

Professional Advice, Guidance and Support

NHS Scotland National Cleaning Compliance Report Domestic and Estates Cleaning Services Performance 2022/2023

Quarter 2: July 2022 – September 2022



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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, Domestic staff, 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 Estate's 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 2 2022-23 - Domestic and Estates Services

Non Territorial Boards	Health Board & Zones	Domestic Result	Estates Result
	NHS Scottish Ambulance Service	96.7	95.7
	East Central Region	96.9	93.7
	North Region	96.5	93.2
	South East Region	98.7	97.4
	West Region North	95.6	95.3
	West Region South	97.6	94.8
	NHS State Hospital	96.9	99.5
	NHS Golden Jubilee	98.2	98.1
	NHS NSS – SNBTS	91.4	94.8

Health Board & Zones	Domestic Result	Estates Result
NHS Shetland	96.4	99.8

Health Board & Zones	Domestic Result	Estates Result
NHS Highland	95.1	97.6
A&B CHP	96.2	97.8
New Craigs	98.1	97.9
North and West Highland	95.2	95.9
Raigmore	93.9	98.8
South & Mid Highland	97.6	97.9

Health Board & Zones	Domestic Result	Estates Result
NHS Orkney	96.5	99.7

Health Board & Zones	Domestic Result	Estates Result
NHS W.Isles	95.7	98.4

Health Board & Zones	Domestic Result	Estates Result
NHS Grampian	93.2	92.9
Aberdeen Maternity Hospital, RACH & Outlying Areas	92.9	93.5
Aberdeen Royal Infirmary	93.2	94.3
Aberdeenshire North & Moray Community	94.6	90.5
Aberdeenshire South & Aberdeen City	91.8	88.5
Dr Grays Hospital	93.4	93.3
Foresterhill Campus	93.6	93.1
Royal Cornhill Hospital	93.2	91.3
Woodend Hospital	93.3	95.4

Health Board & Zones	Domestic Result	Estates Result
NHS Forth Valley	94.8	93.6
Bells'dyke	95.2	88.4
Bo'ness	96.1	92.2
CCHC	94.1	93.6

Health Board & Zones	Domestic Result	Estates Result
NHS Tayside	95.3	99.1
Brechin-Montrose-Links	96.6	97.6
Kings Cross Community	96.5	92.5
Kingsway Care Centre	94.7	99.3

Falkirk Community Hospital	94.4	88.3
FV North Sector	94.9	92.8
FV South Sector	94.1	93.3
FVRH	95.3	95.5
SCH	93.1	93.9

Ninewells Hospital	93.8	99.7
Perth Royal Infirmary	96.2	100.0
Perthshire Community Hospitals & H.C	97.7	99.9
Royal Victoria Hospital	96.9	100.0
Stracathro	96.5	98.5
Strathmartine-Dudhope	96.0	99.8
Whitehills-Arbroath-Kimernur-Carnoustie	96.5	96.1

Health Board & Zones	Domestic Result	Estates Result
NHS GGC	95.0	96.1
Admin Bases	94.1	99.7
Hospitals	95.0	95.7
East Dunbartonshire HSCP	96.2	99.6
East Renfrewshire HSCP	97.6	100.0
Glasgow City HSCP - North East Sector	94.2	99.6
Glasgow City HSCP - North West Sector	94.4	99.7
Glasgow City HSCP - South Sector	95.3	99.6
Inverclyde HSCP	94.8	89.3
Renfrewshire HSCP	96.6	99.6
West Dunbartonshire HSCP - Lomond	96.6	98.9



Health Board & Zones	Domestic Result	Estates Result
NHS Fife	96.2	96.3
Central Fife	96.9	94.9
Lynebank Hospital	96.8	95.7
North East Fife	94.6	98.4
Queen Margaret Hospital	96.7	95.6
Stratheden	96.1	94.0
Victoria Hospital	96.1	97.1

