk Functional Areas	
Office	82%
Non-Sterile Supply Area	50%
External Grounds	100%
Cumulative Low Risk Functional Area	77%
Overall Site	
Overall Weighted Site Score	65%

South Tyrone Hospital - Site Summary

Very High Risk Functional Area	
Operating Theatre	97%
Cumulative Very High Risk Functional Area	97%
High Risk Functional Areas	
Floor F	86%
Floor B	86%
Floor A	84%
CSSD	88%
MIU	92%
Cumulative High Risk Functional Area	87%
Moderate Risk Functional Areas	
On-Site Residential Accommodation	75%
Out-patient Department	84%
Waiting Area	93%
General Corridor	100%
Cumulative Moderate Risk Functional Area	88%
Low Risk Functional Areas	
Administration Office	87%
Non-Sterile Supply Area	61%
External Grounds	100%
Cumulative Low Risk Functional Area	83%
Overall Site	
Overall Weighted Site Score	90%

Armagh and Dungannon Trust – Community Summary

	Very High Risk	Moderate Risk	Overall Weighted Score
Roxborough House	81%	91%	85%
Ballygawley Health Centre	91%	88%	90%
Mullinure Day Unit	69%	67%	68%
Overall Community	80%	82%	81%

Roxborough House – Site Summary

Very High Risk Functional Area	
Treatment Room	81%
Cumulative Very High Risk Functional Area	81%
Moderate Risk Functional Areas	
Kitchen	90%
Laundry	89%
Staff Room	94%
Day Room	100%
Room 1	88%
Double Bedroom	95%
Bedroom	96%
Toilet	78%
Shower Room	90%
Day Room 2	81%
Office Area	94%
Toilet	89%
Sluice Room	88%
Nurse's Room	95%
Office 2	89%
Reception	94%
General Corridor	100%
External Grounds	100%
Cumulative Moderate Risk Functional Area	91%
Overall Facility	
Overall facility weighted score	85%

Ballygawley Health Centre – Site Summary

Very High Risk Functional Area	
GP Room 1	88%
GP Room 2	95%
Cumulative Very High Risk Functional Area	91%
Moderate Risk Functional Areas	
External Ground	100%
Office Area - Outpatients	100%
District Nurse Room	86%
Health Visitor Room	90%
Toilet	89%
Waiting Room	82%
General Corridor	91%
Maintenance Area	75%
Reception Area	88%
Cumulative Moderate Risk Functional Area	88%
Overall Facility	
Overall facility weighted score	90%

Mullinure Day Unit – Site Summary

Very High Risk Functional Area	
Treatment Room 1	79%
Blood Room Outpatients	64%
MIU	64%
Cumulative Very High Risk Functional Area	69%
Moderate Risk Functional Areas	
OT Room	61%
Waiting Area	60%
Toilets/Disabled	53%
Patient Toilets	68%
Day Area	89%
Store	67%
Cumulative Moderate Risk Functional Area	67%
Overall Facility	
Overall facility weighted score	68%

6.4 Belfast City Hospital Trust

Belfast City - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Belfast City Hospital	80%	73%	73%	58%	74%
Overall Trust	80%	73%	73%	58%	74%

Belfast City Hospital Trust fell within Band 3 (between 70-79%)

This Trust is not seriously dirty, but there may be more than one off failures in cleanliness indicating possible problems in managing the cleaning service or with underlying problems with maintaining and refurbishing facilities which the Trust needs to address.

- We highlight strong performance in the following functional area:
 - *The Aseptic Pharmacy scored well at 95%, only falling down on dirty windows.*
- We highlight the following areas which require significant improvement:
 - *The General Pharmacy reported a poor score of 62%. Contributing factors included cleaning problems with walls, ceiling, ventilation, surfaces and waste.*
 - *A&E scored 63%, the poorest score in the high risk areas. This was due to a combination of cleaning and maintenance issues.*
- There are a number of areas in this Trust which represent an unacceptable level of cleanliness (especially in high risk areas) and the Trust would need to address these urgently.
- Belfast City piloted a night duty service response team comprising two cleaning staff who respond to discharges and/or can be directed to areas requiring urgent cleaning. This was initially funded with Departmental monies and was subsequently assimilated into core cleaning services in 2005.
- Quality monitoring reports are carried out by assistant duty managers from the domestic services team and are normally on a three monthly basis depending on the level of risk of the area.
- The Trust has set a target to increase the levels of monitoring.

- Infection Control personnel carry out audits of clinical areas and issues are reported to the operational services manager and domestic services manager.

Belfast City Hospital - Site Summary

Very High Risk Functional Area	
Theatres	79%
CCU	72%
Oncology Unit	72%
Pharmacy - Sterile Production Unit	95%
Endoscopy	84%
Cumulative Very High Risk Functional Area	80%
High Risk Functional Areas	
9 South Coronary Care	78%
Cystic Fibrosis Ward	77%
5 North	68%
CSSD	81%
A&E	63%
Cumulative High Risk Functional Area	73%
Moderate Risk Functional Areas	
Occupational Therapy Area	78%
On-Site Residential Accommodation	58%
General Pharmacy	62%
Out-patient Department – Mammogram Suite	81%
Windsor Day Hospital	66%
Laboratory	63%
General Corridor	80%
Waiting Area	82%
Main Entrance	85%
Cumulative Moderate Risk Functional Area	73%
Low Risk Functional Areas	
Cash Office	67%
Catering Office	54%
Non-Sterile Supply Area	51%
External Grounds	60%
Cumulative Low Risk Functional Area	58%
Overall Site	
Overall Weighted Site Score	74%

6.5 Causeway Trust

Causeway - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Causeway Hospital	86%	77%	77%	74%	80%
Community	71%		77%		78%
Overall Trust	79%	77%	77%	74%	79%

Causeway Trust fell within Band 3 (between 70-79%)

This Trust is not seriously dirty, but there may be more than one off failures in cleanliness indicating possible problems in managing the cleaning service or with underlying problems with maintaining and refurbishing facilities which the Trust needs to address.

- We highlight strong performance in the following functional area:
 - *The outpatient department at Causeway Hospital scored 90% which represents a high level of cleanliness with only a small number of cleaning issues.*
- We highlight the following areas which require significant improvement:
 - *The CSSD at Causeway Hospital scored 64% which is an unacceptable score for a high risk area.*
 - *The laboratory at Causeway Hospital scored 67% which is an unacceptable standard of cleanliness. The main problems related to stains and dirt throughout the department.*
 - *The treatment room at Ballymoney Health Centre scored 68% with its adjoining storage area scoring 56%. This represents an unacceptable score with the main problems being cleanliness related.*
- There are a number of areas in this Trust which represent an unacceptable level of cleanliness (especially in high risk areas) and the Trust would need to address these urgently.
- The domestic services department at the Trust is responsible for all services within the acute site and the community with the exception of residential homes where the residential care home managers are responsible for cleaning.

- There are well established links between the infection control team (which is linked with the United Trust team) and the environmental cleanliness team within the Trust, to the extent that the infection control nurse is regularly approached by cleaning staff for advice.
- IC reports/audit findings are cascaded to cleaning services who in turn develop action plans to resolve issues arising.
- The Trust has very few written documents at Trust level regarding environmental cleanliness, but has a detailed work plan for each area.
- Monthly meetings are held with estates to discuss any issues arising.
- Causeway Hospital operates a discharge /rapid response team.
- Causeway Hospital utilises domestic porters for 'high level' cleans. This small team works on a peripatetic basis around all sites.
- The Trust promotes lifelong learning and has introduced personal development training for domestic services staff to include BICS, NVQs, return to learn and essential skills programmes.

Causeway Hospital - Site Summary

Very High Risk Functional Area	
Operating Theatre	86%
ICU	85%
ICU Isolation Room	88%
Endoscopy	87%
Cumulative Very High Risk Functional Area	86%
High Risk Functional Areas	
Medical 2	76%
CCU	83%
Paediatric Ward	81%
CSSD	64%
A&E	80%
Cumulative High Risk Functional Area	77%
Moderate Risk Functional Areas	
Physiotherapy Department	92%
On-Call Rooms	86%
General Pharmacy	76%
Out-Patient 3	90%
Laboratory	67%
Female Toilet	71%
Main Entrance	60%
Corridor	75%
Cumulative Moderate Risk Functional Area	77%
Low Risk Functional Areas	
Main Reception	76%
Administration Room	83%
External Grounds	63%
Cumulative Low Risk Functional Area	74%
Overall Site	
Overall Weighted Site Score	80%

Causeway Trust – Community Summary

	Very High Risk	Moderate Risk	Overall Weighted Score
Ballymoney Health Centre	71%	68%	70%
Brook Daycare and Therapy Unit		85%	85%
Rathmoyle Old People's Home		79%	79%
Overall Community	71%	77%	78%

Ballymoney Health Centre – Site Summary

Very High Risk Functional Area	
Treatment Room	68%
Gynaecology Room	76%
Storage Area In Treatment Room	56%
Waiting Room	76%
Cumulative Very High Risk Functional Area	71%
Moderate Risk Functional Areas	
Record Storage Room	86%
Main Reception	67%
Corridor	55%
GP Room	86%
Staff Room	75%
Staff Kitchen	89%
Female Patients' Toilet	70%
Community Room	48%
External	0%
Main Entrance	60%
Cumulative Moderate Risk Functional Area	68%
Overall Facility	
Overall facility weighted score	70%

