

Revision History

[illegible]

Method Statement
Housekeeping Services

Table of Contents

1	Objectives	3
2	Management Supervision and Organisation Structure	5
3	Scope	8
4	Work Schedules and Procedures.....	9
4.1	Staff Competences	9
4.2	Cleaning Duties.....	9
4.3	Scheduled Cleaning	11
4.4	Reactive Cleaning	12
4.5	Planned Cleaning	13
4.6	Terminal and Barrier Cleaning	13
4.7	Cleaning of Materials and Equipment	14
4.8	Catering Duties	15
4.9	Waste Duties	18
4.10	Pest Reporting.....	20
4.11	Linen Duties.....	20
4.12	Work Schedules	20
5	Infection control.....	22
5.1	Introduction.....	22
5.2	Definition	22
5.3	Notification	22
5.4	Project Co staff falling ill.....	22
5.5	Restrictions on movement of Project Co staff	22
5.6	Cleaning of wards	23
5.7	Variations to procedure.....	24
6	Quality Standards.....	25
7	Contingency Plans	26

Method Statement
Housekeeping Services

1 Objectives

Project Co shall provide a Ward Housekeeping Service to Forth Valley Hospital Board between 07:00 – 20:00 hours 365(6) days per year on a Planned Basis as required to meet the Ward Housekeeping Service Specific Specification.

The key Objectives are to:

- Provide a cost efficient, quality driven Ward Housekeeping service which achieves an optimum standard of cleaning for all ward areas of the Hospital and is held in high regard by all key customers;
- Comply with the NHS Scotland National Cleaning Services Specification in providing the Service;
- Provide a standard of Service that helps to provide a positive image of the Hospital and a level of cleanliness which provides a clinical and socially acceptable environment for patients, visitors and Employees, 365 (6) days of the year;
- To establish a robust system for monitoring cleanliness throughout the wards and implement and corrections to the service to comply with the Board's Control of Infection policy and the cleaning quality standards as detailed in Appendix A of the Ward Housekeeping Service Specific Specification;
- Provide a high quality Catering Service to patients, that is, serve food that is presented in an attractive manner and ensures that patients choice has been complied with;
- Manage and undertake the safe segregation, handling, transport and storage of Waste, from the origin to the designated waste disposal hold. Project Co shall ensure that Ward Housekeepers provide an efficient, effective, timely and compliant waste management service;
- Work in close collaboration with wards to provide an effective linen service which is bespoke to the ward which it serves;
- Encourage staff to develop quality routines and to identify opportunities to improve Service delivery. Project Co shall ensure that every member of staff shares a common objective and subscribes to the process of change and quality improvement. Project co shall develop staff through training for the mutual benefit of both individuals and the Board and to develop staff relationships between the different departments involved in the Ward Housekeeping Service;
- Maintain a safe environment and safe working practices including the use of recognised risk assessment and management system to ensure that standards of comfort and cleanliness stay high, and that any reduction in quality of Service is recognised and corrected;

Method Statement
Housekeeping Services

- Maintain effective working relationships with all Key Customers and foster people's equality, diversity and rights, whilst maintaining complete confidentiality with regard to patient issues; and
- Ensure the required standards are achieved through the use of the right mix of Staff and equipment, effective management systems, clear performance targets and an appropriate level of monitoring.

Project Co shall interface with the following Key Customers:

- patients;
- staff
- Authorised Visitors;
- Service Providers;
- Emergency services; and
- Approved subcontractors employed by the Board.

Project Co's Ward Housekeepers shall work as part of The Board's ward teams to:

- Ensure wards are clean;
- Ensure that food is both enjoyable and enjoyed;
- Provide a warm and welcoming environment;
- Apply a range of skills and knowledge that complement clinical skills and allow nurses to nurse; and
- Play their role in respecting patient dignity at all times without compromise.

It is agreed between the Parties that the Method Statements shall not apply during the Transition Periods.

2 Management Supervision and Organisation Structure

Management Structure and Interface

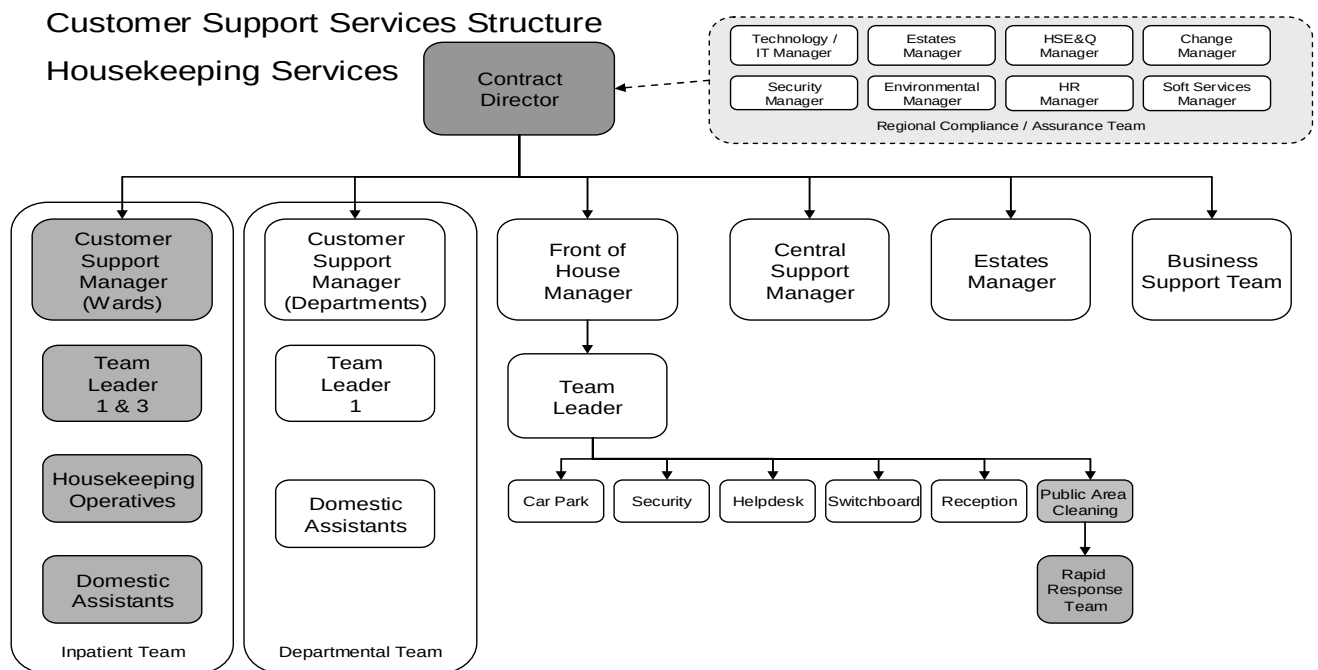
Project Co's Structure for Housekeeping Services is shown in Figure A below.

