

# **Preliminary Invitation to Negotiate**

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

**Volume 4 Part 7 - Service Level Specification**

**for  
Laundry and Linen 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 Linen and Laundry Services Level Specification (including the Appendices hereto).

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

<b>“Business Day”</b>	has the meaning given in schedule 1;
<b>“Clean Linen”</b>	means items of Linen that have been processed are fit for purpose and unused;
<b>“Condemned Linen”</b>	means Linen that is no longer functional which shall be determined in accordance with paragraph 3.2.17;
<b>“Contractor”</b>	has the meaning given in schedule 1;
<b>“Emergency Supplies”</b>	means the stock of Linen required to service the needs of a major incident or other unforeseen event;
<b>“Facilities”</b>	has the meaning given in schedule 1;
<b>“Fouled and or Infected Linen”</b>	means Used Linen that has been fouled and or infected by body substances or fluids, including but not limited to blood, urine and faeces;
<b>“General Services Specification”</b>	has the meaning given in schedule 1;
<b>“Good Industry Practice”</b>	has the meaning given in schedule 1;
<b>“Heat Labile Linen”</b>	means Linen that needs to be washed at a low temperature to avoid shrinkage. It must be noted that if such linen is considered Fouled and or Infected that those procedures take precedent;
<b>“Law”</b>	has the meaning given in schedule 1;
<b>“Linen and Laundry Service”</b>	Means those Services to be carried out pursuant to this Service Level Specification;
<b>“Linen Bag”</b>	means a reusable container for clean and dirty linen;
<b>“Linen Repairs”</b>	means all repairs to all linen items to ensure that all linen items are fit for purpose at all times, to comply with the service standards;
<b>“Linen”</b>	means articles or garments made from linen or a similar cloth, such as cotton or man made fibres;
<b>“Major Incident”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Materials”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;

<b>“On Call Room”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“On Request”</b>	means any Laundry and Linen Services that are provided to the Trusts on the request of the Trusts;
<b>“Over Night Room”</b>	means any room used for short term occupation by members of the public who are not patients;
<b>“Patients”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Planned”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Project Co Equipment”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Project Co Staff”</b>	has the meaning given in Schedule 14 - Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Project Co”</b>	means the body/company/organisation named in the Project Agreement;
<b>“Routine”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Scheduled”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Service Level Specification”</b>	has the meaning given in schedule 1;
<b>“Service Providers”</b>	has the meaning given in schedule 1;
<b>“Service Rectification Time”</b>	has the meaning given in schedule 18;
<b>“Service Requirements”</b>	has the meaning given in schedule 1;
<b>“Service Response Times”</b>	has the meaning given in schedule 18;
<b>“Service Standards”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Service”</b>	has the meaning given in schedule 1;
<b>“Services”</b>	has the meaning given in schedule 1;
<b>“Site”</b>	has the meaning given in schedule 1;
<b>“Soiled Linen”</b>	means all Used Linen not classified as Fouled and or Infected Linen;
<b>“Sterile”</b>	means a condition where all living organisms, including spores, known to cause infection or disease are destroyed;

<b>“Theatre Linen”</b>	means all linen used in operating theatres including patient gowns;
<b>“Trust Policies”</b>	has the meaning given in schedule 1;
<b>“Trust Representative”</b>	has the meaning given in Schedule 1;
<b>“Trust Staff”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Trust”</b>	has the meaning given in schedule 1;
<b>“Unplanned”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Urgent”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Used Linen”</b>	means any articles of Linen, whether Soiled, Fouled and or Infected, which are not Clean Linen;

