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Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Reference Number: UHB 273
Version Number: 1
Date of Next Review: 01 Sep 2018
Previous Trust/LHB Reference Number:
T257

Cleaning Strategy

Strategy Statement

It is a requirement of the National Standards for Cleaning in NHS Wales (2009) that the UHB has a cleaning strategy. This is the first Cleaning Strategy produced by the Cardiff and Vale University Health Board (the UHB). It updates the strategy of the former Trust produced in 2007 and has been developed in conjunction with members of the Hospital Environment Steering Group (HESG) which is chaired by the Deputy Director of Nursing. In line with the requirements of the revised 'National Standards for Cleaning in NHS Wales (Oct 2009)' a baseline assessment identified some gaps against the Standards for Cleaning. These were as follows:-

Standard	Action	
1	Domestic staff are regularly assigned to same ward	Completed
2	Action plan for 1, 3 and 5 years are in place	Completed
2	Action plans set out range and scope of work, identify process of monitoring	Completed
4	All staff trained to national minimum standards COPC (BICS) initially aimed at those working on wards then rolled out to all.	Completed
5	Adherence to minimum frequencies of cleaning as agreed with ward sisters is achieved	Completed
1	Nurse in Charge should be involved in recruiting domestic staff	Completed
	Outstanding	Timescale
1	Domestic staff - Day to Day functional responsibility and accountability should be to the Nurse in Charge	March 2016
5	A cleaning responsibility framework to be developed specifying staff groups accountable for all items.	September 2015
5	The cleaning outcomes are audited in compliance with Credits for Cleaning and there is an annual external verified audit	March 2016
5	There is a rapid response cleaning team which responds within the set timeframes	September 2015
7	Performance management audits to be undertaken such as monitoring costs input hour's patients' days absence and turnover etc.	March 2016



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To ensure the Health Board delivers its aims, objectives, responsibilities and legal requirements transparently and consistently, we recognise the need to continue to pay increased attention to how we improve the quality and safety of the services we provide as well as ensuring an excellent patient experience. This applies equally to indirect as well as direct patient care. Therefore, Shaping Our Future Wellbeing has at its heart, arrangements to ensure services commissioned and provided by the Health Board have patients and their care experience, together with its quality and safety at its centre. This strategy document supports the aims and values of the organisation by avoiding waste, harm and variation; offering excellent services; working better together and embedding in the team the values which the organisation expects from staff. To this end a clean and tidy environment is a fundamental expectation of patients and contributes to the prevention and control of healthcare acquired infections. We are committed to complying with the National Standards for Cleaning in NHS Wales (revised October 2009) and each of the risk categories identified in the document.

Strategy Commitment

Ensuring all clinical and non clinical areas are clean and safe is an essential component in the provision of effective healthcare. A clean and tidy environment is an outward demonstration of the quality of the service provided by the UHB and contributes to the right setting for good patient care.

Operational Services have in place local arrangements for the cleaning of public areas, departments, and wards throughout all hospitals and health centres within the UHB. The local agreements set out the range of services provided, and the times and frequencies at which cleaning will take place. The alignment of services results in a close working relationship with Service Planning, Capital Planning and Estate Maintenance, it ensures that operational services and cleanliness is considered at the earliest stages of all developments.

The operational services team works in partnership with the Patient Experience Team and the Infection Prevention and Control Team (IP&C). They support the IP&C team in achieving the Tier 1 target of reducing Hospital Acquired Infections. The Cleaning Strategy, IP&C Framework and Programme complement each other with Operational Services involved in the development and implementation of protocols, and procedures following any outbreak of infections.

The UHB has a significant and challenging Patient Quality, Safety and Experience agenda to progress across the organisation. However, we recognise the need to continue to pay increased attention to how we improve the quality and safety of the services we provide as well as ensuring an excellent patient experience. The Cleaning Standards identified a requirement to develop a cleaning strategy. It is also recognised in the standards, that the cleanliness of any hospital environment is important for infection control and patient well-being and that cleaning staff play an important role in quality improvement. In recent years improving cleanliness in hospitals has taken on a higher profile and is now a key element

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of how each hospitals performance is judged. This is assessed in a number of ways and features as part of the Hospital Patient Environment annual inspections, Community Health Council announced and unannounced visits, and Health Inspectorate Wales inspections.

