Our Commitment to Cleanliness

Cleaning Summary

Keeping the General Practice facilities clean and preventing the spread of infection is everybody s responsibility from the Practice Manager 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 organization, including this Practice.

This Charter sets out our commitment to ensure a consistently high standard of cleanliness is delivered across our 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 team
- 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 Practice
- 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
- Inform us if you see any breaches in the standards of hygiene

If you wish to comment about the cleanliness of this facility, contact the named person on the number below:

Name: ANNIE JAMES
Tel No: 01425 672741

Name / Signature: A. JAMES

Practice Manager:

CONTAMINATION OR ISOLATION CLEANING

When cleaning and disinfecting an area following contamination or isolation, to reduce the risk of transmission of infection, materials and equipment used should be the correct colour for that area, as per National Cleaning Colour Coding Scheme, and all cleaning cloths and mop heads be disposed after use

General Practice

NHS

Category: FR4

Treatment rooms where non-invasive procedures take place, Receptions, Waiting areas, Consulting rooms

CLEANING TASK	CLEANING FREQUENCY	RESPONSIBILITY
Treatment couch	Full clean between patient use, 1 x check clean weekly	Clinical Staff and Healthcare Cleaner
Wheelchairs	Touch point clean after each use 1 x full clean weekly,	Clinical Staff and Healthcare Cleaner
Chairs	1 x full clean weekly	Healthcare Cleaner
Medical equipment	Check clean before and clean after each use, 1 x full clean weekly, regardless of use including stored items	Clinical Staff
Electrical items in multi-use areas	Regular check/cleans of Patient self-check-in screen during opening hours 1 x full touch points clean weekly,	Healthcare Cleaner, Clinical Staff, Reception or Admin Team
Switches, pulls, sockets, data points, trunking handrails, wall fixtures	1 x full clean weekly	Healthcare Cleaner
Doors, including ventilation grilles	1 x full clean weekly	Healthcare Cleaner
Windows	1 x full clean every 6 months	External contractor
Internal glazing	1 x full clean fortnightly	Healthcare Cleaner
Radiators, including cover	1 x full external clean fortnightly. Inside cover full clean as local protocol	Healthcare Cleaner
Curtains and blinds	Change/clean whenever visibly soiled and as local protocol, 2 yearly minimum	Healthcare Cleaner
Low, middle, high surfaces	1 x full clean fortnightly	Healthcare Cleaner
Ventilation grilles, extracts and inlets	1 x check clean daily, 1 x full clean monthly, inside cover as local protocol	Healthcare Cleaner
Walls (accessible up to 2 metres)	1 x check clean daily, 1 x full check annually	Healthcare Cleaner
Lighting, including wall, couch, examination, both fixed and portable (excludes ceiling lights)	1 x full clean weekly	Healthcare Cleaner
Toilets, urinals, toilet brushes, sinks and taps	1 x full clean daily	Healthcare Cleaner
Mirrors	1 x full clean daily	Healthcare Cleaner
Waste receptacles	1 x check clean daily, 1 x full clean weekly	Healthcare Cleaner
Dispenser cleaning	1 x full daily clean external (internal clean on replenishment, minimum of weekly)	Healthcare Cleaner
Replenishment of consumables	1 x check and replenish daily	Healthcare Cleaner
Floors hard and soft	1 x full clean daily	Healthcare Cleaner
Cleaning Equipment		
All cleaning equipment, including trolley	1 x full clean after each use	Healthcare Cleaner

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:

- **Red** — Sanitary areas, including sinks in sanitary areas
- **Blue** — General areas, e.g. waiting rooms and consulting rooms (including sinks in general areas)
- **Green** — Kitchens
- **Yellow** — Treatment and minor operation rooms

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- 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 team
- 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:

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- Inform us if you see any breaches in the standards of hygiene

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Name: ANNIE JAMES
Tel No: 01425 672741

Name / Signature A. JAMES

Practice Manager

CONTAMINATION OR ISOLATION CLEANING

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General Practice

NHS

Category: FR2

Treatment rooms where invasive procedures take place

CLEANING TASK	CLEANING FREQUENCY	RESPONSIBILITY
Treatment couch	1 x full clean between patients, 1 x check clean daily	Healthcare Cleaner and Clinical Staff
Chairs	1 x full clean daily	Healthcare Cleaner
Medical equipment	Check clean before and clean after each use, 1 x full clean weekly, regardless of use including stored items	Clinical Staff
Electrical items in multi-use areas	1 x full touch points clean daily	Clinical Staff and Healthcare Cleaner
Switches, pulls, sockets, data points, trunking handrails, wall fixtures	1 x full clean daily	Healthcare Cleaner
Doors, including ventilation grilles	1 x full clean daily	Healthcare Cleaner
Windows	1 x full clean every 6 months	External contractor
Internal glazing	1 x full clean weekly	Healthcare Cleaner
Radiators, including cover	1 x full external clean weekly. Inside cover full clean as local protocol	Healthcare Cleaner
Curtains and blinds	Change/clean whenever visibly soiled and as local protocol, 6 months minimum	Healthcare Cleaner
Low, middle and high surfaces	**Low:** 1 x check clean daily, **All:** 1 x full clean weekly	Healthcare Cleaner
Ventilation grilles, extracts and inlets	1 x check clean daily, 1 x full clean weekly. Internal clean as local protocol	Healthcare Cleaner
Walls (accessible up to 2 metres)	1 x check daily, 1 x full clean annually	Healthcare Cleaner
Lighting, including wall, couch, examination, both fixed and portable (excludes ceiling lights)	1 x full clean daily	Healthcare Cleaner
Sinks and taps	1 x check clean daily, 1 x full clean daily	Healthcare Cleaner
Mirrors	1 x full clean daily	Healthcare Cleaner
Dispenser cleaning	1 x full clean daily external (internal clean on replenishment, minimum of weekly)	Healthcare Cleaner
Replenishment of consumables	3 x check and replenish daily	Clinical Staff and
Waste receptacles	1 x check clean daily 1 x full clean daily	Healthcare Cleaner
Floors, hard and soft	1 x check clean daily 1 x full clean daily	Healthcare Cleaner
Cleaning Equipment		
All cleaning equipment, including trolley	1 x full clean after each use	Healthcare Cleaner

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:

Red	Blue	Green	Yellow
Sanitary areas, including sinks in sanitary areas	General areas, e.g. waiting rooms and consulting rooms (including sinks in general areas)	Kitchens	Treatment and minor operation rooms