## 2. Key Objectives

- 2.1** Project Co shall provide high quality and comprehensive Linen and Laundry Services that offer a timely, responsive and pro-active system for provision of high quality Linen including the procurement, labelling, washing, finishing, repairing and condemning of all Linen required by the Trusts.
- 2.2** Project Co shall ensure the Linen and Laundry Services have the following key objectives:
- a) provide cost efficient, reliable, quality driven Linen and Laundry Services that comply with Law, achieve the Service Standards and provides comprehensive Linen and Laundry Services tailored to the operational needs of the Trusts;
  - b) provide flexible Linen and Laundry Services that respond to changes in Patients' and Trusts' needs, Trusts' demands and the hospital environment;
  - c) provide patient-focused Linen and Laundry Services that are empathetic and fulfil the needs and expectations of Patients, visitors and staff, and respects their dignity and privacy;
  - d) ensure that the Linen and Laundry Services do not cause or create any hazard to the environment, Facilities and/or persons on the Sites or in the Facilities;
  - e) 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;
  - 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 Linen and Laundry 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 Linen and Laundry 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 Linen and Laundry Services.
- 3.1.2 In addition to the applicable provisions set out in the General Service Specification, Project Co shall comply with the Service Standards and Service Requirements of this Service Level Specification.
- 3.1.3 Project Co shall make the Linen and Laundry Services available 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 Linen and Laundry Services within the Service Response Times and Service Planned Times shown in Appendix A of this Service Level Specification.
- 3.1.5 Project Co shall provide all the Linen and the tools, equipment, materials, Disposables, uniforms, Consumables, test equipment, safety apparatus and manual and powered lifting and handling equipment required to provide the Linen and Laundry Services and meet the requirements of this Service Level Specification.
- 3.1.6 Project Co shall ensure the Linen and Laundry Services comply with Law, Trust Policies and Good Industry Practice.
- 3.1.7 Linen includes, but is not limited to:
- Sheets;
  - Draw sheets;
  - Blankets;
  - Cot sheets and blankets;
  - Nappies (Terry towelling)
  - Pillow cases;
  - Towels;
  - Linen bags;
  - Pillows;
  - Patient gowns (for all ages);
  - Patient nightwear;
  - Staff on call rooms and relatives room linen;
  - Curtains and blinds;
  - Duvets;
  - Duvet covers;
  - Stretcher canvas;
  - Disposable linen (shrouds, paper sheets, paper pillowcases);
  - Lifting aids;
  - Mops; and
  - Uniforms including scrub suits.
- 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) supply of Linen;

- (b) labelling of Linen;
- (c) collection of used and dirty Linen;
- (d) laundering and disinfection;
- (e) repairs and condemning;
- (f) emergency supplies of linen
- (g) Trust Staff uniform service;
- (h) dry cleaning service;
- (i) curtain service; and
- (j) completion of records.

### 3.2 Minimum Service Requirement

#### *Response and planned times*

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|-------|---|-------------|
| 3.2.1 | Project Co shall ensure Urgent requests for the Linen and Laundry Services are carried out within the Service Response Time in accordance with Table 1 - Linen and Laundry Services Response Times in Appendix A of this Service Level Specification.     | <b>SP01</b> |
| 3.2.2 | Project Co shall ensure Routine requests for the Linen and Laundry Services are carried out within the Service Response Time in accordance with Table 1 - Linen and Laundry Services Response Times in Appendix A of this Service Level Specification.    | <b>SP02</b> |
| 3.2.3 | Project Co shall ensure Planned requests for the Linen and Laundry Services are carried out within the Service Response Time in accordance with Table 2 - Linen and Laundry Services Planned Times in Appendix A of this Service Level Specification.     | <b>SP03</b> |
| 3.2.4 | Project Co shall ensure Scheduled requests for the Linen and Laundry Services are carried out within the Service Response Time in accordance with Table 2 - Linen and Laundry Services Planned Times in Appendix A of this Service Level Specification.   | <b>SP04</b> |
| 3.2.5 | Project Co shall ensure On Request requests for the Linen and Laundry Services are carried out within the Service Response Times in accordance with Table 2 - Linen and Laundry Services Planned Times in Appendix A of this Service Level Specification. | <b>SP05</b> |

#### *Supply of linen*

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|-------|--|-------------|
| 3.2.6 | Project Co shall ensure the actual stock levels for each type of Linen item at each agreed location does not fall below the agreed minimum stock levels for that location for the types of Linen to be provided. | <b>SP06</b> |
|-------|--|-------------|

*Labelling of linen*

- 3.2.7 Project Co shall identify all personal items of Linen provided for staff, patients and departments using suitable and resilient marking methods that do not spoil the appearance of the item of Linen so that such items may be tracked and returned to the correct location, owner or user. **SP07**

