

Professional Advice, Guidance and Support

NHS Scotland National Cleaning Compliance Report Domestic and Estates Cleaning Services Performance 2021/2022

Quarter 3: October 2021 – December 2021

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1. Introduction

- 1.1 Cleaning functions in NHS Scotland are carried out as part of the duties of a number of healthcare professionals; this includes Nurses, Domestics, Estates Officers, and Ambulance staff to name a few. Specific responsibilities for cleaning duties vary by Health Board and sometimes within each Health Board.

This report covers the cleaning functions carried out by Domestic staff and Estates staff.

As one part of their duties Domestic staff clean parts of the ward environment like the floors, toilets, sinks, etc. They also clean other areas of the healthcare facility such as corridors, offices, foyer, etc. They generally do not clean near patient equipment e.g. the patient bed tray, the upper half of the patient bed or drip stands, etc.

In the context of this report, 'Estates' reporting refers to issues with the fabric of the building which impede effective cleaning activity. This report does not present information on the whole of the Estates function e.g. water systems, heating, ventilation etc. across all healthcare facilities.

This report presents data on compliance with the requirements set out in the NHS Scotland National Cleaning Services Specification (NCSS). The NCSS set out the requirements for the minimum frequency and methods of cleaning carried out by Domestic staff. It sets out the same requirements for Estates staff when cleaning the Estates fabric.

The report includes data on the 18 Scottish NHS Boards that offer inpatient services or deal directly with patients, as follows:

- the 14 NHS Scotland Territorial Boards;
- 4 Special Health Boards - Golden Jubilee National Hospital, The State Hospitals Board for Scotland, Scottish Ambulance Service and the Scottish Blood Transfusion Service (part of NHS National Services Scotland).

All healthcare facilities and component parts e.g. wards, treatment rooms, corridors, etc. are expected to be at least 90% compliant with the requirements set out in the NCSS. Boards, zones or major sites (A1 and A2 hospitals) which receive an Amber or Red compliance rating must develop an action plan to address the issues identified through the monitoring process.

This will be submitted to Health Facilities Scotland, and a summary of the action plan will be included in this report.

The report indicates the status of each NHS Board using a traffic light system as below:

	Colour	Description
●	Green	compliance level 90% and above - Compliant
●	Amber	compliance level between 70% and 90% - Partially compliant
●	Red	compliance level below 70% - Non-compliant

2. Background

- 2.1 Healthcare Associated Infection (HAI) is a priority issue for NHS Scotland, in terms of the safety and well-being of patients, staff and the public.

The HAI Task Force was established in 2003 to take forward the Ministerial HAI Action Plan 'Preventing Infections Acquired While Receiving Healthcare' (October 2002). Cleaning services are an essential part of the multidisciplinary approach to tackling HAI. For prevention and control of infection to work effectively, critical activities such as cleaning and hand hygiene have to be embedded into everyday practice.

As part of its work programme, the HAI Task Force developed the 'NHS Scotland Code of Practice for the Local Management of Hygiene and HAI' and the 'NHS Scotland National Cleaning Services Specification'. These documents include guidance on cleanliness and hygiene, effectively setting minimum standards for the healthcare environment. They were issued to NHS Boards in May 2004.

The HAI Task Force commissioned Health Facilities Scotland (HFS) to develop a monitoring framework for the NHS Scotland National Cleaning Services Specification. This was developed in consultation with a range of stakeholders within NHS Scotland and was implemented in April 2006. The first quarterly report was published in August 2006 and covered cleaning provided by Domestic services in NHS facilities.

Estates Monitoring

- 2.2 In 2009 the HAI Task Force asked HFS to look at extending the scope of the cleaning monitoring tool to cover Estates services as well as Domestic services.

HFS took forward this work in partnership with NHS Scotland Boards and built the Estates monitoring system as an extension to the existing Domestic monitoring system.

In the context of this report, 'Estates' reporting refers to issues with the fabric of the building which impede effective cleaning activity. This report does not present information on the whole of the Estates function e.g. water systems, heating, ventilation, etc. across all healthcare facilities.

Monitoring and Improvement

- 2.3 Monitoring, in this context, is defined as the ongoing assessment of the outcome of cleaning and Estates maintenance processes to assess the extent to which corrective procedures are being carried out correctly, to identify any remedial action which is required and to provide an audit trail.

An essential component of any monitoring framework is the fundamental principle of continuous improvement. Therefore, the monitoring framework not only provides a reporting mechanism, but a rectification process that can be used locally to identify, prioritise and address issues of non-compliance.

Further information on the monitoring framework is available from <https://www.nss.nhs.scot/publications/national-facilities-monitoring-framework-manual-v-30/>.

The methodology behind the monitoring process is described in [Appendix 1](#).

Facilities Monitoring Tool

- 2.4 In April 2012 a digital Facilities Management Tool (FMT) became operational across Scotland. The tool moved data collection from a paper and spreadsheet based data collection to an online system that uses handheld devices and web based data transfer. This report is produced using data from this national system.