Health Board & Zones	Domestic Result	Estates Result
NHS Lanarkshire	95.4	95.2
Hairmyres	95.6	95.8
Monklands	95.0	91.5
North	97.7	98.4
South	98.3	98.8
Wishaw	94.6	96.4

Health Board & Zones	Domestic Result	Estates Result
NHS Lothian	95.7	97.1
East & Mid Lothian	96.2	98.0
Edinburgh Acute	95.6	95.4
Edinburgh Community	95.5	98.1
Edinburgh Royal Infirmary	95.9	97.9
External Contractors Sites	88.4	97.9
West Lothian	96.1	97.2

Health Board & Zones	Domestic Result	Estates Result
NHS Dumfries and Galloway	95.6	99.6
CRH	95.7	98.4
DGRI	95.5	99.8
PCCD East	89.4	100.0
PCCD West	96.7	99.4

Health Board & Zones	Domestic Result	Estates Result
NHS Ayr and Arran	95.5	97.3
East	96.1	97.7
North	94.9	98.3
South	95.0	96.3

Health Board & Zones	Domestic Result	Estates Result
NHS Borders	95.3	97.4
Borders General Hospital	95.5	97.2
Community	94.8	98.4
Mental Health	96.1	96.7
Non-clinical	93.2	97.6

Compliance Key	less than 70%	between 70% - 90%	90% or higher
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3. Domestic Services – Key Findings for 2nd Quarter

Key Findings – Pan Scotland

- 3.1 Scotland’s overall total score in Quarter 2 for 2022/23 was Green at 95.3%, which is slight decrease from the 95.4% 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;
- all A2 sites have achieved an overall Green compliance for Domestic services.

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 zones detailed below.

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

NHS Dumfries & Galloway

- 3.3 NHS Dumfries & Galloway have reported one zone as Amber (partially compliant) for Domestic Services for Quarter 2.

Zone	Quarter 4 2021/22	Quarter 1 2022/23	Quarter 2 2022/23
PCCD East	96.1	96.9	89.4

NHS Dumfries & Galloway provided the following explanation:

“Due to staff shortages, this has led to a partial-compliance audit score within the PCCD East Zone. At the time there were no cleaning schedules within the Sanquar site, however this has now been addressed and the schedules are in place”.

HFS Perspective - NHS Dumfries & Galloway

- 3.3.1 Staff shortages have led to a partial-compliant score. Moving into Quarter 3, there is an assumption that this will be resolved, and a complaint audit score will be reported. The lack of cleaning schedules within the Sanquar site, was a cause for concern, however, this has been addressed and cleaning schedules are being used appropriately.

NHS Lothian

- 3.4 NHS Lothian have reported one zone as Amber (partially compliant) for Domestic Services for Quarter 2.

Zone	Quarter 4 2021/22	Quarter 1 2022/23	Quarter 2 2022/23
External Contractors Sites	92.8	90.7	88.4

NHS Lothian provided the following explanation:

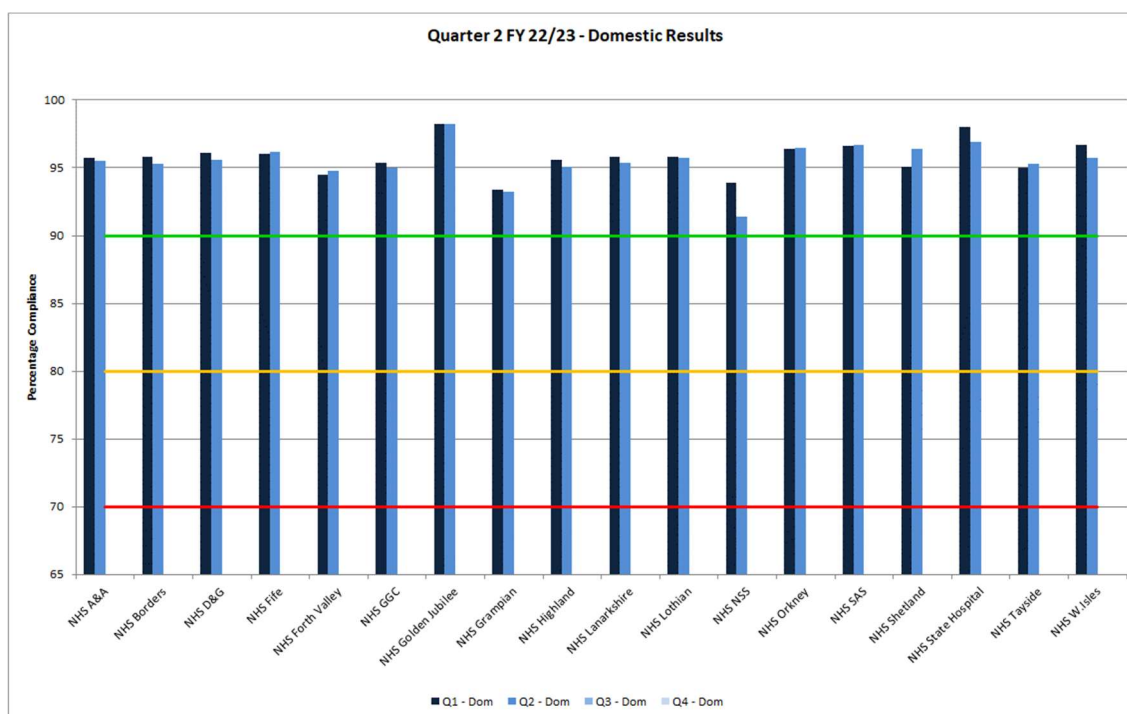
“An action plan has been developed for the areas with a non-compliant score and 1-2-1 meetings arranged with staff to see if there are any issues which require further attention. A shortfall in staff numbers has also led to pressure on the service”.

HFS Perspective - NHS Lothian

- 3.4.1 NHS Lothian have described how staffing numbers have led to pressure on the service and they have developed an action plan for improvement within this zone. HFS would expect to see a compliant audit score as we move into Quarter 3.