Project Co shall appoint two Customer Service Managers. The Customer Support Managers will report directly to the Contract Director. The Managers will liaise closely together and will cover each other's area for holiday and sickness.

The Housekeeping Services will be managed by these Customer Support Managers who will be supported by Team Leaders. Project Co shall ensure that the Customer Support Managers maintain a close working relationship with The Board customers and staff, thus facilitating the provision of a more proactive, responsive, flexible and customer focused service.

Project Co recognise that it is critical that the Customer Support Manager's and the Team Leaders appointed at each location have the skills, experience, knowledge and qualifications to be able to provide the leadership, motivation and monitoring required to deliver the Housekeeping services.

Housekeeping Organizational Chart – Figure A



Method Statement
Housekeeping Services

Team Leaders

The Housekeeping Team Leaders will carry out the day to day supervision of the Housekeeping Staff and Domestic Assistants at ward level.

Frequently throughout the day the Housekeeping Staff shall receive a visit from their Team Leader whose role is to support them in the delivery of the service. Other responsibilities of the Team Leaders include:

- Monitoring the service;
- Ensuring that all Housekeeping Staff are trained to an agreed level;
- Maintaining training records, which Project Co shall make available to the Board Representative on request;
- Maintaining all relevant record associated with the Housekeeping Service and making these available to the Board Representative on Request;
- Providing all equipment and materials to allow service delivery in accordance with the Housekeeping Service Specific Specification;
- Handling compliments and complaints through agreed procedures;
- Ensuring that all work schedules are completed; and
- Ensuring that agreed standards of the housekeeping service are being achieved and maintained.

Ward/Department Housekeepers

Project Co shall provide dedicated Housekeeping Staff and Domestic Assistants to work on a specific ward/department which will ensure continuity for the clinical staff. Annual leave and sickness cover will be provided from an allocation of staff that have knowledge of the ward/department and understand the role of the housekeeper.

Project Co shall ensure that Housekeeping staff follow a schedule of work which will be agreed with the Board Representative and each ward/department. This will ensure that the duties carried out by the Housekeeping Staff are individually tailored for the specific ward/department. These work schedules will be designed around the needs of the differing patient groups.

As the senior member of staff at ward level the Ward Housekeeper will direct the domestic assistant on the ward under the guidance of the Board's clinical staff and Project Co's Team Leaders. Under the direction of the Housekeeping staff, the domestic assistants shall follow the cleaning work schedule whilst the housekeeping members of staff concentrate on the breakfast service. Thereafter, the Housekeeping Staff shall attend to linen, patient beverage service, lunch, dinner, carry out cleaning around the patient bedside, other patient related duties and support the domestic assistants.

In addition to a dedicated Housekeeper on the Ward/Department there will also be dedicated Domestic Assistants between the hours of 07:00 and 19:30. Indicative rosters are attached at Appendix A.

Method Statement
Housekeeping Services

Induction & Training

Project Co shall ensure that the Ward Housekeeper is equipped with the knowledge and skills necessary to meet the high expectations associated with these individuals in undertaking their role.

Project Co shall ensure that all staff undertake a full range of training both prior to starting and during employment. Ensuring:

- a clear and precise training programme, which is regularly reviewed and updated;
- up-to-date training records and support throughout the training process; and
- A strategy for the education and training of staff, which takes into consideration of NHS Scotland guidance on training and lifelong learning.

Project Co shall ensure that every member of Housekeeping Staff participates in the Induction Programme, which will meet the specific site requirements. All new members of staff after this point will also complete the Induction Programme. The induction Training will cover:

- Introduction to the Hospital;
- The Board Responsibility;
- Introduction to Quality;
- Vision & values
- Policies, procedures and standards;
- New starter administration; and
- Introduction to specific department, colleagues and specific job.
- Use of technology

Project Co shall ensure that training records are maintained for all members of staff. All managers will have an appropriate management qualification and/or suitable management experience.

To further enhance and strengthen the Housekeeping Services training, Project Co shall establish this contract as a BICS accredited site.