Brook Day Care and Therapy Unit – Site Summary

Moderate Risk Functional Areas	
Filing Room	83%
Staff room / Kitchen	96%
Main Entrance	80%
External	50%
Reception	94%
Dining Room	86%
Sitting Room	89%
Assessment Kitchen	71%
Corridor	91%
Client Bathroom	94%
Craft Room	65%
Cumulative Moderate Risk Functional Area	85%
Overall Facility	
Overall facility weighted score	85%

Rathmoyle Old People’s Home – Site Summary

Moderate Risk Functional Areas	
South Wing Bedroom	88%
Linen Store	50%
Main Entrance	87%
Dining Room	89%
Staff Kitchen	75%
Staffroom	83%
External	57%
Laundry Room	71%
Bathroom	80%
Corridor (Upstairs)	87%
Sluice (South)	44%
Sitting Room (Upstairs)	89%
Bedroom (Upstairs)	88%
Main Stairs	87%
Cumulative Moderate Risk Functional Area	79%
Overall Facility	
Overall facility weighted score	79%

6.6 Craigavon and Banbridge Trust

Craigavon and Banbridge - Overall Trust Summary

Site	Moderate Risk	Overall Weighted Score
Community	83%	83%
Overall Trust	83%	83%

Craigavon and Banbridge Trust fell within Band 2 (between 80-89%)

This Trust is not seriously dirty, but there is room for improvement. There may be isolated failures in cleanliness and maintenance rather than an inherent problem which the Trust needs to address rather than an inherent systemic problem.

- We highlight strong performance in the following functional area:
 - *Lurgan Health and Social Services Centre (HSSC) obtained a high score of 92%. This facility is mostly used for administration purposes, however the treatment rooms that do exist scored highly with only small issues needing addressed such as the outside of windows and paint chips.*
- We highlight the following area which requires significant improvement:
 - *Banbridge clinic scored substantially below the Trust overall score (64% compared with 84%). Although this is an old building and there were some maintenance issues this score is primarily reflective of cleaning issues across a wide range of functional elements including dust on high and low surfaces, the outside of windows and general untidiness.*
- There are a number of areas in this Trust which represent an unacceptable level of cleanliness and the Trust would need to address these urgently.
- Most cleaning within the Trust is provided in-house with only a few exceptions where the cleaning is provided by the cleaning services department from another Trust, for example by CAGHT (where cleaning services are contracted out) or by Armagh and Dungannon (where cleaning is provided in house).
- Each area within the Trust has set cleaning frequencies as defined by the Association of Domestic Management and these are monitored by facility managers.
- Each facility manager is responsible for managing the facility support members (cleaning staff). Some support workers clean a number of facilities but generally remain in one area.

- The Trust is investing in the training of facility support staff through the introduction of a pilot of the Cleaning Operator's Proficiency Certificate and NVQ Level 1 and 2 in Cleaning and Support Services.
- The infection control nurse and domestic services manager undertake joint audits and have been working closely to develop cleaning schedules for high risk areas.

Craigavon and Banbridge - Community Summary

	Moderate Risk	Overall Weighted Score
Lurgan HSSC	92%	92%
Crozier House	90%	90%
Banbridge SEC	85%	85%
Banbridge Clinic	64%	64%
Overall Community	83%	83%

Lurgan HSSC – Site Summary

Moderate Risk Functional Areas	
Waiting Area	81%
Kitchen	91%
Community Room	88%
General Corridor	100%
Treatment Room	90%
Toilets	94%
Treatment Room	96%
Administration Office	94%
Consulting Room	94%
Therapy Room	94%
Reception Area	94%
General Corridor	92%
Cumulative Moderate Risk Functional Area	92%
Overall Facility	
Overall facility weighted score	92%

Crozier House – Site Summary

Moderate Risk Functional Areas	
General Corridor	100%
Doctor's Room	83%
Dining Room	89%
Kitchen	85%
Bedroom	91%
Bathroom	100%
Toilet	100%
Sluice	80%
General Corridor	91%
General Admin Area	89%
External Grounds	100%
Cumulative Moderate Risk Functional Area	90%
Overall Facility	
Overall facility weighted score	90%

Banbridge SEC- Site Summary

Moderate Risk Functional Areas	
Physiotherapy Room	77%
Treatment Room	91%
General Corridor	86%
Day Room	80%
General Area	87%
Toilets	82%
Living Room	84%
Kitchen	92%
Toilets	89%
Reception Office	78%
Manager's Office	82%
Reception Waiting Area	85%
External Grounds	100%
Cumulative Moderate Risk Functional Area	85%
Overall Facility	
Overall facility weighted score	85%

Banbridge Clinic - Site Summary

Moderate Risk Functional Areas	
General Corridor	73%
Dental Treatment Room	61%
Waiting Area	67%
Podiatry Treatment Area	83%
Toilet	72%
Admin Area	74%
Doctor's Room	71%
Waiting Area	53%
Staff Room Area	40%
General Corridor	42%
Toilet	50%
Staff Kitchen	68%
Nurse Admin Area	56%
General Corridor	82%
External Grounds	100%
Cumulative Moderate Risk Functional Area	64%
Overall Facility	
Overall facility weighted score	64%

6.7 Craigavon Area Hospital Group Trust

CAHGT - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
CAHGT	91%	82%	86%	70%	85%
Overall Trust	91%	82%	86%	70%	85%

Craigavon Area Hospital Group Trust fell within Band 2 (between 80-89%)

This Trust is not seriously dirty, but there is room for improvement. There may be isolated failures in cleanliness and maintenance rather than an inherent problem which the Trust needs to address rather than an inherent systemic problem.

- We highlight strong performance in the following functional areas:
 - *CAHGT obtained a score of 90% within theatres. Some areas of cleaning pulled the score down slightly including dust and spillages.*
 - *The SCBU at CAHGT scored 96% with any cleaning issues arising in non-patient areas such as the sluice, kitchen and sister's office.*
 - *The Oncology Department at CAHGT has recently been refurbished contributing to a high score (97%) in this area and cleanliness was also of a high standard.*
- We highlight the following area which requires significant improvement:
 - *Accident and Emergency at CAHGT scored 71%. Whilst there were major maintenance issues within the unit, cleanliness issues which needed addressed included dust, spillages and sticky tape.*
- There are a few areas which represent an unacceptable level of cleanliness (especially in high risk areas) and the Trust would need to address these urgently.
- Because of cleaning services moving in-house in April 2006, there was quite a high focus on domestic service at the time of this assessment.
- At the time of the assessment, quality control exercises were completed by the Trust's external provider with supervision from Trust management.
- CAHGT is currently piloting housekeepers on two wards. The intention is to phase in housekeepers on all wards to support the ward sisters.

- In addition to a 24/7 rapid response team, CAHGT has changed the working patterns of domestic staff to cover night shifts thus providing continuity of service.

CAHGT - Site Summary

Very High Risk Functional Area	
Theatre	90%
CCU	86%
SCBU	96%
Oncology Department	97%
Pharmacy - Sterile Production Areas	86%
Cumulative Very High Risk Functional Area	91%
High Risk Functional Areas	
Medical 1 South	85%
Surgical 4 North	91%
Maternity 1 West	90%
CSSD	76%
A&E	71%
Cumulative High Risk Functional Area	82%
Moderate Risk Functional Areas	
Physiotherapy	90%
On-Site Residential Accommodation	87%
Out-patient Department	83%
Laboratory	73%
General Public Area	93%
Waiting Area	87%
Main Entrance	87%
Cumulative Moderate Risk Functional Area	86%
Low Risk Functional Areas	
Medical Executive	78%
ENT Secretaries	78%
Non-Sterile Supply Area	45%
External Grounds	80%
Cumulative Low Risk Functional Area	70%
Overall Site	
Overall Weighted Site Score	85%

6.8 Down Lisburn Trust

Down Lisburn - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Lagan Valley Hospital	81%	81%	79%	63%	79%
Downe Hospital	74%	72%	70%	79%	73%
Downshire Hospital		80%	75%	74%	77%
Community	83%		74%		75%
Overall Trust	79%	78%	75%	72%	76%

Down Lisburn Trust fell within Band 3 (between 70-79%)

This Trust is not seriously dirty, but there may be more than one off failures in cleanliness indicating possible problems in managing the cleaning service or with underlying problems with maintaining and refurbishing facilities which the Trust needs to address.

- We highlight strong performance in the following functional area:
 - *The isolation room at Lagan Valley scored 90% – the main issues related to dirty windows.*
- We highlight the following areas which require significant improvement:
 - *Lagan Valley main reception scored exceptionally poorly at 28% – the main issues related to building fabric in combination with clutter and dust.*
 - *The isolation room in Downe Hospital's A&E Department scored 57%. This was primarily due to cleaning issues including dirty equipment combined with some building fabric issues.*
 - *Derriaghy Day Care Centre and Drumlough House Old People's Home experienced maintenance issues in conjunction with cleanliness issues.*
- There are a number of areas in this Trust which represent an unacceptable level of cleanliness (especially in very high risk areas) and the Trust would need to address these urgently.
- Down Lisburn Trust has a dedicated and very active monitoring department which undertakes regular audits for all areas within the Trust.

- There are well-established links between the environmental cleanliness, monitoring and infection control departments within the Trust with day-to-day interaction in monitoring, training and work plans.
- The Trust has an environmental cleanliness working group in operation.