*Collection of used and dirty linen*

- 3.2.8 Project Co shall provide the Trusts with sufficient Linen Bags of the correct colour code to allow all Used Linen to be bagged without needing to fill the Linen Bags more than 75% of their capacity. **SP08**
- 3.2.9 Project Co shall ensure that all bagged Used Linen is removed from the Used Linen storage areas within the Facilities and the Sites at such intervals as to ensure there is no build up of unacceptable levels of malodour or spillage of bagged Used Linen out of the designated Used Linen storage areas. All Used Linen storage areas must be emptied a minimum of once per day. **SP09**
- 3.2.10 Project Co shall ensure that there is no cross-contamination between Clean Linen, Soiled Linen, Fouled Linen or Infected Linen, including the provision and replenish of all such containers, bags and or other consumables, trolleys and other transportation equipment as may be necessary to carry out segregation in accordance with agreed segregation policy and colour coding system. **SP10**

*Laundering and disinfection*

- 3.2.11 Project Co shall launder all Used Linen, in accordance with latest NHS guidance, including NHS Health Service Guidance (95) 18, so that all Linen is clean and fit for purpose. **SP11**
- 3.2.12 Fouled and or Infected Linen which is not capable of being laundered is to be disposed of as Clinical Waste as defined in the Waste Management Services Specification. This includes Linen which has come into contact with: **SP12**
- (a) Lassa Fever;
  - (b) Anthrax;
  - (c) Category 4 pathogens, including viral haemorrhagic disease; or
  - (d) All other communicable infections notified in writing by the Trust Representative to Project Co.
- 3.2.13 Project Co shall ensure the laundering and disinfection methods used to process the Linen do not damage the Linen. **SP13**
- 3.2.14 Project Co shall finish all items of Linen to the specifications contained in the Standards of Finish set out at Appendix C, Table 1. **SP14**
- 3.2.15 Project Co shall process all flame retardant materials in such a manner that these properties are maintained. Flame retardant materials are to be finished in a manner that complies with the appropriate Fire Code. **SP15**

*Repairs and condemning*

- 3.2.16 Project Co shall provide a linen repair service in accordance with the Trust standards detailed in Appendix B, Table 3. Items identified to be physically damaged during the inspection process shall be repaired prior to circulation, or condemned. **SP16**
- 3.2.17 Project Co shall inspect all items of Linen for faults and all Linen and clothing with faults that do not meet the Trust Standards shall be condemned. Condemned Linen shall include but is not limited to: **SP17**
- (a) Items beyond Repair;
  - (b) Items which are stained or discoloured beyond the Service Standard;
  - (c) Items which are distorted, namely where there has been a deviation in the dimensions of an item from those specified by the manufacturer, for example, shrinkage;
  - (d) Items that are incomplete or that have missing parts that cannot reasonably be replaced or repaired;
  - (e) Items which may cause damage to the laundry machinery; and
  - (f) Items that cannot be laundered.
- 3.2.18 Project Co shall be responsible for the disposal of Condemned Linen. **SP18**
- 3.2.19 Project Co shall provide an alteration and repair service for Staff Uniforms, Patient Clothing. **SP19**

*Emergency supplies of linen*

- 3.2.20 Project Co shall provide a system that allows levels of Linen for all linen users to be maintained, at times when the normal daily issue is exceeded due to an unforeseen events such as infectious outbreaks. Such levels will be specified by the Trust. Such Linen shall be kept secure at all times; and **SP20**
- 3.2.21 Project Co shall provide a dedicated supply of linen, types and quantities to be agreed with the Trust Representative, that is immediately available to meet the demands of a Major Incident. Such linen shall be kept secure at all times. **SP21**

*Trust staff uniform service*

- 3.2.22 Project Co shall manage and provide the following staff uniform services: **SP22**
- (a) Issue of new uniforms to Trust Staff in accordance with Trust Policies (the labelling of uniforms is covered by the Minimum Service Requirement 3.2.7);
  - (b) Staff measurement service to confirm sizing;
  - (c) Providing temporary uniforms;

- (d) Ordering uniforms from the Trusts' nominated supplier;
- (e) Labelling of uniforms with staff and Trust details;
- (f) Providing a uniform alteration and repair service;
- (g) Collection, laundering and disinfection of used, dirty and contaminated uniforms;
- (h) The delivery of clean uniforms to the user; and
- (i) Provide a returns service for Trust Staff leaving the Trusts' employment.

