NHS National Services Scotland

Professional Advice, Guidance and Support

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

Quarter 1: April 2022 – June 2022

July 2022

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 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 1 2022-23 - Domestic and Estates Services

Health Board & Zones	Domestic Result	Estates Result
NHS Scottish Ambulance Service	96.6	95.7
East Central Region	97.1	97.2
North Region	97.3	95.4
South East Region	94.1	97.8
West Region North	95.7	94.8
West Region South	98.0	97.4
NHS State Hospital	98.0	98.4
NHS Golden Jubilee	98.2	98.0
NHS NSS – SNBTS	93.9	94.8

Non Territorial Boards

Health Board & Zones	Domestic Result	Estates Result
NHS Shetland	95.1	99.8

Health Board & Zones	Domestic Result	Estates Result
NHS Highland	95.6	97.6
A&B CHP	95.8	97.7
New Craigs	97.5	96.7
North and West Highland	95.5	96.0
Raigmore	95.1	98.7
South & Mid Highland	98.0	98.5

Health Board & Zones	Domestic Result	Estates Result
NHS Orkney	96.4	99.5

Health Board & Zones	Domestic Result	Estates Result
NHS Grampian	93.4	93.0
Aberdeen Maternity Hospital, RACH & Outlying Areas	94.3	94.9
Aberdeen Royal Infirmary	93.3	94.4
Aberdeenshire North & Moray Community	93.8	87.9
Aberdeenshire South & Aberdeen City	93.1	89.6
Dr Grays Hospital	93.1	92.3
Foresterhill Campus	93.0	94.4
Royal Cornhill Hospital	93.8	90.9
Woodend Hospital	93.2	95.8

Health Board & Zones	Domestic Result	Estates Result
NHS W.Isles	96.7	99.2

Health Board & Zones	Domestic Result	Estates Result
NHS Forth Valley	94.5	94.0
Bells'dyke	93.4	87.0
Bo'ness	94.7	95.3
CCHC	95.1	95.5

Health Board & Zones	Domestic Result	Estates Result
NHS Tayside	95.0	99.1
Brechin-Montrose-Links	96.7	98.2
Kings Cross Community	97.0	94.0
Kingsway Care Centre	94.2	96.9

Health Board & Zones	Domestic Result	Estates Result
Falkirk Community Hospital	93.0	87.9
FV North Sector	95.5	94.0
FV South Sector	93.2	91.6
FVRH	95.6	96.0
SCH	92.0	94.0

Health Board & Zones	Domestic Result	Estates Result
NHS GGC	95.4	96.6
Admin Bases	96.9	100.0
Hospitals	95.4	96.4
East Dunbartonshire HSCP	96.0	99.8
East Renfrewshire HSCP	98.2	100.0
Glasgow City HSCP - North East Sector	95.8	99.1
Glasgow City HSCP - North West Sector	94.9	99.0
Glasgow City HSCP - South Sector	95.3	99.4
Inverclyde HSCP	95.4	87.9
Renfrewshire HSCP	97.2	99.4
West Dunbartonshire HSCP - Lomond	96.2	99.2

Health Board & Zones	Domestic Result	Estates Result
Ninewells Hospital	94.1	99.6
Perth Royal Infirmary	95.0	99.9
Perthshire Community Hospitals & H.C	97.8	99.9
Royal Victoria Hospital	96.7	99.3
Stracathro	95.8	97.9
Strathmartine-Dudhope	95.0	97.7
Whitehills-Arbroath-Kirriemuir-Carnoustie	96.4	97.0

Health Board & Zones	Domestic Result	Estates Result
NHS Fife	96.0	96.3
Central Fife	96.0	94.3
Lynebank Hospital	97.4	96.5
North East Fife	94.3	97.7
Queen Margaret Hospital	96.9	96.1
Stratheden	94.6	93.2
Victoria Hospital	95.9	97.2

Health Board & Zones	Domestic Result	Estates Result
NHS Lanarkshire	95.8	96.3
Hairmyres	95.4	96.6
Monklands	95.7	92.2
North	98.0	99.1
South	98.0	98.9
Wishaw	95.4	98.5