The UHB is committed to ensuring the delivery of this strategy. It will be supported by policies and procedures to ensure that our premises are cleaned and maintained in accordance with the Cleaning Standards.

Supporting Procedures and Written Control Documents

This Strategy and the supporting procedures describe the following with regard to cleanliness and the environment within the UHB

- Ensuring all clinical and non clinical areas are clean and safe
- A clean and tidy environment is an outward demonstration of the quality of the service provided by the UHB and contributes to the right setting for good patient care.

Other supporting documents are:

- Infection Prevention and Control Framework (2006)
- National Standards for Cleaning in NHS Wales (Revised October 2009)
- Free to Lead, Free to Care – *‘Empowering Ward Sisters/Charge Nurses Ministerial Task and Finish Group (June 2008)*
- Healthcare Associated Infections – A Strategy for Hospitals in Wales
- Healthcare Associated Infections – A Community Strategy for Wales
- Health and Care Standards
- Progressing our Future, Caring for People, Keeping People Well

Scope

The strategy applies to all directly employed staff working under a current contract of employment with the UHB. It embraces all cleaning activities within the UHB irrespective of the staff group and will be written into the service specification with the Facilities Management service providers responsible for the Private Finance Initiative (PFI) built St David’s Hospital.

The Welsh Government has legislated that each Health Board appoints an Independent Member to act as a “Patients Champion” for issues relating to cleaning and infection control. Clearly stated management arrangements must also be place to ensure corporate and clinical governance is achieved. These are achieved through Executive leadership, which engenders a culture of engagement from the Clinical Boards and the Clinical Board Nurses working with Operational Services to ensure the best patient environment possible. Details of how these responsibilities are discharged are detailed below.

The Healthcare Environment Group provides an annual report to the Health Board; which includes information relating to performance against the standards and work planned for the coming year. This approach will be further developed by the close

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working relationships of Infection Prevention and Control nursing staff, Ward Sisters and Charge Nurses and Operational Services and estates staff. This results in a quality assured fit for purpose service.

As detailed in the UHB Integrated Medium Term Plan (IMTP) *'Progressing Our Future, Caring for People Keeping People Well'* the UHB has an ambition to move resources from hospital services to community and primary care with the aim of providing services closer to home. The UHB intends to focus greater attention and capacity into this area to ensure that this is achieved. In addition, the South Wales Health Collaborative has commenced a review of acute medical and surgical services in the region. Any future changes to the configuration of these services will require collaborative working to ensure that cleaning services are flexible enough to respond to the change in direction

In April 2015 the Minister for Health and Social Services launched the 'Health and Care Standards', these replaced 'Doing Well, Doing Better' Standards for Health Services in Wales. The Health and Care Standards set out what the population can expect from their health service and applies to all types of services regardless of size and settings. These standards are used to plan, design, develop and improve services across all healthcare settings. The relevant standards within the Health and Care Standards are;

- 2.1 Managing Risk and Promoting Health and Safety – people's health, safety and welfare are actively promoted and protected. Risks are identified, monitored, and where possible, reduced or prevented.
- 2.4 Infection Prevention and Control (IPC) and Decontamination – Effective infection prevention and control needs to be everybody's business and must be part of everyday healthcare practice and based on the best available evidence so that people are protected from preventable healthcare infections.
- 4.1 Dignified Care – people's experience of health care is one where everyone is treated with dignity, respect, compassion and kindness.

