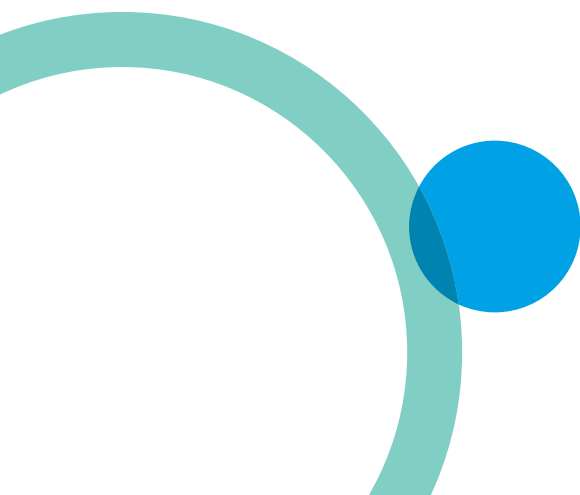


# Scottish Health Facilities Note 01-04

## National Average Cleaning Time (NACT) User Guide



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#### **Disclaimer**

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# Introduction

The National Average Cleaning Time (NACT) system was created as a replacement for the Lothian Tool. Both systems aimed to provide domestic services with information on required cleaning times and resources based on the size of an area and the items that were within the given area. The NACT system has been built on the same IT platform as the Facilities Monitoring Tool (FMT) and can therefore share a large proportion of information on the NHS Scotland estate pertinent to Domestic Services.

The NACT system creates a database of cleaning times based on the elements that are monitored on a frequent basis e.g. floors, toilets.

In order to obtain accurate timings for each element a 'time under motion' study was carried out within NHS Dumfries and Galloway. This took place over two days and was attended by Domestic Managers, Infection and Prevention Control, Domestics and a Domestic Supervisor. The SOP's within the NHSScotland National Cleaning Services Specification (NCSS) were used to ensure the process was consistent.

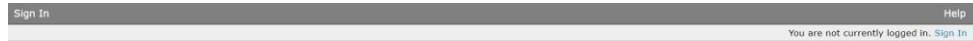
**Note:** This tool is not mandatory; however, it is available for all Boards to use.

**Note:** If you require access to the NACT tool, please contact [belinda.oshea@nhs.scot](mailto:belinda.oshea@nhs.scot) as your Board will need to be 'enabled' to gain access to the report which will be discussed within this guide.

# 1. Logging in

This is done through the same process as logging onto the online FMT system.

Type in your username (this should take the format of firstname.surname) and your password. Please note that if you are a new user, with a new account, you must log onto the FMT online system for the first time, before you can use the application. This is because you need to select your own password and save it to the online system. NACT is only available to use online and not with the offline application.



If you have forgotten your password or username, please contact your local board FMT system Administrator for support.

In order to have access to NACT, you need to be assigned the '**Administration**' role. This can be done by your FMT system Administrator.

Please be advised that there is no training system available for Boards to access.

NACT is closely aligned to the FMT system and there is a requirement to ensure that it is used correctly to prevent any issues arising. As with the FMT and FMS systems, a test system is used for functional testing only. This is not available as a training system as it is in constant use as a test environment for all FMT related developments and system deploys.

