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Method Statement
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1 Objectives

Project Co shall provide a clean and safe environment at all times to support the smooth operation of clinical services. Project Co shall deliver and continually develop services that will enable us to:

- Provide a cost efficient, quality driven Domestic Service which achieves an optimum standard of cleaning for the hospital, equipment and areas of the Board in line with cleanliness standards and frequencies is held in high regard by all Key Customers;
- Maintain effective working relationships with all Key Customers and foster people's equality, diversity and rights, whilst maintaining complete confidentiality with regard to all patient issues;
- Ensure that compliance with the NHS Scotland National Cleaning Services Specification is achieved in the delivery of Domestic Services;
- Provide a standard of service that will reinforce a positive image of the Board and a level of cleanliness which provides a safe, clinical and socially acceptable environment for patients, visitors and staff, 365 days of the year, 24 hours per day;
- Provide a service where staff are encouraged to develop quality routines and to identify opportunities to improve service delivery. Every member of staff will share a common objective and subscribe 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 develop staff relationships between the different departments involved in the cleaning process;
- Maintain a safe environment and safe working practices including the use of a recognised risk assessment / management system to ensure that standards of comfort and cleanliness stay high, and that any reduction in the quality of Domestic Service is recognised and corrected;
- Establish a robust system for monitoring cleanliness throughout the facility and implement any corrections to the service to comply with the Board's Control of Infection Policy and the cleaning quality standards contained in Appendix A of the Domestic Services, Service Specific Specification; and
- Ensure required standards are achieved through the use of the correct mix of Staff and equipment, effective management systems, clear performance targets and appropriate levels of monitoring.

Project Co shall be responsible for the cleaning of all functional areas, as defined in the National Cleaning Service Specification and Appendix A of the Domestic Services Service Specific Specification. Areas are defined and classified into cleaning specification codes from D to M. These codes apply different cleaning frequencies to areas, giving a more frequent cleaning regime to higher risk areas.

Alphabetical Code	Patient Accommodation Category
D Code	Clinical Departments
E Code	Non-Clinical Departments
F Code	Residential Accommodation
G Code	Clinical
H Code	Very High Risk Theatres, Transplant
I Code	Laboratory, Pharmacy, ASDU (CSSD)

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M Code

Terminal Cleans within departments

Project Co shall interface with the following key customers:

- Patients;
- Staff;
- Authorised Visitors;
- Emergency Services
- Service providers; and
- Approved sub-contractors employed by the Board.

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

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2 Management Supervision and Organisation Structure

The Geographical Concept

Project Co shall organise the Domestic function into dedicated teams each responsible for a geographical area within the hospital. Within Wards and certain Departments, as agreed with the Board, the Domestic Assistants will be supported by the Ward Housekeeper. This geographical focus will be governed by zones.

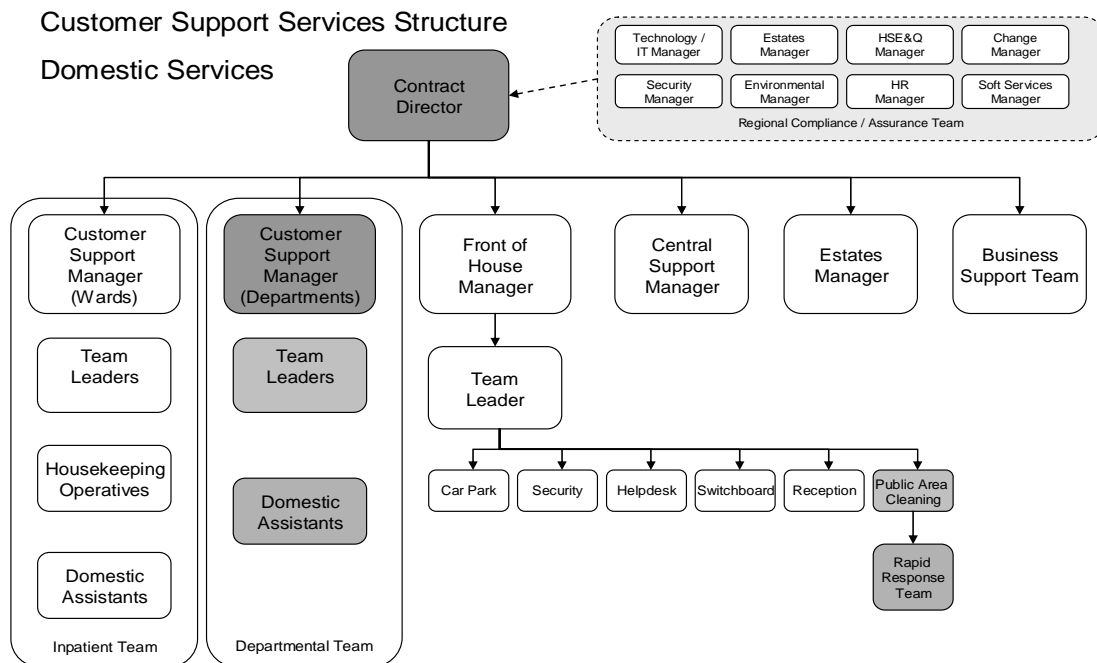
Project Co will divide the Domestic Service workforce into three distinct areas:

- Main ward block areas & adjacent public spaces;
- Departments including A&E, clinics and offices; and
- Front of House areas

Project Co shall undertake the cleaning within the access times as defined in the Service Level Specification and otherwise agreed in association with the Board.

Management Structure and Interface

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



Customer Support Managers

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Project Co shall appoint two Customer Support Managers:

- one taking responsibility for the main ward block areas including the adjacent public spaces;
- one responsible for the departments including A&E, clinics, offices; and
- the Front of House Manager will have responsibility for the cleanliness of front of house areas concentrating on the high profile areas and effectively managing the first impressions of the hospital environment.

The Customer Support Managers will report directly into the Contract Director and will be supported by a number of Team Leaders. The managers will liaise closely together and will cover each other's area for holiday and sickness.

Team Leaders

The Domestic Services will be managed by these Customer Support Managers who are supported by Team Leaders (TL's).

The Customer Support Manager's and the Team Leader's appointed at each location will have the skills, experience, knowledge and qualifications to be able to provide the leadership, motivation and monitoring required to deliver the quality services demanded by the Board.

Within each geographical area, Project Co will have a dedicated team of individuals responsible for the domestic tasks. The Team leaders will be responsible for organising and prioritising tasks and will lead each team. In areas where Ward Housekeepers are appointed they will support the Team Leaders in organising and prioritising the domestic tasks.

The Team Leaders shall be based across all the geographical zones to support all times where staff are present.

At ward level the Domestic Assistants will work under the guidance of the Ward Housekeeper.

Induction & Training

Project Co shall ensure that the Domestic Assistant is equipped with the knowledge and skills necessary to meet the high expectations.

All domestic staff shall 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 NHS Scotland guidance on training and lifelong learning.

Project Co shall ensure that every member of staff participates in the Induction Programme, which meets specific site requirements. All new members of staff after this point will also complete the Induction Programme.

Training records will be maintained for all members of staff. All managers will have an appropriate management qualification or suitable management experience.

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

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 comply with the following legislation, guidelines and recommendations:

- NHS Scotland National Cleaning Services Specification;
- Healthcare Associated Infection (HAI) Infection Control Standards (2001);
- Scottish Executive Health Department Letters (SEHD letters) (previously MELs);
- ‘Partnership for Care’: Scotland’s Health White Paper;
- A Framework for Mandatory Induction Training in Healthcare Associated Infection (2004);
- Hospital Cleaning: Performance Audit (2003);
- A Clean Bill of Health; A Review of Cleaning Services in Scottish Hospital (2000); and
- Scottish Centre for Infection and Environmental Health Guidance Notes Series: GN16 – 01/2002 Giardiasis.

Project Co shall provide the Domestic Services between 07:00 & 20:00 hours, 365(6) days per year on a Planned and Scheduled basis as required to meet the Service Standards of the Service Specific Specification for Domestic Services. Between the hours of 20:00 and 07:00 hours the domestic services will be provided by the Rapid Response Team. The Rapid Response Team will be contactable through the Helpdesk to respond to ad-hoc events such as spillages and other unplanned tasks.

Project Co shall divide the domestic services into:

- scheduled and reactive cleaning;
- planned cleaning;
- deep cleaning;
- terminal clean in departments; and
- Ad-hoc duties.

The Board shall be responsible for the procurement and supply of the following consumable items: toilet rolls, liquid soaps, creams, gels, hand towels, surgical disposable gloves and any other washroom and clinical cleaning items. Project Co shall be responsible for the storage of these items.