Facilities Support Team

- 2.5 The Facilities Support Team within Health Facilities Services is available to boards as an additional support mechanism, to provide day-to-day support to FMT system users, and training and guidance where needed. In addition to this activity, the support team can provide site or board specific support if areas are experiencing issues meeting the compliance levels described in this report, or are seeking to improve the general quality and consistency of audit practice.

NHS Scotland Cleaning Compliance Quarter 3 2021-22 - Domestic and Estates Services

Non Territorial Boards	Health Board & Zones	Domestic Result	Estates Result
	NHS Scottish Ambulance Service	96.4	93.0
	East Central Region	96.0	95.0
	North Region	97.1	94.9
	South East Region	95.6	88.4
	West Region North	95.6	91.8
	West Region South	96.2	91.1
	NHS State Hospital	98.2	98.5
	NHS Golden Jubilee	98.2	98.2
	NHS NSS – SNBTS	95.1	98.8

Health Board & Zones	Domestic Result	Estates Result
NHS Shetland	98.0	99.8

Health Board & Zones	Domestic Result	Estates Result
NHS Highland	95.3	96.2
A&B CHP	95.2	97.7
New Craigs	98.4	97.4
North and West Highland	95.8	94.9
Raigmore	94.6	95.8
South & Mid Highland	97.9	98.0

Health Board & Zones	Domestic Result	Estates Result
NHS Orkney	96.4	99.7

Health Board & Zones	Domestic Result	Estates Result
NHS W.Isles	96.8	99.4

Health Board & Zones	Domestic Result	Estates Result
NHS Grampian	93.7	94.3
Aberdeen Maternity Hospital, RACH & Outlying Areas	93.9	95.0
Aberdeen Royal Infirmary	93.3	95.3
Aberdeenshire North & Moray Community	96.1	92.8
Aberdeenshire South & Aberdeen City	93.6	94.3
Dr Grays Hospital	94.1	92.6
Foresterhill Campus	93.3	94.9
Royal Cornhill Hospital	94.8	92.5
Woodend Hospital	92.5	93.4

Health Board & Zones	Domestic Result	Estates Result
NHS Forth Valley	95.4	94.8
Bell's dyke	96.9	89.3
Bo'ness	96.5	97.3
CCHC	95.1	94.2

Health Board & Zones	Domestic Result	Estates Result
NHS Tayside	95.2	99.2
Brechin-Montrose-Links	95.4	98.4
Kings Cross Community	96.9	95.7
Kingsway Care Centre	94.8	98.3

Falkirk Community Hospital	95.0	88.5
FV North Sector	95.7	90.3
FV South Sector	93.9	88.8
FVRH	95.5	97.7
SCH	95.5	93.5

Health Board & Zones	Domestic Result	Estates Result
NHS GGC	95.5	95.4
Admin Bases	97.8	97.9
Hospitals	95.5	94.9
East Dunbartonshire HSCP	96.0	99.6
East Renfrewshire HSCP	98.1	99.4
Glasgow City HSCP - North East Sector	95.9	99.2
Glasgow City HSCP - North West Sector	95.1	99.5
Glasgow City HSCP - South Sector	95.9	99.3
Inverclyde HSCP	94.3	90.7
Renfrewshire HSCP	96.4	99.5
West Dunbartonshire HSCP - Glasgow	97.1	99.3
West Dunbartonshire HSCP - Lomond	96.4	98.8

Health Board & Zones	Domestic Result	Estates Result
NHS Lanarkshire	93.0	96.1
Hairmyres	89.4	97.4
Monklands	93.9	90.3
North	97.5	98.9
South	98.3	98.9
Wishaw	95.2	98.3

Health Board & Zones	Domestic Result	Estates Result
NHS Ayr and Arran	95.6	97.5
East	96.2	98.0
North	95.4	98.0
South	94.8	96.5

Health Board & Zones	Domestic Result	Estates Result
NHS Dumfries and Galloway	96.7	99.8
CRH	97.9	99.2
DGRI	96.5	99.9
PCCD East	N/A	N/A
PCCD West	97.1	99.6

Health Board & Zones	Domestic Result	Estates Result
NHS Borders	96.4	98.2
Borders General Hospital	96.4	97.8
Community	96.1	99.4
Mental Health	96.0	98.7
Non-clinical	96.3	98.8

Ninewells Hospital	94.4	99.7
Perth Royal Infirmary	95.5	100.0
Perthshire Community Hospitals & H.C	96.9	100.0
Royal Victoria Hospital	96.7	99.5
Stracathro	96.6	97.6
Strathmarline-Dudhope	97.0	98.5
Whitehills-Arbroath-Kinross-Carnoustie	97.3	97.7