Health Board & Zones	Domestic Result	Estates Result
NHS Lothian	95.8	97.1
East & Mid Lothian	97.3	99.0
Edinburgh Acute	95.6	95.9
Edinburgh Community	94.8	97.8
Edinburgh Royal Infirmary	95.9	97.4
External Contractors Sites	90.7	99.0
West Lothian	96.7	97.4

Health Board & Zones	Domestic Result	Estates Result
NHS Dumfries and Galloway	96.1	99.7
CRH	96.2	99.0
DGRI	95.8	99.7
PCCD East	96.9	100.0
PCCD West	96.8	99.6

Health Board & Zones	Domestic Result	Estates Result
NHS Ayr and Arran	95.7	97.5
East	96.2	97.8
North	95.3	98.3
South	95.1	96.7

Health Board & Zones	Domestic Result	Estates Result
NHS Borders	95.8	97.9
Borders General Hospital	95.9	97.4
Community	95.6	99.3
Mental Health	96.6	99.2
Non-clinical	88.7	99.1

Compliance Key	less than 70%		between 70% - 90%		90% or higher

3. Domestic Services – Key Findings for 1ˢᵗ Quarter

Key Findings – Pan Scotland

3.1 Scotland's overall total score in Quarter 1 for 2022/23 was Green at 95.4%, 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;
- 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.
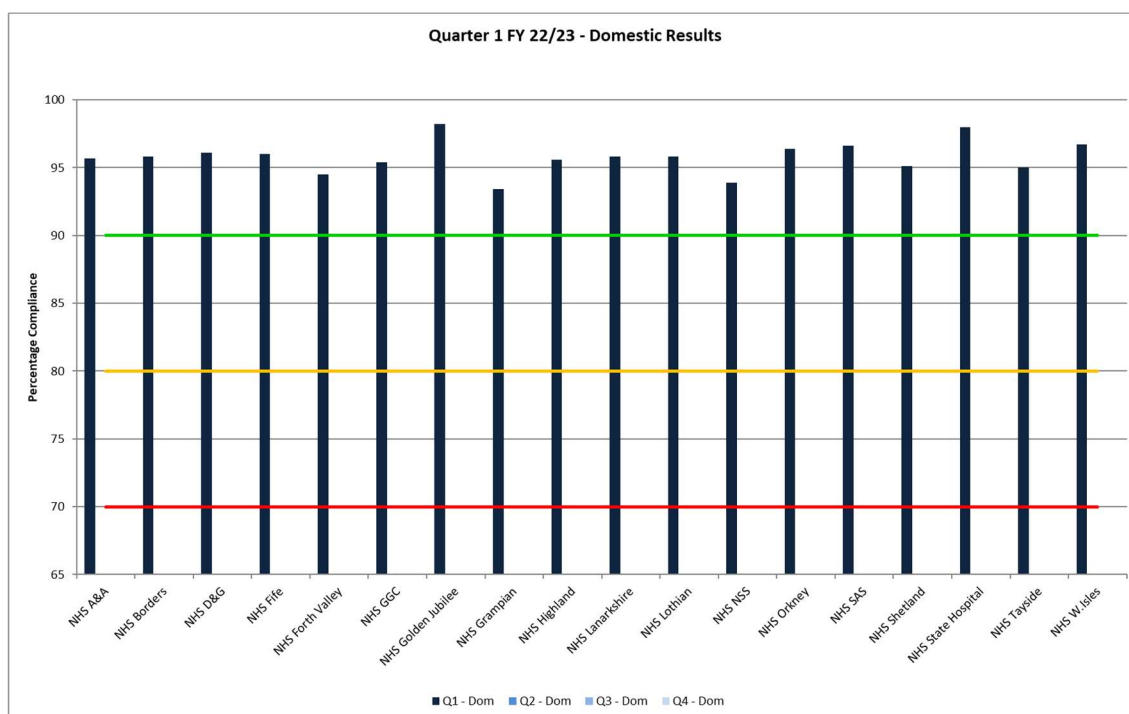
All zones across Scotland have achieved an overall Green compliance rating for Domestic Services, with the exception of the zones detailed below.