Project Co shall be responsible for the purchase, supply and storage of chemicals, materials and equipment to undertake the Domestic Services.

For the avoidance of doubt, Project Co shall not provide a shoe cleaning service to Theatres.

Domestic waste will be disposed of at ward or department level by use of gravity fed waste disposal chutes. This waste will be collected at the domestic waste chute room on the lower ground floor.

In areas where the Ward Housekeeping Service is not provided, Project Co’s Domestic Assistants will collect the used linen from the Dirty Utility Room and place this in the linen

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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.

Management of lockers

The staff lockers will be located on each floor around the staff entrance area with the following departments having a dedicated locker provision. It is assumed that the number of lockers in these departments is in addition to the general provision and will not be managed or cleaned by Project Co:

1. Theatre
2. Radiology (Angiography)
3. Endoscopy
4. Women and Children's Unit

Project Co will manage the allocation and cleaning of the lockers in the central staff change areas.

For the avoidance of doubt, the Board shall agree the specification of the staff lockers with Project Co and purchase, maintain and lifecycle replace the lockers.

- The lockers provided by the Board will be electronically controlled from a central computer control point.
- The lockers will be fitted with electronic locking mechanism which will be operated by staff security pass or other manner not requiring keys of any description.

Lockers will be allocated by the user on a first come, first serve basis. Due to the limited number of lockers to be supplied by the Board, it is essential that no personal belongings are left in lockers after the member of staff has left the building for the day, allowing the locker to be used by another member of staff arriving to start work.

Periodically, with a notice period agreed by the Board's Representative, Project Co will audit the condition of the lockers with the contents of apparently abandoned lockers being removed for later reclaim by the owner from the Security Control Room.

Any damage to the lockers and locker area / changing facilities will be reported to the Board's Representative. Repair to wilful damage, howsoever caused will be charged to the board.

4 Work Schedules and Procedures

Key Service Components

Project Co's Customer Support Managers will agree the cleaning work schedule with the Departmental lead to assess access times and to minimise disruption to the individual department.

The work schedule will programme what tasks are to be undertaken daily and periodically in line with the HAI National Cleaning Specification and the methodology to be applied to each of those tasks. Each work schedule will take account of the usage of the areas.

4.1 Staff Competencies

SP01

Project Co shall ensure that training is a key aspect to ensure the domestic service staff are 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.
- 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 all new staff receive a corporate induction programme. This 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. The induction programme for all staff with responsibility for cleaning will be documented and will as a minimum cover issues concerning:

- Customer service/care
- Hand washing
- Personal hygiene
- Infection control
- Basic cleaning techniques
- Health & Safety policies (including manual handling and Control of Substances Hazardous to Health, COSHH (Amendment) Regulations 2004)
- Areas of responsibility
- Use of protective clothing
- Dealing with spillages
- Waste disposal
- Cleaning and storage of equipment
- Any additional duties e.g. food handling

This list is not exhaustive.

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Project Co shall also undertake a variety of skills training for domestic services staff by qualified trainers in a practical or classroom situation. The trainers will either be the team leaders, managers or other competent trainers from training organisations.

To enhance the domestic services for the Board Project Co will base the training on the British Institute of Cleaning Science (BICSc) methods. Project Co domestic staff will be trained to perform the task then assessed in their competence to complete the task against the standards set. There will be a number of different levels of qualifications that an individual can achieve. Project Co shall implement the BICSc Operator Proficiency Certificate Level 1 (OPC Level 1), the BICSc Trainer and the BICSc Assessor Programme.

4.2 Domestic Duties

SP02a/b/c/d/e/f/g Project Co shall 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 by The Board. All areas will meet the required Cleaning Standards at the time of cleaning.

Project Co shall comply with the service standards at the time of clean as identified in table 3 – Cleaning Quality Standards, Appendix A of the Domestic Service Specific Specification. Project Co shall also ensure that the frequencies identified within the Audit Scotland report "A Clean Bill of Health" are used as the basis for agreeing the schedules of cleaning.

Project Co's cleaning frequencies and productivity are based on the classification of the various areas as detailed in Table 4 – Functional Risk Area Categorisation and Table 5 – Service Response Times and Rectification Times of the Domestic Service Specific Specification.

SP03 Project Co shall 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 within the Domestic Service Specific Specification. All areas will meet the required Cleaning Standards at the time of cleaning.