Method Statement
Housekeeping Services

3 Scope

Project Co shall comply to the legislation and guidance stated in the General Services Specification and the obligations to comply with Law and good Industry Practice, Project Co shall take full regard of the following:

- HAI Infection Control Standards;
- Scottish Executive Health Department letters (SEHD letters), (previously MEL's);
- NHS Scotland Cleaning Standards;
- A Framework for Mandatory Induction Training in Healthcare Associated Infection (2004);
- Hospital Cleaning: Performance Audit (2003);
- 'Partnership for Care': Scotland's Health White Paper;
- Promoting Nutrition for Older Adult In-patients in NHS Hospitals in Scotland;
- Nutritional Aspects of Cardiovascular Disease 46 COMA 94;
- Catering or Health: The Recipe File – Department of Health HMSO (1990);
- Board's Food Hygiene Policy;
- Policy for Healthy Eating; and
- Quality Improvement Scotland Food, Fluid and Nutritional Standards.

Project Co shall, in addition, ensure that the Ward Housekeeper complies with legislation outlined in the Waste Service Specific Specification and Linen Service Specific Specification.

Project Co shall provide the Ward Housekeeping Services which will be divided between:

- Supporting the Domestic Assistants to provide cleaning duties including:
 - o scheduled cleaning duties;
 - o Reactive;
 - o Planned;
 - o Deep;
 - o Terminal and Barrier; and
 - o Adhoc.
- Providing catering duties including:
 - o plating and serving of meals;
 - o preparation of hot and cold beverages;
 - o serving of hot & cold snacks;
 - o taking responsibility for ward kitchens, including storage of crockery, cutlery, utensils, etc; and
 - o food waste disposal and dishwashing.
- Waste Management
- Pest reporting; and
- Linen tasks.

4 Work Schedules and Procedures

4.1 Staff Competences

SP01 Training will be a key aspect in Project Co's strategy to ensure the Ward Housekeeper is equipped with the knowledge and skills necessary to meet the standards set out in the Housekeeping Service Specific Specification.

Project Co will ensure that all staff undertake a full range of training both prior to starting and regularly during their employment. Ensuring:

- A clear and precise training programme, which is reviewed at least annually and updated;
- Up-to-date training records and support throughout the training process;
- A strategy for the education and training of staff, which takes into consideration of NHS Scotland guidance on training and lifelong learning;

Project Co shall ensure that New staff receive a corporate induction, which will also be complimented by local induction training whereby the new member of staff is adequately supervised until they reach an appropriate standard of service.

- a) All staff will receive this induction training prior to commencement and refreshers at specified intervals to ensure they are continuing to deliver the methods required.

4.2 Cleaning Duties

SP02a/b/c/d/e/f Project Co will provide a comprehensive cleaning service in full compliance with the Scotland National Cleaning Specification; Audit Scotland's 'A Clean Bill of Health' and the Response and Rectification times outlined in the Ward Housekeeping Service Specific Specification. All areas will meet the required cleaning standards at the time of cleaning.

Project Co shall provide the Ward Housekeeping service to the following areas:

- Renal;
- Day Hospital;
- Oncology;
- Accident and Emergency Ward;
- Common Assessment unit;
- Acute Receiving Unit;
- Gynecology;
- Generic Wards;
- Obstetrics Ward;

Method Statement

Housekeeping Services

- Coronary Care Unit;
- Critical Care Unit/High Dependency Unit;
- Mental Health Adult Acute Ward;
- Intensive Psychiatric Mental Health Unit;
- Old Care Psychiatry Mental Health;
- Mental Health Integrated Health Ward;
- Day Surgery;
- Rehabilitation Ward; and
- Pediatric Ward;

Project Co shall provide the Ward Housekeeping service between 07:00 and 20:00, 7-days per week, 365(6) days per year. In addition there is a 24hour response service for reactive cleaning requests through Project Co's Helpdesk. Outwith these times, ward staff shall have access and be able to use the ward kitchen.

At all times the Housekeeping staff shall take guidance from the Board's staff to ensure any sensitivity is considered when undertaking their duties.

SP03

Project Co shall use a wide range to technologies, products and equipment to ensure a high quality output in the Ward Housekeeping Services, taking account of the above.

Scheduled cleaning will be inspected on a routine and ad hoc basis by the Ward Housekeeper/Team Leader to ensure all elements meet the agreed standards at the time of clean. This information will be captured on Project Co's hand held monitoring system.

This will be combined with extensive training of Project Co's Ward Housekeeping and Domestic Services staff to ensure high quality outcomes.

Project Co will comply to the minimum frequencies outlined in the 'NHS Scotland National Cleaning Services Specification (Draft) HCAI task force' document and with the Ward Housekeeping Service Specific Specification.

Project Co shall use the domestic services team in collaboration with the Ward Housekeeping staff to clean the ward environment. However, Ward Housekeeping staff will retain responsibility for managing the cleanliness of the ward environment.

The Housekeeper shall carry out "Biotrace" sampling on a random/ad-hoc basis under the guidance of the Board's Infection Control Team in high risk areas, for example, Theatres/ITU or if Barrier cleaning has been carried out.

Method Statement
Housekeeping Services

SP04 Project Co shall provide a comprehensive cleaning service to ensure all areas meet the required standard as identified in Appendix A – Cleaning Quality Standards in the Ward Housekeeping Service Specific Specification at the time of cleaning.

Project Co shall ensure that the cleaning service provides cleaning for the following clinical items (as detailed in Appendix D – Clinical Items of the Ward Housekeeping Service Specific Specification):

- Bed trolleys, frames underside and wheels;
- Bed couches;
- Lockers;
- Tables;
- Chairs;
- Over bed tables;
- Hoists;
- Drip stands; and
- Commodes.