(The laundering of all Trust Staff uniforms may be reviewed in light of future guidance)

#### *Dry cleaning service*

- 3.2.23 Project Co shall provide a dry cleaning service appropriate to the needs of the Trusts for those items of Linen that are designated as dry clean only. Such items are to be returned in a serviceable condition, free from dry cleaning solvent and fit for intended purpose. **SP23**

#### *Curtain service*

- 3.2.24 Project Co shall purchase and manage stock levels of curtains to ensure that sufficient curtains are available at all times and styles and colours match the interior design plan of the area. **SP24**
- 3.2.25 Project Co will take down, launder and re-hang curtain and fabric blinds on a systematic basis as a minimum three times annually, and shower curtains monthly, to ensure all curtains are kept clean, hygienic, and smart in appearance. Project Co shall provide replacement curtains during laundering with styles and colours that match the interior design plan of the area. **SP25**

#### *Completion of records*

- 3.2.26 Project Co provide the Trust with a monthly report in an agreed format that contains the following information: **SP26**
- (a) Quantities of linen items supplied to individual wards and departments;
  - (b) Quantities of uniforms laundered;
  - (c) Numbers of rejected items requiring re-imburement by the laundry;
  - (d) Records of any dry cleaning undertaken;
  - (e) Records of issue, receipt, laundering and stock levels for all additional items; and
  - (f) Full details of staff uniforms issued.

**3.3 Exclusions**

3.3.1 The following charges and costs are excluded from this Service Level Specification;

- (a) The cost of staff uniforms.

**Appendix A - Service Times**

Table 1 - Linen and Laundry Services Response Times

<b>Category</b>	<b>Definition</b>	<b>Example</b>	<b>Service Response Time</b>
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"> <li>▪ Replacing a curtain that has been spoiled by body fluids.</li> </ul>	60 minutes
Routine	Any request for a Service that is not seen as immediately detrimental and not causing significant operational problems if left unattended.	<ul style="list-style-type: none"> <li>▪</li> </ul>	120 minutes

For the avoidance of doubt, Service Response Times will be measured from the time of request to time at which a member of Project Co Staff arrives in the relevant department and is ready and prepared to undertake the task.

Table 2 - Linen and Laundry Services Planned Times

<b>Category</b>	<b>Definition</b>	<b>Example</b>	<b>Service Response Time</b>
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"> <li>▪</li> </ul>	Within the agreed time frame
Scheduled	Any service that 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"> <li>▪ Curtain cleaning.</li> </ul>	Within the agreed time frame.
On request	Any service request for the Linen and Laundry Services for which the Trusts have defined a response time.	<ul style="list-style-type: none"> <li>▪ Provision of new staff uniforms</li> </ul>	7 Business Days
		<ul style="list-style-type: none"> <li>▪ Provision of temporary uniforms</li> </ul>	1 Hour
		<ul style="list-style-type: none"> <li>▪ Alterations to Trust Staff Uniforms and patient's personal clothing</li> </ul>	5 Business Days
		<ul style="list-style-type: none"> <li>▪ Laundering and Disinfection of Uniforms</li> </ul>	5 Business Days
		<ul style="list-style-type: none"> <li>▪ Dry cleaning</li> </ul>	4 Business Days

## Appendix B

**Table 3 Criteria for Repair and Condemnation**

ITEM	REPAIRS	COMMENTS
Uniforms	3 repair Replace zips. Stitch split seams and hems. Replace buttons.	Dependent on wear and tear fabrics
Tea towels	3 repair	As above
Stretcher canvas	Never repair – Health & Safety	Destroy and dispose of safely.
Night-dress	3 repair Stitch split seams	No patches. May cause discomfort to patient.
Pyjama Tops Trousers	Replace buttons Replace elastic Repair split seam	Button hole split. No patching – may cause discomfort. Don't repair flies - abrasive top turned once. Replaced when quality of garment dictates.
Sheets Bed Draw Cot	5 patches Don't patch bed linen Repairs only to hems	No repairs to be done in centre. Expensive items only condemn when corners and edges split due to brittle fabric
Pillows	No repairs	Recovered, filling missing refill from condemned pillow
Duvet Duvet covers	Repairs only to side seams top and bottom	Condition of fabric; test should be made on fire proof quality of this item

**ALTERATIONS**

Lengthening or shortening of patient clothing	Instruction given with garment
Lengthening or shortening staff uniforms after measuring	
Adapt nightwear for ICU / CCU	Cut

**MANUFACTURE**

Storage bags for attaching to trolleys	
Cut and sew cot sheets and baby blankets	Made from no charge material

**LABELLING**

Label all linen with security mark and multi-mark to identify which hospital and department	
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## Appendix C