NHS Board and zone level cleaning audit data is presented graphically on

4. Domestic Services - Graphs
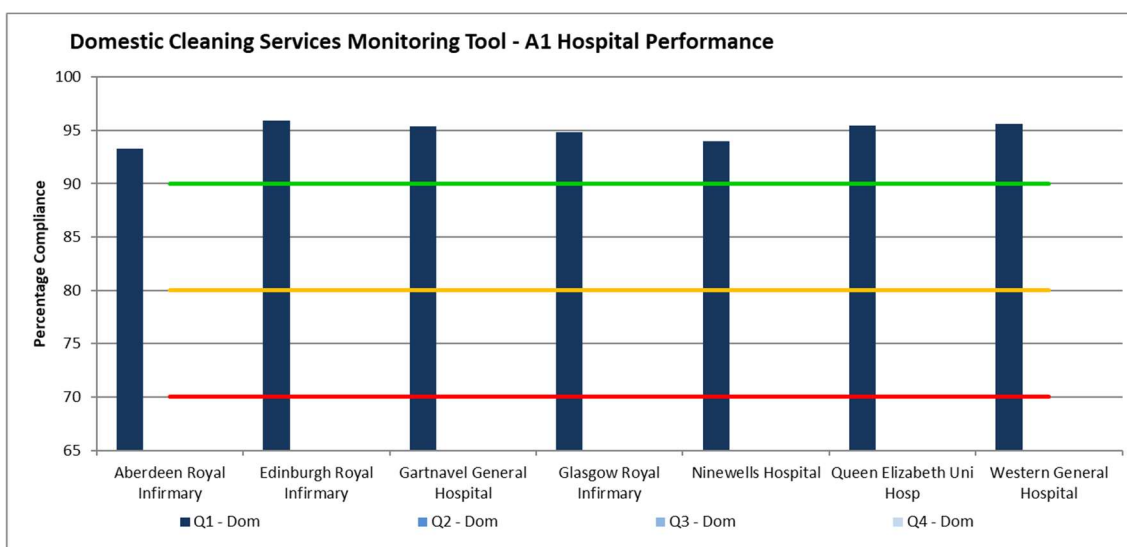
4.1 Domestic Cleaning Services Monitoring Tool – NHS Boards' Performance
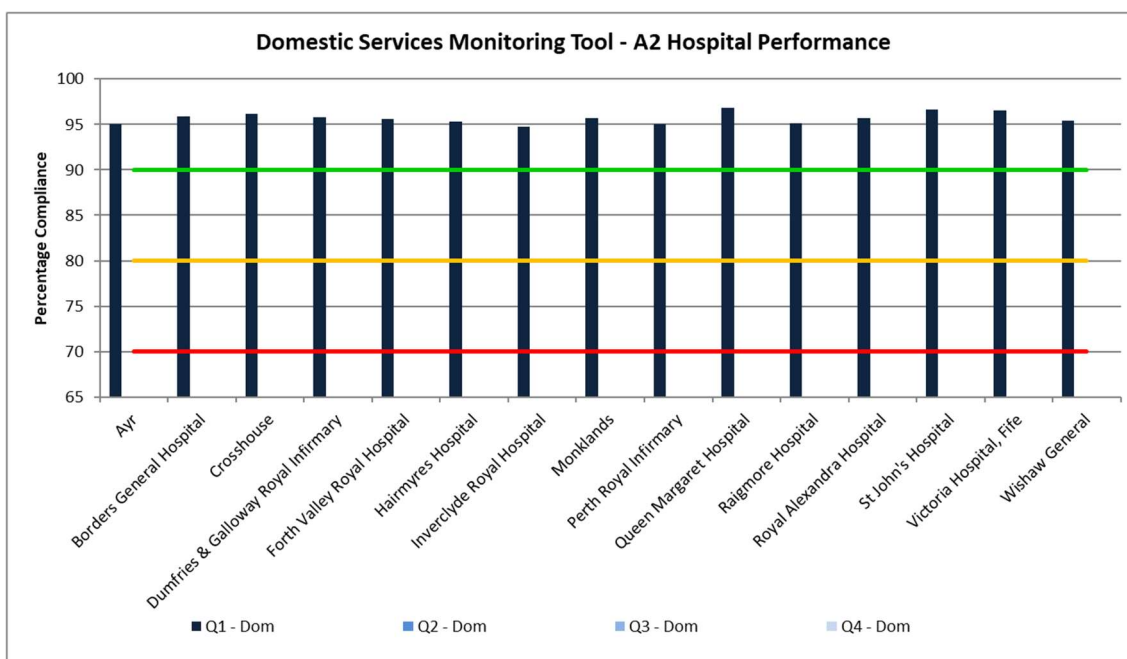