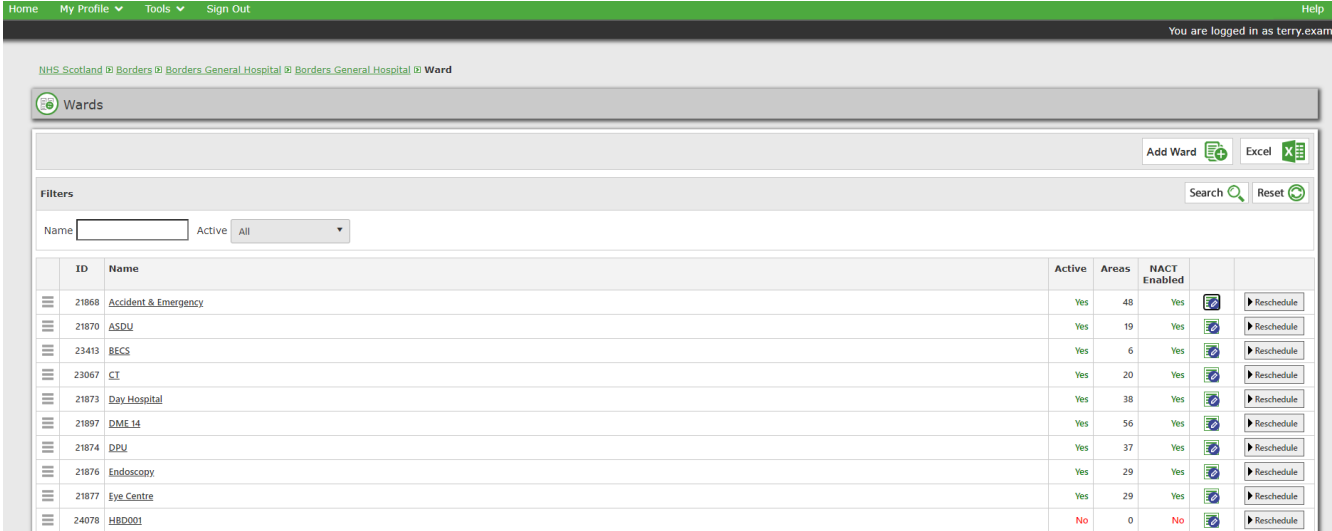
## 2. Setting up an area











In order to input the data for an area within your Board, the area has to be set up within FMT in the first instance. Once the area has been set up it will show on your dashboard screen, however, it will not be available for audit through the data capture screen, unless the permission is assigned. Adding an area, for the NACT data to be recorded, can be carried out by following the steps within the National Facilities Monitoring Framework Manual <https://www.nss.nhs.scot/publications/national-facilities-monitoring-framework-manual-v-30/> (**Section 8.6**).

### Area to be enabled for NACT only


All FMT data, which is currently held on the FMT system will automatically be defaulted to 'enabled' for NACT. Any new areas, which need to be created, will need to be enabled or disabled on FMT and NACT as detailed below.

In order to input NACT data, the Ward Area has to be set up on FMT in the first instance. To enable or disable the area within NACT or FMT, this is done at the Ward level page. For this example, Borders General Hospital has been used and the below screen shows the list of Wards.





ID	Name	Active	Areas	NACT Enabled	
21868	Accident & Emergency	Yes	48	Yes	 Reschedule
21870	ASDU	Yes	19	Yes	 Reschedule
23413	BECS	Yes	6	Yes	 Reschedule
23067	CT	Yes	20	Yes	 Reschedule
21873	Day Hospital	Yes	38	Yes	 Reschedule
21897	DME 14	Yes	56	Yes	 Reschedule
21874	DPU	Yes	37	Yes	 Reschedule
21876	Endoscopy	Yes	29	Yes	 Reschedule
21877	Eye Centre	Yes	29	Yes	 Reschedule
24078	HBD001	No	0	No	 Reschedule

The column '**Active**' shows whether the area, within the Ward, is active or not on

FMT, the '**NACT Enabled**' column shows whether active or not for NACT. The  icon is selected to make these changes and the '**Reschedule**' button is to force the data onto the NACT platform as well as perform the 'Reschedule function' for FMT.

When you select the  icon, the page below will load.

Edit Ward	
Name	<input type="text" value="Accident &amp; Emergency"/>
Active	<input type="text" value="No"/>
Division	<input type="text" value="NHS Scotland"/>
Ward Type	<input type="text" value="B Code"/>
Telephone	<input type="text"/>
NACT Enabled	<input type="text" value="Yes"/>
<input type="button" value="Save"/>  <input type="button" value="Cancel"/> 	

In this example you can see that Accident & Emergency is NACT Enabled, by selecting '**Yes**' from the drop down, and disabled for FMT, by selecting '**No**' from the drop down. When you have made your selection '**Save**'.

Once this has been completed, click on the '**Reschedule**' button. This will then push the information through to NACT in order to input the data for the Ward Area.

**Note:** It is important to remember that all existing areas, within FMT, are already defaulted to NACT enabled. When you add a new area, in order to input NACT data only, the '**Active**' button, related to FMT, must be changed to '**No**'.

### 3. Room Elements Configuration

Used for assigning the number of elements each room has in order to calculate the total time required for the room to be cleaned based on data provided in the previous screens. When the screen loads, only your Board zones will be shown.

**Note:** For this guide NHS Borders has been used as the Board example.

To access National Average Cleaning Time (NACT) you need to go to **Tools>National Average Cleaning Time>Cleaning Time Management>Room Elements Configuration**. When 'Room Elements Configuration' opens you will only see your specific Board Zones.