Lagan Valley Hospital - Site Summary

Very High Risk Functional Area	
Operating theatre	77%
Coronary Care Unit	74%
Single room used for isolation	90%
DPU	85%
Cumulative Very High Risk Functional Area	81%
High Risk Functional Areas	
Ward 1A	82%
Ward 9	90%
Ward 3	86%
CSSD	67%
A&E	79%
Cumulative High Risk Functional Area	81%
Moderate Risk Functional Areas	
Occupational Therapy Area	79%
On-Call Rooms	78%
General Pharmacy	83%
Out-Patient Department	72%
Main Entrance	79%
Corridor	85%
Disabled Toilet	76%
Cumulative Moderate Risk Functional Area	79%
Low Risk Functional Areas	
Main reception	28%
Infection control office	76%
External Grounds	83%
Cumulative Low Risk Functional Area	63%
Overall Site	
Overall Weighted Site Score	79%

Downe Hospital - Site Summary

Very High Risk Functional Area	
DPU	82%
Coronary Care Unit	72%
Isolation room - A&E	57%
Endoscopy	85%
Cumulative Very High Risk Functional Area	74%
High Risk Functional Areas	
MAU	83%
Female Medical	68%
Male Medical	72%
A&E	65%
Cumulative High Risk Functional Area	72%
Moderate Risk Functional Areas	
Physiotherapy Department	83%
On-Call Rooms (A&E)	79%
General Pharmacy	76%
Out-Patient Department	79%
Main Entrance	67%
Corridor (Between Old And New Buildings)	20%
Toilet	84%
Cumulative High Risk Functional Area	70%
Low Risk Functional Areas	
Main Reception	87%
Medical Records	71%
External Grounds	80%
Cumulative High Risk Functional Area	79%
Overall Site	
Overall Weighted Site Score	73%

Downshire Hospital - Site Summary

High Risk Functional Areas	
Shimna House	83%
Lecale Female	79%
Tollymore Upper	80%
Cumulative High Risk Functional Area	80%
Moderate Risk Functional Areas	
Occupational Therapy Area	80%
On-Call Flat	81%
Main entrance	94%
Toilet	63%
Corridor	54%
Cumulative Moderate Risk Functional Area	75%
Low Risk Functional Areas	
Reception Great Hall	88%
Site management office	78%
External Grounds	57%
Cumulative Low Risk Functional Area	74%
Overall Site	
Overall Weighted Site Score	77%

Down Lisburn Trust - Community Summary

	Very High Risk	Moderate Risk	Overall Weighted Score
Derriaghy Day Care Centre		72%	72%
Hillsborough Health Centre	83%	76%	80%
Drumlough House Old People's Home		73%	73%
Overall Community	83%	74%	75%

Derriaghy Day Care Centre – Site Summary

Moderate Risk Functional Areas	
Kitchen	67%
Dining room	60%
Staff kitchen	50%
Toilet	100%
Craft Room	89%
Main Entrance	94%
Main Activity Room	47%
Office	63%
External	63%
Corridor	100%
Cumulative Moderate Risk Functional Area	72%
Overall Facility	
Overall facility weighted score	72%

Hillsborough Health Centre – Site Summary

Very High Risk Functional Area	
Treatment room	83%
Cumulative Very High Risk Functional Area	83%
Moderate Risk Functional Areas	
Main Entrance	46%
External	67%
GP Room	82%
Disabled Toilet And Treatment Room	81%
Waiting Room	73%
Corridor	92%
Assistant Manager Admin	68%
Reception	94%
Child Assessment And Therapy Room	76%
Staff Kitchen	68%
Cumulative Moderate Risk Functional Area	76%
Overall Facility	
Overall facility weighted score	80%

Drumlough House Old People's Home – Site Summary

Moderate Risk Functional Areas	
Main Entrance	65%
Outside	71%
Cleaners' Store 3	50%
Bedroom Upstairs	74%
Upstairs Corridor	50%
Female Changing Room/Toilet	73%
Kitchen	73%
Upstairs Dining Room	82%
Reception	83%
Bedroom Downstairs	81%
Office Downstairs	78%
Bathroom/Shower	78%
Upstairs/Sitting Area	72%
Podiatry Room	71%
Stairs	82%
Cumulative Moderate Risk Functional Area	73%
Overall Facility	
Overall facility weighted score	73%

6.9 Foyle Trust

Foyle - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Gransha Hospital		69%	66%	62%	67%
Community	81%		71%		73%
Overall Trust	81%	69%	69%	62%	70%

Foyle Trust fell within Band 3 (between 70-79%)

This Trust is not seriously dirty, but there may be more than one off failures in cleanliness indicating possible problems in managing the cleaning service or with underlying problems with maintaining and refurbishing facilities which the Trust needs to address.

- We highlight the following areas which require significant improvement:
 - Cedar Villa scored 68% and Clinic A scored 63%, which are both below the acceptable standard. The main problems in both areas were a large number of minor cleaning issues.
 - The kitchen in Rectory Field Old People's Home scored 43% which represents an unacceptable standard of cleanliness. The problems were cleanliness issues of dirt and smears on surfaces.
 - The shower room in Rectory Field Old People's Home scored 43% which is below the acceptable standard. The issues were mainly maintenance related and should be reviewed by the Trust urgently.
- There are a number of areas in this Trust which represent an unacceptable level of cleanliness (especially in high risk areas) and the Trust would need to address these urgently.
- Currently the cleaning of hospital wards/departments and hospital and community catering areas e.g. kitchens, dining rooms etc. is contracted out and is due to come in-house in November 2006; cleaning services for general hospital areas and non-catering areas in community facilities are provided in-house. In addition, office users on the Gransha site can opt out of the cleaning service provision.
- The infection control nurse conducts audits and feeds back to the domestic services department if any environmental cleanliness issues arise. Infection control personnel also assist with staff training.

- Sperrin Lakeland Trust provides an independent monitoring service for Foyle Trust. Action plans are then created as a result of these audits and the area is revisited at a later date. The results of these quality audits, together with other cleaning matters, are reported to the Board via the annual report.
- The overall responsibility for cleanliness lies with the Director of Healthcare but roles and responsibilities between domestic services, estates and nursing staff are not clearly defined in some community areas.

Gransha Hospital - Site Summary

High Risk Functional Areas	
Cedar Villa	68%
Ballycann Unit 1	76%
Clinic A (Spruce House)	63%
Cumulative High Risk Functional Area	69%
Moderate Risk Functional Areas	
Occupational Therapy Department	72%
Corridor - Support Services	64%
Female Toilet - Support Services	69%
Entrance - Support Services	62%
Cumulative High Risk Functional Area	66%
Low Risk Functional Areas	
Healthcare Department Office	76%
Reception Support Services	59%
External Grounds	50%
Cumulative High Risk Functional Area	62%
Overall Site	
Overall Weighted Site Score	67%

Foyle Trust - Community Summary

	Very High Risk	Moderate Risk	Overall Weighted Score
Rectory Field Old People's Home		62%	62%
Thackeray Day Centre	84%	78%	82%
Dungiven Health Centre	79%	74%	77%
Overall Community	81%	71%	73%

Rectory Field Old People's Home – Site Summary

Moderate Risk Functional Areas	
Bedroom	64%
Corridor	73%
Bedroom	68%
Bedroom	74%
Sitting room	56%
B3 Shower room	43%
Linen store	50%
Office 2	61%
Dining room	76%
Kitchen	43%
Main entrance	69%
External	67%
Staff restroom	70%
Cumulative Moderate Risk Functional Area	62%
Overall Facility	
Overall facility weighted score	62%

Thackeray Day Centre – Site Summary

Very High Risk Functional Area	
Clinical room	84%
Cumulative Very High Risk Functional Area	84%
Moderate Risk Functional Areas	
External	50%
Main Entrance	67%
Dining Room	88%
Kitchen	73%
Main Corridor	80%
Main Office	71%
Toilet (Beside Sluice)	78%
Activity Room (End Large Room)	83%
Sitting Room	83%
Sluice	83%
Cumulative Moderate Risk Functional Area	78%
Overall Facility	
Overall facility weighted score	82%

Dungiven Health Centre – Site Summary

Very High Risk Functional Area	
Treatment room main area	80%
Treatment room cubicle 1	77%
Cumulative Very High Risk Functional Area	79%
Moderate Risk Functional Areas	
GP Room (1)	77%
General Purposes Room GP/Nurses	74%
Public Toilet (Near Treatment Room)	94%
Staff Room	65%
Cleaners Store	56%
GP Room (2)	65%
Main Office	76%
Corridor	85%
Waiting Area	81%
Main Entrance	77%
External	50%
Cumulative Moderate Risk Functional Area	74%
Overall Facility	
Overall facility weighted score	77%

6.10 Greenpark Trust

Greenpark - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Musgrave Park Hospital	74%	76%	77%	72%	75%
Overall Trust	74%	76%	77%	72%	75%

Greenpark Trust fell within Band 3 (between 70-79%)

This Trust is not seriously dirty, but there may be more than one off failures in cleanliness indicating possible problems in managing the cleaning service or with underlying problems with maintaining and refurbishing facilities which the Trust needs to address.

