

## STANDARD OPERATING PROCEDURE ENVIRONMENTAL CLEANLINESS

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<b>Name of Trust Strategy / Policy / Guidelines this SOP refers to:</b>	<ul style="list-style-type: none"> <li>• Health &amp; Safety Policy (F-016)</li> <li>• Medical Devices and Non-Medical Devices and Equipment of High Cost/Volume for use in Patient Areas – Management and Procurement (N-042)</li> <li>• Standard Precautions Policy (N-034)</li> <li>• Policy for the use of Seclusion or Segregation (M-008)</li> <li>• Waste Management Policy (F-020)</li> <li>• Waste Standard Operating Procedure (SOP17-002)</li> <li>• Water Safety Plan</li> </ul>

**VALIDITY – All local SOPS should be accessed via the Trust intranet**

### CHANGE RECORD

Version	Date	Change details
1.0	July 2024	New SOP (based on previous document approved at CERG on 18/03/21). Approved at Health and Safety Group (9 July 2024).

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## 1. INTRODUCTION

Ensuring healthcare settings are clean and safe is an essential component in the provision of safe effective healthcare. A clean and tidy environment is an outward manifestation of the health of the NHS and provides the right setting for good patient care practice. It is fundamental in assisting patients to recovery and help in the prevention and/or control of the spread of healthcare associated infections.

Cleanliness is fundamental to the safe management of the care environment which is one element of the Standard Infection Control Precautions (SICPs). These basic infection prevention and control measures are necessary to reduce the risk of transmitting infectious agents from both recognised and unrecognised sources of infection (NHS England, 2022).

Humber Teaching NHS Foundation Trust uses The National Standards of Healthcare Cleanliness 2021 as issued by NHSEI. The national standards have been adopted by managers and staff as a resource to assist in training, setting standards and to help promote high quality, consistent service levels and to enable such standards to be supervised and monitored with particular emphasis on quality and outcome.

The cleaning of premises within Humber Teaching NHS Foundation Trust is carried out by teams of domestic assistants who are managed via the Hotel Services Management team. The focus on improving cleanliness in healthcare settings and reducing healthcare associated infection continues to be topical and it is vital to recognise the important role that domestic staff play in ensuring public confidence in the overall cleanliness of health care environments.

## 2. SCOPE

The aim of this standard operating procedure is to emphasise that cleaning is everyone's responsibility and does not just sit in the remit of the domestic. All staff groups regardless of location or banding have a responsibility to ensure their immediate work areas and environments are maintained to the required standards.

The Hotel Services Management Team will:

- Provide direction in maintaining and improving cleanliness standards across all Humber Teaching NHS Foundation Trust sites and premises, ensuring a clean, comfortable and safe environment for patients, clients, visitors, staff and members of the general public.
- Increase patient confidence whilst using the hospital facilities in relation to environmental hygiene and the organisational commitment to reduce the incidence of healthcare associated infection.
- Continually aim to improve cleanliness standards in terms of the national standards of cleanliness and Patient Led Assessments of the Care Environment (PLACE).

This standard operating procedure embraces all cleaning activity within the Trust. This includes all scheduled routine and reactive cleaning activities undertaken by Hotel Services as well as those traditionally undertaken by the Estates Department i.e. cleaning of external areas, ceiling vents and those cleaning duties undertaken by nursing staff i.e. patient and nursing related equipment.

### 3. DUTIES AND RESPONSIBILITIES

Each staff group identified on the [cleaning responsibilities and frequencies framework](#) are responsible for carrying out the identified duties at the agreed frequencies.

All hotel services staff have a specific responsibility with regard to the implementation of the Trust Water Safety Plan whereby they are required to flush the water systems in line with the plan. These actions are mandatory and are required to be documented to provide an audit trail. Refer to the Water Safety Plan for further detail.

All staff must adhere to this standard operating procedure. Final accountability for all aspects of cleanliness lies with the Chief Executive and the Trust Board; a lead manager for Hotel Services will have responsibility for ensuring Humber Teaching NHS Foundation Trust has a standard operating procedure, which is reviewed and approved by the Clinical Environment Risk Group (CERG) and Healthcare Associated Infection Group (HAIG).

### 4. PROCEDURES

#### 4.1 Cleaning Schedules

Each location has a specific routine environmental cleaning schedule depending on the type of service provided and the risk rating allocated to the area concerned. These schedules are summarised on The Commitment to Cleanliness Charters which each area must display in all Trust premises [Commitment to Cleanliness Charters](#).