4.3 Scheduled Cleaning

SP05a/b/c/d Project Co shall ensure that comprehensive cleaning schedules have been agreed with the Board Representative and that these are available for inspection on request. These schedules will be tried and tested to ensure that they meet the requirements of the area.

Ward Housekeeping staff and Domestic Assistants shall follow a schedule of work which will be agreed with the ward and department. This will ensure there are individually tailored work schedules for each ward/department designed around the needs of the differing patient groups.

Frequently throughout the day the Ward Housekeeping staff shall receive a visit from their Team Leader whose primary role is to support Ward Housekeeping staff in the delivery of the Ward Housekeeping Service. Other responsibilities of include:

- Ensuring that all housekeeping staff are trained to an agreed level, including, but not limited to: site induction training; customer service training; food handling; COSHH; manual handling; and infection control;
- Maintaining training records, which will be made available to Forth Valley Representative on request;
- Maintaining all relevant records associated with the Ward Housekeeping service and making them available to the Forth Valley Representative on request.
- Providing all equipment and materials to allow service delivery in accordance with the Ward Housekeeping Service Specific Specification;
- Handling compliments and complaints through agreed procedures;

Method Statement
Housekeeping Services

- Ensuring that all work schedules are agreed and completed;
- Ensuring that agreed standards of food service and cleaning are being achieved and maintained; and
- Ensuring inspections and “Biotrace” swab testing is carried out as required.

Planned cleaning tasks will be carried out by the Domestic Assistants under the direction of the Ward Housekeepers within the agreed response times. This will be captured by Project Co’s monitoring system completed by the Team Leaders to ensure the daily, weekly, monthly, quarterly, bi-annual and annual schedules are met.

SP05e/f

Project Co will provide a comprehensive cleaning service in full compliance with the NHS Scotland National Cleaning Services Specification; Audit Scotland’s ‘A Clean Bill of Health’ and the Response and Rectification times outlined in the Ward Housekeeping Service Specific Specification. All areas will meet the required Cleaning Standards at the time of cleaning.

4.4 Reactive Cleaning

SP06a/b/c/d

Project Co shall provide Reactive Cleaning Services 24 hours a day 365(6) days per year to address emergency, important, routine or reactive requests. Emergency, important, and routine service requests will be carried out within the agreed response and rectification time.

On receipt of an emergency, routine or reactive request through the Helpdesk, the task will be passed onto the Team Leader responsible for that area who will either undertake or delegate the task to the appropriately trained member of staff within the agreed rectification time either making safe the event or minimising disruption caused by the event.

Where the emergency, important, routine or reactive requests occurs during the hours of 07:00 and 20:00 hours there will be sufficient domestic staff located in the area to respond to the task and in these cases the ward staff will approach the Ward Housekeeper directly to ensure that the request is responded to in an efficient and timely manner. This will be captured on the communication device which confirms when the job is completed and informs the Helpdesk that the request has been completed.

If the request is received during mealtimes the Ward Housekeeper will ensure the Domestic Assistant/Rapid Response Team carries out the reactive cleaning request whilst the Ward Housekeeper concentrates on delivering the patient meals.

Method Statement
Housekeeping Services

Outside of these hours clinical staff will raise the request via the Helpdesk. These requests will be passed to the Rapid Response Team who will carry out the task within the agreed rectification time.

Reactive Cleaning tasks include, but are not limited to:

- Spillage/spoiling (internal) bodily fluids and other substances within communal public areas;
- Replenishment of materials/disposables;
- Final cleans associated with the minor works and following Estate Service Maintenance Work;
- Full and routine cleaning of on-call accommodation;
- Untoward incidents such as flooding; and
- Other requests received by the Helpdesk.

Project Co shall ensure that competent and appropriately trained staff will undertake reactive cleaning duties.

4.5 Planned Cleaning

SP07

Project Co shall provide a number of cleaning duties that are neither scheduled nor reactive but are services where it is possible to provide notice of the need and or have a degree of flexibility in their completion. Such tasks include but are not limited to:

- Deep cleans; and
- Specialist cleans.

Planned cleaning tasks will be carried out by the Domestic Assistants under the direction of the Ward Housekeepers within the agreed response times. This will be captured by Project Co's monitoring system completed by the Team Leaders to ensure the daily, weekly, monthly, quarterly, bi-annual and annual schedules are met.

Full details of how these tasks are carried out are detailed in the Domestic Services Method Statement.

4.6 Terminal and Barrier Cleaning

SP08

Project Co Ward Housekeepers shall ensure that rooms containing patients who are being barrier nursed shall have their rooms cleaned in line with the cleaning schedules agreed unless specifically instructed to alter the cleaning schedule by the Board's Nursing Staff.

Project Co shall, when instructed by the Board's Nursing Staff carry out special barrier cleaning procedures, as an example to include MRSA cleaning, agreed as part of the HAI Infection Control Standards. The procedures

Method Statement
Housekeeping Services

adopted will be agreed with the Board Representative.

Barrier cleaning will be carried out to the agreed standard and within the agreed time. Full details of how Barrier Cleans will be carried out are detailed in the Domestic Services Method Statement. These cleans will be completed in line with The Board's Control of Infection Policy and by taking direction from clinical/nursing staff as appropriate.

Competent and appropriately trained domestic staff will undertake terminal and barrier cleaning duties.