Health Board & Zones	Domestic Result	Estates Result
NHS Fife	95.9	96.6
Central Fife	96.1	94.3
Lynebank Hospital	96.1	95.5
North East Fife	94.7	98.3
Queen Margaret Hospital	96.9	96.8
Stratheden	94.9	95.4
Victoria Hospital	95.9	97.2

Health Board & Zones	Domestic Result	Estates Result
NHS Lothian	96.2	97.3
East & Mid Lothian	96.8	97.9
Edinburgh Acute	95.8	95.9
Edinburgh Community	95.6	99.2
Edinburgh Royal Infirmary	96.4	97.7
External Contractors Sites	93.3	97.9
West Lothian	97.3	97.4

Compliance Key	less than 70%	between 70% - 90%	90% or higher
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3. Domestic Services – Key Findings for 3rd Quarter

Key Findings – Pan Scotland

- 3.1 Scotland’s overall total score in Quarter 3 for 2021/22 was Green at 95.3%, which is slight decrease from the 95.5% achieved in the previous quarter.

Health Board Level Data

- all NHS Boards have achieved an overall Green compliance rating;
- all A1 sites have achieved an overall Green compliance for Domestic services;
- one A2 site had a non-compliant score.

Zone Level Data

- 3.2 In each NHS Board there are a number of zones reflecting how domestic cleaning is managed and reported locally across the NHS Board. In larger NHS Boards there are a number of zones, in smaller NHS Boards there may only be one zone, which covers the whole of the NHS Board.

All zones across Scotland have achieved an overall Green compliance rating for Domestic Services, with the exception of the NHS Lanarkshire zone detailed below.

NHS Board and zone level cleaning audit data is presented graphically on [pages 5 and 6](#).

NHS Lanarkshire

- 3.3 NHS Lanarkshire has reported one zone in Amber (partially compliant) for Domestic for Quarter 3.

Zone	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22
Hairmyres	94.1	93.9	89.4

NHS Lanarkshire provided the following explanation:

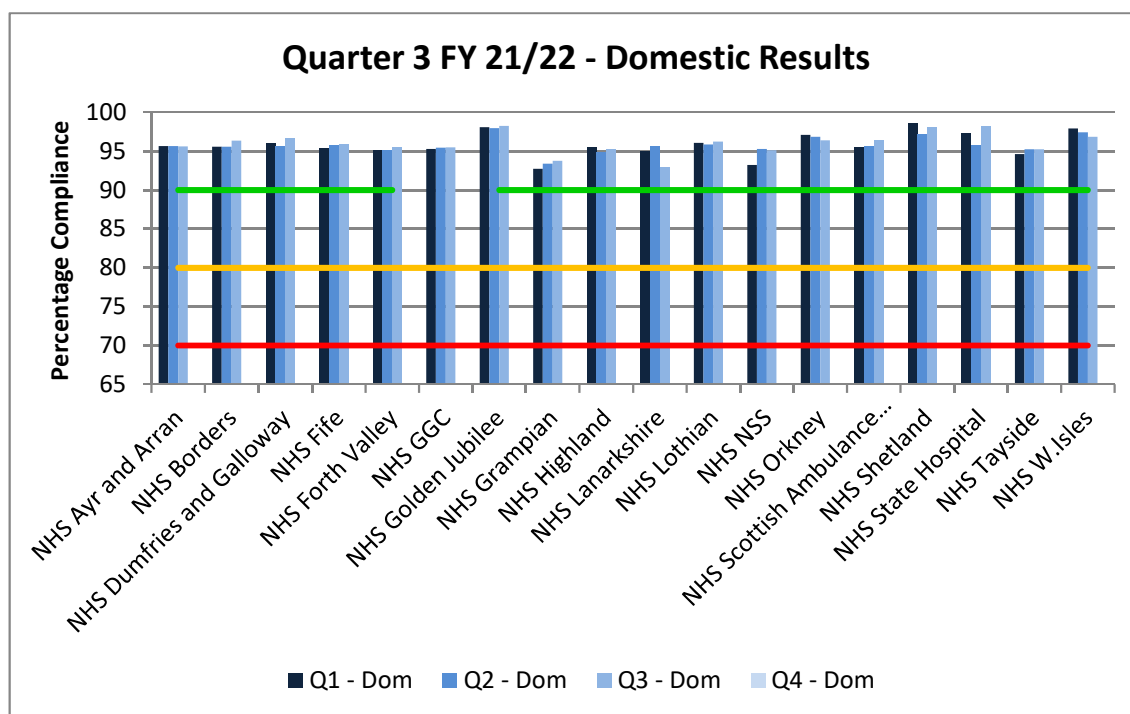
“The areas of concern highlighted during audits have been reviewed and an improvement plan agreed to provide a consistent and compliant level of service. We will monitor the agreed improvements in Quarter 4 and continue to provide a transparent report of our sites.”