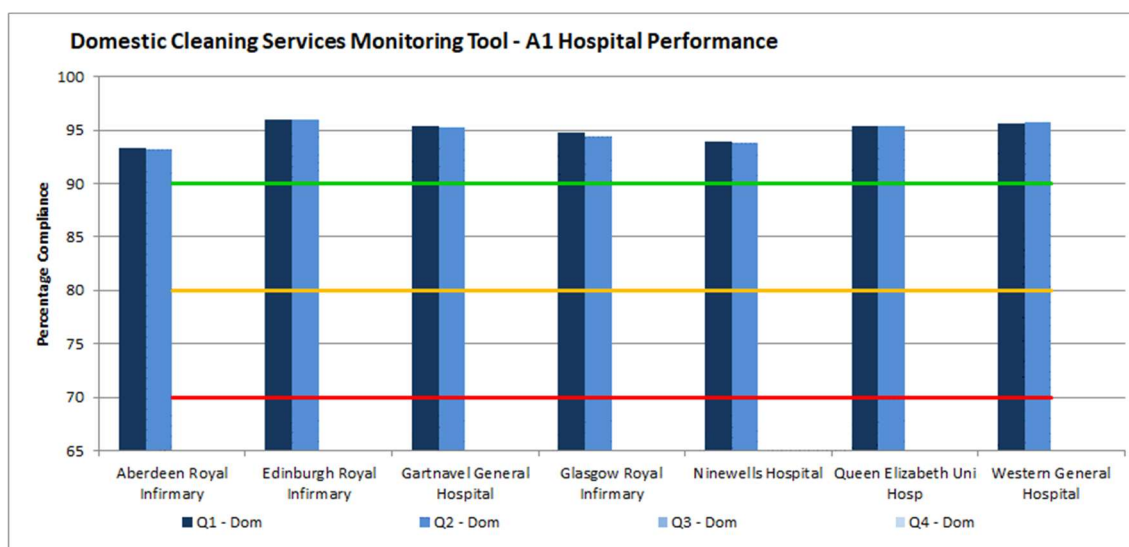
4. Domestic Services - Graphs

4.1 Domestic Cleaning Services Monitoring Tool – NHS Boards’ Performance

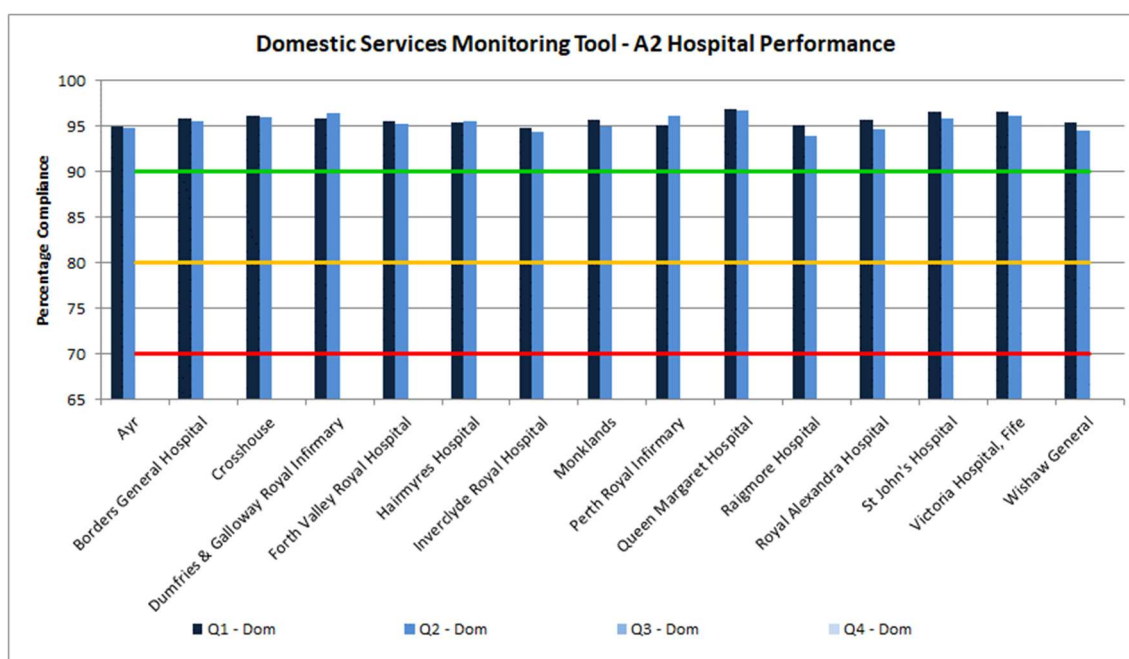


Health Board	1 st Quarter Apr - June 2022/23	2 nd Quarter July - Sept 2022/23	3 rd Quarter Oct - Dec 2022/23	4 th Quarter Jan - March 2022/23
NHSSCOTLAND	95.4	95.3		
NHS Ayrshire and Arran	95.7	95.5		
NHS Borders	95.8	95.3		
NHS Dumfries and Galloway	96.1	95.6		
NHS Fife	96.0	96.2		
NHS Forth Valley	94.5	94.8		
NHS Greater Glasgow and Clyde	95.4	95.0		
NHS Golden Jubilee	98.2	98.2		
NHS Grampian	93.4	93.2		
NHS Highland	95.6	95.1		
NHS Lanarkshire	95.8	95.4		
NHS Lothian	95.8	95.7		
NHS NSS SNBTS	93.9	91.4		
NHS Orkney	96.4	96.5		
NHS Scottish Ambulance Service	96.6	96.7		
NHS Shetland	95.1	96.4		
NHS State Hospital	98.0	96.9		
NHS Tayside	95.0	95.3		
NHS Western Isles	96.7	95.7		