4.7 Cleaning of Materials and Equipment

SP09a/b/c/d

Project Co shall ensure that all equipment used in the provision of the Ward Housekeeping Service shall be purchased with consideration to maintenance provision. At all times machinery used in the provision of the Ward Housekeeping Service shall be maintained in a safe condition and in good service order. All machinery shall be cleaned and stored in line with the HAI Infection Control recommendations.

Equipment used by Project Co for the delivery of Ward Housekeeping Services shall be:

- Designated for specific use in specific areas of the Hospital;
- Clearly colour coded according to The Board Policies;
- Noise restricted and have high quality HEPA dust filters to reduce environmental nuisance when using such equipment, particularly in sensitive areas of the Hospital;
- Compliant with all applicable legislation, mandatory guidance and any other regulations; and
- Individually marked and shall not be used beyond the portable appliance testing date.

SP10

Project Co shall procure and safely store all disposables and materials required for the Ward Housekeeping Service in line with the appropriate risk assessments and in compliance with COSHH. This will be completed by awareness training, inspections, audits, monitoring and evaluation of any new equipment prior to general circulation.

Harmful chemicals shall be kept in a locked cabinet in the Domestic Services Room, they will be used in line with the manufacturers recommendations and in compliance with COSHH. Where possible Project Co shall procure environmentally friendly and safe chemicals.

Method Statement
Housekeeping Services

4.8 Catering Duties

SP11 Project Co shall provide scheduled patient catering duties for all ward areas 365(6) days per year. Scheduled meals shall be delivered to the patients at the frequency, type and quality described in Appendix B, Catering Quality Standards of the Ward Housekeeping Service Specific Specification and delivered according to agreed delivery schedules on a ward by ward basis as agreed with the Board Representative.

In all cases meal service times shall commence inside the times detailed below and in accordance with the Service Response and Rectification Times:

Meal	All In-patients	Day Patients
Breakfast	0745 - 0815 hrs	Nil
Lunch	1200 – 1230 hrs	1200 – 1230 hrs
Dinner	1700 – 1730 hrs	Nil

On arrival at the FM Hub the automated guided vehicle system shall page the Ward Housekeeper to advise them that the food trolley has been delivered. The Ward Housekeeping staff shall move the trolley into the ward kitchen and plug the trolley into a mains supply to maintain the food temperature. Once the Ward Housekeeper is ready to serve to the patient the trolley will be moved to a central point on the ward, plugged in and meals plated and delivered to patients from this area.

SP12 At the End of the meal service the Ward Housekeeper will load and wipe down the food trolley in the ward kitchen and ensure that it is taken to the FM hub area for collection by the automated guided vehicle system for return to the main kitchen. This shall be carried out in line with the agreed schedule for the automated guided vehicle system.

SP13 Prior to food service commencement the Ward Housekeeper will confirm the timings for serving meals with the Ward Sister to ensure the meals are prepared at a suitable time prior to service.

Patient meals will be plated from the food trolley, which will be plugged in at a central point on the ward. The Ward Housekeeper will have obtained each patient's choice for the meal prior to service commencement.

Meals will be served in an efficient manner. However, time will be allowed for patients to eat their meals in comfort as required in Food, Fluid & Nutritional Care in Hospitals document.

Project Co will agree prior to service commencement agree the exact service methodology for the following areas: Mental Health; Paediatrics; Renal; and CAU. The Methodology shall be recorded in the ward specific Service Level Agreements.

Method Statement
Housekeeping Services

SP14 Project Co shall provide beverages and snacks at Break Times as outlined in Table 4 of the Ward Housekeeping Service Specific Specification on a 365(6) days per year basis, to patients within ward areas.

This service will comprise a cake, pastry or sandwich accompanied by a beverage or a 'light bite meal' for patients admitted outside meal times or who miss a meal. Fruit will be available on request at any time.

The Ward Housekeeper will supply beverages to patients six times a day, these will be delivered in accordance with an agreed schedule discussed with the Ward Sister so the their delivery does not conflict with other ward rounds/duties. Project Co will supply the products for seven beverages per day to patients.

Project Co will deliver hot beverages after each meal service and at mid morning, mid afternoon and in the evening in compliance with Table 4 of the Ward Housekeeping Service Specific Specification. Cold drinks shall accompany breakfast, lunch and dinner.

Any additional requests for snacks shall be made via the Helpdesk, these will be carried out within the allocated times as defined in Appendix E – Service Response Times and Rectification Times of the Ward Housekeeping Service Specific Specification.

SP15 Project Co shall ensure that Ward Housekeeping staff maintain standards of food safety, personal hygiene and personnel apparel, in accordance with the Industry Guide to Good Hygiene practice at all times. This shall include as a minimum training in food hygiene, including:

- Health and safety legislation;
- Food hygiene policies and procedures; and
- Elementary food hygiene training.

Project Co shall not compromise food safety standards at any time. The staff uniform and hygiene policy shall be enforced at all times. Training will specifically address hygiene by highlighting bad practices to staff. The hand washing procedure and hand hygiene training shall be a key aspect of Project Co's quality process. Team Leaders shall ensure that the procedures are adhered to.

SP16 Project Co shall develop and implement operational policies, procedures and practices to ensure food safety and hygiene standards are maintained at all times and which complies with an Assured Safe Catering Programme based on Hazard Analysis and Critical Control Points (HACCP)

Project Co shall carry out Annual Food Hygiene Audits to ensure compliance

Method Statement
Housekeeping Services

with the system and staff training shall ensure all the Ward Housekeepers have a good understanding of the risks and controls.

