

Preliminary Invitation to Negotiate

**The Provision of Serviced Accommodation
for
An Acute Hospital, Mental Health Unit, and an
Integrated Care Centre**

Volume 4 Part 4 - Service Level Specification

**for
Cleaning Services**

February 2004

1. Definitions

1.1 Any reference to the "Service Level Specification" in part C of Schedule 14 shall be a reference to this Cleaning Services Level Specification (including the Appendices hereto).

1.2 In this Service Level Specification the following words and phrases shall have the following meaning:

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| “Access Times” | means times as set out Table 2– Access Times of this Service Level Specification during which Project Co shall be required to undertake the Cleaning Service; |
| “Barrier Cleaning” | means any clean following the Barrier Nursing of a Patient; |
| “Barrier Nursing” | means the care of a any Patient who has an infectious disease, virulent infection or who is required to be nursed in an isolation room or who’s immune system is compromised; |
| “Business Day” | has the meaning given in schedule 1; |
| “Cleaning Materials” | means those products necessary for the provision of the Cleaning Services; |
| “Cleaning Services” | means the cleaning to be provided by Project Co pursuant to this Service Level Specification; |
| “Clinical Areas” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “Consumables” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “Contractor” | has the meaning given in schedule 1; |
| “Disinfection” | means any cleaning method that uses a chemical which reduces bacteria to a safe level; |
| “Disposables” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “Elements” | means items to be cleaned within the Facilities as defined in Appendix B; |
| “Facilities” | has the meaning given in schedule 1; |
| “Functional Areas” | has the meaning given in Schedule 18; |
| “General Services Specification” | has the meaning given in schedule 1; |
| “Good Industry Practice” | has the meaning given in schedule 1; |
| “Law” | has the meaning given in schedule 1; |

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| “Materials” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “On-call Room” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “Patients” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “PEAT” | means Patient Environment Action Team; |
| “Planned Cleaning” | means the periodic cleaning of wall and ceiling surfaces in laboratories, theatres, aseptic suites, wards and kitchens excluding the routine day to day cleaning of sanitary fittings and floors, and spot wiping of walls and doors in such areas. Strip and redress floors, and deep cleaning of carpets; |
| “Planned” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “Project Co Equipment” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “Project Co Staff” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “Project Co” | has the meaning given in schedule 1; |
| “Relatives Overnight Accommodation” | Means accommodation provided to Patients’ relatives, partners or other persons for an over night stay; |
| “Routine” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “Scheduled” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “Service Level Specification” | has the meaning given in schedule 1; |
| “Service Providers” | has the meaning given in schedule 1; |
| “Service Rectification Time” | has the meaning given in schedule 18; |
| “Service Requirements” | has the meaning given in schedule 1; |
| “Service Response Times” | has the meaning given in schedule 18; |
| “Service Standards” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “Service” | has the meaning given in schedule 1; |

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| “Services” | has the meaning given in schedule 1; |
| “Site” | has the meaning given in schedule 1; |
| “Specialist Cleaning” | means any cleaning which requires specialist skills, equipment or cleaning agents; |
| “Terminal Clean” | means the cleaning of all items in a single bed room or bed space in a multi bed bay that takes place following the discharge of a Patient; |
| “Trust Policies” | has the meaning given in schedule 1; |
| “Trust Representative” | has the meaning given in Schedule 1; |
| “Trust Staff” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “Trust” | has the meaning given in schedule 1; |
| “Unplanned” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |
| “Urgent” | has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification; |