- We highlight strong performance in the following functional area:
 - *An on-site residential accommodation block scored 91%. There were only some issues with sinks, ceilings and windows.*
- We highlight the following area which requires significant improvement:
 - *The Special Needs area scored 66%, the lowest score in the very high risk areas. This is an unacceptable standard of cleanliness in a very high risk area.*
- There are a number of areas in this Trust which represent an unacceptable level of cleanliness (especially in very high risk areas) and the Trust would need to address these urgently.
- Cleaning services are contracted out to Mediclean on a five-year contract (which commenced April 2005). Mediclean has a general manager based at Musgrave Park and Site Service Managers at both Musgrave Park and Foster Green. The General Manager of Mediclean and the Trust Hotel Services Manager sit on the Infection Control Committee and on the Environmental Cleaning group.
- Greenpark's cleaning contract with Mediclean includes a training strategy for all staff. Mediclean has introduced a 'passport' programme comprising documented training.
- A Quality control team (comprising Trust cleaning staff) carry out monthly audits with infection control. The results of these audits are fed back at a formal meeting with the external contractor.
- Mediclean capture service user comments by surveying ward managers.
- Greenpark operates a rapid response team comprising three staff on a 24/7 basis

Musgrave Park Hospital - Site Summary

Very High Risk Functional Area	
Operating Theatre	83%
HDU	73%
Special Needs Areas - RDS	66%
Cumulative Very High Risk Functional Area	74%
High Risk Functional Areas	
Meadowlands 2	70%
Withers 1A	75%
Rheumatology Ward	79%
HSSD	78%
Cumulative High Risk Functional Area	76%
Moderate Risk Functional Areas	
Occupational Therapy Area	67%
On-Site Residential Accommodation	91%
General Pharmacy	75%
Out-patient Department	72%
Laboratory	69%
Corridor	75%
Waiting Area	79%
Main entrance	85%
Cumulative Moderate Risk Functional Area	77%
Low Risk Functional Areas	
Medical Records	56%
Operational Services	83%
Non-Sterile Supply Area	67%
External Grounds	80%
Cumulative Low Risk Functional Area	72%
Overall Site	
Overall Weighted Site Score	75%

6.11 Homefirst Community Trust

Homefirst Community - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Holywell Hospital	80%	78%	75%	85%	79%
Community	83%		72%		73%
Overall Trust	82%	78%	74%	88%	76%

Homefirst Community Trust fell within Band 3 (between 70-79%)

This Trust is not seriously dirty, but there may be more than one off failures in cleanliness indicating possible problems in managing the cleaning service or with underlying problems with maintaining and refurbishing facilities which the Trust needs to address.

- We highlight strong performance in the following functional areas:
 - *A treatment room within Ballymena Health Centre scored 90%. The only areas in which this room fell down were dirty windows (outside) and dust on high surfaces.*
- We highlight the following area which requires significant improvement:
 - *Ballymena Adult Centre achieved a site score of 60% which is well below the standard expected. There was significant variation within this score, for example, a quiet room scored 44% due to dirty floors, walls and windows.*
- There are a number of areas in this Trust which represent an unacceptable level of cleanliness (especially in the community sites) and the Trust would need to address these urgently.
- Staff receive training at their induction from the infection control team with regard to cleaning issues.
- There are clear linkages between hotel services and infection control within the Trust, with the hotel services manager sitting on the infection control team, and the infection control team aiding in the development of new cleaning strategies and policies.

Holywell Hospital - Site Summary

Very High Risk Functional Area	
Dental and podiatry	80%
Cumulative Very High Risk Functional Area	80%
High Risk Functional Areas	
Inver 2	67%
Carrick 1	82%
Lissan 2	83%
Lissan 3	73%
Tobernaveen Lower	85%
Cumulative High Risk Functional Area	78%
Moderate Risk Functional Areas	
Occupational Therapy Area	78%
On-Site Residential Accommodation	72%
Main Waiting Area	92%
Corridor	45%
Reception	87%
Cumulative Moderate Risk Functional Area	75%
Low Risk Functional Areas	
General Office	82%
Office	72%
External Grounds	100%
Cumulative Low Risk Functional Area	85%
Overall Site	
Overall Weighted Site Score	79%

Homefirst Community Trust – Community Summary

	Very High Risk	Moderate Risk	Overall Weighted Score
Ballymena Health Centre	83%	79%	82%
Ballymena Adult Centre		60%	60%
Greenisland House		76%	76%
Overall Community	83%	72%	73%

Ballymena Health Centre – Site Summary

Very High Risk Functional Area	
Treatment Room	90%
Treatment Room 4	75%
Cumulative Very High Risk Functional Area	83%
Moderate Risk Functional Areas	
Waiting Area	75%
Toilets F	67%
Toilets G	78%
Office	90%
Podiatry	83%
Eye Clinic	78%
Reception	76%
Doctor’s Surgery Room	82%
Staff Room	91%
Store	64%
Cumulative Moderate Risk Functional Area	79%
Overall Facility	
Overall facility weighted score	82%

Ballymena Adult Centre – Site Summary

Moderate Risk Functional Areas	
Day Room	61%
Toilets	61%
Special Unit	74%
Laundry Room	61%
Training Kitchen	50%
Staff Room	56%
Corridor	58%
Dayroom	61%
Quiet Room	44%
Dining Room	75%
Kitchen	61%
External	50%
Cumulative Moderate Risk Functional Area	60%
Overall Facility	
Overall facility weighted score	60%

Greenisland House – Site Summary

Moderate Risk Functional Areas	
Main Entrance	75%
Dining Room	71%
Corridor	82%
Toilet	75%
Smoking Room	65%
Lounge	84%
Kitchen	71%
Laundry	65%
Staff Room	78%
Sluice	60%
Office	81%
External Grounds	50%
Bathroom	94%
Bedroom	76%
Bedroom	90%
Cumulative Moderate Risk Functional Area	76%
Overall Facility	
Overall facility weighted score	76%

6.12 Mater Infirmorum Hospital Trust

Mater - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Mater Hospital	88%	86%	74%	83%	84%
Overall Trust	88%	86%	74%	83%	84%

Mater Hospital Trust fell within Band 2 (between 80-89%)

This Trust is not seriously dirty, but there is room for improvement. There may be isolated failures in cleanliness and maintenance rather than an inherent problem which the Trust needs to address rather than an inherent systemic problem.

- We highlight strong performance in the following functional areas:
 - *The Aseptic Pharmacy Unit scored 98% demonstrating a high level of cleanliness in a very high risk area.*
- We highlight the following areas which require significant improvement:
 - *The general laboratory/pathology unit scored a low 60% primarily due to cleaning issues and a small number of maintenance issues.*
 - *The Alexander Day Hospital (day care facility) at the Mater scored significantly lower than the overall hospital (67% against 84%) and this was due to cleaning issues. This represents a standard most people would find unacceptable in their own home.*
- There are a number of areas in this Trust which represent an unacceptable level of cleanliness and the Trust would need to address these urgently.
- The Trust has a full-time Nursing Housekeeper responsible for ordering medical stores on each ward and larger wards have a dedicated Domestic Housekeeper.
- The Trust has received funding for a Rapid Response Team (RRT) which works between 3.00-8.30pm. This covers the time period when most patients are discharged and the RRT is primarily involved in bed space cleaning.
- Joint audits are undertaken between infection control and cleaning staff. Cleaning schedules are available in each ward outlining daily, weekly and monthly cleaning duties.
- Quarterly audit results and the results of the domestic services patient survey are submitted to the Board.

Mater Hospital - Site Summary

Very High Risk Functional Area	
Operating theatre	82%
ICU	90%
Pharmacy - Sterile Production Areas	98%
Delivery suite	85%
Cumulative Very High Risk Functional Area	88%
High Risk Functional Areas	
Ward A	93%
Ward C	89%
Ward L	87%
TSSU	84%
A&E	79%
Cumulative High Risk Functional Area	86%
Moderate Risk Functional Areas	
Occupational Therapy Area	75%
On-Site Residential Accommodation	73%
General Pharmacy	88%
Out-patient Department	80%
Alexander Day Hospital	67%
Laboratory	60%
Main entrance A&E	55%
General Corridor Level 3	83%
General Waiting Area - Atrium	86%
Cumulative Moderate Risk Functional Area	74%
Low Risk Functional Areas	
Medical Records	87%
Outpatients Main Office	79%
External Grounds	83%
Cumulative Low Risk Functional Area	83%
Overall Site	
Overall Weighted Site Score	84%

6.13 Newry and Mourne Trust

Newry & Mourne - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Daisy Hill Hospital	95%	95%	90%	85%	93%
Community			91%		91%
Overall Trust	95%	95%	90%	85%	92%

Newry and Mourne Trust fell within Band 1 (between 90-100%)

This Trust showed high standards of cleanliness across almost all elements with only a few minor instances where cleanliness was below standard.

- We highlight strong performance in the following functional area:
 - *A Theatre Unit at Daisy Hill achieved a high score of 97% demonstrating a very clean environment. The main issue identified was a small number of minor maintenance matters such as scratches and chipped paint.*
- Almost all cleaning services are provide in-house, although a small percentage of community facilities are outsourced including one day centre and two administration buildings.
- A number of domestic staff have worked in certain functional areas for long periods and as such take pride in maintaining the cleanliness of the environment to a high standard.
- The infection control consultant sits on the regional infection control board. Links with domestic staff and ward managers are quite informal with any issues being addressed as they arise at ward level.
- The Trust conducts monitoring exercises on a quarterly basis and the infection control nurse visits wards on a daily basis.