Linen Item	Condition and Standard of Finish
<b>Pillowcase</b>	<ul style="list-style-type: none"> <li>• Creasing allowed within the internal flap but not on the front and back surfaces. Minor creases are allowed on the front seams</li> <li>• Wrinkling will be allowed on the back surface of the flaps only</li> <li>• Dimensional distortion shall not exceed a half of inch at the seams of the open end</li> <li>• Residual moisture retention should be no more than the normal regain for the type of material</li> <li>• The pillowcase will be folded with two lateral folds on the short edge</li> </ul>
<b>Bed Sheets</b>	<ul style="list-style-type: none"> <li>• Creasing allowed one third of the leading edge, but must be confirmed within one inch of the selvage. No other creasing allowed</li> <li>• Wrinkling will be allowed within one inch of both hems only</li> <li>• Dimensional distortion must not exceed two inches</li> <li>• Residual moisture retention should be no more than the normal regain for the type of material</li> <li>• The bed sheet will be folded with two lateral folds along the leading edge and three cross folds</li> </ul>
<b>Draw Sheets</b>	<ul style="list-style-type: none"> <li>• Creasing allowed one third of the leading edge, but must be confirmed within one inch of the selvage. No other creasing allowed</li> <li>• Slight wrinkling will be allowed</li> <li>• Dimensional distortion must not exceed one inches</li> <li>• Residual moisture retention should be no more than the normal regain for the type of material</li> <li>• The draw sheet will be folded with two lateral folds along the leading edge and three cross folds</li> </ul>
<b>Duvet Covers</b>	<ul style="list-style-type: none"> <li>• A small amount of creasing is allowed within the internal flap, but not on the front and back surfaces. Minor creases are allowed on the front seams. Wrinkling will be permitted on the back surface of the flaps only</li> <li>• Dimensional distortion must not exceed a half-inch at the seams of the open end</li> <li>• Residual moisture retention should be more than the normal regain for the type of material</li> <li>• The duvet cover should be folded with 2 lateral folds along the leading edge and three cross folds</li> </ul>
<b>Baby Sheets</b>	<ul style="list-style-type: none"> <li>• Creasing allowed along one third of the leading edge but must be confined to one inch of the selvage. No other creasing allowed</li> <li>• Wrinkling will be allowed within one inch of both hems only</li> <li>• Dimensional distortion must not exceed one inch</li> <li>• Residual moisture retention should be no more than the normal regain for the type of material</li> <li>• The baby sheet will be folded with two lateral folds along the short edge</li> </ul>
<b>Kitchen Aprons</b>	<ul style="list-style-type: none"> <li>• No creasing or wrinkling will be allowed on the body of the apron</li> <li>• The apron will be folded as follows: Centre: fold lengthwise Second: fold half apron lengthwise and tuck in tapes and neckband</li> </ul>
<b>Doctors' White Coats</b>	<ul style="list-style-type: none"> <li>• The white coat sleeve should be of normal length</li> <li>• Starched finish as appropriate to material type</li> <li>• No creasing will be allowed</li> <li>• There will be no seam impressions</li> <li>• Pockets are to be pressed flat to body</li> </ul>