2. Key Objectives

- 2.1 Project Co shall provide high quality and comprehensive Cleaning Services that offer a timely, responsive and pro-active system for the cleaning of the facilities in order to maintain a high standard of cleanliness, minimise risks from cross infection and ensures the Trusts achieve green status under PEAT inspection arrangements.
- 2.2 Project Co shall ensure the Cleaning Services have the following key objectives:
- a) provide cost efficient, reliable, quality driven Cleaning Services that comply with Law, achieve the Service Standards and provides comprehensive Cleaning Services tailored to the operational needs of the Trusts;
 - b) provide discrete and flexible Cleaning Services that respond to changes in the needs of the Trusts' and the hospital environment;
 - c) provide patient-focused Cleaning Services that are empathetic and fulfil the needs and expectations of Patients, visitors and staff, and respects their dignity and privacy;
 - d) ensure the required Service Standards are achieved through the use of Good Industry Practice, the right mix of Project Co Staff, equipment, staff training, effective management systems, clear performance targets and appropriate levels of monitoring;
 - e) ensure that the Cleaning Services do not cause or create any hazard to the environment, the Facilities and/or persons on the Sites or in the Facilities;
 - f) to work within a quality assurance process that incorporates a continuous process of change, development and innovation to improve the delivery and quality of the Cleaning Services; and
 - g) maintain a safe environment and safe working practices including the use of a recognised risk assessment/management system to ensure the Service Standards for the Cleaning Services are achieved, and any reduction in the Service Standards achieved by Project Co is recognised and corrected.

3. Process**3.1 Scope**

- 3.1.1 Project Co shall comply with all requirements set out in Sub-Part B of the General Service Specification and Part 1 of Sub Part C of Schedule 14 relevant to the delivery of Cleaning Services.
- 3.1.2 In addition to the applicable provisions set in the General Service Specification, Project Co shall comply with the Service Standards and Service Requirements of this Service Level Specification including Appendices
- 3.1.3 Project Co shall provide the Cleaning Services 24 hours per day and 365(6) days per year using appropriately skilled and trained staff.
- 3.1.4 Project Co shall respond to requests for Cleaning Services within the Service Response Times and Service Rectification Times shown in Appendix A of this Service Level Specification.
- 3.1.5 Project Co shall provide all equipment, signs, tools, materials, uniforms, Consumables, Disposables, safety apparatus, test equipment and manual and powered lifting and handling equipment required to provide the Cleaning Services and meet the requirements of this Service Level Specification.
- 3.1.6 Project Co shall ensure the Cleaning Services comply with Law, Trust Policies, Good Industry Practice and the Recommended Minimum Cleaning Frequencies issued by The Association of Domestic Management.
- 3.1.7 The scope of the Cleaning includes but is not limited to the following elements:
- a) All internal and external glass surfaces;
 - b) All floors, walls, and ceilings including skirtings and architrave's, pipes and ducting; (including lifts and stairways);
 - c) All sanitary ware, including replenishments of Disposables;
 - d) All furniture including office furniture, rest room furniture, waiting room furniture, beds, chairs, tables, bookcases, fixtures and fittings, including doors, except where specifically excluded;
 - e) All external features, fire exits stairwells, and entrance and exits;
 - f) Patient equipment except where specifically excluded;
 - g) Electrical fixtures and appliances except medical equipment;
 - h) All soft furnishings including blinds and curtains;
 - i) Kitchen/pantry; fixtures, fittings and appliances; internally and externally;
 - j) Odour control and general tidiness;
 - k) Ducts, grills and vents;
 - l) Wheelchairs;

- m) Beds and mattresses (including trolleys);
- n) Bedside lockers;
- o) Toilet chairs;
- p) Bedside tables;
- q) Bedside chairs;
- r) Over bed tables;
- s) Drip stands;
- t) Bed pan washers; and
- u) Hoists.

3.1.8 Project Co shall provide the following services and undertake the following activities on a scheduled basis, and provide a service which is capable of reacting to any Planned and Unplanned situations as they arise:

- a) scheduled cleaning;
- b) check cleaning;
- c) deep / periodic cleaning;
- d) Barrier Cleaning;
- e) cleaning equipment;
- f) consumables;
- g) vending;
- h) cleaning of on call, over night and other such accommodation; and
- i) miscellaneous cleaning services as may be required by the Trusts.