SP17

Project Co shall ensure that all food is handled and stored at correct temperature and that procedures are in place to ensure it is kept at the requisite temperature. Probing of food shall be carried out by the Ward Housekeeper at all times including but not limited to storage upon delivery, during plating and at point of consumption by the patient.

Project Co shall store and rotate food in line with good industry practice and industry standards. Temperatures shall be checked by the Ward Housekeeper to ensure food remains within the permitted levels when cold and above the minimum level when hot. Microwaves shall not be provided in ward kitchens and no food shall be reheated. Temperature probes shall be used to determine correct and safe food temperatures and should food fall below the minimum levels the food shall be discarded and not served to patients.

SP18

Project Co's Ward Housekeepers shall set dining tables where appropriate, deliver all meals to their intended patient and collect and return plates, crockery and any other equipment used in the delivery of meals and snacks. Project Co shall implement and maintain systems such that:

- meals are delivered according to their scheduled or agreed times;
- meals are delivered at the right temperature for consumption;
- dirty crockery, cutlery and uneaten food is removed no more than 10 minutes after the patient has finished eating;
- a member of ward staff must be sought in the event of a patient leaving an uneaten meal;
- dirty crockery, cutlery, and uneaten food are collected, returned, washed and stored in the ward kitchen immediately after the meal service is completed;
- uneaten food is disposed of safely according to statutory regulations; and discharged and newly admitted patient's meal requirements are correctly actioned, in conjunction with ward staff and catering service.

Whether the meals are served from the food trolley at the patients' bedside or within a day room, each patient will receive a tray prepared by the Ward Housekeeper containing a tray paper, napkin, condiments, crockery and cutlery relevant to the meal choice.

The Ward Housekeeper will ensure that trays are fully prepared and include any specialist equipment as provided by the occupational therapist. Disposable crockery will not be used in the inpatient catering service other than for patients with special dietary requirements or on request by the

Method Statement
Housekeeping Services

Infection Control Team.

Project Co recognise the importance of gathering information relating to what patients have eaten to be captured and stored for a period of time. To meet this Project Co will equip Housekeepers with PDA/Equivalent which will be used to record, using bed numbers, the food choice of each patient.

The ward Housekeeper will also record any uneaten food using a PDA/Equivalent for use by the Board as necessary. This data will also be used to provide Project Co with accurate portion control data for future ordering.

SP19 As part of the Ward Housekeeping Service Project Co shall ensure that crockery, cutlery, utensils and equipment are stored in a clean and hygienic manner in accordance with current legislation. This will ensure that there are no cross infection issues. The cleaning schedules, method, equipment and consumables used shall ensure that the crockery cutlery, utensils and equipment are kept clean and safe to use.

Food shall be prepared within the main kitchen to reduce the risks associated with food preparation areas. The ward kitchens shall be used for minor food preparation and this shall be minimised. All food preparation areas shall be kept clean and inspections shall determine that the cleaning schedules and procedures are being adhered to and the standards are being achieved.

SP20 The Housekeeper will ensure that each patient's meal is put within easy reach on the bedside table. Should the patient require help with feeding this will be reported to the Ward staff.

When the patients have finished their meals, the used crockery cutlery and trays will be collected by the Ward Housekeeper and returned to the ward kitchens and cleaned in ward kitchen dishwashing facilities.

Project Co shall ensure that waste derived from the patient meal service is recorded and disposed of safely according to agreed procedures and legislation.

Uneaten food will be reported by the Housekeeper to the Ward staff so that the patients food consumption can be monitored.

All catering waste shall be segregated at the ward kitchen by the Ward Housekeeper and returned to the local Disposal Hold where it will be disposed of through the appropriate waste stream in accordance with relevant legislation.

4.9 Waste Duties

SP21 Project Co shall undertake a waste service to include but not limited to, the

Method Statement
Housekeeping Services

movement and storage of: clinical waste (yellow and orange bags); domestic waste (black bags); food waste; recyclable waste; and confidential waste.

SP22 Project Co shall collect and store waste in accordance with The Board Policies, National Guidelines and Legislation.

Ward Housekeepers will play a key role in ensuring that waste bags are taken to the local disposal hold and placed within the appropriate coloured containers, in accordance with Board Policies, National Guidelines and legislation in relation to the handling of waste.

The Ward Housekeeper will also play a pivotal role at a local level in advising both NHS and Project Co staff as to which waste products go through which system.

The Ward Housekeepers will have direct responsibility for ensuring that local disposal holds are kept clean and tidy and that local clinical waste containers within these holds remain locked and secure.

SP23 Project Co shall provide planned and ad-hoc waste collections in accordance with the Service Response and Rectification Times as detailed in the Ward Housekeeping Service Specific Specification.

SP24 Project Co shall ensure that collections are made on a scheduled basis on a frequency which suits the usage of the room/area. The Ward Housekeeper will ensure that collections are made at a frequency to ensure that refuse bags are no more than 66% full.

The Ward Housekeeper will liaise with the Portering Service through the Helpdesk to ensure that ad-hoc requests for waste collection are carried out.

SP25 Project Co shall ensure that all waste from wards and departments is collected at periodic intervals throughout the day and placed within a designated waste disposal hold.