Project co shall comply with the service standards at time of clean as identified in table 3 of the Domestic Services Specific Specification. Project Co will also ensure that the frequencies identified within the Audit Scotland report "A Clean Bill of Health" are used as the basis for agreeing the schedules for cleaning.

Project Co shall ensure that scheduled cleaning throughout the hospital will be inspected using Project Co's Computer Aided Facilities Management System (CAFM) on a routine and adhoc basis to ensure that all areas/elements meet the required Service Standards. This will be captured using the hand-held performance monitoring system.

The system will be preloaded with the required standards of cleanliness allowing the Team Leaders to access any element from the hand-held menu

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regardless of their location on the site. The correct inspection list will appear on the screen and the score for each item can be entered simply by tapping the screen. Failed items can have a code added in the same way to identify a reason for the failure, notes and comments can also be added. Following the inspection the data is downloaded into the CAFM system.

Results will be monitored and areas not meeting the agreed standard will be rectified within the agreed Service Response and Rectification Times.

SP04 Project Co shall provide a comprehensive cleaning service to ensure all areas meet the required standard. Project co shall ensure that the Domestic Service incorporates the cleaning of the clinical items as detailed in the Domestic Services Specific Specification.

4.3 Scheduled Cleaning

SP05a Project Co shall ensure that comprehensive cleaning schedules have been produced in agreement with the NHS Forth Valley Board Representative and that these are available for inspection at all times. These will be tried and tested to ensure that they can be met by sampling an area and evaluating the outcomes and results using Project Co's hand-held computerised performance management system.

Each domestic service staff member shall follow a schedule of work which will be agreed with the ward and department. At ward level this cleaning will be carried out under the guidance of the Ward Housekeeper. Frequently throughout the day the domestic service staff shall receive a visit from their Team Leader whose primary role is to support the Domestic staff in the delivery of the service. This will ensure there are individually tailored work schedules designed around the needs of the differing patient groups. A key role is maintaining all relevant records associated with the Domestic Service and making them available to The Board Representative on request.

Domestic Services will be carried out within Access Times except where expressly permitted by a Board Representative. Any changes will be jointly agreed and recorded to confirm acceptance of access times.

Routine and planned cleaning requests will be dealt with in the allocated response and rectification time. This will be captured by monitoring systems completed by Team Leaders to ensure the daily, weekly, monthly, quarterly, bi-annual and annual schedules are met.

SP05b/c/d/e/f/g Project Co shall ensure that scheduled cleaning in Very High Risk, High Risk, Moderate Risk, Low Risk and Minimal Risk Functional Areas comply with the service standards at time of clean as identified in table 3 of the Domestic Services Specific Specification. Project Co shall also ensure that the frequencies identified within the Audit Scotland report "A Clean Bill of Health" are used as the basis for agreeing the schedules for cleaning.

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At ward level the Domestic Assistant will receive support from the Ward Housekeeper. Frequently throughout the day the domestic staff shall receive a visit from their Team Leader whose primary role is to support the Domestic staff and Ward Housekeepers in the delivery of the service. Other responsibilities include:

- Ensuring that all domestic staff are trained to an agreed level including, but not limited to, site induction training, customer service training, COSHH, manual handling, health and safety, and infection control.
- Maintaining training records, which can be made available to the Board Representative on request.
- Maintaining all relevant records associated with the Domestic Service and making them available to The Board Representative on request.
- Providing all equipment and materials to allow service delivery in accordance with this Service Level Specification and ensuring safety at all times.
- Handling compliments and complaints through agreed procedures.
- Ensuring that all work schedules are completed.
- Ensuring that agreed standards of cleaning are being achieved and maintained.

Project Co shall ensure that all cleaning practices comply with The Board's Control of Infection Policy and Procedures.

4.4 Reactive Cleaning

SP06a/b/c/d

Project Co shall provide Reactive Cleaning Service 24 hours per day 365(6) days per year to address ad hoc emergency, important, routine or reactive requests.

Project Co will respond to such service requests within the Service Response Times set out in the Domestic Service Specific Specification and will return the affected area/element to the required standard within the allotted Rectification Time.