Linen Item	Condition and Standard of Finish
<b>Scrub Shirts</b>	<ul style="list-style-type: none"> <li>• No wrinkling or creasing will be allowed on the front or back of the shirt but slight creasing is allowed on the seams</li> <li>• Shirts are to be folded shoulder to shoulder, arms cross folded to body, one lateral fold to present the colour coded sizing patch to show (where applicable) uppermost</li> </ul>
<b>Scrub Trousers</b>	<ul style="list-style-type: none"> <li>• No creasing will be allowed but slight wrinkling is permitted</li> <li>• Trousers will be folded leg to leg and two cross folds to present the colour coded sizing patch to show (where fitted) to the front</li> </ul>
<b>Cellular Blankets</b>	<ul style="list-style-type: none"> <li>• No wrinkling or creasing will be allowed</li> <li>• Bed blankets will be folded with two lateral and two cross folds</li> </ul>
<b>Baby Blankets</b>	<ul style="list-style-type: none"> <li>• Baby blankets will be folded with one lateral fold and one or two cross folds depending on size</li> </ul>
<b>Baby Gowns</b>	<ul style="list-style-type: none"> <li>• No creasing will be allowed but light wrinkling will be permitted</li> <li>• Baby gowns will be presented folded back to back with one lateral fold, arms folded in and one cross fold</li> </ul>
<b>Night Gowns</b>	<ul style="list-style-type: none"> <li>• No creasing will be allowed but slight wrinkling is permitted</li> <li>• The gowns will be folded back to back with one lateral fold, arms folded in and two cross folds with colour coded sizing patch where applicable uppermost</li> </ul>
<b>Pyjamas Tops</b>	<ul style="list-style-type: none"> <li>• No creasing will be allowed but slight wrinkling will be permitted</li> <li>• Tops will be folded shoulder to shoulder with one lateral fold, arms folded into body with one cross fold. To present colour coded sizing patch uppermost</li> </ul>
<b>Pyjamas Bottoms</b>	<ul style="list-style-type: none"> <li>• No creasing will be allowed, but slight wrinkling will be permitted</li> <li>• Trousers will be folded leg to leg with two cross folds. To present colour coded sizing patch uppermost</li> </ul>
<b>Stretcher Canvas</b>	<ul style="list-style-type: none"> <li>• No creasing will be allowed but slight wrinkling will be permitted</li> <li>• The Stretcher canvas will be folded with two lateral folds along the short edge plus one cross fold</li> </ul>
<b>Towels</b>	<ul style="list-style-type: none"> <li>• Minimal creasing and wrinkling will be permitted</li> <li>• Towels will be folded with two lateral folds along the short edge and one cross fold</li> </ul>
<b>Patients' Trousers</b>	<ul style="list-style-type: none"> <li>• Legs are to be separately pressed with no evidence of double creasing or seam impressions</li> <li>• Pockets are to be pressed flat</li> <li>• There should be no wrinkling around the area of the zip</li> <li>• Trousers to be returned on hangers</li> </ul>
<b>Patient Gowns (all ages)</b>	<ul style="list-style-type: none"> <li>• No creasing will be allowed on the body of the gown</li> <li>• Slight wrinkling will be allowed. Gowns must be folded back to back with only one lateral fold, the arms are required to be folded in and have two cross folds</li> </ul>
<b>Nurses' Dresses, Tunics, White Coats, Uniforms, Patients' Dresses and other types of clothing</b>	<ul style="list-style-type: none"> <li>• No creasing or wrinkling will be allowed</li> <li>• These items are to be folded face down, side seams brought to centre, sleeves folded in two cross folds with collar and lapels straightened</li> </ul>
<b>Laundry Bags</b>	<ul style="list-style-type: none"> <li>• All bags should be packed in dedicated colours by placing 10 bags inside a clean laundry bag</li> </ul>

**Performance Indicators**

Ref	Performance Parameter	SF Type <sup>1</sup>	Category	Response	Rectification. <sup>2</sup>	Recording Freq.	Monitoring Method
<i>Response and Planned Times</i>							
<b>SP01</b>	Urgent requests for Linen and Laundry Services are carried out within Service Response Times.	FE	B	60 Minutes	N/A	PR	1,2,3,4,8
<b>SP02</b>	Routine requests for Linen and Laundry Services are carried out within Service Response Times.	FE	A	120 Minutes	N/A	PR	1,2,3,4,8
<b>SP03</b>	Planned Linen and Laundry Services tasks are carried out within Service Response Times.	FE	A	Within agreed time frame	N/A	PR	1,2,3,4,8
<b>SP04</b>	Scheduled Linen and Laundry Services tasks are carried out within Service Response Times.	FE	A	Within agreed time frame	N/A	PR	1,2,3,4,8
<b>SP05</b>	On Request Linen and Laundry Services tasks are carried out within Service Response Times.	FE	A	See table 2. Appendix A	N/A	PR	1,2,3,4,8
<i>Supply of Linen</i>							
<b>SP06</b>	Linen stocks are maintained at or above the minimum levels at all locations.	FE	B	N/A	N/A	PR	1, 2,3,4, 5, 8
<i>Labelling of Linen</i>							
<b>SP07</b>	All items of Linen are labelled in accordance with the agreed standards.	QF	Medium	N/A	N/A	W	1,2,4,7,8
<i>Collection of used and dirty linen</i>							
<b>SP08</b>	Sufficient Linen bags are provided for all Used Linen to be bagged and segregated in accordance with Trust Policies	FE	B	N/A	N/A	PR	1,2,3,4,8