HFS Perspective - NHS Lanarkshire

- 3.3.1 NHS Lanarkshire have been transparent in their audit and an improvement plan put in place to ensure that the areas of concern have been reviewed and captured. Moving into Quarter 4, HFS would expect to see an improvement in these areas and the Board needs to ensure that any high risks are identified and recorded appropriately.

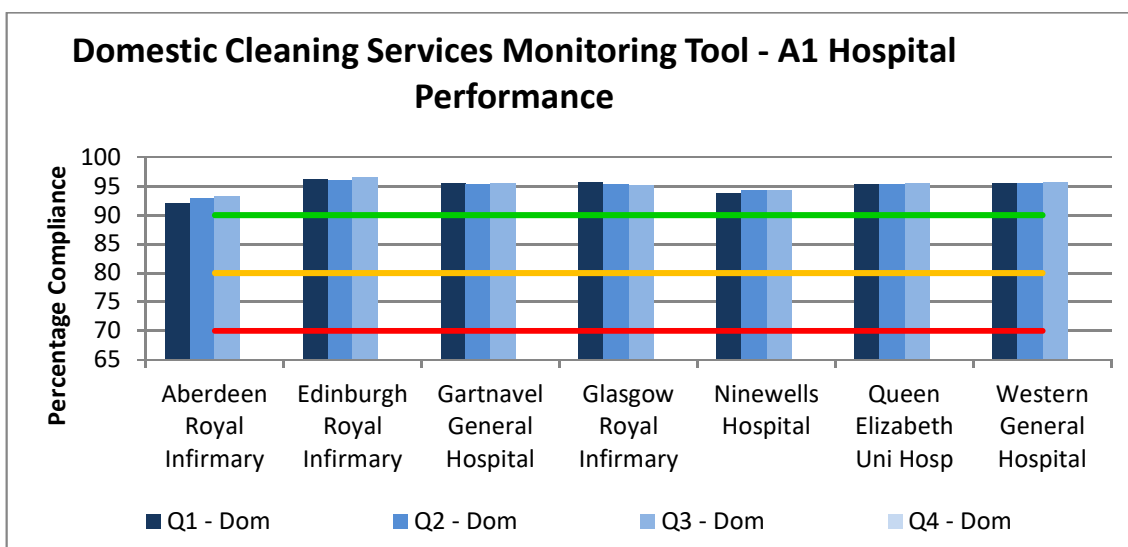
4. Domestic Services - Graphs

4.1 Domestic Cleaning Services Monitoring Tool – NHS Boards’ Performance

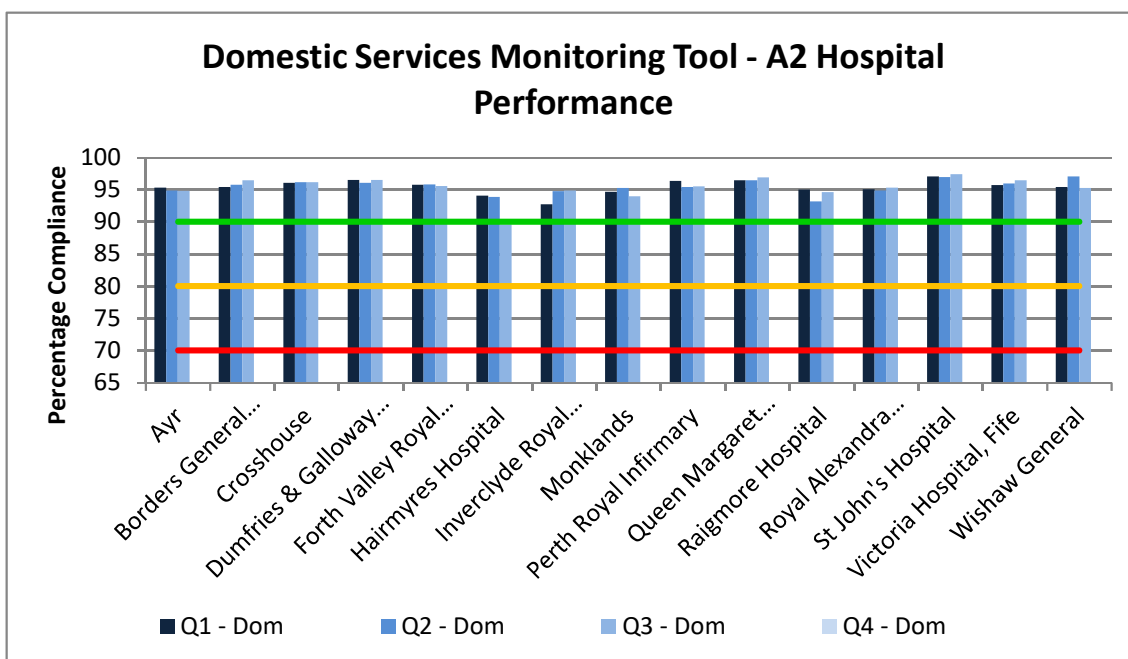


Health Board	1 st Quarter Apr - June 2021/22	2 nd Quarter July - Sept 2021/22	3 rd Quarter Oct - Dec 2021/22	4 th Quarter Jan - March 2021/22
NHSSCOTLAND	95.3	95.5	95.3	
NHS Ayrshire and Arran	95.6	95.7	95.6	
NHS Borders	95.6	95.6	96.4	
NHS Dumfries and Galloway	96.0	95.6	96.7	
NHS Fife	95.4	95.7	95.9	
NHS Forth Valley	95.2	95.1	95.4	
NHS Greater Glasgow and Clyde	95.3	95.4	95.5	
NHS Golden Jubilee	98.1	98.0	98.2	
NHS Grampian	92.7	93.4	93.7	
NHS Highland	95.5	94.9	95.3	
NHS Lanarkshire	95.0	95.7	93.0	
NHS Lothian	96.1	95.9	96.2	
NHS NSS SNBTS	93.2	95.3	95.1	
NHS Orkney	97.1	96.8	96.4	
NHS Scottish Ambulance Service	95.5	95.7	96.4	
NHS Shetland	98.6	97.1	98.0	
NHS State Hospital	97.2	95.7	98.2	
NHS Tayside	94.6	95.2	95.2	
NHS Western Isles	97.9	97.4	96.8	

4.2 Domestic Cleaning Services Monitoring Tool – A1 Hospital Performance



4.3 Domestic Cleaning Services Monitoring Tool – A2 Hospital Performance



4.4 Domestic Cleaning Services Monitoring Tool – A1 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2021/22	2 nd Quarter July - Sept 2021/22	3 rd Quarter Oct - Dec 2021/22	4 th Quarter Jan - Mar 2021/22
A1	Aberdeen Royal Infirmary	92.0	93.0	93.3	
	Edinburgh Royal Infirmary	96.2	96.1	96.6	
	Gartnavel General Hospital	95.6	95.4	95.4	
	Glasgow Royal Infirmary	95.7	95.3	95.3	
	Ninewells Hospital	93.9	94.4	94.4	
	Queen Elizabeth Uni Hosp	95.3	95.4	95.6	
	Western General Hospital	95.5	95.5	95.8	

4.5 Domestic Cleaning Services Monitoring Tool – A2 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2021/22	2 nd Quarter July - Sept 2021/22	3 rd Quarter Oct - Dec 2021/22	4 th Quarter Jan - Mar 2021/22
A2	Ayr Hospital	95.3	94.9	94.8	