3.2 Minimum Service Requirements

Response and planned times

- 3.2.1 Project Co shall ensure Urgent requests for the Cleaning Services are carried out within the Service Response Time in accordance with Table 1 - Cleaning Services Response Times in Appendix A. **SP01**
- 3.2.2 Project Co shall ensure Routine requests for the Cleaning Services are carried out within the Service Response Time in accordance with Table 1 - Cleaning Services Response Times in Appendix A. **SP02**
- 3.2.3 Project Co shall ensure Planned requests for the Cleaning Services are carried out within the Service Response Time in accordance with Table 1 - Cleaning Services Planned Times in Appendix A. **SP03**
- 3.2.4 Project Co shall ensure Scheduled requests for the Cleaning Services are carried out within the Service Response Time in accordance with Table 2 - Cleaning Services Planned Times in Appendix A. **SP04**

Scheduled cleaning

- 3.2.5 Project Co shall provide scheduled Cleaning Services on a 24 hours a day 365(6) days per year basis to meet the requirements of the Trusts in all Areas of the Sites and Facilities. **SP05**

Project Co shall provide the Service at such frequencies deemed necessary to reflect the Area's risk category, as defined in Schedule 18 (and reproduced in Appendix C) and to comply with:

- a) This Service Level Specification including:
- i) The Quality Standards set out in Appendix B;
 - ii) The Access Times described in Appendix D;
- b) The Trust Policies; and
- c) The Recommended Minimum Cleaning Frequencies - a best practice document published by the Association of Domestic Management.

Check cleaning

- 3.2.6 Project Co shall undertake inspections of the agreed areas of the Facilities that are subject to regular soiling and littering, and undertake any cleaning tasks required to maintain the cleaning standards. **SP06**

Deep and periodic cleaning

- 3.2.7 Project Co shall be responsible for providing a number of cleaning duties that are neither Scheduled or unplanned 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 are described in Appendix E. **SP07**

Barrier cleaning

- 3.2.8 Project Co shall implement and carry out Barrier Cleaning procedures, in accordance with the Trust's Policies when instructed by the Trust Representative. **SP08**

Cleaning equipment

- 3.2.9 Project Co shall provide, maintain, clean, store and replace all cleaning equipment in compliance with the Trust Policies. This shall include but not be limited to ensuring equipment is: **SP09**

- a) Designated for use in specific areas of the Facilities, are clearly marked using colour coding where appropriate in accordance with Trust Policies and used only in the designated areas;
- b) Noise-restricted and has HEPA dust filters to reduce risk of infection and environmental nuisance when using such equipment, particularly in sensitive areas of the Site; and
- c) Compliant with all applicable Law and any other regulations and shall be individually marked and shall not be used beyond the portable appliance testing test date.

Project Co shall make available for use by Trust Staff cleaning equipment that includes but is not limited to the following:

- a) Colour coded mops and buckets; and
- b) Disinfectant.

Project Co shall provide a toilet brush and holder, of an agreed design, by all WCs.

Consumables

- 3.2.10 Project Co shall be responsible for the procurement, safe storage of consumables, including the provision of the holders required for dispensing of consumables, and for all costs incurred in the procurement and supply of the consumables and holders. **SP10**

The quality of consumables and holders is to be agreed with the Trust Representative and will include but is not be limited to:

- a) toilet rolls;
- b) air fresheners;
- c) disposable hand towels and /or electric air driers;
- d) soap, hand disinfectant and hand cream;
- e) disposal bags for feminine hygiene products;

- f) disposable covers for nappy change stations; and
- g) paper towel rolls.

For the avoidance of doubt the Trust will provide specialist barrier and disinfection washes, however Project Co shall provide an ordering system to enable nominated Trust Staff to place orders for the required consumables and be required to ensure the dispensers are full at all times.

Vending

- 3.2.11 Project Co shall be responsible for providing, maintaining and replenishing all feminine hygiene and condom dispensing machines provided in the agreed locations. All monies received from the operation of these vending machines shall be collected by Project Co and considered Project Co income. **SP11**

Cleaning duties for on-call rooms, over night and other such accommodation

- 3.2.12 Project Co shall be responsible for providing Cleaning services to residential, On-call Rooms and Relatives Overnight Accommodation in accordance with the Service Standards in Appendix B of this Service Level Specification and additionally carry out the following tasks: **SP12**
- a) Where required, change bed linen, towels and other items, including making the bed; and
 - b) Where provided, replace and replenish items provided for the occupant to make beverages.

Miscellaneous and unplanned cleaning

- 3.2.13 Project Co shall provide miscellaneous and unplanned Cleaning Services in response to the following, but not limited to; **SP13**
- a) Spillages /spoiling (internal and external) of bodily fluids and other substances;
 - b) Terminal cleans;
 - c) Cleans following clinical contamination;
 - d) Cleans associated with building works (e.g. following Estate Service maintenance work);
 - e) Untoward incidents such as flooding; and
 - f) Other requests received by the Service Desk.

