

# Our Commitment To Cleanliness

## Cleaning Summary

Keeping the NHS clean and preventing infection is important for patients, visitors, the public and staff.

We think cleanliness is everyone's responsibility including the Chief Executive, Cleaning Services, all hospital staff and all service users.

Cleanliness matters, and to ensure consistency throughout the NHS, and to support hospitals and healthcare services, this commitment has been adopted in every organisation.

This Charter sets out our commitment to ensure a consistently high standard of cleanliness is delivered and maintained in all of our healthcare facilities. It also sets out how we would like you to help us maintain our high standards.

### WE WILL:

- Treat patients in a clean and safe environment and minimise exposure to healthcare associated infections
- Provide a well maintained, clean and safe environment, using appropriate cleaning methods and frequencies of cleaning
- Set out clear lines of responsibility and accountability for cleaning related duties encouraging a culture where cleanliness matters to all.
- Ensure a robust process of monitoring and auditing of cleaning standards is in place enabling high standards of cleanliness to be maintained
- Take account of your views about the quality and standards of cleanliness by involving patients and visitors in reporting and monitoring how well we are doing
- Encourage staff to work towards the shared goal of high quality cleaning that meets the needs and expectations of all service users
- Provide structured and pro-active education and training to ensure all our staff are competent in delivering infection prevention and control practices within the remit of their role
- Provide the public with clear information on any measures they can take, to assist in the prevention and control of healthcare associated infections

This ward/area has been categorised as FR2 which relates to areas such as General, Acute and Community Wards for patients who do not require Critical Care .  
This area is audited monthly with an expected target score of 95%

### ISOLATION AREAS

All areas identified as Isolation Areas are cleaned using yellow colour coded equipment in accordance with the Trust's Infection, Prevention and Control Policy requirements.

### WE ASK PATIENTS, VISITORS AND THE PUBLIC TO:

- Follow good hygiene practices which are displayed throughout the organisation, including good hand hygiene practices when entering or leaving a clinical area
- Contact a member of staff if you require any further information about cleanliness or prevention of infection
- Work with us to monitor and improve standards of cleanliness by contacting the Cleaning Services Department if you feel the standard of cleanliness requires improvement
- Dispose of litter in the appropriate receptacles across the organisation to support a 'litter free' environment for all.

**Chairman**

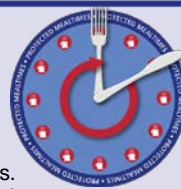
**Name / Signature**

**Chief Executive**

**Name / Signature**

### PROTECTED / SUPPORTED MEAL TIMES

The Trust places great importance upon the need to ensure patients receive appropriate nutritional intake and assistance at meal times. Therefore during 'Protected or Supported Meal Time periods' cleaning will be undertaken in areas which do not interrupt the patient's enjoyment or distract Nurses from assisting patients with eating.



### CATEGORY: FR2 Example ward, frequency & responsibility

| CLEANING TASK                            | CLEANING FREQUENCY                        | RESPONSIBILITY                    |
|--|---|-----------------------------------|
| Sanitary Areas                           |   |                                   |
| Toilets, urinals, sinks, baths and taps  | 1 x full daily, 1 x check daily           | Cleaning Services Assistant (CSA) |
| Showers                                  | 1 x full daily, 1 x check daily           | CSA                               |
| Mirrors                                  | 1 x full daily                            | CSA                               |
| Patient Areas                            |   |                                   |
| Patient beds                             | 1 x full daily and on discharge           | CSA                               |
| Patient mattresses                       | As local protocol and on discharge        | CSA                               |
| Chairs                                   | 1 x full daily                            | CSA                               |
| Over bed tables and lockers              | 1 x full daily and on discharge           | CSA                               |
| Doors, including ventilation grilles     | 1 x full daily                            | CSA                               |
| Windows                                  | 1 x full every 6 months                   | External contractor               |
| Internal glazing                         | 1 x full weekly                           | CSA                               |
| Radiators including cover                | 1 x full weekly external only             | CSA                               |
| Curtains and blinds                      | As local protocol, 6 months minimum       | CSA                               |
| Low, middle and high surfaces            | 1 x full weekly, 1 x check daily (low)    | CSA                               |
| Waste receptacles                        | 1 x full daily, 1 x check daily           | CSA                               |
| Dispenser cleaning                       | 1 x full daily external (internal weekly) | CSA                               |
| Replenishment of consumables             | Check and replenish 3 x daily             | CSA                               |
| Floors                                   |   |                                   |
| Floors hard                              | 1 x full daily, 1 x check daily           | CSA                               |
| Floors soft                              | 1 x full daily, 1 x check daily           | CSA                               |
| Kitchen Areas                            |   |                                   |
| Fridges and freezers                     | 1 x full weekly, 1 x check daily          | Ward Hospitality Assistant (WHA)  |
| Cupboards                                | 1 x full monthly, 1 x check daily         | WHA                               |
| Medical Equipment                        |   |                                   |
| Medical equipment                        | Refer to local protocol                   | Clinical staff                    |
| Cleaning Equipment                       |   |                                   |
| All cleaning equipment including trolley | Full clean after each use                 | CSA                               |

### National Cleaning Colour Coding Scheme – National Patient Safety Agency

All cleaning items including cloths, mops, buckets, aprons and gloves should be colour coded as follows:

|  |   |   |                                  |
|--|---|---|----------------------------------|
| <b>RED</b><br>Bathrooms, washrooms, showers, toilets, basins and bathroom floors | <b>Blue</b><br>General areas including wards, departments, offices and basins in public areas | <b>Green</b><br>Catering departments, ward kitchen areas and patient food service at ward level | <b>Yellow</b><br>Isolation areas |
|--|---|---|----------------------------------|

If you require further information regarding cleaning or wish to comment about the cleanliness of this area, please contact: The Cleaning Department: 01274 364798