	Borders General Hospital	95.4	95.7	96.4	
	Crosshouse Hospital	96.0	96.1	96.1	
	Dumfries & Galloway Royal Infirmary	96.5	96.0	96.5	
	Forth Valley Royal Hospital	95.8	95.8	95.5	
	Hairmyres Hospital	94.1	93.8	89.3	
	Inverclyde Royal Hospital	92.7	94.8	94.8	
	Monklands Hospital	94.7	95.2	93.9	
	Perth Royal Infirmary	96.3	95.4	95.5	
	Queen Margaret Hospital	96.5	96.5	96.9	
	Raigmore Hospital	95.0	93.1	94.6	
	Royal Alexandra Hospital	95.0	94.8	95.3	
	St. John's Hospital	97.0	96.9	97.4	
	Victoria Hospital, Fife	95.7	95.9	96.4	
Wishaw General Hospital	95.4	97.0	95.2		

5. Estates Services - Key Findings for 3rd Quarter

Key Findings – Pan Scotland

- 5.1 Scotland's overall total score in Quarter 3 for 2021/22 was Green at 96.4%. This is a slight increase from the 96.3% achieved in the previous Quarter.

Health Board Level Data

- all Health Boards have achieved an overall Green compliance rating;
- all A1 hospitals have achieved a Green compliance rating;
- one A2 hospital had a non-compliant score.

Zone Level Data

In each NHS Board there are a number of zones, reflecting how domestic cleaning is managed and reported locally across the NHS Board. In larger NHS Boards there is a number of zones, in smaller NHS Boards there may only be one zone, which covers the whole of the NHS Board.

NHS Board and zone level cleaning audit data is presented graphically on [pages 5 and 6](#).

NHS Forth Valley

- 5.2 NHS Forth Valley has reported three zones in Amber (partially compliant) for Estates for Quarter 3.

Zone	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22
Bells'dyke	88.4	87.5	89.3
Falkirk Community Hospital	88.9	89.5	88.5
Bo'ness	89.9	90.4	97.3
FV North Sector	87.8	89.2	90.3
FV South Sector	90.0	90.8	88.8

NHS Forth Valley provided the following explanation:

“Investment continues with numerous projects for areas of Falkirk and Bellsdyke. Over the next few reporting quarters this should demonstrate improvement prior to financial year end. The master plan being collated for one of our bigger amber scoring sites, Falkirk Community Hospital continues and is gathering pace so investment to this site is limited with the knowledge of it being redeveloped very soon.”