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 2022/23	2 nd Quarter July - Sept 2022/23	3 rd Quarter Oct - Dec 2022/23	4 th Quarter Jan - Mar 2022/23
A1	Aberdeen Royal Infirmary	93.3	93.2		
	Edinburgh Royal Infirmary	95.9	96.0		
	Gartnavel General Hospital	95.4	95.2		
	Glasgow Royal Infirmary	94.8	94.4		
	Ninewells Hospital	94.0	93.8		
	Queen Elizabeth Uni Hosp	95.4	95.4		
	Western General Hospital	95.6	95.7		

4.5 Domestic Cleaning Services Monitoring Tool – A2 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2022/23	2 nd Quarter July - Sept 2022/23	3 rd Quarter Oct - Dec 2022/23	4 th Quarter Jan - Mar 2022/23
A2	Ayr Hospital	95.0	94.8		
	Borders General Hospital	95.9	95.5		
	Crosshouse Hospital	96.1	96.0		
	Dumfries & Galloway Royal Infirmary	95.8	96.5		
	Forth Valley Royal Hospital	95.6	95.3		
	Hairmyres Hospital	95.4	95.6		
	Inverclyde Royal Hospital	94.8	94.4		
	Monklands Hospital	95.7	94.9		
	Perth Royal Infirmary	95.0	96.2		
	Queen Margaret Hospital	96.9	96.7		
	Raigmore Hospital	95.1	93.9		
	Royal Alexandra Hospital	95.7	94.6		
	St. John's Hospital	96.6	95.9		
	Victoria Hospital, Fife	96.6	96.1		
Wishaw General Hospital	95.5	94.5			

5. Estates Services - Key Findings for 2nd Quarter

Key Findings – Pan Scotland

- 5.1 Scotland’s overall total score in Quarter 2 for 2022/23 was Green at 96.4%. This is a slight decrease from the 96.7% achieved in the previous Quarter.

Health Board Level Data

- all Health Boards have achieved an overall Green compliance rating
- one A1 hospital had an amber compliance rating
- all A2 hospitals have achieved a Green compliance rating

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 two zones in Amber (partially compliant) for Estates for Quarter 2.

Zone	Quarter 4 2021/22	Quarter 1 2022/23	Quarter 2 2022/23
Bells’dyke	90.0	87.0	88.4
Falkirk Community Hospital	86.1	87.9	88.3

NHS Forth Valley provided the following explanation:

“The Capital plan for 22/23 is underway and has a scheme highlighted for Bellsdyke for new windows, ligature improvements and to tackle security issues. This is underway and we are engaging with external providers and moving through to a procurement tender process with a view to completing £400k worth of improvements before 31st March 23 at Bellsdyke alone.

As before the master plan being collated for Falkirk Community Hospital continues and is gathering pace so investment to this site is limited with the knowledge of it being redeveloped very soon. The Estates team continue to review and resolve the higher risk items. We have had gaps in our team due to

recruitment issues and not being able to fill the posts but are now up to near full strength. We remain focusing on the High priority items and emergency works 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 have begun their Capital plan for 22/23 and have highlighted the high priority areas for improvement within the Bellsdyke area. As these improvements are only due to be complete by the end of March 2023, there is the assumption that this area will continue to report a partial compliance until then.

Due to the redevelopment of Falkirk Community Hospital, investment to this site is limited and the Estates team are focussing on high priority items and any emergency works only. It is envisaged that a partial complaint audit score will continue being reported until such time as the redevelopment work has been completed.

NHS Grampian

- 5.3 NHS Grampian have reported one zone as Amber (partially compliant) for Estates for Quarter 2.