Zone	Incomplete Areas
Borders General Hospital	1360
Community	1520
East	4069
Mental Health	469
NACT test zone	0
Non-Clinical	619



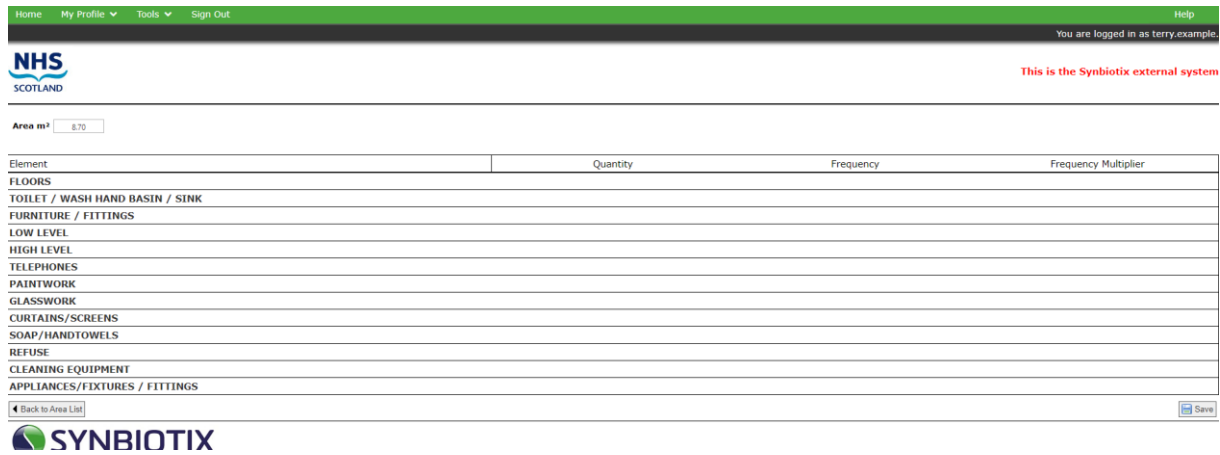
Click on the Zone you want to amend. For this example, Borders General Hospital has been used. Select the relevant Hospital and a new window will open listing all the Wards within the Hospital.

Ward	Incomplete Areas
Accident & Emergency	47
ASDU	19
Day Hospital	38
DPU	37
Endoscopy	29
Eye Centre	29
ITU	26

Click on the Ward you want to input the NACT data. For this example, Accident & Emergency has been used. A list of all the Areas, within the Ward will load.

08 April 2021 Site: Borders General Hospital Area: Accident & Emergency	
Select Area:	
✗	DSR - 1AE002
✗	Resuscitation Room - 1AE004
✗	Corridor - 1AE005
✗	Triage Nurse - 1AE006
✗	Charge nurse office - 1AE007
✗	Preparation Room - 1AE009
✗	Store - 1AE010

Click on area you want to use. Notice the red cross next to the area. This will be explained further on in this guidance. For this example, DSR has been used. A new screen will open showing a list of Elements.

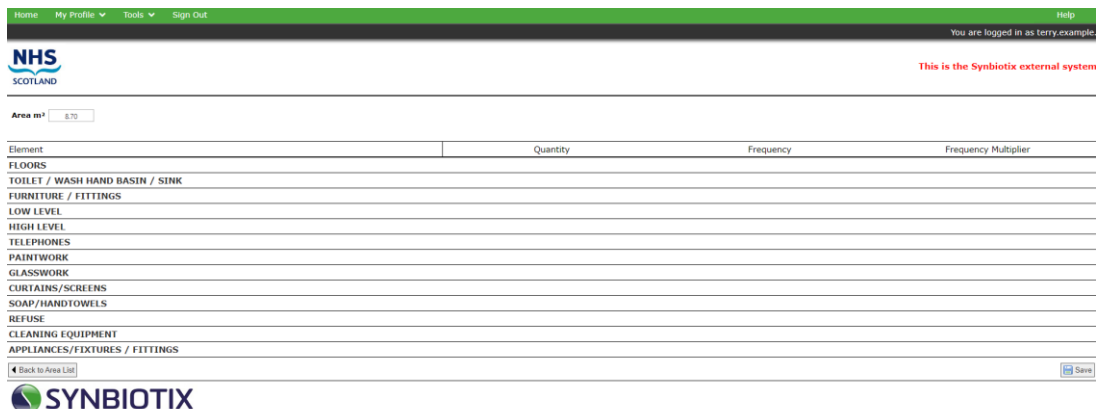


It is important to note that where you see Area M2, there must be a measurement in the box. These measurements have been carried over from the FMT System. If there is no measurement in the box, one will need to be obtained and inputted before you can continue with this tool.



Each element category has a drop down menu which you can expand if required. Click on floors and the items will expand underneath. You can also minimise the list by clicking on the element category again. The Quantity is always defaulted to 0, so if there is no element within the area there is no requirement for any data to be inputted. For this example, 'Floors' has been used. Click on floors.

A new screen will open up with a list of elements.