Our Estates team continue to review and resolve the higher risk items, the result of which will not be visible until the same areas are reported in later quarters. NHSFV continue to monitor this correctly and report it honestly to show a true reflection of our premises. Work continues into the reporting process of Estates issues and the risk level assigned to certain items which should also help improve the scores.

We are also working through the issues with a severely reduced team following several retirements with serious issues over our recruitment campaigns and struggling to recruit engineering and electrical based staff having a severe impact on our work. COVID 19 is also severely affecting our staffing levels so high priority items and emergency works are being dealt with first during a very tough and busy time for our stretched and limited maintenance team”

HFS Perspective - NHS Forth Valley

5.2.1 NHS Forth Valley has described the continuation of the investment, for the improvement works, which was made within FCH and Bellsdyke specifically. HFS would expect to see an improvement within these areas, over the coming Quarters, due to the completion of the works. Plans are in place for further investment within the remaining Amber reporting sites and there is an assumption that these sites will be reporting Ambers until such time as the improvement works has been completed within all of the relevant sites.

NHS Forth Valley have also described the difficulty they are experiencing with staff shortages, specifically with engineering and electrical based staff. Again, there is an expectation that these areas will remain partially compliant until recruitment has taken place and the improvement works completed.

NHS Greater Glasgow & Clyde

5.3 NHS GG&C has reported one site in Amber (partially compliant) for Estates for Quarter 3.

Zone	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22
Glasgow Royal Infirmary	92.0	91.2	89.2

NHS GG&C provided the following explanation:

“The vast majority of the fails which resulted in the Amber score for quarter 3 related to Paintwork. Our contract with our painting and decorating supplier ended in October 2021. Delays in the procurement process to secure a new contract resulted in delayed completion of pre-planned painting maintenance work and projects. The new provider has been secured and outstanding tasks and areas will be prioritised. The new programme of pre-planned maintenance is underway with view to improved scores moving into Q4”

HFS Perspective - Greater Glasgow & Clyde

- 5.3.1 NHS Greater Glasgow and Clyde have explained that due to the end of contract of their painting and decorator supplier, this has led to delays with pre-planned painting maintenance. A new supplier has now been secured and outstanding tasks will be prioritised accordingly. Moving into Quarter 4, there is an expectation for improvement in this area.

NHS Scottish Ambulance Service

- 5.4 NHS SAS has reported one site in Amber (partially compliant) for Estates for Quarter 3.

Zone	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22
South East Region	91.4	93.0	88.4

NHS SAS provided the following explanation:

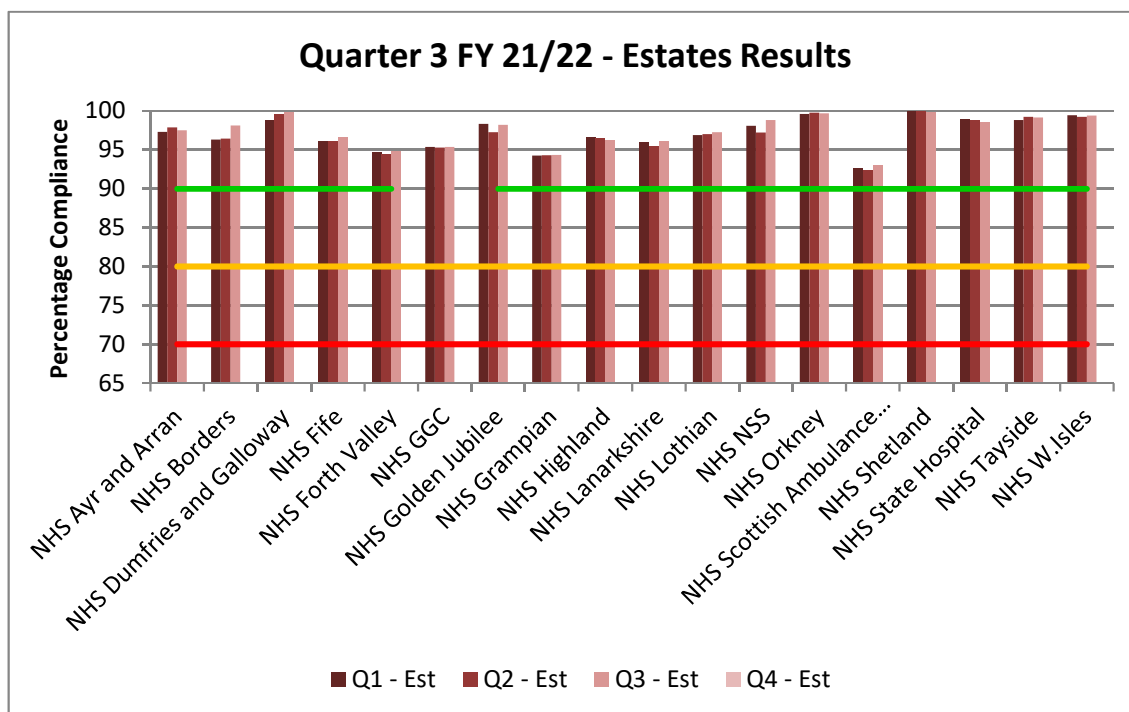
“The issue in the South East region was due to one specific vehicle which is recorded as estates in SAS having a number of issues which reduced the audit score. These issues were addressed and rectified at the time and have been signed off and we expect a return to compliance in the next reporting period.”