Zone	Quarter 4 2021/22	Quarter 1 2022/23	Quarter 2 2022/23
Aberdeenshire South & Aberdeen City	89.9	89.6	88.5

NHS Grampian provided the following explanation:

“NHS Grampian are continuing to address issues arising from the condition of buildings in these locations with works ongoing in Aberdeenshire South. In terms of Aberdeen City, the new Baird Hospital is under construction and will open in 2024, however, higher risk items and emergency works are being dealt with accordingly.”

HFS Perspective - NHS Grampian

- 5.3.1 NHS Grampian continue to address high risk items and emergency works are being dealt with effectively within Aberdeenshire South. There is an assumption that Aberdeen City areas will continue to report a partial complaint score until the new hospital is completed.

NHS Greater Glasgow & Clyde

- 5.4 NHS GG&C has reported one zone in Amber (partially compliant) for Estates for Quarter 2.

Zone	Quarter 4 2021/22	Quarter 1 2022/23	Quarter 2 2022/23
Glasgow Royal Infirmary	89.3	92.0	89.2

NHS GG&C provided the following explanation:

Glasgow Royal Infirmary

“A number of areas have been released back in to the system following restart of service areas thus increasing surveys and follow up building fabric actions.

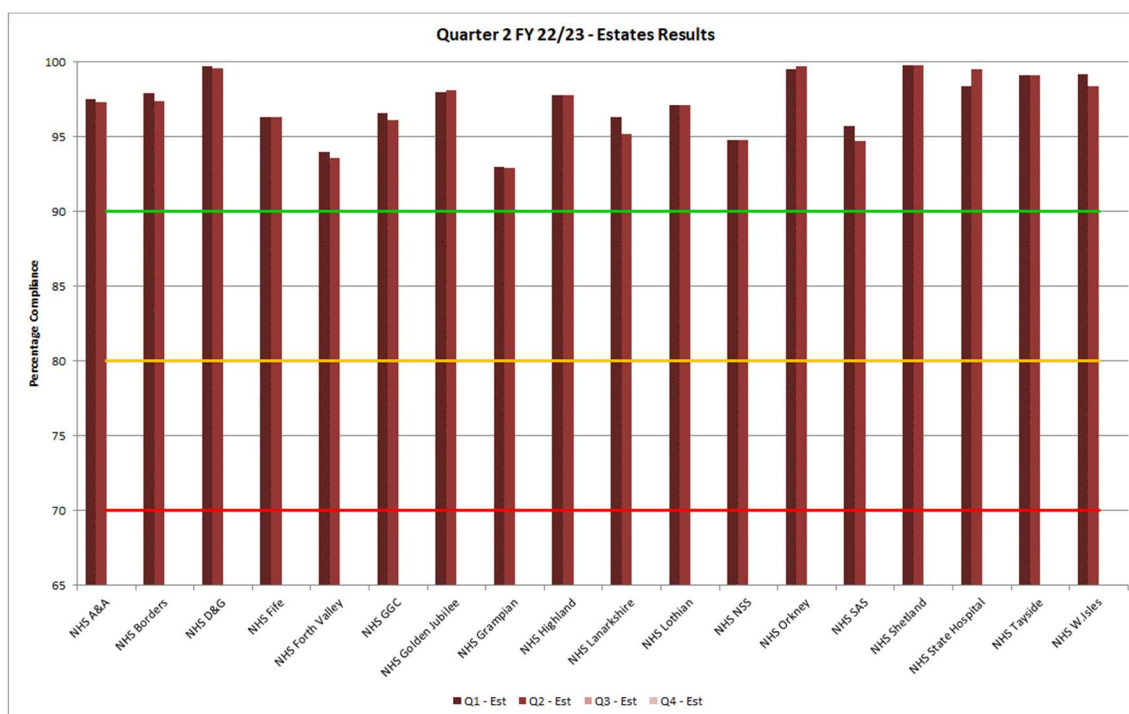
High risk areas continue to be prioritised in line with Infection control guidance and standards.”