Reactive cleaning tasks include but are not limited to:

- Spillages/spoiling of bodily fluids and other substances within communal and public areas in association with The Board's Control of Infection Policy and procedures;
- Replenishment of materials/disposables;
- Infection Cleans;
- Cleans elements/areas following clinical contamination;
- Cleans associated with Building works (e.g. Estates Service maintenance work);
- Untoward incidents (e.g. flooding); and
- Other requests received by the Helpdesk.

Project Co shall on receipt of an emergency, important, routine or reactive

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request through the helpdesk, pass the details onto the Team Leader responsible for the service who shall 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 significant disruption caused by the event.

Where the emergency, important, routine or reactive request occurs during the hours of 07:00am and 20:00pm the staff located in the area shall undertake the task. In these cases it is envisaged that the ward staff approach the Housekeeper directly to ensure the emergency, important, routine or reactive request is responded to by the domestic assistants in an efficient and timely manner.

Project Co and the Board shall agree prior to service commencement how these tasks are captured through the helpdesk.

Project Co shall provide a dedicated Rapid Response team who will be available on site seven days a week. This team will be responsible for the public area toilet checks. Between the hours of 22:00 and 07:00, the response teams will be contactable through the helpdesk to respond to ad-hoc events such as spillages and other unplanned tasks. The response team member will be notified of the request via a PDA/Equivalent held by each team member. On receipt of the task, the Helpdesk will accordingly log the relevant information and allocate the appropriate priority level to the task. This information will be sent to the relevant member of staff. On receipt of the task the response team member will accept and commence the task. On arrival at the ward or dept. the response team member will record the time and this information will be sent to the Helpdesk system, therefore, recording the response time. The response team member will, on completion of the task, record the completion time, making themselves available for further tasks.

During times when no tasks are requested this team will support the planned cleaning teams. Provision has been made for leave and sickness cover, however, in the event of shortages in priority areas, members of the response team will ensure the ability to supply short-term absence cover.

Spots and Spillages

Project Co understands that during the course of the day accidents will occur involving spillages of contaminants and chemicals that, where in prolonged contact with certain surfaces, may cause permanent damage.

Whilst the users at the site of the accident will take first aid containment of the spillage there will be the requirement for the domestic services to take remedial action. In these situations the cleaning service will respond immediately, initially to establish the nature of the spillage and identify the appropriate safe method of work before rectifying the problem.

Bodily Fluids – Clinical Areas

Due to the risk involved in tackling the initial cleaning of bodily fluids members of the domestic services team will liaise with their nursing

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colleagues before undertaking these cleans. The cleaning of body spillages shall be undertaken in line with nursing staff guidelines following the control of infection policy. Should domestic assistants notice a bodily fluid spillage, the Board will be informed immediately and the domestic assistant will secure the area until the initial clean has been undertaken by The Board clinical/nursing staff. For the avoidance of doubt, the response & rectification time shall not apply to body fluid spillages until the clinical staff have completed the initial clean.

The Board shall notify Project Co when the cleaning of bodily fluids has been undertaken. Project Co shall respond and undertake the secondary clean in line with the agreed response and rectification times.

Bodily Fluids – Communal and public areas

Project Co shall undertake full cleaning i.e. the initial clean as well as the secondary clean. Project Co shall make good the surface within all communal and public areas.

Task Priority

Project Co shall prioritise and react to irregular tasks as required/necessary to ensure that the health and safety and welfare of patients, staff and the general public are safeguarded at all times.

Tasks will be allocated by priority within the agreed timescales. The authority levels for prioritisation of tasks are to be agreed by the Board. Resulting timescales will form the basis of the Service Level Specification. Compliance with the time scales will be measured using the Helpdesk and Project Co's Computer Aided Facilities Management System (CAFM).

Project Co shall ensure that each operative is promoted as an important and responsible member of the ward or department team. To aid this, service users will be encouraged to approach the dedicated domestic team members directly to request domestic tasks. Project Co wishes to develop a definitive procedure in association with The Board that ensures this level of flexibility and maintains accurate recording of any requests or instructions for the purposes of monthly reporting. If required, service users will be able to contact the service Helpdesk where the task can be logged and appropriate action taken.

4.5 Planned Cleaning

SP07

Project Co shall agree all cleaning schedules with the Board Representative and these schedules shall be undertaken at the times agreed. Records shall be kept by Project Co to demonstrate compliance and shall be made available to The Board at all times.