Quarter 1 FY 22/23 - Domestic Results

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

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	1st Quarter Apr - June 2022/23	2nd Quarter July - Sept 2022/23	3rd Quarter Oct - Dec 2022/23	4th Quarter Jan - Mar 2022/23
A1	Aberdeen Royal Infirmary	93.3			
	Edinburgh Royal Infirmary	95.9			
	Gartnavel General Hospital	95.4			
	Glasgow Royal Infirmary	94.8			
	Ninewells Hospital	94.0			
	Queen Elizabeth Uni Hosp	95.4			
	Western General Hospital	95.6			

4.5 **Domestic** Cleaning Services Monitoring Tool – A2 Hospital performance

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

5. Estates Services - Key Findings for 1st Quarter

Key Findings – Pan Scotland

5.1   Scotland's overall total score in Quarter 1 for 2022/23 was Green at 96.7%. This score is unchanged from 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 .

NHS Forth Valley

5.2   NHS Forth Valley has reported two zones in Amber (partially compliant) for Estates for Quarter 1.

Zone	Quarter 3 2021/22	Quarter 4 2021/22	Quarter 1 2022/23
Bells'dyke	89.3	90.0	87.0
Falkirk Community Hospital	88.5	86.1	87.9

NHS Forth Valley provided the following explanation:

"The Capital plan for 22/23 has schemes highlighted for Bellsdyke and Falkirk with new flooring, decoration as well as security and other key improvements. 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. COVID 19 also affected our staffing levels again over the last few months with many staff contracted the virus. 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 continue with their Capital plan for 22/23 within the Bellsdyke and Falkirk areas. With the continued impact of decreased staffing levels, focus is being retained on the higher risk items and emergency works are being dealt with accordingly.

There is the assumption that partial compliance reporting will continue, within these two areas, until the improvement work has been completed.

NHS Greater Glasgow & Clyde

5.3   NHS GG&C has reported one zone in Amber (partially compliant) for Estates for Quarter 1.

Zone	Quarter 3 2021/22	Quarter 4 2021/22	Quarter 1 2022/23
Inverclyde HSCP	90.7	88.1	87.9

NHS GG&C provided the following explanations for each of the respective sites:

Glasgow Royal Infirmary

"A few outstanding tasks for Q3 have contributed to Q4 score falling below threshold. Increased resource in place moving into Q1 with view of improvement."

Inverclyde Health and Social Care Partnership (HSCP) sites:

Gourock HC

"Estates will carry out review of decoration and flooring and instruct Term Contractors to undertake repairs."

Inverclyde Royal Hospital

"Ward Refurbishment required, limited access due to Operational Demands, ACM's and AIB Debris. Interim repairs to maintain fabric condition until funded. Capital Project for K Centre works suspended.

Higher Risk Items given priority."

Langhill Clinic

"Wall damage from reckless use of trolleys and other mobile equipment, decoration required added to PPM list"

Port Glasgow HC

"Estates will carry out review of decoration and flooring and instruct Term Contractors to undertake. Refurbishment Works underway in Lithgow Wing and will include additional decoration to adjacent areas."

HFS Perspective - Greater Glasgow & Clyde

5.3.1   NHS Greater Glasgow and Clyde have increased their resource, within Glasgow Royal Infirmary, with a plan for improvement on a few outstanding tasks.

Within the HSCP sites, a programme for re-decoration and flooring works has been put in place. Regular communication is taking place with Term Contractors, and attention is being given to the higher priority areas.

There is the assumption that partial compliance reporting will continue, within these areas, until the improvement work has been completed.

NHS Grampian

5.4   NHS Grampian has reported two sites in Amber (partially compliant) for Estates for Quarter 1.

Zone	Quarter 3 2021/22	Quarter 4 2021/22	Quarter 1 2022/23
Aberdeenshire North & Moray Community	92.9	91.2	87.9
Aberdeenshire South & Aberdeen City	94.2	89.9	89.6

NHS Grampian provided the following explanation:

"The issue stems back to the reporting issue, and the disconnect between the FMT and Estates reporting systems. There's a major reliance on the responsible person for the area/ward/building, reporting the issues identified during the audit, where it's evident we're falling short.
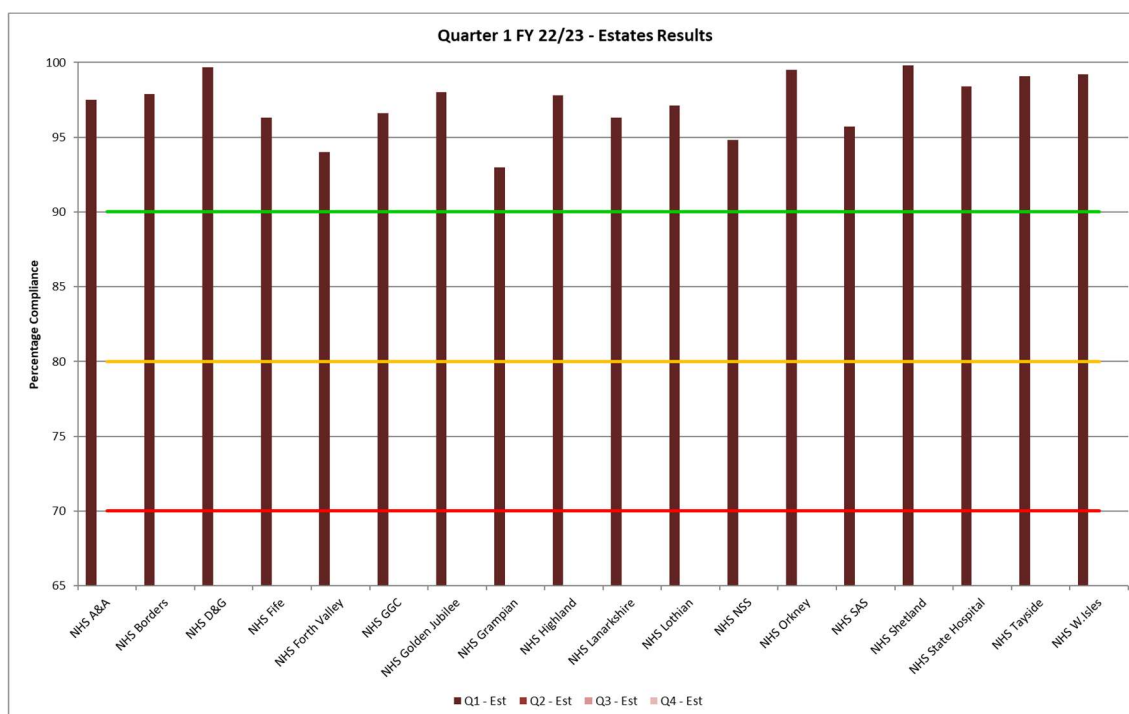
Much of the issues we're experiencing, links back to fabric damage, due to the movement of equipment/beds/trolleys etc, which is inevitable, but not totally unavoidable. Furthermore, there appears to be a resource shortfall, in terms of the labour and finances. Hopefully, with the HAI Backlog being revisited, the required funding will be released, as required."

HFS Perspective – NHS Grampian

5.4.1   NHS Grampian are aware that there is an issue between the two reporting systems and the dependence of correct reporting of identified issues.   It is envisaged that this will be addressed appropriately. The lack of labour and financial resources has contributed to the issues as noted above. There is an assumption that partial compliance reporting will continue, within these areas, until funding has been agreed.
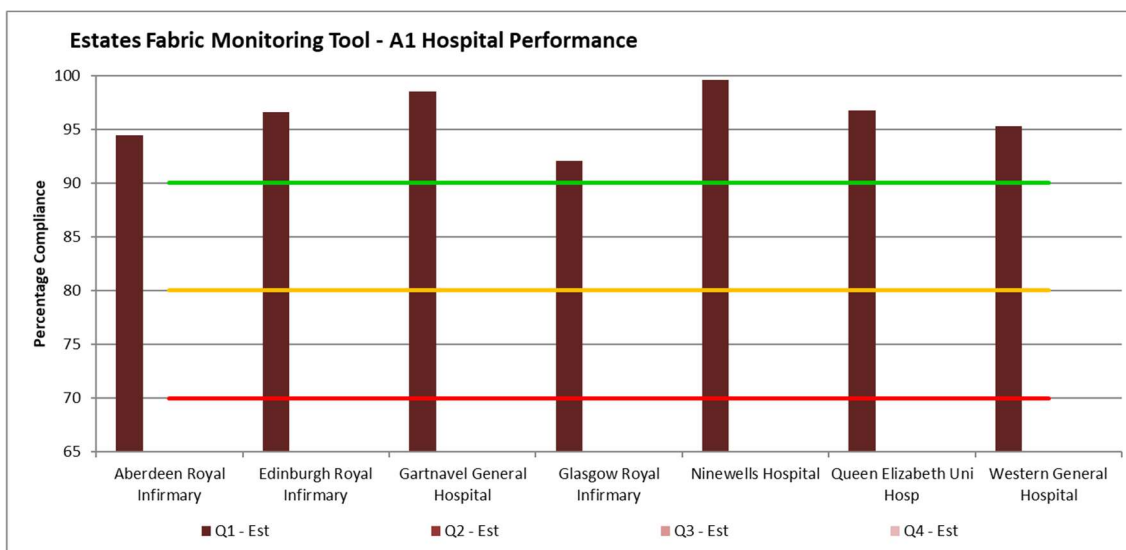
6.   Estates Services - Graphs

