Health Facilities Scotland

NHS
National
Services
Scotland

Scottish Health Facilities Note 01-04

National Average Cleaning Time (NACT) User Guide

April 2020

Contents

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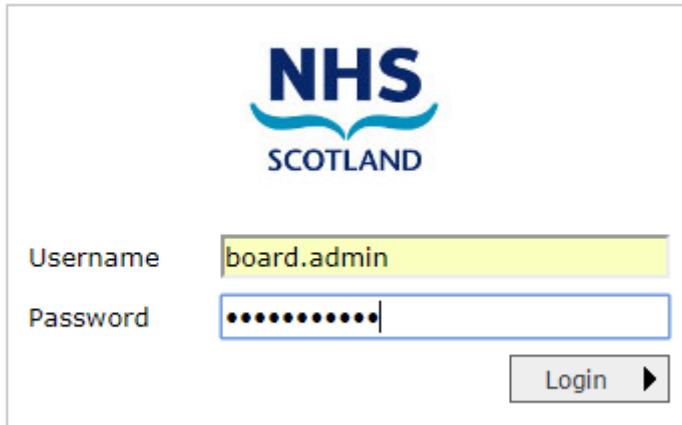
Note: This tool is not mandatory; however, it is available for all Boards to use.

Note: If you are going to be using the NACT tool, please contact belinda.oshea@nhs.net 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 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 on to the 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.

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Username	board.admin
Password	••••••••••
	Login ▶

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

If you are adding a new user, they will need to be set up with the 'Hospital admin' role in order to gain access to the NACT information.

Please be advised that there is no training system available for Boards to access which they could practice on.

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. 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 Fife has been used as the Board example.

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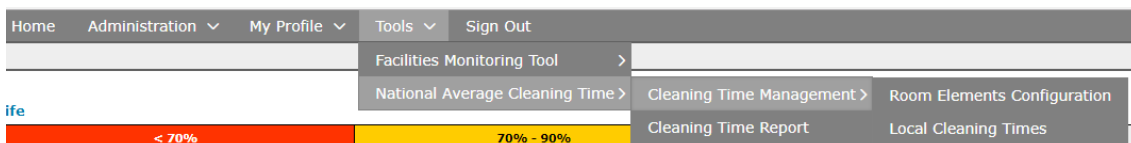
When 'Room Elements Configuration' opens you will only see your specific Board Zones.

Click on the zone you want to amend. For this example, Central Fife has been used.

A new window will open listing all the Hospitals within the Zone you just opened.

Click on the Hospital you want to amend. For this example, Cameron Hospital has been used.

A new screen will open listing all the wards within the Hospital.

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Ward
Ward 4 - Balcurvie
Ward 1 - Letham
Haig House
Ward 3 - Balgonie
Ward 2 - Balfour
Clinical Skills Dept
Sewing/Linen Room
SGSU - Outpatients Dept
Ward 6 SGSU - Bedded Area
Ward 8 - MCN
Addiction Services
Cameron House

Click on the Ward you want to amend. For this example, Ward 4 – Balcurvie has been used.

A new window will open listing the areas within the ward.

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27 April 2018
Site: Cameron Hospital
Area: Ward 4 - Balcurvie

Select Area:

✖	Corridor - C04
✖	Office - SCN - C1
✖	Office - Admin - C2
✖	WC - Staff - C4
✖	Corridor - C01
✖	Side room 1 inc WC - Female side
✖	Side room 2 - Female side
✖	Bay 1 - Female side
✖	Bay 2 - Female side
✖	Shower room - female - Female side

Click on area you want to amend. Notice the red crosses next to each area. These will be explained further on in this guidance. For this example, Side room 2 – Female side 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 has to 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, in blue, 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 in blue again. 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

Element	Quantity	Frequency	Frequency Multiplier
NHS SCOTLAND			
Area m² 47.84			
FLOORS			
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	- 0 +	Daily ▼	- 1 +
Wet mop - 1m2	- 0 +	Daily ▼	- 1 +

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
You are logged in as board.admin.			
NHS SCOTLAND			
Area m² 47.84			
FLOORS			
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 5** of this guidance 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 the blue 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'.

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

FURNITURE / FITTINGS			
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 +

CURTAINS/SCREENS			
Screen - single - Remove and replace	- 1 +	Yearly ▼	- 1 +
Shower curtain - Full	- 0 +	Daily ▼	- 1 +
Window curtain - 1 drape remove	- 1 +	Monthly ▼	- 1 +
Window curtain - 1 drape replace	- 1 +	Monthly ▼	- 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'

NHS SCOTLAND

Area m² 47.84

Element	Quantity	Frequency	Frequency Multiplier
FLOORS			
TOILET / WASH HAND BASIN / SINK			
FURNITURE / FITTINGS			
LOW LEVEL			
HIGH LEVEL			
TELEPHONES			
PAINTWORK			
GLASSWORK			
CURTAINS/SCREENS			
SOAP/HANDTOWELS			
REFUSE			
CLEANING EQUIPMENT			
APPLIANCES/FIXTURES / FITTINGS			

◀ Back to Area List   💾 Save

You will notice that the 'red cross' next to Side room 2 – Female side has changed to a green tick. This area has now been completed.