**Quantity** – is how many of these elements are within the specific area.

**Frequency** – is how often you carry out the cleaning task daily, weekly, monthly, quarterly or yearly

**Frequency Multiplier** – is how often you carry out the task during a daily, weekly, monthly, quarterly or yearly period

Using Dry mop as an example:

Quantity: 1

Frequency: weekly

Frequency multiplier: 2

The Floor element calculations are slightly different as there will only ever be one floor within an area, however, tasks might change within this area.

Looking at the Quantity, Frequency and Frequency Multiplier: there is one floor in the area and it will be dry mopped on a daily basis, however, dry mopping will take place twice within the daily frequency. i.e. dry mopping twice a day within that area.

A suction clean will also be carried out as follows:

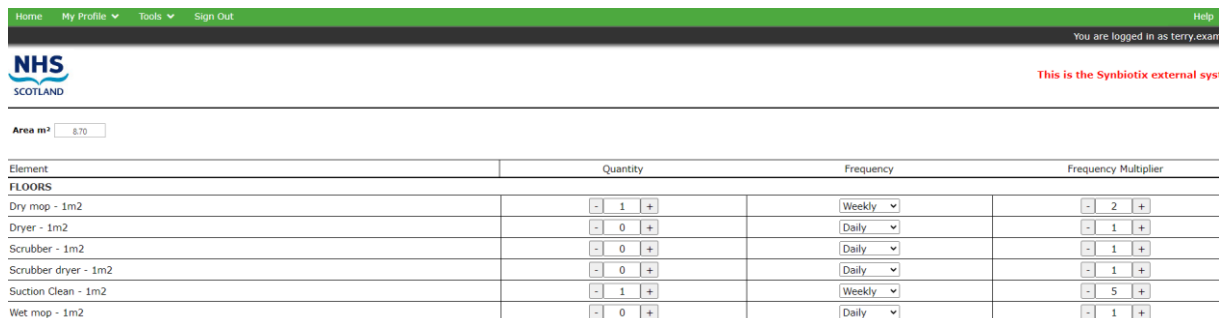
Quantity: 1

Frequency: weekly

Frequency multiplier: 5

A suction clean will take place on the floor in that area on a weekly basis carried out five times within that week.

The screen will now show the task detail within the drop down of the element 'Floors'.



Element	Quantity	Frequency	Frequency Multiplier
<b>FLOORS</b>			
Dry mop - 1m2	[-] 1 [+]	Weekly	[-] 2 [+]
Dryer - 1m2	[-] 0 [+]	Daily	[-] 1 [+]
Scrubber - 1m2	[-] 0 [+]	Daily	[-] 1 [+]
Scrubber dryer - 1m2	[-] 0 [+]	Daily	[-] 1 [+]
Suction Clean - 1m2	[-] 1 [+]	Weekly	[-] 5 [+]
Wet mop - 1m2	[-] 0 [+]	Daily	[-] 1 [+]

Save this by clicking on the 'save' button to the bottom right of the screen.

**Note:** These frequencies are for example only.

The detail for the calculations can be found in [Section 6](#) of this document.

Looking at hard elements, these are your furniture/ fittings; toilet/wash hand basin/sink etc., the quantity will be how many of each of these items there are in a specific ward area.

For this example, Furniture/Fittings have been populated.

By clicking on Furniture/Fittings the list will expand to show all the items which could be found within a ward area. If the item is not within the ward area, the Quantity remains at '0'.

Element	Quantity	Frequency	Frequency Multiplier
<b>FLOORS</b>			
<b>TOILET / WASH HAND BASIN / SINK</b>			
<b>FURNITURE / FITTINGS</b>			
Aid handle - Full	- 0 +	Daily	- 1 +
Bed - Frames	- 0 +	Daily	- 1 +
Bed - Mattress	- 0 +	Daily	- 1 +
Bed locker - Internal	- 0 +	Daily	- 1 +
Bed locker - External	- 0 +	Daily	- 1 +
Bumper rails - 100cm x 20cm	- 0 +	Daily	- 1 +
Chair - Full	- 0 +	Daily	- 1 +
Clock - Full	- 0 +	Daily	- 1 +
Cupboard - double kitchen	- 0 +	Daily	- 1 +

For this example, the following have been populated:

Item	Quantity	Frequency	Frequency Multiplier
Chair (Full)	4	Daily	1
Plug socket (full)	6	Daily	1
Bed - Frame	4	Daily	2
Bed - Mattress	4	Daily	2
Light switch - Full	2	Daily	1