HFS Perspective - Greater Glasgow & Clyde

- 5.4.1 Within Glasgow Royal Infirmary, some areas have now been added back onto the system for survey and completion of building fabrication actions with high-risk areas being prioritised. There is the assumption that as these actions are completed, there will be an improvement within the audit scores over the coming months.

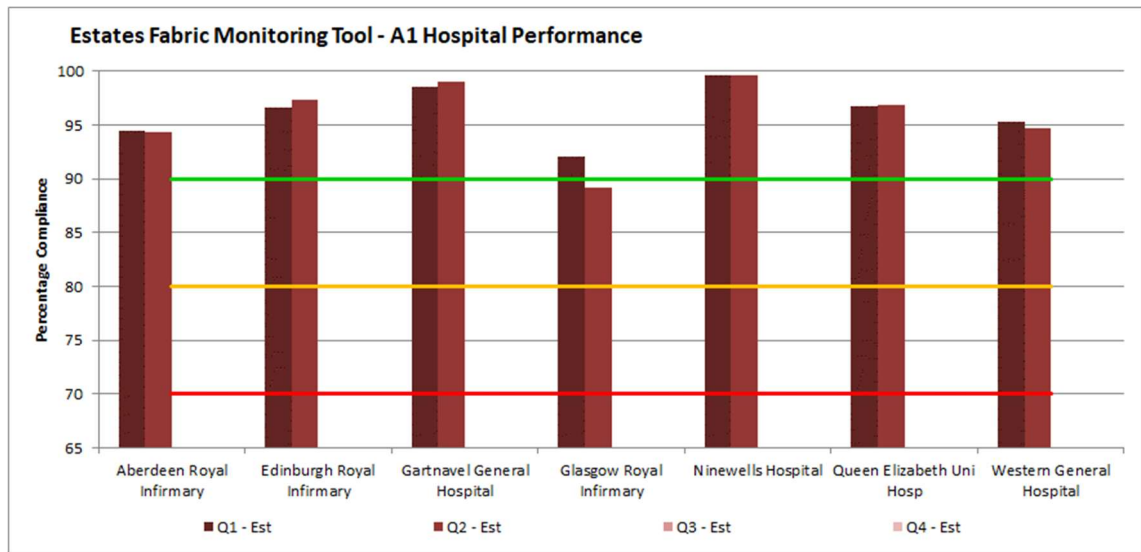
6. Estates Services - Graphs

6.1 Estates Fabric Monitoring Tool – NHS Boards' Performance

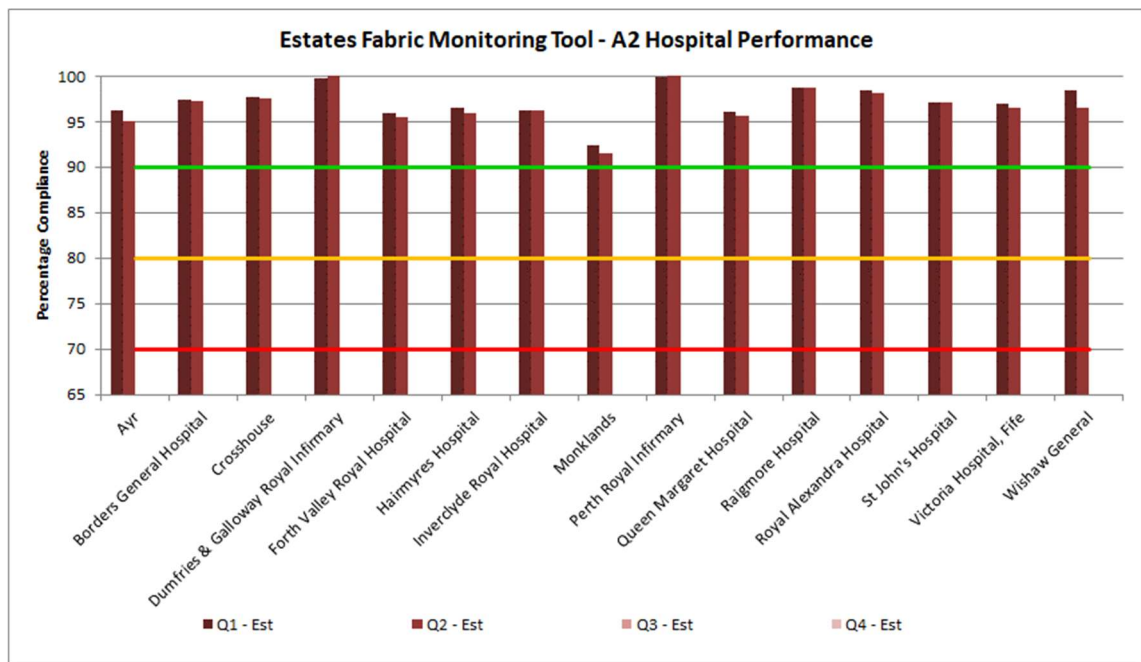


Health Board	1 st Quarter Apr - June 2022/23	2 nd Quarter July - Sept 2022/23	3 rd Quarter Oct - Dec 2022/23	4 th Quarter Jan - Mar 2022/23
NHSSCOTLAND	96.7	96.4		
NHS Ayrshire and Arran	97.5	97.3		
NHS Borders	97.9	97.4		
NHS Dumfries and Galloway	99.7	99.6		
NHS Fife	96.3	96.3		
NHS Forth Valley	94.0	93.6		
NHS Greater Glasgow and Clyde	96.6	96.1		
NHS Golden Jubilee	98.0	98.1		
NHS Grampian	93.0	92.9		
NHS Highland	97.8	97.8		
NHS Lanarkshire	96.3	95.2		
NHS Lothian	97.1	97.1		
NHS NSS SNBTS	94.8	94.8		
NHS Orkney	99.5	99.7		
NHS Scottish Ambulance Service	95.7	94.7		
NHS Shetland	99.8	99.8		
NHS State Hospital	98.4	99.5		
NHS Tayside	99.1	99.1		
NHS Western Isles	99.2	98.4		