Daisy Hill Hospital - Site Summary

Very High Risk Functional Area	
Theatres	97%
HDU	95%
SCBU	93%
Cumulative Very High Risk Functional Area	95%
High Risk Functional Areas	
Female medical	95%
Maternity Ward	93%
Paediatric Ward	97%
CSSD	99%
A&E	93%
Cumulative High Risk Functional Area	95%
Moderate Risk Functional Areas	
General Pharmacy	89%
Occupational Therapy Area	88%
On-Site Residential Accommodation	85%
Out-patient Department	93%
Laboratory	83%
General Waiting/Reception Area	94%
General Corridor	93%
General Waiting Area	93%
Cumulative Moderate Risk Functional Area	90%
Low Risk Functional Areas	
General Admin area	94%
Admissions Office	89%
Non-Sterile Supply Area	57%
External Grounds	100%
Cumulative Low Risk Functional Area	85%
Overall Site	
Overall Weighted Site Score	93%

Newry & Mourne Trust - Community Summary

	Moderate Risk	Overall Weighted Score
Slieve Roe	96%	96%
Warrenpoint Health Centre	84%	84%
Orchard Day Care Centre	92%	92%
Overall Community	91%	91%

Slieve Roe – Site Summary

Moderate Risk Functional Areas	
General corridor	92%
Sluice room	88%
Bedroom	86%
Visitor room	100%
Treatment room	91%
Sitting room	100%
Toilet	100%
Bedroom	95%
Living room	94%
General corridor	100%
Bathroom	100%
Dining room	100%
Kitchen	91%
Staff room	94%
Laundry	100%
Admin area	100%
Disabled toilet	100%
Cumulative Moderate Risk Functional Area	96%
Overall Facility	
Overall facility weighted score	96%

Warrenpoint Health Centre – Site Summary

Moderate Risk Functional Areas	
General corridor	83%
Treatment room	80%
Health Visitor clinic	86%
Treatment room	92%
Nurse consultancy room	82%
Waiting area	64%
Admin/reception area	76%
General corridor	100%
Admin area	81%
Disabled toilet	94%
Ladies Toilet	94%
Staff room/kitchen	80%
Cumulative Moderate Risk Functional Area	84%
Overall Facility	
Overall facility weighted score	84%

Orchard Day Care Centre – Site Summary

Moderate Risk Functional Areas	
Craft room	71%
Toilets	100%
General waiting area	100%
Admin area	94%
Sitting room	88%
Reception area	100%
Disabled toilets	100%
Kitchen	91%
General room	93%
Group activities room	88%
Shower room	93%
Cumulative Moderate Risk Functional Area	92%
Overall Facility	
Overall facility weighted score	92%

6.14 North and West Belfast Trust

North & West Belfast - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Muckamore Abbey Hospital		86%	88%	85%	86%
Community	96%		75%		77%
Overall Trust	96%	86%	82%	85%	82%

North and West Belfast Trust fell within Band 2 (between 80-89%)

This Trust is not seriously dirty, but there is room for improvement. There may be isolated failures in cleanliness and maintenance rather than an inherent problem which the Trust needs to address rather than an inherent systemic problem.

- We highlight strong performance in the following functional area:
 - *Within the community sites, Crumlin Road Health Centre achieved a score of 93% overall. The clinical and treatment rooms scored 96%, and only fell down due to some minor chips in walls and dirty windows (external) in the treatment room.*
- We highlight the following areas which require significant improvement:
 - *A number of the bedrooms in the Antrim Road Children's Home scored in the low 60s demonstrating significant cleaning problems.*
 - *A toilet at Everton Day Care Centre scored 33% due to a combination of cleaning and maintenance problems.*
- There are a number of areas in this Trust which represent an unacceptable level of cleanliness and the Trust would need to address these urgently.
- Within the Trust hotel services staff carry out regular audits on cleanliness, the results of these then go to the environmental standards team and also to the infection control team. The results are also presented to the Board.
- The Trust receives ward cleaning feedback via a user group for specialist services.
- North and West Belfast operates a community rapid response team and utilises portering staff for urgent cleaning in Muckamore Abbey.
- The Trust develops cleaning policies/strategies in conjunction with the infection control team.

- Infection control team services are brought into the Trust from the Mater.

Muckamore Abbey Hospital - Site Summary

High Risk Functional Areas	
Mallow	89%
Fintona North	84%
Rathmullan	88%
Movilla B	82%
Erne	86%
Cumulative High Risk Functional Area	86%
Moderate Risk Functional Areas	
Physiotherapy	90%
General Pharmacy	95%
Moyle Day Care	84%
Portmore Day Care	81%
Main Entrance	94%
General Corridor	77%
Waiting Area	94%
Cumulative Moderate Risk Functional Area	88%
Low Risk Functional Areas	
General Office	85%
Main Office Block	86%
External Grounds	85%
Cumulative Low Risk Functional Area	85%
Overall Site	
Overall Weighted Site Score	86%

North & West Belfast Trust - Community Summary

	Very High Risk	Moderate Risk	Overall Weighted Score
Crumlin Health Centre	96%	87%	93%
Antrim Road Children's Home		70%	70%
Everton Day Care Centre		67%	67%
Overall Community	96%	75%	77%

Crumlin Health Centre – Site Summary

Very High Risk Functional Area	
OT Clinical 1	100%
Treatment room	92%
Cumulative Very High Risk Functional Area	96%
Moderate Risk Functional Areas	
OT office	90%
Waiting room	100%
OT staff office	95%
Kitchen	91%
Store	80%
Toilet	67%
Corridor	85%
Cumulative Moderate Risk Functional Area	87%
Overall Facility	
Overall facility weighted score	93%

Antrim Road Children's Home -Site Centre Summary

Moderate Risk Functional Areas	
Boys bathroom	73%
Toilet - boys	61%
Bedroom 1	62%
Bedroom 2	60%
Corridor	46%
Dining room	88%
Living room	86%
Boys bedroom	75%
Staff bedroom	78%
Kitchen	74%
Office	74%
Laundry	56%
Cumulative Moderate Risk Functional Area	70%
Overall Facility	
Overall facility weighted score	70%

Everton Day Care Centre – Site Summary

Moderate Risk Functional Areas	
Sleep room	83%
Tea room	72%
Dining hall	85%
Kitchen	65%
Toilet	33%
Corridor	80%
Classroom	67%
Woodwork	60%
Activity room	50%
Members tea room	65%
Cumulative Moderate Risk Functional Area	67%
Overall Facility	
Overall facility weighted score	67%

6.15 Royal Group of Hospitals and Dental Hospitals Trust

Royal Group of Hospitals and Dental Hospital - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Royal Victoria Hospital	80%	72%	74%	62%	74%
Children's Hospital	86%	74%	75%	59%	77%
Dental Hospital	83%		82%	75%	81%
Overall Trust	83%	73%	77%	65%	78%

Royal Group of Hospitals and Dental Hospital Trust fell within Band 3 (between 70-79%)

This Trust is not seriously dirty, but there may be more than one off failures in cleanliness indicating possible problems in managing the cleaning service or with underlying problems with maintaining and refurbishing facilities which the Trust needs to address.

- We highlight the following areas which require significant improvement:
 - *The ENT ward scored 62% representing a standard most people would find unacceptable in their own home.*
 - *The Infant Surgical Unit in the Children's Hospital was very noticeably dirty and scored poorly across a range of variables including overall appearance, splashes on walls, light switches etc.*
- There are a number of areas in this Trust which represent an unacceptable level of cleanliness (especially in high risk areas) and the Trust would need to address these urgently.
- Generally low risk areas across all three sites scored less well than the overall site/Trust score, predominantly due to cleaning issues.
- The Trust plans to bring all cleaning staff under one Head of Service as part of its regional cleanliness strategy and to improve the management and strategic development of cleaning services.
- The Trust has appointed a Quality and Training Manager to coordinate cleaning audits which are undertaken by frontline cleaning supervisors.
- The Trust operates a rapid response team on a 24/7 basis and is piloting housekeepers in one area. This system is working successfully to date.

- The Royal completed a Learning Needs Analysis in 2005 and is to become an accredited British Institute of Cleaning Science (BICS) Training Centre. This will allow it to put all cleaning staff through an accredited cleaning qualification and to manage this in a cost effective way. The Trust is currently progressing staff through BICS NVQ1 training.