Element	Quantity	Frequency	Frequency Multiplier
<b>FLOORS</b>			
<b>TOILET / WASH HAND BASIN / SINK</b>			
<b>FURNITURE / FITTINGS</b>			
Aid handle - Full	- 0 +	Daily	- 1 +
Bed - Frames	- 4 +	Daily	- 2 +
Bed - Mattress	- 4 +	Daily	- 2 +
Bed locker - Internal	- 0 +	Daily	- 1 +
Bed locker - External	- 0 +	Daily	- 1 +
Bumper rails - 100cm x 20cm	- 0 +	Daily	- 1 +
Chair - Full	- 4 +	Daily	- 1 +
Clock - Full	- 0 +	Daily	- 1 +
Cupboard - double kitchen	- 0 +	Daily	- 1 +
Extendable light - Full	- 0 +	Daily	- 1 +
Fire extinguisher - Full	- 0 +	Daily	- 1 +
Fixed light - Full	- 0 +	Daily	- 1 +
Light switch - Full	- 2 +	Daily	- 1 +
Over bed trolley - Full	- 0 +	Daily	- 1 +
Overhead light - Full	- 0 +	Daily	- 1 +
Patient entertainment system - Full	- 0 +	Daily	- 1 +
Picture frame - 62x45	- 0 +	Daily	- 1 +
Plug socket - Full	- 6 +	Daily	- 1 +
Radiator - Outside	- 0 +	Daily	- 1 +
Shelving (1m) - Underside and partial top	- 0 +	Daily	- 1 +
TV - Full	- 0 +	Daily	- 1 +
Wardrobe - External	- 0 +	Daily	- 1 +
Wardrobe - Internal	- 0 +	Daily	- 1 +
Wardrobe - Full	- 0 +	Daily	- 1 +

Once you have completed all the items you can save as previously.

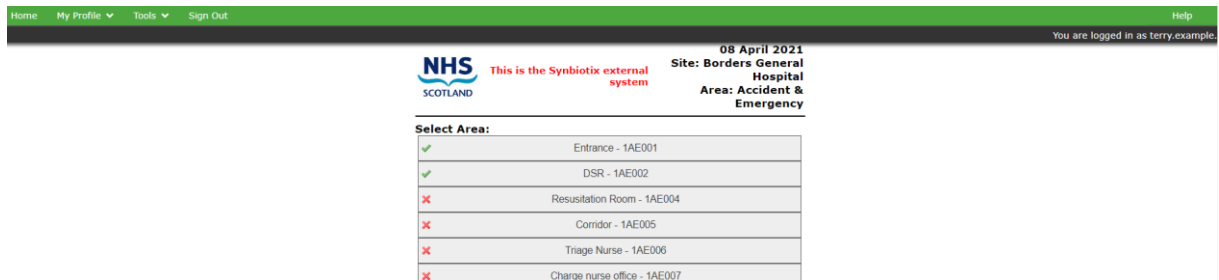
**Note:** These frequencies are for example only.

All the elements and their drop down items are collated the same way, go through all the elements until you have completed them and then save as before.

When you have completed this, click on '**Back to Area List**' at the bottom left of the page.

You will notice that the  have changed to a . These areas have now been completed.

Repeat the process until all relevant areas have been completed.

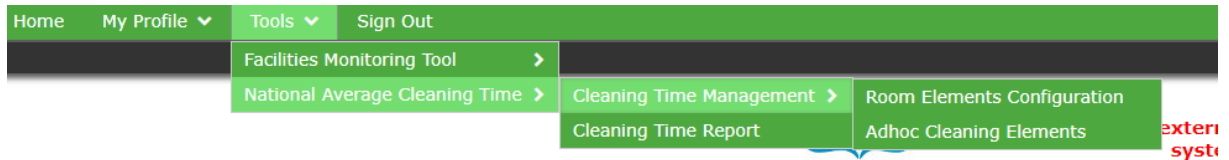


The screenshot shows the NHS Sybiontix external system interface. At the top, there is a navigation bar with 'Home', 'My Profile', 'Tools', and 'Sign Out'. The date is '08 April 2021' and the user is logged in as 'terry.example'. The site is 'Borders General Hospital' and the area is 'Accident & Emergency'. The NHS Scotland logo is present, along with a warning: 'This is the Sybiontix external system'. Below this, there is a 'Select Area:' section with a table of areas and their completion status.