HFS Perspective – Scottish Ambulance Service

- 5.4.1 The Scottish Ambulance Service have been able to identify a specific area which caused a partial compliant audit score. This area has now been addressed and moving into Quarter 4, there is an expectation that a compliant audit will be achieved.

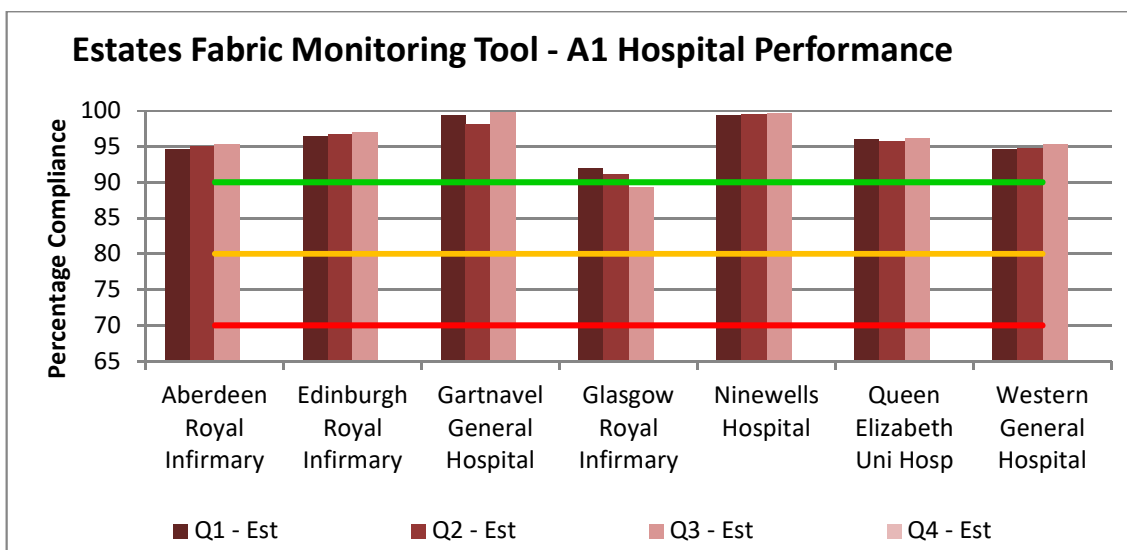
6. Estates Services - Graphs

6.1 Estates Fabric Monitoring Tool – NHS Boards' Performance

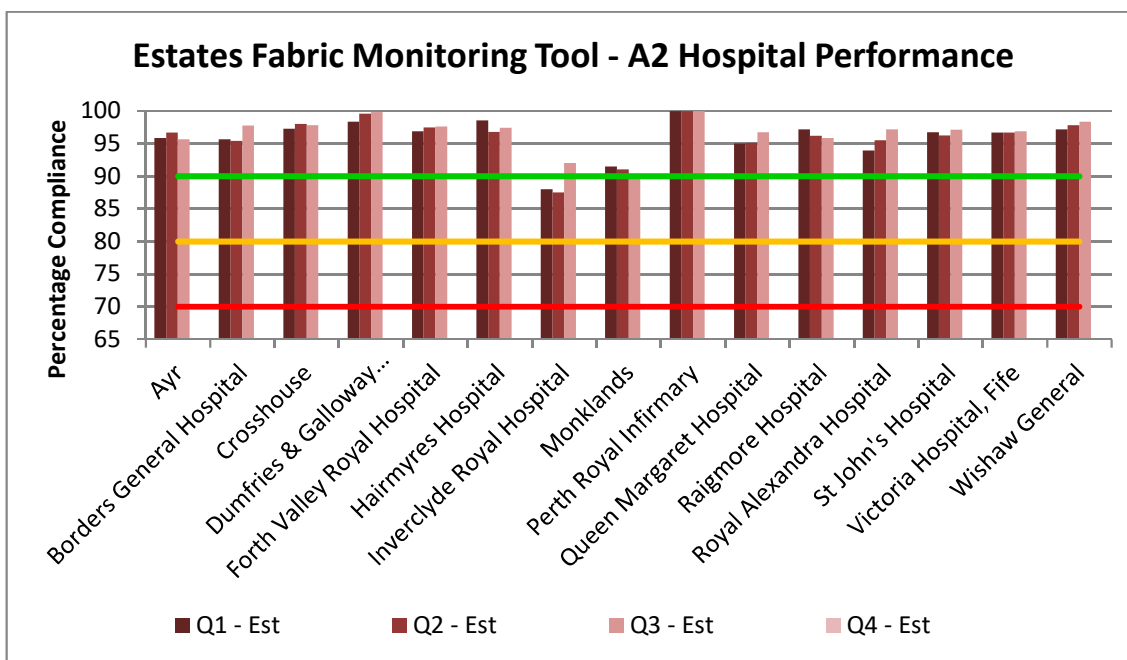


Health Board	1 st Quarter Apr - June 2021/22	2 nd Quarter July - Sept 2021/22	3 rd Quarter Oct - Dec 2021/22	4 th Quarter Jan - Mar 2021/22
NHSSCOTLAND	96.3	96.3	96.4	
NHS Ayrshire and Arran	97.3	97.9	97.5	
NHS Borders	96.3	96.5	98.2	
NHS Dumfries and Galloway	98.8	99.6	99.8	
NHS Fife	96.2	96.0	96.6	
NHS Forth Valley	94.6	94.4	94.8	
NHS Greater Glasgow and Clyde	95.4	95.3	95.4	
NHS Golden Jubilee	98.4	97.3	98.2	
NHS Grampian	94.3	94.3	94.3	
NHS Highland	96.6	96.5	96.2	
NHS Lanarkshire	96.0	95.5	96.1	
NHS Lothian	96.9	97.0	97.3	
NHS NSS SNBTS	98.1	97.2	98.8	
NHS Orkney	99.6	99.8	99.7	
NHS Scottish Ambulance Service	92.6	92.4	93.0	
NHS Shetland	100.0	100.0	99.8	
NHS State Hospital	98.9	98.8	98.5	
NHS Tayside	98.8	99.3	99.2	
NHS Western Isles	99.5	99.2	99.4	

6.2 Estates Fabric Monitoring Tool – A1 Hospital performance



6.3 Estates Fabric Monitoring Tool – A2 Hospital Performance



6.4 Estates Fabric Monitoring Tool – A1 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2021/22	2 nd Quarter July - Sept 2021/22	3 rd Quarter Oct - Dec 2021/22	4 th Quarter Jan - Mar 2021/22
A1	Aberdeen Royal Infirmary	94.6	95.0	95.3	
	Edinburgh Royal Infirmary	96.5	96.7	97.0	
	Gartnavel General Hospital	99.3	98.2	99.8	
	Glasgow Royal Infirmary	92.0	91.2	89.2	
	Ninewells Hospital	99.3	99.5	99.7	
	Queen Elizabeth Uni Hosp	95.9	95.7	96.1	
	Western General Hospital	94.6	94.7	95.4	