Royal Victoria Hospital - Site Summary

Very High Risk Functional Area	
Theatre 1	82%
RICU	83%
SCBU	78%
Burns unit 2E	75%
Pharmacy - Sterile Production Areas	84%
Cumulative Very High Risk Functional Area	80%
High Risk Functional Areas	
E Ward Maternity	73%
Ward 29 ENT	62%
Ward 5D CCU	83%
Ward 5F Orthopaedics	72%
Ward 6E Medical	77%
CSSD	61%
A&E	73%
Cumulative High Risk Functional Area	72%
Moderate Risk Functional Areas	
Occupational Therapy Area	70%
On-Site Residential Accommodation	53%
General Pharmacy	68%
Out-patient Department - Fracture Clinic	80%
Pathology Unit	48%
Main entrance new hospital	85%
General Waiting area	100%
General Corridor	92%
Cumulative Moderate Risk Functional Area	74%
Low Risk Functional Areas	
Maternity - Medical Records	72%
Communications	67%
Non-Sterile Supply Area	50%
External Grounds	60%
Cumulative Low Risk Functional Area	62%
Overall Site	
Overall Weighted Site Score	74%

Children's Hospital - Site Summary

Very High Risk Functional Area	
Paediatric Theatre	85%
ICU	83%
Isolation area	89%
Cumulative Very High Risk Functional Area	86%
High Risk Functional Areas	
ISU surgical	64%
Clark clinic cardiology	80%
Barbour Ward	70%
A&E	84%
Cumulative High Risk Functional Area	74%
Moderate Risk Functional Areas	
On-Site Residential Accommodation	67%
Out-patient Department - Fractures Clinic	75%
Main entrance area	77%
General waiting area	86%
General corridor	73%
Cumulative Moderate Risk Functional Area	75%
Low Risk Functional Areas	
Divisional office	44%
Paediatric Nursing Admin Area	65%
External Grounds	67%
Cumulative Low Risk Functional Area	59%
Overall Site	
Overall Weighted Site Score	77%

Dental Hospital - Site Summary

Very High Risk Functional Area	
DPU	83%
Cumulative Very High Risk Functional Area	83%
Moderate Risk Functional Areas	
Out-patient Department	79%
Main Entrance	78%
General Waiting Area	80%
General Corridor	91%
Cumulative Moderate Risk Functional Area	82%
Low Risk Functional Areas	
Oral Surgery Secretaries	67%
School Office	83%
External Grounds	75%
Cumulative Low Risk Functional Area	75%
Overall Site	
Overall Weighted Site Score	81%

6.16 South and East Belfast Trust

South and East Belfast - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Knockbracken Healthcare Park		59%	55%	57%	58%
Community	46%		52%		53%
Overall Trust	46%	59%	54%	57%	56%

South and East Belfast Trust fell within Band 4 (below 70%)

This means that this Trust appears to have significant problems in managing its cleaning services and refurbishment issues may compound this. The Trust needs to identify and consider the underlying causes.

- Although this Trust comprises mainly of older facilities and this gives rise to a wide range of maintenance issues, this low score was significantly due to cleaning issues.
- We highlight the following areas which require significant improvement:
 - *The Moy Ward, General Pharmacy and main entrance to the support services department all experience substantial maintenance issues/refurbishment requirements which contributed to their lower scores.*
 - *The GP rooms at Dunluce Health Centre scored exceptionally poorly and these scores were predominantly due to cleaning issues compounded by general clutter and untidiness.*
 - *Pine Lodge Old People's Home experiences cleaning and maintenance issues – although it was in the course of being redecorated at the time of the assessment.*
- There are a significant number of areas in this Trust which represent an unacceptable level of cleanliness (across all risk areas) and the Trust would need to address these urgently.

Knockbracken Healthcare Park - Site Summary

High Risk Functional Areas	
Moy Ward	43%
Mahee Ward	58%
Dorothy Gardiner Unit A Ward	77%
Cumulative High Risk Functional Area	59%
Moderate Risk Functional Areas	
Occupational Therapy Area	60%
On-Site Residential Accommodation	71%
General Pharmacy	33%
Out-patient Department	68%
Main entrance support services	38%
Waiting area Trust HQ	62%
Toilet Trust HQ	56%
Cumulative Moderate Risk Functional Area	55%
Low Risk Functional Areas	
Main reception Trust HQ	67%
Support services secretaries office	72%
External Grounds	33%
Cumulative Low Risk Functional Area	57%
Overall Site	
Overall Weighted Site Score	58%

South & East Belfast Trust - Community Summary

	Very High Risk	Moderate Risk	Overall Weighted Score
Dunluce Health Centre	46%	41%	44%
Pine Lodge Old People's Home		59%	59%
Ravenhill ATC		55%	55%
Overall Community	46%	52%	53%

Dunluce Health Centre - Site Summary

Very High Risk Functional Area	
Main area treatment room	43%
Treatment room on left	38%
Treatment room - clinical store	62%
Cumulative Very High Risk Functional Area	46%
Moderate Risk Functional Areas	
Main entrance	29%
External	25%
GP Room (1)	35%
GP Room (2)	39%
Lift area/corridor outside 3rd floor	43%
Waiting room	53%
GP room (3)	35%
Exam room 3.14	43%
Conference room/GP sitting room	35%
Staff kitchen	22%
Admin (behind reception)	76%
Public toilet in waiting room	53%
Cumulative Moderate Risk Functional Area	41%
Overall Facility	
Overall facility weighted score	44%

Pine Lodge Old People's Home - Site Summary

Moderate Risk Functional Areas	
Green Sitting Room	65%
Yellow Toilet	65%
Bedroom	62%
Bedroom	65%
Bedroom	85%
Corridor Red Zone	82%
Yellow Sluice	53%
Main Entrance	63%
Dining Room	67%
Kitchen	39%
External	29%
Bathroom (End Red Zone)	50%
Laundry Store	50%
Staff Locker Room	54%
Admin Medical Room	67%
Treatment Room/Staff Room	47%
Cumulative Moderate Risk Functional Area	59%
Overall Facility	
Overall facility weighted score	59%

Ravenhill ATC - Site Summary

Moderate Risk Functional Areas	
Kitchen	76%
Staff Locker Room/Toilet	55%
Computer Room	50%
Textiles Room	35%
Main Corridor	38%
Bathroom	77%
Female Toilet	55%
Dining Room	44%
Quiet Room	50%
Reception	63%
Main Entrance	62%
External	0%
Cumulative Moderate Risk Functional Area	55%
Overall Facility	
Overall facility weighted score	55%

6.17 Sperrin Lakeland Trust

Sperrin Lakeland - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Erne Hospital	90%	82%	72%	91%	84%
Tyrone and Fermanagh Hospital		82%	89%	94%	86%
Tyrone County Hospital	81%	85%	78%	84%	82%
Community	87%		86%		87%
Overall Trust	86%	83%	81%	90%	85%

Sperrin Lakeland Trust fell within Band 2 (between 80-89%)

This Trust is not seriously dirty, but there is room for improvement. There may be isolated failures in cleanliness and maintenance rather than an inherent problem which the Trust needs to address rather than an inherent systemic problem.

- We highlight strong performance in the following functional areas:
 - *Theatre at the Erne Hospital scored 95% demonstrating a high level of cleanliness across most elements. A small number of relatively minor cleaning issues were identified.*
 - *The Accident and Emergency Department at the Tyrone County scored 91%. Again, a number of relatively minor cleaning issues were identified.*
 - *Enniskillen Health Centre scored 97% and had a high level of cleanliness.*
- We highlight the following areas which require significant improvement:
 - *An Onsite Residential Accommodation Area at the Erne Hospital scored 58%. This was mainly as a result of cleaning issues and general untidiness. This score represents a standard most people would find unacceptable in their own home.*
 - *The entrance and a general corridor area at the Erne Hospital scored exceptionally low (50% and 40% respectively) due to a combination of cleaning and estates issues.*
- There are a small number of areas in this Trust which represent an unacceptable level of cleanliness and the Trust would need to address these urgently.
- The Trust's Cleanliness Strategy is still in draft format.

- At the time of the site visit, cleaning services were outsourced, but were moving back in-house as of 1 April 2006.
- Joint monitoring of cleanliness is performed by the Training and Quality Department and Infection Control.
- The Trust is planning a pilot study using dedicated housekeepers for each ward or department.

Erne Hospital - Site Summary

Very High Risk Functional Area	
Theatres	95%
ICU	86%
SCBU	91%
Endoscopy	88%
Cumulative Very High Risk Functional Area	90%
High Risk Functional Areas	
Ward 3	84%
Ward 8	80%
Ward 1	84%
A&E	79%
Cumulative High Risk Functional Area	82%
Moderate Risk Functional Areas	
Occupational Therapy Area	82%
On-Site Residential Accommodation	58%
General pharmacy	88%
Out-patient Department	87%
Laboratory	81%
Waiting area	92%
Entrance area	50%
General corridor	40%
Cumulative Moderate Risk Functional Area	72%
Low Risk Functional Areas	
Medical records office	87%
Finance office	100%
External	0%
Cumulative Low Risk Functional Area	91%
Overall Site	
Overall Weighted Site Score	84%

Tyrone and Fermanagh Hospital - Site Summary

High Risk Functional Areas	
Elm Ward	77%
Pine A	81%
Larch A	86%
Cumulative High Risk Functional Area	82%
Moderate Risk Functional Areas	
On-Site Residential Accommodation	78%
Accommodation office	89%
General corridor	100%
Cumulative Moderate Risk Functional Area	89%
Low Risk Functional Areas	
School of nursing office	100%
Community nursing office	81%
External Grounds	100%
Cumulative Low Risk Functional Area	94%
Overall Site	
Overall Weighted Site Score	86%

Tyrone County Hospital - Site Summary

Very High Risk Functional Area	
Theatre	89%
HDU	74%
Renal Unit	80%
Cumulative Very High Risk Functional Area	81%
High Risk Functional Areas	
Ward 12	84%
Ward 6	86%
Ward 12	83%
HSDU	79%
A&E	91%
Cumulative High Risk Functional Area	85%
Moderate Risk Functional Areas	
Physiotherapy Department	85%
On-Site Residential Accommodation	73%
General Pharmacy	71%
Out-patient Department	78%
Laboratory	89%
Main entrance	67%
General corridor	80%
Cumulative Moderate Risk Functional Area	78%
Low Risk Functional Areas	
Medical secretary	81%
General administration	88%
Cumulative Low Risk Functional Area	84%
Overall Site	
Overall Weighted Site Score	82%