3.3 Exclusions

- 3.3.1 Project Co shall not clean, or move to enable general cleaning, items of equipment so identified by Trust unless in agreement with the Trust

Representative. This shall include but not be limited to:

- a) Surgical instruments;
- b) Anaesthesia machines;
- c) Microscopes;
- d) Laboratory benches;
- e) CSSD Equipment;
- f) IM&T equipment;
- g) Physiological monitoring equipment;
- h) Patient medical equipment when in use (e.g. respirators, air tanks, infusion pumps);
- i) Department based - computers, visual display units and radiographic equipment or machine consoles including anything bearing radiation or Hazard Warning signs; This excludes monitors associated with the patient entertainment system;
- j) Equipment that is plugged in for recharging, treatment etc.;
- k) Surfaces which require the removal of files, documents and books; and
- l) Bodily Spillages in Clinical Areas.

3.3.2 The following cleaning duties are excluded from the Cleaning Services specification:

- a) Cleaning of operating theatres between patients and during an operating list; and
- b) The cleaning of safety cabinets in drug production areas.

Appendix A – Service Times

Table 1 - Cleaning Services Response Times

| Category | Definition | Example | Service Response Time |
|-----------------|--|---|------------------------------|
| Urgent | Any request for a Service that requires attendance quickly to avoid operational problems, or will create an Emergency if not remedied. | <ul style="list-style-type: none"> ▪ Spillages | 10 minutes |
| Routine | Any request for a Service that is not seen as immediately detrimental and not causing significant operational problems if not attended to. | <ul style="list-style-type: none"> ▪ Litter | 30 minutes |

Table 2 - Cleaning Services Planned Times

| Category | Definition | Example | Service Planned Time |
|-----------------|--|--|-------------------------------|
| Planned | Any request for a service that has been agreed (planned) to take place at a specific time that may cause operational difficulties or a fall in standards, if it does not happen. | <ul style="list-style-type: none"> ▪ Carpet cleaning ▪ Post redecoration clean ▪ Wall washing | Within the agreed time frame |
| Scheduled | Any service which has been agreed will take place at a specific time on a regular basis and will cause operational difficulties or a fall in standards if it does not happen | <ul style="list-style-type: none"> ▪ Ward, department, theatre cleaning, etc. | Within the agreed time frame. |

Appendix B – Quality Standards

1.1 Building

| Element | Requirement |
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| External features, fire exits and stairwells | <ul style="list-style-type: none"> Landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings are free of dust, grit, dirt, chewing gum, leaves, cobwebs, rubbish, graffiti, cigarette butts and excreta. Handrails are clean and free of stains. |
| Walls, skirtings and ceilings | <ul style="list-style-type: none"> Internal and external walls and ceilings are free of dust, grit, lint, soil, film, graffiti and cobwebs. Walls and ceilings are free of marks caused by furniture, equipment or users of the Trust Site. Light switches are free of fingerprints, scuffs and any other marks. Light fittings are free of dust, grit, lint and cobwebs. Polished surfaces are of a uniform lustre. |
| Windows | <ul style="list-style-type: none"> External and internal surfaces of glass are clear of all streaks, chewing gum, spots and marks, including fingerprints and smudges. Window frames, tracks and ledges are clear and free of dust, grit, marks and spots. |
| Doors | <ul style="list-style-type: none"> Internal and external doors and doorframes are free of dust, grit, lint, chewing gum, soil, film, fingerprints and cobwebs. Doors and doorframes are free of marks caused by furniture, equipment or staff. Air vents, grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks. Door tracks and door jambs are free of grit and other debris. Polished surfaces are of a uniform lustre. |
| Hard floors | <ul style="list-style-type: none"> The floor is free of dust, grit, litter, chewing gum, marks and spots, water or other liquids. The floor is free of polish or other build-up at the edges and corners or in traffic lanes. The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. Polished or buffed floors are of a uniform lustre. Appropriate signage and precautions are taken regarding pedestrian safety on newly cleaned or wet floors. Dust control mats are free from ingrained dust, dirt and stains, and the edges and reverse side are free from dust and dirt. |
| Soft floors | <ul style="list-style-type: none"> The floor is free of dust, grit, litter, chewing gum, marks and spots, water or other liquids. The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. Carpets are of an even appearance without flattened pile. After deep cleaning, there is no shrinkage, colour loss or embrittlement of fibres. Dust control mats are free from ingrained dust, dirt and stains, and |