Project Co's Customer Support Manager shall develop a program that will schedule all the areas in line with the frequencies indicated within the HAI Taskforce minimum cleaning standards. Liaison with wards and departments in the planning of the program will be undertaken before the work is carried out. Project Co will as much as possible schedule these tasks

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into the local work schedules to reduce the impact of unfamiliar staff working across the hospital.

Work Methods

Microfibre

Project Co's microfibre cleaning system has been designed to eliminate the conventional need to undertake different cleaning tasks on different days in any given area. With this system, all aspects of a geographical area (a room) can be cleaned in one go.

The cleaning trolley is an integral part of the cleaning system. Trolleys are used as mobile work stations rather than as storage facilities and will be equipped with the tools required before work commences. Trolleys are therefore taken as near as possible to each work area, in order to minimise the need for staff to leave the location to obtain tools, materials or cleaning solutions.

The Microfibre mops will be laundered on site by project Co's Linen Room staff. In order to ensure thermal disinfection, microfibre mops and cloths are washed at temperatures in excess of 65° for ten minutes or 71° for four minutes. Our wash cycles will be programmed to ensure all our microfibre cleaning products undergo a standard pre-wash, main wash and two rinses. Project Co's washing system includes a verification and audit system to demonstrate that the machines in all cases have reached the correct temperatures. All the washing machines shut down if they do not reach the required temperature and automatically send out a repair call via the dedicated telephone lines used to access and monitor the machines. Separate drying machines will be used to ensure no bacteria growth forms after the wash process.

Cleaning products made using microfibre technology are strong, highly resistant to tearing and snagging and have extremely low levels of linting (shredding fibres).

Public Areas

Project Co shall undertake a proportion of cleaning during core hours, to show visibility of the cleaning process. Floor maintenance will, as far as is practicable, be scheduled out of the core activity times. The Domestic Assistants shall ensure that hazard warning signs are prominently displayed at all times whilst cleaning is taking place.

Floor Cleaning

Project Co shall undertake a scheduled service backed up by checks carried out by Team Leaders using the CAFM system to ensure no unforeseen event remains overlooked after the scheduled clean.

Vinyl or similar - All floors will be clean and clear to the eye, free of dust and grit, non-slippery and reflect light and images at the time of the scheduled clean.

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Quarry/Ceramic Tiles or Terrazzo - All tiled floors should be hygienically clean and clear to the eye, free of dust and grit, non-slippery and reflect light and images at all times.

Carpets - contain no dirt visible to the eye. Shampooing will be carried out in line with the agreed cleaning frequencies. Spot cleaning shall be carried out to remove stains and spillages following a request raised through the Helpdesk.

Concrete - These will be maintained free from dust, litter and where appropriate be surface paint sealed.

Specialist - These will be maintained in line with the manufacturer's recommendations.

Domestic Assistants will ensure that Floor Cleaning signs are clearly displayed whilst floor cleaning duties are being carried out.

Waste Bins

Waste bins will be maintained in a clean condition and be free from stains, smears and unpleasant odours at the time of the scheduled clean. Depending on the usage and location of the bins the inner plastic lining will be replaced as appropriate.

Emptying of bins will be undertaken in compliance with The Board's Waste Management Policy i.e. ensuring that the correct coloured bags are used for the appropriate waste e.g. orange for clinical waste. The domestic service will ensure that each operative is fully trained in colour coding policies and procedures for different waste streams, in order that waste is tagged and placed in the correct waste container. The waste bags will be taken by the Domestic Assistant to the Local Disposal Hold and placed in the correct receptacle.

Team Leaders will work with domestic and portering staff, as well as with The Board staff within the area to identify techniques for minimising waste, segregating types of waste and recycling.

Upholstered Furniture

Furniture in clinical areas will be procured with an impervious material. Furniture finished in a woven fabric will be deep cleaned in line with the agreed frequencies.

Beds

Bed trolleys, bed frames, underside and wheels will be cleaned in line with the agreed frequencies and in accordance with the National Cleaning Service Specification. The Ward Housekeeper will provide this service at ward level. For the avoidance of doubt, mattresses will be cleaned by the Board's clinical staff.

Toilet and Bathroom Areas

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A cleaning schedule will be carried out in line with the National Cleaning Service Specification, this will, as a minimum, be a daily full clean supported by check cleans as appropriate. Should some areas due to their high level of use or soiling require more frequent cleans to maintain standards, then they shall be adjusted accordingly i.e. it is expected that some public toilets may require more frequent cleans e.g. in A&E waiting due to higher usage.