Repeat the process until all relevant areas have been completed.

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27 April 2018
Site: Cameron Hospital
Area: Ward 4 - Balcurvie

Select Area:

✖	Corridor - C04
✖	Office - SCN - C1
✖	Office - Admin - C2
✖	WC - Staff - C4
✖	Corridor - C01
✖	Side room 1 inc WC - Female side
✔	Side room 2 - Female side
✖	Bay 1 - Female side
✖	Bay 2 - Female side
✖	Shower room - female - Female side

3. Cleaning Time Report

In order to access the Cleaning Time Report, go to 'Tools' then National Average Cleaning Time and move over to 'Cleaning Time Report' as shown in the screen shot below.
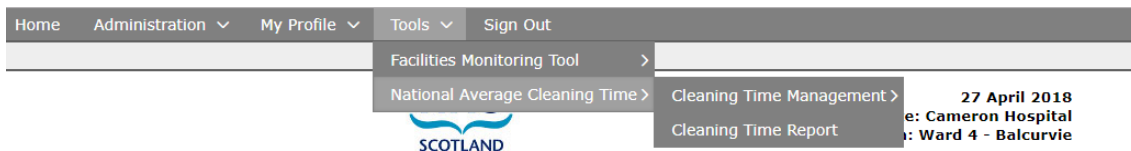
A reminder that your Board will need to be 'enabled' to access the report so please contact belinda.oshea@nhs.net in order to do this.

When you click on 'Cleaning Time Report' the information which you inputted will now show in the report.

Along the top you will see drop down menus under 'Zones', 'Hospitals' and 'Frequencies', these can be used to filter to the information you require.

The report will only record the latest data inputted into each area.

4.   Local Cleaning Times

Used for assigning a time needed for a specific element to be cleaned or checked at a local level (per room). This function cannot be carried out for a hospital or Board, only for a specific room. For example, in a difficult patient area. (Mental health).

Go to Tools > National Average Cleaning Time > Cleaning Time Management > Local Cleaning Times
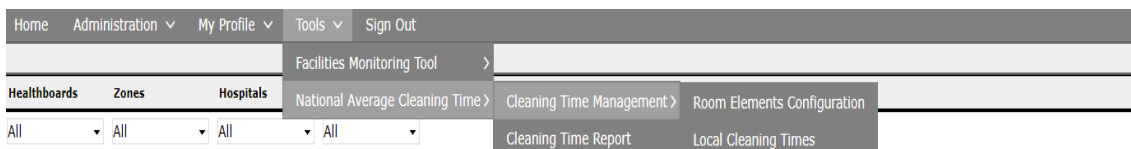
When this page loads you will be able to choose the Hospital – Ward and Room you want to amend.
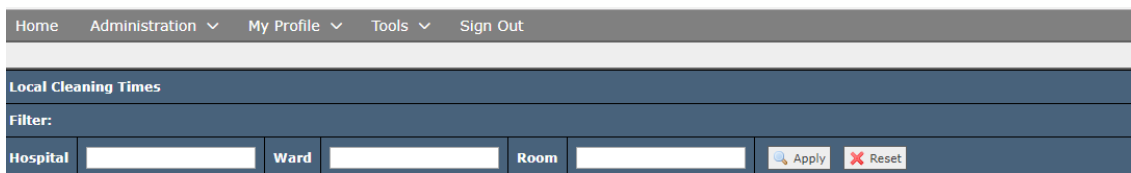
To add an item, click on the 'Add Item' tab to the right of the Screen. The below box will load.

Choose your Hospital. Ward, Room and Element Task by using the drop down options. Please note that the Element Task has set tasks which you are able to choose.

An additional chair to Cameron Hospital, Ward 4 – Balcurvie, Side room 2 has been used as an example.

Now add in your minutes and seconds to clean. This figure will be taken from the timing which you have carried out.

We will say that the chair took you 1 minute and 20 seconds to clean.

Minutes to clean: 1.00 Seconds to clean: 20.00. Click on 'Insert' once completed.

The element has now been added to the list.

You can 'update' or 'delete' the elements using the 'edit' or 'delete' tab at the end of the specific row.