Waste will be removed from the waste receptacle; swan necked and tagged or marked to enable a trace back to source and transferred to the waste disposal hold. Orange low risk clinical waste will be placed into the lockable designated waste container. Household waste will be placed down the disposal chute. High risk clinical waste requiring a transfer note shall be placed in the yellow clinical waste bin and marked with the appropriate label to indicate the waste type and associated hazard. Recyclable waste such as cardboard shall be segregated at the point of use and placed in the recycle bin located in the waste holding room.

Method Statement
Housekeeping Services

4.10 Pest Reporting

SP26 Project Co shall ensure that the Ward Housekeepers report all evidence that indicates the presence of vermin or pests to the Helpdesk for appropriate resolution.

The Ward Housekeeper will ensure that the pests and pest excreta are dealt with by the Pest Control Contractor and the contaminated areas cleaned and disinfected in accordance with the agreed standards.

4.11 Linen Duties

SP27 Project Co shall ensure that the Ward Housekeeper provides on request an ad-hoc linen service, including but not limited to:

- a bed curtain changing service in patient areas on a scheduled and reactive basis. The frequency of curtain changes is determined by the NHS Scotland National Specification HAI Task Force document.
- A daily change of linen to all on-call and relative rooms, where rooms have been occupied, and the supply of clean linen to each room.
- Other duties of the Ward Housekeeper include taking soiled linen correctly segregated and colour coded into the correct bags by clinical staff to the soiled linen chute and controlling the stock of clean linen in the ward/department as and when required.
- The Ward Housekeeper will be responsible for collecting the clean linen exchange trolley from the FM Hub and placing it in the designated Linen Bay in the ward/department.

For the avoidance of doubt, in areas without Ward Housekeepers, Project Co's Domestic Assistants will collect the used linen from the Dirty Utility Room and place this in the linen chute in the FM Hub, this will be carried out at part of their planned duties and will be detailed in the daily work schedules.

Where there is an exceptional, unplanned event such as an outbreak of infection, Project Co shall remove soiled linen as a reactive task. Should a pattern be established where the reactive requests are frequent or recurring, then for the avoidance of doubt Project Co will seek a change notice from the Board so that the service is properly resourced.

If additional clean linen is required the Ward Housekeeper will request this via the Helpdesk.

4.12 Work Schedules

Method Statement
Housekeeping Services

Prior to service commencement Project Co shall meet with the Board Representative and representatives from wards and departments to agree the scheduling of services. This information shall be consolidated and issued in the format of Service Level Agreement which is tailored to the needs of the ward or department. The frequency and timings of all scheduling shall be based around the parameters set out in Ward Housekeeping Service Specific Specification.

5 Infection control

The training of staff on methods of cleaning gives clear instruction on the procedures to be employed to limit risk of cross-infection. In addition, Project Co will seek to agree an outbreak procedure to provide a clear course of action to be followed in the event of an outbreak on a ward.

Procedures for control of infection in the event of an outbreak on a ward:

5.1 Introduction

This procedure is to be used on notification by Infection Control of an outbreak on one or more wards. It will be monitored by Project Co and must be adhered to by all staff involved.

5.2 Definition

An 'outbreak' is defined by the Infection Control team as "the occurrence of two or more related cases of the same infection or where the number of infections is more than would normally be expected", and will be notified to Project Co by the Infection Control nurse. It may apply to a ward or to several wards. This procedure must be applied for all areas of any ward involved, and not for part of a ward – even if an outbreak is restricted to only one or two bays. (The only exception is where the outbreak is restricted to patient side rooms, in which case normal isolation procedures will apply.) Temporary variations to the procedure can only be authorised by Infection Control staff.

5.3 Notification

Infection Control will notify the Helpdesk as soon as possible once an outbreak has been identified. The Helpdesk will immediately inform the duty manager and most senior Project Co manager on site, or if out of hours, the on-call manager. Infection Control will then contact the Customer Support Manager, in order to co-ordinate arrangements. It is the responsibility of the FM Team Leaders to communicate the information via the handover book, and of senior Project Co staff to ensure that all management and Team Leaders are informed as soon as practical.

When an outbreak is officially at an end, Infection Control will inform the Helpdesk, which will inform the facilities management team.

5.4 Project Co staff falling ill

Any member of staff who experiences symptoms that are likely to be related to an ongoing outbreak (e.g. diarrhoea, vomiting) must remain off work and immediately report the symptoms by phone to their team leader or manager. The manager must report the details immediately to Infection Control. The member of staff is likely to have to provide a stool sample where the outbreak is of a gastro-intestinal nature. Any such member of staff must be clear of all symptoms for at least 48 hours before returning to work, in compliance with local and national guidelines.

5.5 Restrictions on movement of Project Co staff

Wards subject to an outbreak will be signposted as such on the main entrance door. All staff arriving on such a ward must report to the nurse in charge in the first instance.

Domestics and Ward Housekeeping staff must be allocated only to the ward affected. In the case of more than one ward being affected, they may only work on another affected ward after prior

Method Statement

Housekeeping Services

agreement with Infection Control team. This includes day, evening and weekend staff. Staff cannot be allocated to a non-affected area without a break off-site of at least 48 hours.

Staff responsible for duties such as removal of waste and dirty laundry should plan to carry out duties on affected wards at the end of their shift where possible, in order to reduce the possibility of communicating an infection to other wards. Likewise, estates staff should where possible plan to carry out jobs on affected wards at the end of the shift. If there is any uncertainty around these requirements, contact must be made with the Infection Control team before proceeding.