<sup>1</sup> SF = Service Failure, QF = Quality Failure, FE = Failure Event, PR = Per Request

<sup>2</sup> A = Annually, B = Bi-annually, M = Monthly, W = Weekly, D = Daily

Ref	Performance Parameter	SF Type <sup>1</sup>	Category	Response	Rectification. <sup>2</sup>	Recording Freq.	Monitoring Method
SP09	Used Linen storage areas are cleared a minimum of once a day and are not allowed to become so full there is a build up of unacceptable levels of malodour or spillage of bagged Used Linen out of the designated Used Linen storage areas.	FE	A	N/A	N/A	PR	1,2,3,4,8
SP10	There is no cross contamination between clean and used Linen including cross contamination between different classifications of used linen.	FE	C	N/A	N/A	PR	1,2,3,4,7,8
<i>Laundrying and Disinfection</i>							
SP11	Soiled Linen is laundered in accordance with HSG (95) 18.	QF	Medium	N/A	N/A	W	1,2,3,4,7,8
SP12	Fouled and or Infected Linen which is not capable of being laundered is disposed of as Clinical Waste	QF	Medium	N/A	N/A	M	1,2,3,4,7,8
SP13	Linen and Uniforms are not distorted or damaged by processing.	QF	Low	N/A	N/A	W	2,3,4,8
SP14	All Linen and Uniforms are finished to the required standard.	QF	Low	N/A	N/A	W	2,3,4,8
SP15	Flame retardant is laundered to retain retardancy and is finished in a manner, which complies with the appropriate Firecode.	QF	Medium	N/A	N/A	M	2,3,4,7,8
<i>Repairs and Condemning</i>							
SP16	Linen is repaired in accordance with Trust standards	QF	Low	N/A	N/A	M	2,3,4,8
SP17	All linen items, which do not meet Trust standards, shall be condemned.	QF	Low	N/A	N/A	M	2,3,4,8
SP18	All Condemned Linen is disposed of within 2 Business Days.	QF	Low	2 Days	N/A	M	2,3,4,8
SP19	Alterations and repairs to patient's clothes are completed within 5 Business Days.	FE	A	5 Days	N/A	PR	1,2,3,4,8
<i>Emergency Supplies of Linen</i>							
SP20	A dedicated stock of Linen is maintained to meet unexpected increase in demand or an outbreak.	QF	High	N/A	N/A	M	1,2,3,4,8
SP21	A dedicated stock of Linen is maintained to meet the demands of a major incident.	QF	High	N/A	N/A	M	1,2,3,4,8

Ref	Performance Parameter	SF Type <sup>1</sup>	Category	Response	Rectification. <sup>2</sup>	Recording Freq.	Monitoring Method
<i>Staff Uniform Service</i>							
<b>SP22a</b>	Trust staff are supplied with temporary uniforms within 1 hour labelled and correctly sized uniform/s within 5 Business Days of a request.	FE	B	1 Hour	5 Days	PR	1,2,3,4,6,8
<b>SP22b</b>	Alterations and repairs to staff uniforms are completed within 5 Business Days of a request.	FE	B	5 Days	N/A	PR	1,2,3,4,6,8
<b>SP22</b>	Used and contaminated Trust Staff uniforms are collected, laundered and or disinfected and returned within 5 Business Days.	FE	B	5 Days	N/A	PR	1,2,3,4,6,8
<b>SP22</b>	A uniform return and storage service is provided for Trust staff leavers.	QF	Low	N/A	N/A	M	1,2,3,4,8
<i>Dry Cleaning Service</i>							
<b>SP23</b>	Items, which require dry cleaning, are collected appropriately dry cleaned and returned to sender within 4 Business Days of a request.	FE	A	4 Days	N/A	PR	1,2,3,4,8
<i>Curtain Service</i>							
<b>SP24</b>	Appropriate and correctly sized curtaining is supplied to all wards and departments.	QF	Low	N/A	N/A	M	2,3,4,8
<b>SP25</b>	Curtaining is clean, hygienic and fire retardant and correctly hung.	QF	Low	N/A	N/A	M	2,3,4,7,8
<i>Completion of Records</i>							
<b>SP26</b>	Monthly Linen and Laundry information and data is provided in the agreed format within 10 Business Days of the month end.	QF	Medium	10 Days	N/A	M	2,3,4,5,8