6.5 Estates Fabric Monitoring Tool – A2 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2021/22	2 nd Quarter July - Sept 2021/22	3 rd Quarter Oct - Dec 2021/22	4 th Quarter Jan - Mar 2021/22
A2	Ayr Hospital	95.9	96.7	95.6	
	Borders General Hospital	95.7	95.4	97.8	
	Crosshouse Hospital	97.3	98.0	97.8	
	Dumfries & Galloway Royal Infirmary	98.4	99.6	99.8	
	Forth Valley Royal Hospital	96.9	97.5	97.7	
	Hairmyres Hospital	98.6	96.8	97.4	
	Inverclyde Royal Hospital	88.0	87.5	92.0	
	Monklands Hospital	91.5	91.0	90.4	
	Perth Royal Infirmary	100.0	100.0	100.0	
	Queen Margaret Hospital	95.0	95.1	96.8	
	Raigmore Hospital	97.2	96.2	95.8	
	Royal Alexandra Hospital	93.9	95.5	97.2	
	St. John's Hospital	96.7	96.2	97.1	
	Victoria Hospital, Fife	96.7	96.7	96.9	
Wishaw General Hospital	97.2	97.8	98.4		

Appendix 1 - Methodology

Over the year, NHS Boards will monitor all facilities. Each Quarterly report covers monitoring of a proportion of the facilities/areas within an NHS Board area.

Compliance is assessed within NHS Boards using a standardised monitoring system, available online or offline on a handheld device.

There are two components to the monitoring:

- Audits carried out on a routine basis by Domestic Services Managers
- Audits carried out by Peer Review teams, incorporating a Public Involvement element

Cleanliness and the state of the Estate fabric are assessed using an observational process and according to the technical requirements set out in the NHS Scotland National Cleaning Services Specification. The requirements vary depending on the type of area being assessed and the scores are weighted to reflect risk. For example, an operating theatre receives a higher weighting.

The rooms to be audited within the audit areas are selected at random in accordance with the monitoring framework guidance.

NHS Boards results are available to Health Facilities Scotland via the live online system. This data is used to compile the national Quarterly report and for local NHS Board reporting.