Managers and team leaders must ensure that visits to affected wards are only carried out in essential circumstances, and must likewise plan where possible not to visit other clinical areas immediately afterwards. Supervisory duties should be restricted to the same person throughout the period of the outbreak, as far as is reasonably possible. This should not however compromise the need to ensure effective and thorough completion of tasks according to this procedure and in line with normal routines where appropriate.

As per normal routines, it is essential that all Project Co staff sanitise their hands with alcohol hand rub on every occasion of entering or leaving an affected ward, regardless of the duty they are carrying out.

Supply of consumables and equipment

Disposable aprons and gloves.

Mops and buckets - contingency supplies must be adequate to support the arrangement.

Consumables, disposables, linen and mopheads – FM Team Leaders must ensure that a constant and reliable supply of these items is available throughout the outbreak. Usage will be higher than usual, and daily checking of supporting stocks will take place.

Protective clothing

Domestic staff must wear disposable aprons and gloves when performing duties on affected wards.

Disposable aprons and gloves are single use items and must be disposed of as clinical waste at the end of each task. Hands must always be washed and dried thoroughly after the removal of protective clothing.

5.6 Cleaning of wards

In addition to normal routines, the following must be observed.

All flat surfaces, floors, door handles, bed frames and toilets must be thoroughly cleaned using hot water and detergent at least twice per day – cloths must be disposed of between bed areas.

Additional mops and buckets must be supplied, to ensure one mop and bucket dedicated to each bay, and one for other general areas. Special stocks of stainless steel buckets and mops are held for use in the event of an outbreak, and must be clearly labelled according to where they are to be used, at the beginning of the outbreak. Mop heads must be changed in all areas after each usage, and sent for laundering promptly (they must remain on the ward for an absolute minimum length of time before removal).

Method Statement
Housekeeping Services

Disposable aprons and gloves must be changed, and hands must be thoroughly washed after cleaning in each bay. When cleaning bed frames, a new cloth must be used for each bed.

Porters must wear disposable aprons and gloves when moving patients to or from affected wards. Extra care must be taken to sanitise hands with alcohol hand rub on entering and leaving wards. After patient transfer, beds, trolleys or wheelchairs must be wiped down (particularly parts of the equipment that have been in direct contact with the patient). Staff must then dispose of aprons and gloves carefully as clinical waste, thoroughly wash hands, and apply alcohol gel.

5.6.1 High Cleans

High cleans must be responded to as a priority when requested by Infection Control. In the affected area, they must include as a minimum:

- floors;
- horizontal surfaces;
- fans;
- radiators;
- door handles,
- curtain changes
- removal of linen and waste, plus
- any other duties requested by Infection Control.

5.7 Variations to procedure

The processes described are not exhaustive. Additions and variations to the procedure may be required at short notice either by Infection Control or by the nurse in charge of an affected ward.

6 Quality Standards

Project Co shall ensure that standards of comfort and cleanliness achieve the required standards as identified in the National Cleaning Service Specification, and that any reduction in the quality of service is recognised and corrected in line with aforementioned specification cleaning standards, The Board Infection Control Policy as at June 2004 and NHS National Standards of Cleanliness.

Project Co shall ensure that the delivery of the Ward Housekeeping Service shall meet the requirements of the Service Specific Specification and associated documents. The delivery shall be monitored and recorded in accordance with the Performance Parameters and any deviation from the required standard of service shall be rectified as soon as it becomes apparent.

These will be backed up by Project Co's Quality Systems.

Method Statement
Housekeeping Services

7 Contingency Plans

An indicative contingency plan has been provided below. Service specific contingency plans will be developed in conjunction with the Board and will be completed 3 months prior to Service Commencement for the individual service mobilisation.

Scenario: Failure of Dishwasher	Time Period:	Description of Contingency arrangements: To ensure safe practice is maintained following failure of on-site Dishwashing facilities.	
Triggers/ Escalation	When to invoke	Actions	Assumptions
Dishwasher Failure within Main Kitchen/Restaurant Kitchen/Café Bars/Ward Kitchens	Notification to Helpdesk or Estates Department of failure by users.	On-site Estates staff to check/test operation of machines & carry out repairs if possible. Report failure to Manufacturer's Service Team & request on-site response. Manufacturer will check plant status report. If Service Team unable to fix problem – Catering Managers to arrange for alternative on-site dishwashing facilities to be used for the duration of the repair. The crockery will be moved on general purpose trolleys by the ward housekeepers to alternative ward kitchens. In the event of several appliances being out of action at ward level the automated guided vehicles will be used to transport the dirty crockery and cutlery between the wards and the main kitchen. If either the main kitchen dishwasher or the restaurant dishwasher are out of action then the dirty crockery/cutlery/cooking utensils will be transported to the one that is in working order by the catering assistants. Should both dishwashers be out of action then Project Co would use disposable plates and cutlery until the appliance is fully working. Should several ward dishwashers and Project Co will seek approval from the Board's Representative for disposable crockery/cutlery to be utilised. In the event of the trolley wash in the main kitchen being out of action, the catering assistants will carry out the washing of meal trolleys by hand to ensure they are cleaned between each meal service.	Main supply healthy Water Supply healthy.
Name/title of staff member authorized to invoke plan: Helpdesk Operator/ Estates Services Management Team/Executive Chef//Customer Support Manager			
Criteria for returning to normal service: Confirmation by the Service Team or on site Estates Team of repair/service carried out & equipment returned to full working order.			
Procedures for returning to normal service: Inform Catering Staff, Housekeeping Staff & FM Heads of Department.			
Protocol References: Helpdesk action card Ref. Catering Incident Action Plan Ref. Incident Report Record			