Sperrin Lakeland Community Summary

	Very High Risk	Moderate Risk	Overall Weighted Score
Enniskillen Health Centre	100%	92%	97%
Day Centre	74%	79%	76%
Beechlea Children's Home		87%	87%
Overall Community	87%	86%	87%

Enniskillen Health Centre – Site Summary

Very High Risk Functional Area	
Treatment room	100%
Cumulative Very High Risk Functional Area	100%
Moderate Risk Functional Areas	
General Corridor	80%
General Waiting Area	92%
Practice Manager Office	94%
Admin Area 1	88%
Doctor's Room	92%
Nurses Office	92%
Staff Common Room	86%
Health Centre Kitchen	90%
Toilet	100%
Doctor's Room	96%
Cumulative Moderate Risk Functional Area	92%
Overall Facility	
Overall facility weighted score	97%

Day Centre -Site Summary

Very High Risk Functional Area	
Medical Room	74%
Cumulative Very High Risk Functional Area	74%
Moderate Risk Functional Areas	
Entrance Area	79%
General Corridor	100%
General Admin Area	76%
Kitchen	88%
Toilet	81%
Home Economics/Staff Room	67%
Cumulative Moderate Risk Functional Area	79%
Overall Facility	
Overall facility weighted score	76%

Beechlea Children's Home – Site Summary

Moderate Risk Functional Areas	
Kitchen	90%
Living Room	89%
Second Living Area	87%
Laundry	82%
Office	80%
Bathroom	90%
Cumulative Moderate Risk Functional Area	87%
Overall Facility	
Overall facility weighted score	87%

6.18 United Hospitals Trust

United Hospitals - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Antrim Area Hospital	86%	78%	66%	60%	77%
Mid Ulster Hospital	77%	76%	68%	73%	74%
Whiteabbey Hospital	65%	61%	63%	49%	61%
Overall Trust	76%	72%	66%	61%	71%

United Hospitals Trust fell within Band 3 (between 70-79%)

This Trust is not seriously dirty, but there may be more than one off failures in cleanliness indicating possible problems in managing the cleaning service or with underlying problems with maintaining and refurbishing facilities which the Trust needs to address.

- We highlight strong performance in the following functional areas:
 - *At Antrim Area Hospital, the chemotherapy unit scored 95%, only being let down by dirty windows (outside) and some spillages in the sinks.*
 - *In Antrim Area Hospital, the SCBU scored 92%, falling down on some dirty sinks and minor chips on walls.*
- We highlight the following areas which require significant improvement:
 - *Within Mid Ulster the laboratory scored 54%. This is below the standard which would be expected. The main issues were predominantly cleanliness in nature including dirty switches, loose dirt on floors, low level surface dirt, and high level dust. Some estates issues were also noticed including small holes and chips in walls.*
 - *The DSU and operating theatres at Whiteabbey Hospital scored 66% and 64% respectively.*
- There are a number of areas in this Trust which represents an unacceptable level of cleanliness (especially in very high and high risk areas) and the Trust would need to address these urgently.
- The Trust has in place a separate quality and training manager who is responsible for carrying out audits and monitoring. This person reports to the Hotel Services Director of the Trust.

- The Trust reports cleanliness matters through its risk management committee, which is a sub-committee of the Board.
- The Trust is currently in the process of developing a cleaning strategy.
- The Trust currently carries out PEAT assessments on fundamental areas within the Trust across all sites.
- The infection control team carry out separate audits to the quality and training manager. They then make recommendations to Hotel Services.

Antrim Area Hospital - Site Summary

Very High Risk Functional Area	
Theatres	87%
ICU	80%
SCBU	92%
Renal Unit	77%
Pharmacy - Sterile Production Areas	87%
Chemotherapy Unit	95%
Cumulative Very High Risk Functional Area	86%
High Risk Functional Areas	
A3	87%
C5	84%
B2	84%
HSDU	65%
A&E	72%
Cumulative High Risk Functional Area	78%
Moderate Risk Functional Areas	
Occupational Therapy Area	75%
On-Site Residential Accommodation	47%
General Pharmacy	61%
Out-patient Department	85%
Laboratory - Biochemistry	51%
General Corridor	55%
Main Entrance	67%
Waiting Area	85%
Cumulative High Risk Functional Area	66%
Low Risk Functional Areas	
General Admin Area	65%
Post Room	65%
External Grounds	50%
Cumulative High Risk Functional Area	60%
Overall Site	
Overall Weighted Site Score	77%

Mid Ulster Hospital - Site Summary

Very High Risk Functional Area	
DPU	76%
HDU	79%
Delivery Suite	74%
Cumulative Very High Risk Functional Area	77%
High Risk Functional Areas	
Ward 3	84%
Ward 1	69%
Ward 6	69%
CSSD	75%
A&E	82%
Cumulative High Risk Functional Area	76%
Moderate Risk Functional Areas	
Occupational Therapy Area	66%
On-Site Residential Accommodation	68%
General Pharmacy	70%
Out-patient Department	75%
Laboratory	54%
Corridor	67%
Entrance Area	69%
Waiting Area	75%
Cumulative Moderate Risk Functional Area	68%
Low Risk Functional Areas	
Office 1	68%
Office 2	68%
Non-Sterile Supply Area	55%
External Grounds	100%
Cumulative Low Risk Functional Area	73%
Overall Site	
Overall Weighted Site Score	74%

Whiteabbey Hospital - Site Summary

Very High Risk Functional Area	
Day Surgery	66%
Operating Theatres	64%
Cumulative Very High Risk Functional Area	65%
High Risk Functional Areas	
Ward 4	58%
Ward 7	60%
Ward 1	66%
A&E	58%
Cumulative High Risk Functional Area	61%
Moderate Risk Functional Areas	
Occupational Therapy Area	70%
On-Site Residential Accommodation	74%
General Pharmacy	56%
Out-patient Department	66%
Day Care Facilities	68%
Corridor	56%
Waiting Area	57%
Main Entrance	54%
Cumulative Moderate Risk Functional Area	63%
Low Risk Functional Areas	
Medical Records	55%
General Office	45%
Non-Sterile Supply Area	46%
External Grounds	50%
Cumulative Low Risk Functional Area	49%
Overall Site	
Overall Weighted Site Score	61%

6.19 Ulster Community Hospitals Trust

Ulster Community Hospitals - Overall Trust Summary

Site	Very High Risk	High Risk	Moderate Risk	Low Risk	Overall Weighted Score
Ulster Hospital	68%	67%	77%	64%	69%
Ards Hospital	80%	81%	70%	84%	79%
Community	83%		82%		83%
Overall Trust	77%	74%	76%	74%	77%

Ulster Community Hospitals Trust fell within Band 3 (between 70-79%)

This Trust is not seriously dirty, but there may be more than one off failures in cleanliness and the Trust needs to address these issues.

- We highlight strong performance in the following functional area:
 - *Ards Minor Injuries Unit scored 91% representing a high level of cleanliness; the main cleaning issues related to dirty windows and rubbish bags stored in the cleaner's store*
- We highlight the following areas which require significant improvement:
 - *Concern is expressed at the very low score, of 46% for the Ulster Hospital's Intensive Care Unit. This was very clearly a cleaning issue and needs to be urgently addressed by the Trust and management as this score is unacceptable for a very high risk area.*
- There are a number of areas in this Trust which represents an unacceptable level of cleanliness (especially in very high and high risk areas) and the Trust would need to address these urgently.
- Training for frontline staff includes a one week induction with practical hands on experience followed by a three-week work-shadowing programme. Training on Infection Control issues is included in this induction.
- The Trust has a Quality Training and Development Manger and monitoring follows a 13-week schedule based on a risk assessment approach. Joint audits are also carried out with Infection Control and a bi-annual audit is undertaken for those aspects/elements for which nursing staff are responsible. The Trust produce an annual monitoring report of its quality audits and this is then presented to the Board.

- UCHT operates a rapid response discharge team for bed cleaning and has a dedicated housekeeper in the A&E department.
- There is no corporate cleaning plan in place but there is a monitoring strategy and a yearly presentation to the Executive Management Team on facilities issues including cleaning.