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| | the edges and reverse side are free from dust and dirt. |
| Ducts, grills and vents | <ul style="list-style-type: none"> • All ventilation outlets are kept unblocked and free of dust, grit, chewing gum, soil, film, cobwebs, scuffs and any other marks. • All ventilation outlets are kept clear and uncluttered following cleaning. |

1.2 Fixtures

| Element | Requirement |
|------------------------------------|--|
| Electrical fixtures and appliances | <ul style="list-style-type: none"> • Electrical fixtures and appliances are free of grease, dirt, dust, deposits, marks, stains and cobwebs. • Electrical fixtures and appliances are kept free from signs of use or long-term non-use. • Hygiene Standards are satisfied where the fixture or appliance is used in food preparation. • Motor vents, etc., are clean and free of dust and lint. • Drinking fountains and ice machines are clean and free of stains, mineral build-up and litter. • Insect-killing devices are free of dead insects, and are clean and functional. |
| Furnishings and fixtures | <ul style="list-style-type: none"> • Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillage. • Soft furnishings are free from stains, soil, film and dust. • Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs. • Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots. • All high surfaces are free from dust and cobwebs. • Curtains, blinds and drapes are free from dust, cobwebs, lint and signs of use or non-use. Cords shall be clean and knot free. • Equipment is free of tapes/plastic, etc., which may compromise cleaning. • Artwork is free of dust and a build-up of grime or stains. • Furniture has no unpleasant or distasteful odour. • Shelves, bench tops, cupboards and wardrobes/lockers are clean inside and out and free of dust, litter or stains. • Internal plants are free of dust and litter. • Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact. • Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs, and mechanically intact. • All decorative plants are free of dust and debris. |
| Kitchen fixtures and appliances | <ul style="list-style-type: none"> • Fixtures, surfaces and appliances are free of grease, dirt, dust, deposits, marks, stains and cobwebs. • Electrical and cooking fixtures and appliances are kept free from signs of use or non-use. • Cooker hoods (interior and exterior) and filters are free of grease and dirt on inner and outer surfaces. • When cleaning food preparation areas, fixtures or appliances, the requirements of the Chartered Institute of Environmental Health or the Royal Institute of Public Health and Hygiene, as appropriate, must be satisfied. • Motor vents, etc., are clean and free of dust and lint. • Refrigerators/freezers are clean and free of ice build-up. |

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| | <ul style="list-style-type: none"> Waste is removed in accordance with the Service Standards of the Waste Management Service Level Specification |
| Toilets and bathroom fixtures | <ul style="list-style-type: none"> Porcelain, cubicle rails and plastic surfaces are free from smudges, smears, body fluids, soap build-up and mineral deposits. Metal surfaces, shower screens and mirrors are free from streaks, soil, smudges, soap build-up and oxide deposits. Wall tiles and wall fixtures (including soap dispensers and towel holders) are free of dust, grit, smudges/streaks, mould, soap build-up and mineral deposits. Shower curtains and bath mats are free from stains, smudges, smears, odours, mould and body fluids. Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits. Taps and nozzles are free of scale, dirt and grime. Bathroom fixtures are free from unpleasant or distasteful odours. Polished surfaces are of a uniform lustre. Sanitary disposal units are clean and functional. Consumable items are in sufficient supply. |

1.3 Patient Equipment

| Element | Requirements |
|-------------------|---|
| Patient equipment | <ul style="list-style-type: none"> Equipment is free from soil, smudges, dust, fingerprints, grease and spillages. Equipment is free of tapes/plastic, etc., which may compromise cleaning. Equipment legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs. Equipment has no unpleasant or distasteful odour. <p>For the avoidance of doubt Trust staff will clean equipment which has been contaminated in any way</p> |