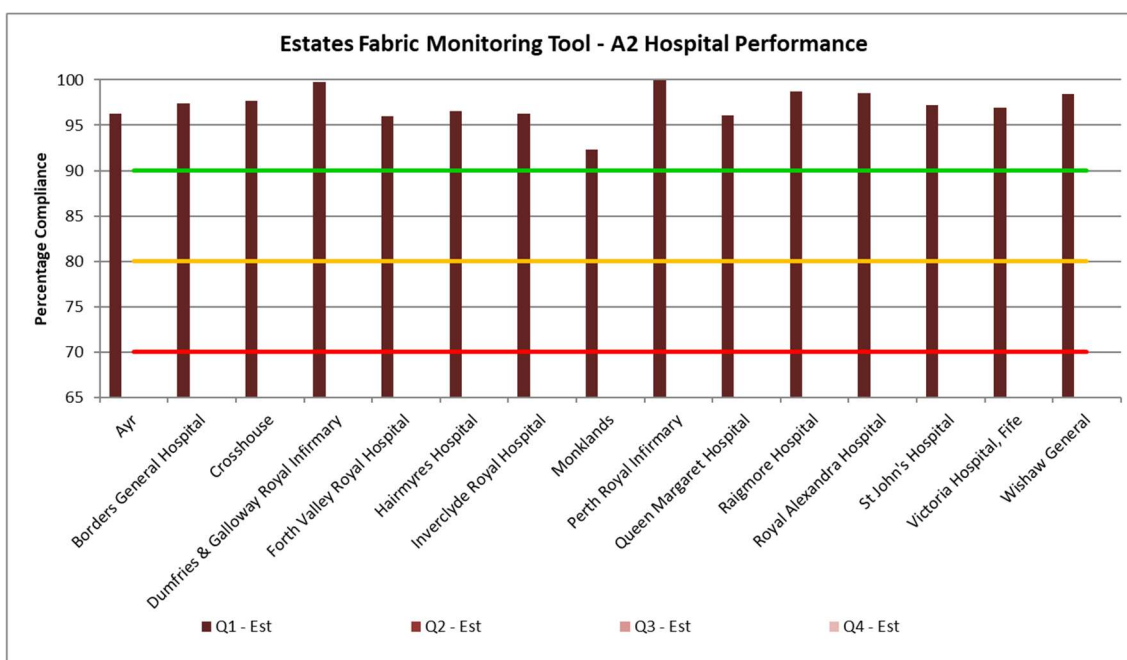**6.1**   **Estates** Fabric Monitoring Tool – NHS Boards' Performance

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

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	1st Quarter Apr - June 2022/23	2nd Quarter July - Sept 2022/23	3rd Quarter Oct - Dec 2022/23	4th Quarter Jan - Mar 2022/23
A1	Aberdeen Royal Infirmary	94.4			
	Edinburgh Royal Infirmary	96.6			
	Gartnavel General Hospital	98.5			
	Glasgow Royal Infirmary	92.0			
	Ninewells Hospital	99.6			
	Queen Elizabeth Uni Hosp	96.7			
	Western General Hospital	95.3			

6.5   **Estates Fabric Monitoring Tool – A2 Hospital performance**

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

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.