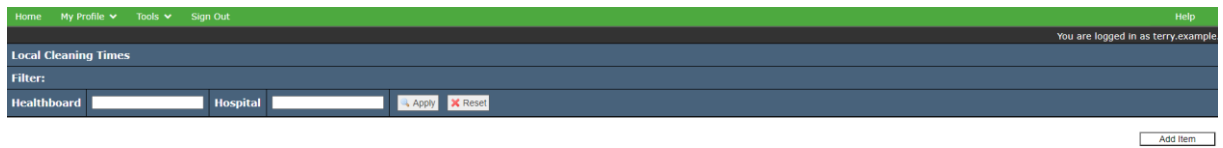
Area	Status
Entrance - 1AE001	✓
DSR - 1AE002	✓
Resuscitation Room - 1AE004	✗
Corridor - 1AE005	✗
Triage Nurse - 1AE006	✗
Charge nurse office - 1AE007	✗

## 4. Ad hoc Elements

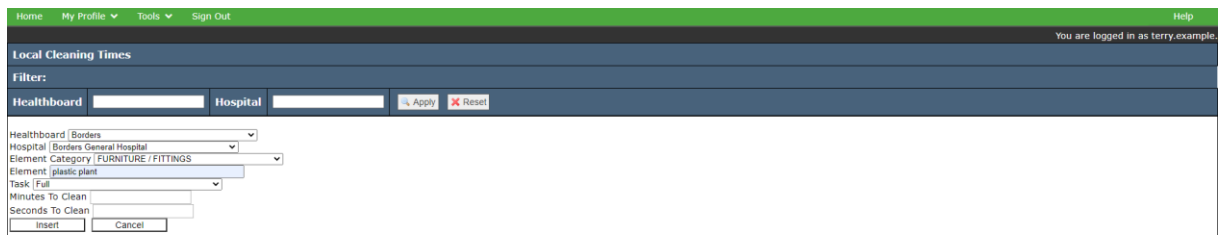
The 'Administration' function should be able to add any ad hoc Elements at both Health board and Hospital level using the '**Adhoc Cleaning Elements**' link from the menu as shown below.



Once you click on '**Adhoc Cleaning Elements**' the following screen will load.

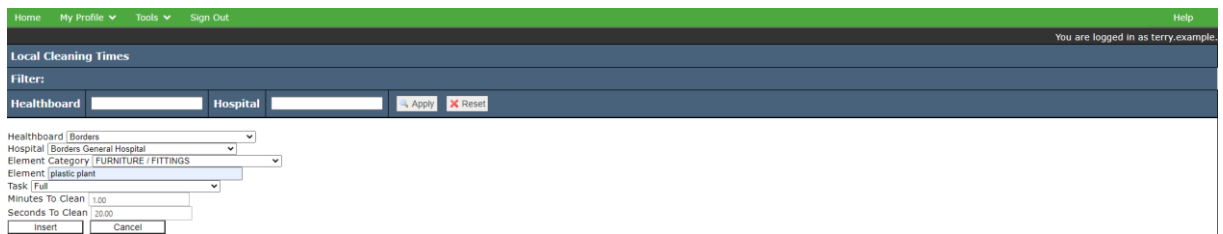


Click on the '**Add Item**' button on the bottom right corner, and the screen below will load. This is where the adhoc information is inputted.



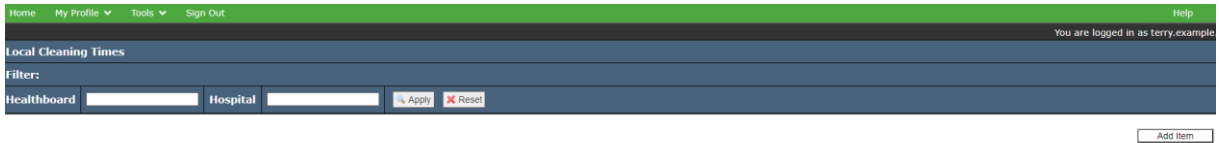
In order to add the information, a timing measurement will have to take place on the element you wish to add. Three timings to be carried out and an average calculated.

For this example, I am going to add a '*plastic plant*' within Borders General Hospital. Three timings have taken place and an average of 1 minute and 20 seconds has been calculated for a full clean to take place on the '*plastic plant*'. The information is entered as shown below.



When you are content with the inputted information, click on 'Insert' at the bottom left.

The ad hoc element has now been recorded and another element can be added, if required. This takes you back to the previous screen.



You can continue with inputting the relevant data, following **Tools>National Average Cleaning Time>Cleaning Time Management>Room Elements Configuration**.



The page with your Board Level Zones will re-load. Click on the relevant Zone, then choose the hospital where you added the ad hoc element, in this example, Borders General Hospital was used.

Zone	Incomplete Areas
Borders General Hospital	1359
Community	1520
East	4069
Mental Health	469
NACT test zone	0
Non-Clinical	619



Once you choose the Hospital, you'll be back at the Ward Level page, as shown in the example below.