The scope of the Cleaning Strategy is to:

- Demonstrate continuous improvement to meet the National Standards
- Develop a culture that endorses cleanliness and the environment as an individual responsibility, for all staff, patients and visitors.
- Work collaboratively with all stakeholders (internal and external) to enable the UHB to provide clean appropriate environments, which provide suitable facilities for patients, visitors and staff
- Ensure new developments take into account cleaning and maintenance needs to realise and continue first class facilities for patients.
- To develop and foster a culture whereby Operational Services are involved in all aspects of the patient environment.
- Operational Services shall identify on a quarterly basis areas where current standards are not met, plan how to bridge these gaps, review if these gaps can be met within current budgets, and provide within the IMTP the financial and service implications where gaps cannot be bridged from within current resources. Any new

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developments should be adequately funded to ensure that additional resources for cleanliness are identified and included in business cases.

- To ensure nursing roles and responsibilities for the patient environment are further developed and imbedded. This will be achieved through the implementation of key documents such as the Nursing and Midwifery Strategic Framework and Fundamentals of Care.

The Cleaning Strategy supported by the operational cleaning plan assists the UHB in complying with all relevant legislation and guidance and fits within the Health Boards governance and management framework. The UHB has to be able to demonstrate that healthcare premises are clean and that risks from inadequate or inappropriate cleaning have been minimised. Cleaning risks are identified and managed on a consistent long term basis and entered on the risk register.

The clarity of the Cleaning Strategy is of paramount importance, and it is essential that staff understand the Strategy and their responsibilities in ensuring that they are working towards and assessing the same cleanliness outcomes.

- Overall accountability for all aspects of cleanliness and cleaning staff rests with the Chief Executive and the Board.
- An Independent Member is the Patient Champion
- The Executive Director of Nursing has responsibility for environmental cleanliness
- The Executive Director of Planning has responsibility for the operational management of environmental cleanliness.

The Director of Infection Prevention and Control (DIPC) has lead professional responsibility for infection prevention and control including the responsibility to challenge inappropriate clinical hygiene practice. It is the responsibility of the Infection Prevention and Control Team to;

- Contribute during negotiations of new and existing contracts for cleaning equipment and consumables.
- Contribute to the monitoring of the cleanliness standards
- Report concerns formally through the Infection Prevention and Control Committee.
- Participate in working groups
- Act as a resource for staff

It is the responsibility of the Operational Services Manager who is the professional lead for environmental cleanliness to:

- Take the overall operational lead for housekeeping throughout the UHB
- Ensure compliance with the National Standards and minimum frequencies, these are detailed in section 6 of the strategy document.
- Ensure that all legislation and NHS Standards applicable to environmental

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cleanliness are implemented.

The Nurse in Charge has been given more power through Free to Lead Free to Care to improve ward cleanliness, raise standards of care and protect meal times. The nurse in charge now has day to day responsibility for the housekeeping staff allocating the cleaning duties to the ward housekeeper.

In conclusion the appropriate level of resources is essential in delivering and maintaining the standards. Key to this are best value and benchmarking reviews to ensure effective and efficient methods are being used and that sufficient staff are always available, and fit for purpose modern equipment is used to ensure the best available service. It is the responsibility of all staff to treat their working environment with respect by keeping it tidy and free from clutter. Staff must refrain from littering or other careless activity that is likely to degrade the environment.

Equality Impact Assessment	An Equality Impact Assessment (EqIA) has been completed and this found there to be a positive or a no impact. Key actions have been identified and these can be found in the EQIA.
Health Impact Assessment	A Health Impact Assessment (HIA) has not been completed
Strategy Approved by	Quality, Safety and Experience Committee
Group with authority to approve policies, procedures written to explain how this strategy will be implemented	Policy approval = Quality, Safety and Experience Committee
Accountable Executives	Nurse Director and Director of Strategic Planning

Disclaimer

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Summary of reviews/amendments			
Version Number	Date Review Approved	Date Published	Summary of Amendments
1	01 Sep 2015	02 Oct 2015	Document supersedes Trust Cleaning Strategy (Reference T257). Updates the Trust strategy in light of the 2009 amendment to the National Standards for Cleanliness in NHS Wales.