

# Our Commitment To Cleanliness

## Cleaning Summary

Keeping the NHS clean and preventing the spread of infection is everybody's responsibility from the Chief Executive or equivalent to the healthcare cleaner. It is important for patients, visitors, the public and staff.

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

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

### WE WILL:

- Treat patients in a clean, safe and pleasant environment
- Provide a well maintained, clean and safe environment, using the most appropriate and up to date cleaning methods and frequencies
- Aim to clean the building when patient appointments have finished for the day.
- Maintain fixtures and fittings to an acceptable condition to enable effective and safe cleaning to take place regularly
- Allocate specific roles and responsibilities for cleaning, linked to infection prevention and control.
- Constantly review cleanliness and rectify issues with cleaning provider or in-house team (delete as appropriate)
- Take account of your views about the quality and standards of cleanliness by involving patients and visitors in reporting and monitoring how well we are doing
- Provide the public with clear information on any measures which they can take, to raise awareness and educate the public in the prevention and control of healthcare associated infections
- Provide structured and pro-active education and training to ensure all our staff are competent in delivering infection prevention and control practices within the remit of their role
- Provide entrance matting to remove soil from shoes and reduce the dirt from entering the building especially in winter months.
- Design any new facilities with ease of cleaning in mind

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

- Follow good hygiene practices which are displayed in and around the organisation
- Tell us if you require any further information about cleanliness or prevention of infection
- Work with us to monitor and improve standards of cleanliness and prevention of infection
- Do not smoke or drop debris around the entrance doors to reduce likelihood of soil entering the building.
- Inform us if you or a member of your family spill drinks or where vomiting occurs to enable us to contain the spill and rectify the situation as promptly as possible for the comfort of the patient, visitors and staff.

Name/Signature

Practice Manager

If you require further information regarding cleaning standards go to: [www.england.nhs.uk/wp-content/uploads/2021/04/B0271-national-standards-of-healthcare-cleanliness-2021](http://www.england.nhs.uk/wp-content/uploads/2021/04/B0271-national-standards-of-healthcare-cleanliness-2021)  
If you wish to comment about the cleanliness of this facility, contact

(insert name & number)

## CATEGORY: FR6 Offices, Medical records, education training centre

CLEANING TASK	CLEANING FREQUENCY	RESPONSIBILITY
<b>Sanitary Areas (within staff and student areas)</b>		
Toilets, urinals, bidets, sinks and taps	1 x full daily	Healthcare Cleaning Professional (HCP)
Mirrors	1 x full weekly	HCP
<b>Patient Areas</b>		
Chairs and couches	1 x full monthly	HCP
Switches, sockets, data points, wall fixtures	1 x full monthly, 1 x check weekly	HCP
Electrical items in multi-use areas	1 x full monthly	HCP
Walls (accessible up to 2m)	1 x full annually, 1 x check 6 monthly	HCP
Ceilings and walls (above 2m)	1 x full every 3 years	HCP
Doors, including ventilation grilles	1 x full monthly	HCP
Ventilation grilles, extracts and inlets	1 x full 6 every 6 months	HCP
Windows	1 x full every 6 months	External contractor
Internal glazing	1 x check bi-monthly	HCP
Radiators including cover	1 x full quarterly external only	HCP
Low surfaces	1 x full 6 monthly	HCP
Middle surfaces	1 x full bi-monthly	HCP
High surfaces	1 x full monthly	HCP
Curtains and blinds	As local protocol, 2 yearly minimum	HCP
Waste receptacles	1 x full monthly, 1 x check daily	HCP and Clinical Team
Dispenser cleaning	1 x full daily external (internal weekly)	HCP
Replenishment of consumables	Check and replenish daily	HCP and Clinical Team
<b>Floors</b>		
Floors hard	1 x full fortnightly	HCP
Floors soft	1 x full monthly	HCP
<b>Cleaning Equipment</b>		
All cleaning equipment including trolley	Full clean after each use	HCP

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

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

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

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