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 2022/23	2 nd Quarter July - Sept 2022/23	3 rd Quarter Oct - Dec 2022/23	4 th Quarter Jan - Mar 2022/23
A1	Aberdeen Royal Infirmary	94.4	94.3		
	Edinburgh Royal Infirmary	96.6	97.3		
	Gartnavel General Hospital	98.5	99.0		
	Glasgow Royal Infirmary	92.0	89.2		
	Ninewells Hospital	99.6	99.6		
	Queen Elizabeth Uni Hosp	96.7	96.9		
	Western General Hospital	95.3	94.7		

6.5 Estates Fabric Monitoring Tool – A2 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2022/23	2 nd Quarter July - Sept 2022/23	3 rd Quarter Oct - Dec 2022/23	4 th Quarter Jan - Mar 2022/23
A2	Ayr Hospital	96.3	95.0		
	Borders General Hospital	97.4	97.2		
	Crosshouse Hospital	97.7	97.5		
	Dumfries & Galloway Royal Infirmary	99.8	100.0		
	Forth Valley Royal Hospital	96.0	95.5		
	Hairmyres Hospital	96.5	95.9		
	Inverclyde Royal Hospital	96.2	96.2		
	Monklands Hospital	92.4	91.5		
	Perth Royal Infirmary	99.9	100.0		
	Queen Margaret Hospital	96.1	95.6		
	Raigmore Hospital	98.7	98.8		
	Royal Alexandra Hospital	98.5	98.1		
	St. John's Hospital	97.2	97.1		
	Victoria Hospital, Fife	97.0	96.6		
	Wishaw General Hospital	98.5	96.5		

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.