Ward	Incomplete Areas
Accident & Emergency	46
ASDU	19
Day Hospital	38
DPU	37
Endoscopy	29
Eye Centre	29
ITU	26
Laboratory	46
Labour Suite & SCBU	45
MacMillan	35
Mortuary	9

In this instance, I'll use the Day Hospital as an example. Click on Day Hospital and the Area list will load.

Select Area:	Area
<input type="checkbox"/>	Entrance - 1DH001
<input type="checkbox"/>	Store Room - 1DH002
<input type="checkbox"/>	DME Register - 1DH003
<input type="checkbox"/>	Corridor - 1DH004
<input type="checkbox"/>	Day hospital lounge - 1DH005
<input type="checkbox"/>	Nurses Station - 1DH006

Select the area where the ad hoc element is required, for this example I want to add a 'plastic plant' into Entrance, under Furniture/Fittings.

The screenshot shows a web interface with a top navigation bar (Home, Administration, My Profile, Tools, Sign Out) and a user login status (You are logged in as belinda.o'shea). Below the NHS Scotland logo, there is a search bar for 'Area m²' with the value '9.06'. A table lists various cleaning elements with columns for 'Element', 'Quantity', 'Frequency', and 'Frequency Multiplier'. The 'Furniture / Fittings' link is highlighted in red. At the bottom, there are 'Back to Area List' and 'Save' buttons.

Click on the 'Furniture/Fittings' link and the element list will open, this time showing the addition of the ad hoc element, 'plastic plant', in red at the bottom of the list.

Element	Quantity	Frequency	Frequency Multiplier
<b>FURNITURE / FITTINGS</b>			
Aid handle - Full	- 0 +	Daily	- 1 +
Bed - Frames	- 0 +	Daily	- 1 +
Bed - Mattress	- 0 +	Daily	- 1 +
Bed locker - Internal	- 0 +	Daily	- 1 +
Bed locker - External	- 0 +	Daily	- 1 +
Bumper rails - 100cm x 20cm	- 0 +	Daily	- 1 +
Chair - Full	- 0 +	Daily	- 1 +
Clock - Full	- 0 +	Daily	- 1 +
Cupboard - double kitchen	- 0 +	Daily	- 1 +
Extendable light - Full	- 0 +	Daily	- 1 +
Fire extinguisher - Full	- 0 +	Daily	- 1 +
Fixed light - Full	- 0 +	Daily	- 1 +
Light switch - Full	- 0 +	Daily	- 1 +
Over bed trolley - Full	- 0 +	Daily	- 1 +
Overhead light - Full	- 0 +	Daily	- 1 +
Patient entertainment system - Full	- 0 +	Daily	- 1 +
Picture frame - 62x45	- 0 +	Daily	- 1 +
Plug socket - Full	- 0 +	Daily	- 1 +
Radiator - Outside	- 0 +	Daily	- 1 +
Shelving (1m) - Underside and partial top	- 0 +	Daily	- 1 +
TV - Full	- 0 +	Daily	- 1 +
Wardrobe - External	- 0 +	Daily	- 1 +
Wardrobe - Internal	- 0 +	Daily	- 1 +
Wardrobe - Full	- 0 +	Daily	- 1 +
(ADHOC) plastic plant - Full	- 0 +	Daily	- 1 +

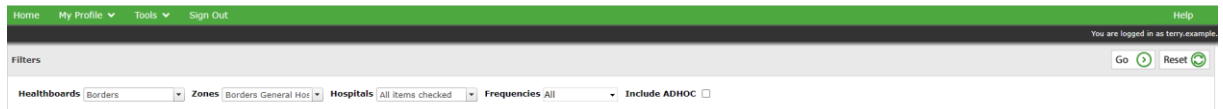
You can continue with inputting the data as explained in [Section 3](#).

## 5. Cleaning Time Report

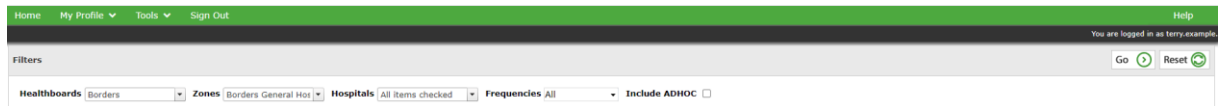
In order to access the Cleaning Time Report, go to **Tools>National Average Cleaning Time>Cleaning Time Report** as shown in the screen shot below.



When you click on 'Cleaning Time Report' you can use the drop down filters to generate the required report, specific to a Hospital. For this example, Borders General Hospital has been used. Select '**Go**'.



The report will generate as shown below.