Feminine Hygiene waste from patient areas will be removed by the Domestic Assistant and placed in the Clinical Waste Bins in the Local Disposal Hold. In public areas a Specialist Contractor will provide Feminine Hygiene bins and these will be exchanged every 6 weeks.

All consumable items required within these areas will be checked in line with the National Cleaning Service Specification and be replenished to maintain adequate levels at all times. For the avoidance of doubt, supplies, i.e. hand towels, toilet rolls and liquid soaps together with the dispensers required for these items will be provided by The Board. This will ensure compatibility with the products that The Board are opting to use.

Window Cleaning

Window cleaning externally and internally will be completed quarterly for all locations. The method statements, risk assessments and CDM design specifications will be used to develop full and concise operational procedures for the window cleaning operations. A mix of Project Co staff and specialist sub contractors will complete the window cleaning by a combination of cherry pickers, lifting platforms and ladders.

The Domestic services department will liaise with the Estates department and the window-cleaning operatives to ensure the safety policy and procedures are adhered to at all times. The Estates team will also assist on liaison with the specialist sub contracts for permits to work.

The Customer Support Manager will agree schedules with the sub-contractor(s) in consultation with the relevant Board staff to ensure suitable access times are agreed to avoid unnecessary disruption and invasion of privacy in functional areas. The Customer Support Manager will also ensure that the sub-contractors are fully aware of the quality standards they need to attain.

Their performance will be assessed as part of the monitoring regime conducted by the Customer Support Managers. When working in sensitive areas, the window cleaners will be supervised by a Team Leader or the Customer Support Manager.

Project Co will maintain and store securely all window-cleaning equipment to a safe operational standard and ensure that it is not misused.

The domestics, as part of their cleaning schedule will be responsible for cleaning the internal glass partitions, mirrors, doors, viewing panels and entrance door frames using the microfibre cloths provided for this purpose.

4.6 Terminal and Barrier Cleaning

SP08 Project Co shall ensure that rooms containing patients who are being barrier nursed shall have the rooms cleaned inline with the Board's Infection Control Policy and agreed cleaning schedules unless specifically instructed to alter the cleaning schedule by The Board's Nursing staff.

All isolation rooms shall be routinely cleaned every day as per the cleaning work schedule which is derived from the HAI Taskforce minimum cleaning frequencies and methodology. Rooms used for patients in isolation, including MRSA and barrier cleaning will be cleaned in line with the priority schedule following the request. These cleans will be undertaken in accordance with the Board Infection Control Policy and procedures.

Terminal Cleans - On discharge of a patient the area will receive a full clean in accordance with the cleaning work schedule and code M within the HAI Taskforce cleaning document.

Barrier Cleans - Barrier cleans will be carried out in accordance with the Board Infection Control Policy. The Board nursing staff will be required to inform the domestic assistant of any barrier cleaning requirements. All barrier cleans will be carried out as with any other outbreak of infection and will be subject to control under a specific agreement. Domestic Assistants will wear disposable aprons and gloves which will be removed and disposed of as clinical waste following the cleaning of each room. Linen will be treated as foul/infected and placed in a red alginate bag inside a red linen bag prior to being taken to the local waste disposal hold.

The Housekeeper will carry out "Biotrace" sampling following the discharge clean of a room where barrier nursing has been carried out if required to do so by the Board's Infection Control Team.

4.7 Cleaning of Materials & Equipment

SP09a/b/c/d Project Co shall ensure that machinery used for the delivery of the domestic services shall be purchased with consideration to maintenance provision. At all times machinery used in the provision of the domestic 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 and the Board's Infection Control Policy. Project co shall ensure that all materials and equipment used shall be compliant with NHS colour coding guidelines to indicate specific areas of use. All Domestic Assistants will undergo specific training in the use of any specialist equipment and/or materials used in the provision of this service. All machinery used in the provision of the domestic services shall be purchased with consideration to noise levels. Quiet machinery shall always

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take precedent and shall form part of the criteria for the procurement process.

All machinery used in the provision of the domestic services shall meet all relevant regulations and hold a portable compliance certificate at all times. This will be refreshed in line with the recommendation from the risk assessment process.

- SP10 Project Co shall safely and properly store all equipment and materials in line with the appropriate risk assessments and in compliance with COSHH. For example in areas accessible to children the area chemicals shall be locked. Harmful chemicals shall not be left unattended and where possible Project Co will procure environmentally friendly and safe chemicals.