The Trust follows the risk rating guidance contained in the National Standards of Healthcare Cleanliness 2021 to inform its cleaning schedules. [NHS England » National Standards of Healthcare Cleanliness 2021](#)

#### 4.2 Levels of Domestic Cleaning

The hotel services staff are trained to deliver a range of cleaning methods and techniques dependent upon the requirements of the environment and the advice or instruction of the IPC team.

Staff can refer to the Levels of Domestic Cleaning poster [Levels of domestic cleaning](#)

##### **Routine Cleaning**

The daily routine cleaning of the environment is delivered by the hotel services department through a team of domestic assistants and housekeepers.

Each cleaning task has been risk assessed and has a method statement which details the most effective cleaning technique for the task being undertaken. This documentation can be found in the cleaning cupboards.

##### **Enhanced Cleaning**

There are occasions when it is necessary to undertake an “enhanced” clean of a specific room/area/unit.

Upon instruction from the IPC team the standard cleaning chemicals will be substituted for the trust approved disinfectant currently Actichlor plus or equivalent chlorine releasing agent. The [dilution poster](#) shows the dilution rates for correct usage of Actichlor plus.

## Deep Clean/Terminal Clean

This is provided by the hotel services department following discussion with the IPC team.

## Window Cleaning

The cleaning of the internal surface of windows is the responsibility of the hotel services department. External window cleaning is currently provided by a contractor with all windows being cleaned three times per year.

## Health Pandemics

In times of a declared national health pandemic cleaning regimes and products will be reviewed and implemented, where reasonably practicable, in line with guidance from NHS England and NHS Improvement (NHSE and NHSI) and the UK Health Security Agency (UKHSA).

The [hotel services intranet page](#) has links to current national pandemic cleaning and disinfection guidance.

### 4.3 Monitoring and Audits

Healthcare organisations need to provide assurance at all levels that their establishments are meeting and maintaining safe standards of cleanliness, and be able to demonstrate to patients, staff and the public that cleanliness meets the required standards. This supports IPC good practice by ensuring patients, staff and the public are confident that the use of both visual and efficacy audits provides the assurance that safe standards of cleaning are met.

Humber Teaching NHS Foundation Trust base its monitoring regime on the requirements detailed in the National Specification of Healthcare Cleanliness 2021. Star ratings have been implemented and embedded across the organisation in line with the below summary:

Audit target score	Functional risk rating	Actual score	Star rating
98%	FR1	98%	5 Stars
98%	FR1	97 - 95%	4 Stars
98%	FR1	94 - 92%	3 Stars
98%	FR1	91 - 89%	2 Stars
98%	FR1	<88%	1 Star
95%	FR2	95%	5 Stars
95%	FR2	94 - 92%	4 Stars
95%	FR2	91 - 89%	3 Stars
95%	FR2	88 - 86%	2 Stars
95%	FR2	<85%	1 Star
90%	FR3	90%	5 Stars
90%	FR3	89 - 87%	4 Stars
90%	FR3	86 - 84%	3 Stars
90%	FR3	83 - 81%	2 Stars
90%	FR3	<80%	1 Star
85%	FR4	85%	5 Stars
85%	FR4	84 - 82%	4 Stars
85%	FR4	81 - 79%	3 Stars

85%	FR4	78 - 76%	2 Stars
85%	FR4	<75%	1 Star
80%	FR5	80%	5 Stars
80%	FR5	79 - 77%	4 Stars
80%	FR5	76 - 74%	3 Stars
80%	FR5	73 - 71%	2 Stars
80%	FR5	<70%	1 Star
75%	FR6	75%	5 Stars
75%	FR6	74 - 72%	4 Stars
75%	FR6	71 - 69%	3 Stars
75%	FR6	68 - 66%	2 Stars
75%	FR6	<65%	1 Star

The hotel services team use an application called “Micad” to record the domestic monitoring results of their visual observations. The application processes the data and generates the reports detailing the star rating for the area and any actions that are required to achieve compliance with the targeted result. A sample report can be found [here](#) for a Trust site.

The auditor should take into account the physical condition of the infrastructure when making the assessment. For example, it may not be possible to obtain a uniform lustre on a damaged floor surface. However, poorly-maintained buildings are no excuse for low cleaning standards and auditors should be cautious with their discretion in these situations.

Annual PLACE assessments are undertaken with a team of independent assessors who provide valued feedback on the cleanliness standards in the in-patient areas. The results of the PLACE Assessments are publicly available and published annually.