1.4 Environment

| Element | Requirement |
|--------------------|---|
| Overall appearance | <ul style="list-style-type: none"> The area appears tidy and uncluttered. Floor space is clear, only occupied by furniture and fittings designed to sit on the floor. Furniture is maintained in a fashion which allows for cleaning. Fire access and exit doors are left clear and unhindered. |
| Odour control | <ul style="list-style-type: none"> The area smells fresh. There is no unpleasant or distasteful odour. Room deodorisers are clean and functional. |

Appendix C Risk Categories

Table 1: Functional Area Categorisation [this table is an extract from schedule 18 and will be updated following the appointment of the preferred bidder to reflect their proposals for the facilities]

| Category | Operational Status | Definition | Functional Areas included in Category |
|----------|--------------------|--|--|
| 1 | Very High Risk | <p>Emergency Clinical Areas The most important service areas of the hospital such as the emergency theatres and critical care beds. All areas associated with directly maintaining and saving patient lives.</p> | <ul style="list-style-type: none"> • CT Scanner • Emergency, trauma and obstetric theatres • Theatre recovery • Resuscitation area • Critical care ward • Delivery suite • Neonatal Unit |
| 2 | High Risk | <p>Key Clinical Areas Those areas that have a high and almost immediate impact on the running of clinical services.</p> | <ul style="list-style-type: none"> • Mammography treatment room • Gastro investigations • Cardiac catheterisation lab • CSSD Production • Haematology/clinical chemistry labs • Mortuary • Pharmacy production and manufacturing • Fluoroscopy • Day theatres • Inpatient theatres • Acute medical admissions ward • Minor treatment rooms • CCU • Renal dialysis • Emergency care rapid assessment and observation • Computer suites • Paediatric ward • Emergency gynaecology assessment |
| 3 | Moderate Risk | <p>General Clinical Areas Areas associated with routine elective, scheduled and planned clinical care, including general diagnostic and clinical support departments.</p> | <ul style="list-style-type: none"> • Day care patient assessment • General OPD • Respiratory investigations • Sexual health • Rehabilitation • Pathology support • Histopathology • Microbiology • Drug stores • MRI • Nuclear medicine • Ultrasound |

| | | | |
|---|--------------|---|---|
| | | | <ul style="list-style-type: none"> • Cardiac investigations • Minor injury • Wards • Radio therapy • Staff health • Antenatal clinic • Transitional care • Children's OPD |
| 4 | Low Risk | Non-clinical Public Areas Entrances, corridors, stairs, lifts, waiting areas, catering and other public spaces. Staff training and crèche. | <ul style="list-style-type: none"> • Prosthetic workshops • Pharmacy dispensary • Tissue bank • Cardiology support • Cash office • Hairdressing • Overnight stay rooms • Transport lounge • Medical photo • Training rooms • Crèche • Entrances • Doctors mess • Chapel and similar areas |
| 5 | Minimal Risk | Non-clinical Non-public Areas Offices, non-public administration areas, stores, staff changing and on-call rooms. | <ul style="list-style-type: none"> • Administration • Staff support • Ward shared support • Clinical coding • Finance • HR • MDHU • Purchasing and supplies • Transfer of care • Records storage • On-call rooms • Staff changing • Medical staff facilities |

Appendix D Access Times**Table 2– Access Times**

| FUNCTIONAL PART | ACCESS TIMES |
|------------------------|---------------------|
| Theatres | 07.30 to 22.00 |
| Radiology | 07.30 to 22.00 |
| Critical Care | 07.30 to 22.00 |
| Special Care Baby Unit | 07.30 to 22.00 |
| Wards | 07.30 to 22.00 |

Appendix E Deep and Periodic Cleaning**Table 3** Deep and Periodic Cleaning

| Cleaning Type | Element/ Area | Frequency |
|----------------------|----------------------|-------------------------|
| Deep Cleans | Floors | 6 monthly |
| | Soft Furnishings | 6 monthly |
| | Carpets | Subject to location TBA |
| | Ward Kitchens | 6 monthly |
| Specialist Cleans | Theatres | TBA |
| | Aseptic Wards | TBA |
| | Laboratories | TBA |
| | Wall Washing | TBA |
| Periodic Cleans | To be agreed | TBA |