4.8 Pest Reporting

- SP11 All evidence of pests and pest excreta should be promptly reported to the Helpdesk to ensure that all pest contaminated areas can be cleaned and disinfected as agreed.

Project co shall ensure that the domestic service staff are trained so they are able to determine if there is a pest infestation. On a daily basis, in the course of their normal duties the Domestic Assistants will check their designated areas and should they see any visible signs to indicate an infestation they will report the matter to the Estates Department through the helpdesk.

4.9 Ad-hoc duties

- SP12a Project Co shall ensure that waste will not be left unattended when removed from the waste receptacles. The waste will be collected and stored in the local waste disposal holds. During transportation waste streams shall not be mixed. Our operating procedures shall take into account The Board's operating procedures and any legalisation to ensure compliance at all times. Team Leaders shall ensure the operating procedures are adhered to at all times.

- SP12b Project Co shall provide linen to the on-call and relatives rooms, changing linen following departure prior to occupation.

- SP12c Residential and On Call Rooms:
Project Co shall ensure that On-call rooms as well as relatives' and overnight rooms are cleaned daily or on change of occupancy. Beds will be stripped of dirty linen and fresh linen will be provided and beds made up. An agreed procedure will be developed with the Board to ensure that the domestic services department is appropriately informed of any change in occupancy in the on-call and parent rooms to ensure service levels are continually attained.

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4.10 Staff Facilities

SP13a A collaborative approach is to be undertaken to the provision of lockers for Staff, the Board agreeing to the principle of Project Co and NHS staff sharing facilities embedded within the wards and departments.

The electronic lockers supplied by the Board, for the central staff change areas, will be managed by Project Co. For the avoidance for doubt, Project Co shall not be responsible for the management, issue or maintenance of lockers situated within departments or wards or any other Board area out with the central staff changing facilities.

Project Co will comply with Board Policy in terms of the allocation and management of Board Employees lockers.

SP13b/c 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 within the ITN documentation. All areas will meet the required Cleaning Standards at the time of cleaning.

Project Co will comply with the service standards at time of clean as identified in table 3 of the Domestic Services Specific Specification. Project Co will also ensure that the frequencies identified within the Audit Scotland report "A Clean Bill of Health" are used as the basis for agreeing the schedules for cleaning.

Project Co will provide their Domestic Assistants with uniforms which must be worn at all times whilst carrying out their duties. These uniforms will be laundered on site. Project Co will place clean uniforms for collection by Project Co staff in the changing room for collection on commencement of duty – soiled uniforms will be placed in the receptacle which again will be placed in the changing room prior to staff leaving site. Clean & soiled uniforms will be delivered and collected by Project Co's Linen Room staff.

4.11 Work Schedules

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 Domestic Service Specific Specification.

5 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 Domestic 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.

6 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:

6.1 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.

6.2 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.

6.3 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.

6.4 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.

6.5 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

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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 mop heads – 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.

6.6 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 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).

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.

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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.

6.6.1 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.

6.7 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.

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7 Contingency Plan

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 Washing Machines	Time Period:	Description of Contingency arrangements: To manage continuity of supply of microfibre mops & cloths following failure of on-site washing machines.	
Triggers/ Escalation	When to invoke	Actions	Assumptions
Washing Machine failure within the facility	Automatic notification to Machines manufacturer. Notification to Helpdesk or Estates Department of failure of washing machines by users.	Manufacturer will check plant status report. On-site Estates staff to check/test operation of machines. Report failure to Manufacturer's Service Team & request on-site response. Manufacturer's Service Team responds within 8 hours. If Service Team unable to fix problem – Customer Support Manager to arrange for staff uniforms and microfibre mops & cloths to be laundered off-site.	Main supply healthy.
Name/title of staff member authorized to invoke plan: Helpdesk Operator/ Estates Services Management Team/Housekeeping or Domestic Team Leaders/Customer Support Manager			
Criteria for returning to normal service: Confirmation by the Washing Machine Manufacturer of repair/service carried out & machines returned to full working order. Full supply of microfibre cloths/mops and uniforms are available.			
Procedures for returning to normal service: Inform FM Heads of Department.			
Protocol References: Helpdesk action card Ref. Domestic Services Incident Action Plan Ref. Incident Report Record			