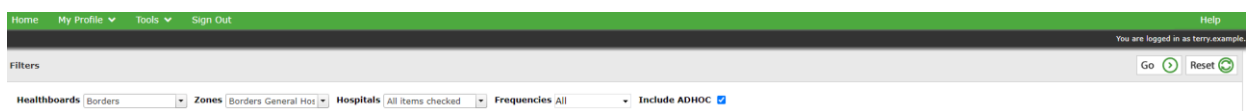


**Standard - Cleaning Time Report**

Room Details	Area	Time to Clean HH:MM:SS (Daily Tasks)	Time to Clean HH:MM:SS (Weekly Tasks)
<b>HOSPITAL: Borders General Hospital</b>			
<b>WARD: Accident &amp; Emergency</b>			
A12			
DSR 1AE002	8.70 m <sup>2</sup>	02:15:32	15:57:44
Sub Total	8.70 m <sup>2</sup>	02:15:32	15:57:44
D7			
Entrance 1AE001	55.80 m <sup>2</sup>	00:22:15	02:36:19
Sub Total	55.80 m <sup>2</sup>	00:22:15	02:36:19
<b>Ward Total</b>	<b>64.50 m<sup>2</sup></b>	<b>02:37:47</b>	<b>18:34:03</b>
<b>WARD: BECS</b>			
D3			
BECS Reception 1AE042	8.90 m <sup>2</sup>	00:06:19	00:48:02
Sub Total	8.90 m <sup>2</sup>	00:06:19	00:48:02
<b>Ward Total</b>	<b>8.90 m<sup>2</sup></b>	<b>00:06:19</b>	<b>00:48:02</b>
<b>Total</b>	<b>73.40 m<sup>2</sup></b>	<b>02:44:06</b>	<b>19:22:06</b>



By selecting '**Include ADHOC**', the report will include the data which was added for the 'plastic plant' in red.



**Standard and ADHOC - Cleaning Time Report**

Room Details	Area	Time to Clean HH:MM:SS (Daily Tasks)	Time to Clean HH:MM:SS (ADHOC Daily Tasks)	Time to Clean HH:MM:SS (Weekly Tasks)	Time to Clean HH:MM:SS (ADHOC Weekly Tasks)
<b>HOSPITAL: Borders General Hospital</b>					
<b>WARD: Accident &amp; Emergency</b>					
A12					
DSR 1AE002	8.70 m <sup>2</sup>	02:15:32	00:00:00	15:57:44	00:00:37
Sub Total	8.70 m <sup>2</sup>	02:15:32	00:00:00	15:57:44	00:00:37
D7					
Entrance 1AE001	55.80 m <sup>2</sup>	00:22:15	00:00:00	02:36:19	00:00:00
Sub Total	55.80 m <sup>2</sup>	00:22:15	00:00:00	02:36:19	00:00:00
<b>Ward Total</b>	<b>64.50 m<sup>2</sup></b>	<b>02:37:47</b>	<b>00:00:00</b>	<b>18:34:03</b>	<b>00:00:37</b>
<b>WARD: BECS</b>					
D3					
BECS Reception 1AE042	8.90 m <sup>2</sup>	00:06:19	00:00:00	00:48:02	00:00:00
Sub Total	8.90 m <sup>2</sup>	00:06:19	00:00:00	00:48:02	00:00:00
<b>Ward Total</b>	<b>8.90 m<sup>2</sup></b>	<b>00:06:19</b>	<b>00:00:00</b>	<b>00:48:02</b>	<b>00:00:00</b>
<b>Total</b>	<b>73.40 m<sup>2</sup></b>	<b>02:44:06</b>	<b>00:00:00</b>	<b>19:22:06</b>	<b>00:00:37</b>



## 6. Calculations

The calculation used is described below:

The main parameters used are the Frequency, Quantity, Frequency Multiplier and the National Average Time of each task that has already been configured into the system.

In order to calculate the cleaning time required for each task the system multiplies the Quantity with the Frequency Multiplier and the Average Time.

The report is split into two columns, the Daily and Weekly cleaning times.

In the Daily column the system will sum all the cleaning times for the daily tasks from the calculation above for each room.

In the Weekly column the system will include the sum of all cleaning times for all tasks.

Please see [Appendix 1](#) for the calculation detail.



## Appendix 1: Calculation

Multiply the calculated times sum for Daily Tasks by 7, added to the calculated times sum for Weekly Tasks, added to the calculated times sum divided by 4.3 for Monthly Tasks, added to the calculated times sum divided by 12.9 for Quarterly Tasks and finally added to the calculated times sum divided by 52 for Yearly Tasks.

$$(Daily\ Tasks * 7) + (Weekly\ Tasks) + (Monthly\ Tasks / 4.3) + (Quarterly\ Tasks / 12.9) + (Yearly\ Tasks / 52)$$