Further audits which include the inspection of environmental cleanliness in clinical areas within Trust buildings is included within the Infection Prevention and Control audit program where completed audits are accessible via the Trust central audit software / application i.e. InPhase.

## 5. REFERENCES

The National Standards of Healthcare Cleanliness 2021

[Department of Health \(2022\) The Health and Social Care Act 2008 Code of Practice on the prevention and control of infections and related guidance, London.](#)

[H. P. Loveday et al. \(2014\) EPIC 3: National evidence –based guidelines for preventing healthcare associated infection in NHS Hospitals in England. Journal of Hospital Infection 86S1 \(S1–S70\)](#)

Medical Devices and Non-Medical Devices and Equipment of High Cost/Volume for use in Patient Areas – Management and Procurement (N-042)

NHS England (2022) National infection prevention and control manual for England [Page link](#)

Standard Infection Control Precautions SOP (23-006)

Trust Water Safety Plan

Waste Management Policy– F-020

## Appendix A: Equality Impact Assessment

**For strategies, policies, procedures, processes, guidelines, protocols, tenders, services**

1. Document or Process or Service Name: Environmental Cleanliness (SOP24-042)
2. EIA Reviewer (name, job title, base and contact details): Jayne Morgan, Operations Manager Hotel Services
3. Is it a Policy, Strategy, Procedure, Process, Tender, Service or Other? SOP

### Main Aims of the Document, Process or Service

The aim of this standard operating procedure is to emphasise that cleaning is everyone's responsibility and does not just sit in the remit of the domestic. All staff groups regardless of location or banding have a responsibility to ensure their immediate work areas and environments are maintained to the required standards.

Please indicate in the table that follows whether the document or process has the potential to impact adversely, intentionally or unwittingly on the equality target groups contained in the pro forma

<b>Equality Target Group</b> 1. Age 2. Disability 3. Sex 4. Marriage/Civil Partnership 5. Pregnancy/Maternity 6. Race 7. Religion/Belief 8. Sexual Orientation 9. Gender re-assignment	Is the document or process likely to have a potential or actual differential impact with regards to the equality target groups listed?  Equality Impact Score <b>Low = Little or No evidence or concern (Green)</b> <b>Medium = some evidence or concern (Amber)</b> <b>High = significant evidence or concern (Red)</b>	How have you arrived at the equality impact score? a) who have you consulted with b) what have they said c) what information or data have you used d) where are the gaps in your analysis e) how will your document/process or service promote equality and diversity good practice
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Equality Target Group	Definitions	Equality Impact Score	Evidence to support Equality Impact Score
<b>Age</b>	Including specific ages and age groups:  Older people Young people Children Early years	Low	This procedure is consistent in its approach regardless of age.
<b>Disability</b>	Where the impairment has a substantial and long term adverse effect on the ability of the person to carry out their day to day activities:  Sensory Physical Learning Mental health  (including cancer, HIV, multiple sclerosis)	Low	This procedure is consistent in its approach regardless of disability..
<b>Sex</b>	Men/Male Women/Female	Low	This procedure is consistent in its approach regardless of an individuals sexual orientation or presentation.
<b>Marriage/Civil Partnership</b>		Low	This procedure is consistent in its approach regardless of marriage status.
<b>Pregnancy/ Maternity</b>		Low	This procedure is consistent regardless of pregnancy/maternity status



Equality Target Group	Definitions	Equality Impact Score	Evidence to support Equality Impact Score
<b>Race</b>	Colour Nationality Ethnic/national origins	Low	This procedure is consistent regardless of race.
<b>Religion or Belief</b>	All religions Including lack of religion or belief and where belief includes any religious or philosophical belief	Low	This procedure is consistent in its approach regardless of religious beliefs.
<b>Sexual Orientation</b>	Lesbian Gay men Bisexual	Low	This procedure is consistent in its approach regardless of sexual orientation.
<b>Gender Reassignment</b>	Where people are proposing to undergo, or have undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attribute of sex	Low	This procedure is consistent in its approach regardless of gender.

### Summary

Please describe the main points/actions arising from your assessment that supports your decision.

This SOP sets out the expectations and requirements for all Trust employed staff and approved contractors with regard to Environmental Cleanliness Standards. The cleaning responsibilities framework demonstrates that cleaning is everyone's responsibility and does not solely sit in the "domestics" remit.

EIA Reviewer: Jayne Morgan, Operations Manager Hotel Services

Date completed: 09.07.24

Signature: *J A Morgan*