Performance Parameters

| Ref | Parameter | SF Type | Category | Response | Rectification | Recording Freq. | Monitoring Method |
|-----------------------------------|---|---------|----------|----------|---------------|-----------------|-------------------|
| <i>Response and planned times</i> | | | | | | | |
| SP01 | Urgent requests for the Cleaning Services are carried out within Service Response Times. | | | | | | |
| SP02 | Routine requests for the Cleaning Services are attended and rectified within Service Response Times. | | | | | | |
| SP03 | Planned Cleaning Services tasks are carried out within Service Planned Times. | | | | | | |
| SP04 | Scheduled Cleaning Services tasks are carried out within Service Planned Times. | | | | | | |
| <i>Scheduled cleaning</i> | | | | | | | |
| SP05a | All cleaning practices comply with the Trust's Control of Infection Policy and procedures. | | | | | | |
| SP05b | Comprehensive cleaning schedules have been produced in agreement with the Trust Representative and are available for inspection at all times. | | | | | | |
| SP05c | Scheduled cleaning in Very High Risk Functional Areas has been completed and all elements meet the Service Standards. | | | | | | |
| SP05d | Scheduled cleaning in High Risk Functional Areas has been completed and all Elements meet the Service Standards. | | | | | | |
| SP05e | Scheduled cleaning in Moderate Risk Functional Areas has been completed and all Elements meet the Service Standards. | | | | | | |
| SP05f | Scheduled cleaning in Low Risk Functional Areas has been completed and all Elements meet the Service Standards. | | | | | | |
| SP05g | Scheduled cleaning in Minimal Risk Functional Areas has been completed and all Elements meet the Service Standards. | | | | | | |

| Ref | Parameter | SF Type | Category | Response | Rectification | Recording Freq. | Monitoring Method |
|-----------------------------------|--|---------|----------|----------|---------------|-----------------|-------------------|
| <i>Check cleaning</i> | | | | | | | |
| SP06 | Check cleaning is undertaken to maintain cleaning standards. | | | | | | |
| <i>Deep and periodic cleaning</i> | | | | | | | |
| SP07 | Planned deep and periodic cleaning is undertaken at the agreed frequencies. | | | | | | |
| <i>Barrier cleaning</i> | | | | | | | |
| SP08 | Barrier cleaning, including MRSA cleaning, is carried out to the agreed standard and within by the agreed time. | | | | | | |
| <i>Cleaning equipment</i> | | | | | | | |
| SP09a | All equipment used in the provision of the Cleaning Service is maintained, cleaned and stored in accordance with the Trust' Control Infection Policy. | | | | | | |
| SP09b | All equipment and materials used in the provision of the Cleaning Service is compliant with NHS colour coding to indicate specific areas of use. | | | | | | |
| SP09c | All equipment used within sensitive areas of the site are appropriately noise restricted and fitted with high quality dust filters. | | | | | | |
| SP09d | All equipment is compliant with all relevant legislation and holds a portable appliance certificate where appropriate. | | | | | | |
| SP09e | All equipment and materials used in the provision of the Cleaning Service is maintained, cleaned and stored in accordance with the Trust' Control Infection Policy and COSHH requirements. | | | | | | |
| <i>Consumables</i> | | | | | | | |
| SP10 | Holders for Consumables are provided in all agreed locations, operable and stocked with consumables. | | | | | | |

| Ref | Parameter | SF Type | Category | Response | Rectification | Recording Freq. | Monitoring Method |
|--|--|----------------|-----------------|-----------------|----------------------|------------------------|--------------------------|
| <i>Vending</i> | | | | | | | |
| SP11 | Feminine hygiene and condom vending machines are provided in all agreed locations, are operable and stocked. | | | | | | |
| <i>Cleaning duties for on-cal, overnight stay and other such accommodation</i> | | | | | | | |
| SP12a | Linen is changed daily during occupation and or the day following occupation. | | | | | | |
| SP12b | Beverage facilities are provided and stocked | | | | | | |
| <i>Miscellaneous and unplanned cleaning</i> | | | | | | | |
| SP13 | Miscellaneous and unplanned cleaning is completed on request and to the required standard. | | | | | | |