Ulster Hospital - Overall Summary

Very High Risk Functional Area	
Theatres	72%
ICU	46%
Special Care Baby Unit	81%
Pharmacy - Sterile Production Areas	71%
Cumulative Very High Risk Functional Area	68%
High Risk Functional Areas	
Ward 5	75%
Ward 9	69%
Ward 21	59%
CSSD	61%
Accident and Emergency Department	73%
Cumulative High Risk Functional Area	67%
Moderate Risk Functional Areas	
Occupational Therapy Area	93%
On-Site Residential Accommodation	77%
General Pharmacy	70%
Out-patient Department	82%
Pathology Unit	83%
General Waiting Area	83%
Main Entrance	50%
General Corridor	75%
Cumulative Moderate Risk Functional Area	77%
Low Risk Functional Areas	
General admin area - Helpdesk	55%
General admin Area - Catering	67%
Non-Sterile Supply Area - Maintenance	81%
External Grounds	0%
Cumulative Low Risk Functional Area	64%
Overall Facility	
Overall Weighted Site Score	69%

Ards Hospital - Overall Summary

Very High Risk Functional Area	
Theatres	78%
Day Procedure Unit	82%
Cumulative Very High Risk Functional Area	80%
High Risk Functional Areas	
Mental Health Ward	83%
GP Ward	68%
MIU	91%
Cumulative High Risk Functional Area	81%
Moderate Risk Function Areas	
Occupational Therapy Area	92%
Out-patient Department	80%
Day Hospital – Mental Health	77%
Waiting Area	77%
General Waiting Area	36%
General Corridor	62%
Cumulative Moderate Risk Functional Area	70%
Low Risk Function Areas	
General Admin Area 1	89%
General Admin Area 2	94%
External Grounds	70%
Cumulative Low Risk Functional Area	84%
Overall Site	
Overall Weighted Site Score	79%

Ulster Hospitals - Community Summary

	Very High Risk	Moderate Risk	Overall Weighted Score
Bangor Health Centre	83%	77%	81%
Towerview Day centre		81%	81%
Newcroft Lodge		86%	86%
Overall Community	83%	82%	83%

Bangor Health Centre – Site Summary

Very High Risk Functional Area	
Treatment Room	90%
General Treatment area	79%
Podiatry Treatment room	80%
Cumulative Very High Risk Functional Area	83%
Moderate Risk Function Areas	
Examination Room	75%
Baby Clinic Waiting Area	81%
GP Room 1	95%
Practice Nurse Room	80%
GP Room 2	90%
General Corridor	77%
Main Entrance	50%
External	0%
Ladies' Toilets	71%
Staff Kitchen	76%
Reception	71%
Waiting Area	93%
Cumulative Moderate Risk Functional Area	77%
Overall Facility	
Overall Facility Weighted Score	81%

Towerview Day Centre – Site Summary

Moderate Risk Function Areas	
Main entrance	93%
Kitchen	73%
Dining room	94%
Main area	89%
Cleaners store	57%
Woodwork area	55%
Art/pottery room	80%
Treatment room	90%
General Corridor	94%
External area	80%
Ladies bathroom	81%
Managers office	88%
Cumulative Moderate Risk Functional Area	81%
Overall Facility	
Overall facility weighted score	81%

Newcroft Lodge – Site Summary

Moderate Risk Function Areas	
Corridor	88%
Toilet	82%
Office	86%
TV room	95%
Dining room	95%
Kitchen	79%
Hairdressing	86%
Staff room	82%
Bedroom	88%
Sluice	76%
External	100%
Bedroom	87%
Bathroom	78%
Cumulative Moderate Risk Functional Area	86%
Overall Facility	
Overall facility weighted score	86%

Appendix 1 Cleanliness Matters Toolkit Approach

- The site assessments were performed using the methodology outlined in the Cleanliness Matters Toolkit. Under this toolkit, site assessments of environmental cleanliness were performed at selected functional areas (grouped according to risk) within Acute Trusts and Community Trusts. A functional area is ‘the room, area, buildings (or parts thereof) in which the cleaning is taking place that are assessed within a group to form natural counting blocks.’
- The functional areas were grouped into the risk categories identified below.
 - **Very High Risk Functional Area:** In these functional areas, the required environmental cleaning standards are of critical importance to the service user care. The basis of the very high risk functional area sample was:
 - Operating theatres, day surgery units or day procedure units
 - Critical Care Units (CCU) or Intensive Care Units (ICU)
 - Specialist Care Baby Units (SCBU)
 - 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 units
 - Pharmacy – Sterile Production Areas
 - Another area where invasive procedures are performed and service users are at a high risk of infection.
 - **High Risk Functional Area:** In these functional areas, the required environmental cleaning standards are of high importance to service user care. The basis of the high risk functional area sample was:
 - At least three in-patient wards
 - CSSD
 - HSDU
 - Accident and Emergency Department
 - **Moderate Risk Functional Area:** In these functional areas, the required environmental cleaning standards are necessary for both hygiene and aesthetic reasons. The basis of the moderate risk functional area sample was:
 - An Occupational Therapy area
 - One on-site residential accommodation

- General Pharmacy
- Out-Patient Department
- Health Centre or Health Clinic
- Day Care Facility or Residential Facility
- Laboratory or Pathology unit
- At least three common public areas such as an entrance area, waiting area or general corridors
- **Low Risk Functional Area:** In these functional areas, the required environmental cleaning standards are necessary for aesthetic and, to a less extent, hygiene reasons. The basis of the low risk functional area sample was:
 - At least two general Administration Areas
 - One Non-Sterile Supply Area
 - External Grounds
- The toolkit breaks down each room, or area within a functional area into generic elements which are then assessed as either being clean or not. The elements fall into the following categories:
 - Environment
 - Patient equipment
 - Building
 - External and Internal features
 - Fixed Assets e.g. light fittings, walls
 - Floors
 - Fixtures
 - Electrical fixtures and appliances
 - Furnishings, fixtures and fittings
 - Kitchen fixtures and appliances
 - Toilets, sinks, hand-wash basins and bathroom fixtures

- Once all the elements in a room have been scored, the total number of acceptable scores (i.e. clean) is expressed as a percentage of the total possible number of acceptable scores in that room. The functional area score is then calculated by taking an average of the individual room scores which make up the particular functional area.
- The scores of each functional area are then averaged to give the cumulative score for each functional risk area. An overall site (or Trust) score is calculated by applying a weighting to each of the risk area scores. (Very high risk functional areas would have the greatest weighting).
- An example of a score sheet is contained overleaf.



Example Score Sheet

CLEANING AUDIT SCORE SHEET

Functional Area: SCBU

Auditors: AA

Audit Date: 01/03/2006

Responsibility																																																		Actual Score	Percentage Attained								
ROOM NAME	1. Overall appearance	2. Odour control	3. Commodes,	4. Medical equipment	5. Medical equipment	6. Patient washbowls	7. Bedside oxygen	8. Patient Fans	9. Bedside alcohol	10. Notes & drugs	11. Patient personal	12. Linen trolley	13. Entrance/Exit	14. Stairs (internal &	15. External areas	16. Switches, sockets	17. Walls	18. Ceiling	19. Light Fittings	20. All doors	21. Windows and	22. Mirrors	23. Bedside patient	24. Radiators	25. Ventilation	26. Hard Floor -	27. Soft floor	28. Pest control	29. Electrical items	30. Cleaning	31. Low surfaces	32. High surfaces	33. Chairs	34. Beds	35. Lockers	36. Tables	37. All dispensers	38. Waste	39. Curtains & blinds	40. Dishwasher	41. Fridge & freezer	42. Cooker Hoods	43. Kitchen	44. Microwave	45. Shower and	46. Toilets & bidet	47. Replenishment	48. Sinks	49. Bath	Actual Score	Percentage Attained								
SSDU	1	1	x	x	x	x	x	x	x	1	x	x	1	x	x	1	0	1	1	1	x	x	x	x	1	1	x	x	x	x	1	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	1	1	x	16	94%			
Milk kitchen	1	1	x	x	x	x	x	x	x	x	x	x	x	x	x	1	0	1	1	1	x	x	x	x	1	1	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	1	1	x	15	94%	
Nursery 2	1	1	x	x	x	x	x	x	1	x	x	x	1	x	x	1	1	1	1	1	0	x	x	x	x	1	1	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	1	1	x	20	95%
Store	1	1	x	x	x	x	x	x	x	x	x	x	1	x	x	1	1	1	1	1	x	x	x	x	0	1	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	1	0	x	14	88%		
Sisters office	1	1	x	x	x	x	x	x	x	1	x	x	1	x	x	1	1	1	1	1	0	1	x	x	x	1	1	x	x	x	1	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	19	95%	
Pantry	1	1	x	x	x	x	x	x	x	x	x	x	1	x	x	1	1	1	1	1	x	x	x	x	1	1	x	x	x	0	x	1	x	x	x	x	x	x	x	1	1	x	x	1	1	0	x	x	x	x	x	x	x	x	1	1	x	17	89%
ICU	1	1	x	1	1	x	1	x	x	x	x	x	1	x	x	1	1	1	1	1	0	x	x	x	x	1	1	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	1	x	x	20	95%		
Corridor	1	1	x	x	x	x	x	x	x	x	x	x	1	x	x	1	0	1	1	1	x	x	x	x	x	x	1	1	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	13	93%	
Sluice	1	1	x	1	x	x	x	x	x	x	x	1	1	x	x	1	0	1	1	1	x	x	x	x	0	1	x	x	1	1	1	x	x	x	x	x	x	x	x	1	1	x	x	x	x	x	x	x	x	x	x	1	0	x	16	84%			
Achievable Score	9	9	0	2	1	0	1	0	1	2	0	1	8	0	0	9	9	9	9	9	3	1	0	0	9	9	0	0	3	2	9	0	4	2	6	1	7	9	2	0	1	0	2	1	0	0	7	6	0	163									
Total Score	9	9	0	2	1	0	1	0	1	2	0	1	8	0	0	9	5	9	9	9	0	1	0	0	7	9	0	0	2	2	9	0	4	2	6	1	7	9	2	0	1	0	2	0	0	7	4	0	150										

Percentage Score Achieved

Cleaning Service Nursing Estates

Functional Area Overall Percentage Score