5. Ad hoc Elements

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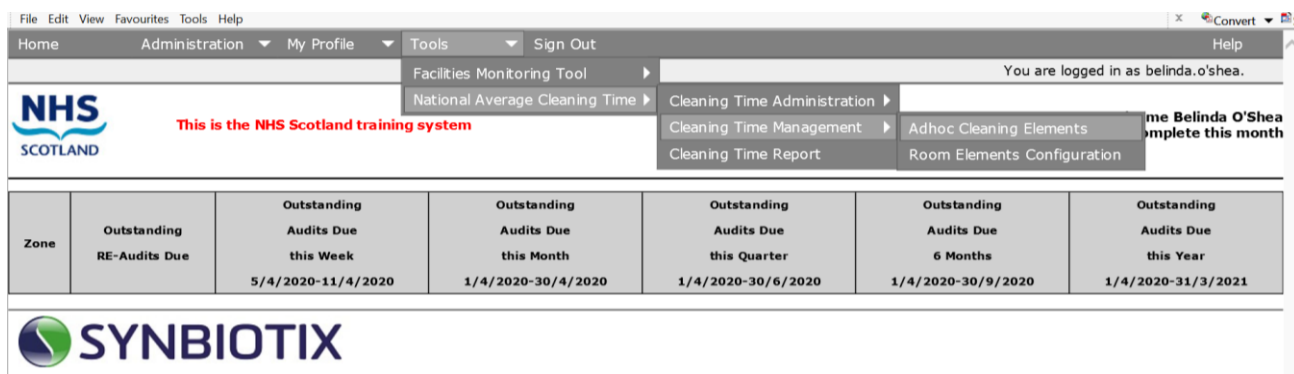

Once you click on 'ad hoc Cleaning Elements' the following screen will load.

Click on the 'Add Item' button on the bottom right corner, and the screen below will load. This is where the ad hoc 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 an 'example round table' to NSS, Meridian Court. Three timings have taken place and an average of 1 minute and 20 seconds has been calculated for a full clean on the 'example round table' to take place. The information is entered as shown below.
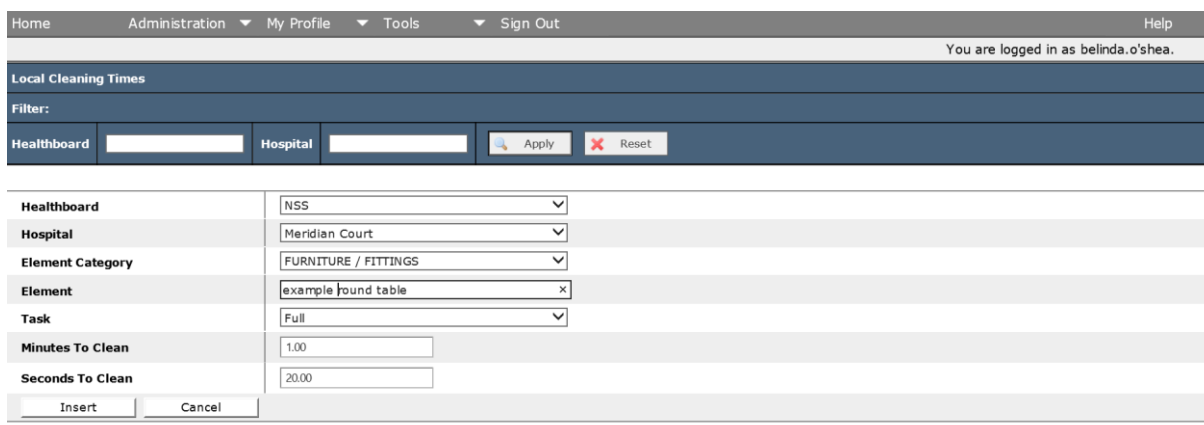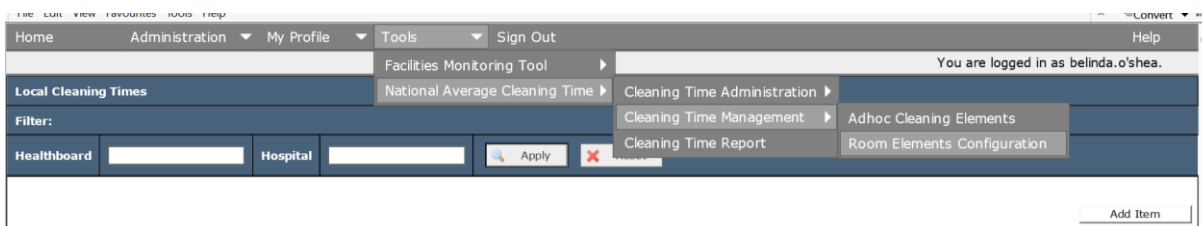

When you are content with the inputted information, click on 'Insert' at the bottom left.

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 the tabs as shown below.

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

Hospital	Incomplete Areas
Gyle Square	192
Meridian Court	191
NDC	53

Once you choose the Hospital, the Ward level will load, as shown in the example below.

Ward	Incomplete Areas
Basement	7
Ground Floor	27
1st Floor	25
2nd Floor	29
3rd Floor	27
4th Floor	25
5th Floor	24
6th Floor	27

In this instance, I'll use the 1st Floor as an example. Click on 1st Floor and the below screen will load.

Your area list will then load.

Select the area where the ad hoc element is required, for this example I want to add a 'example round table' into Meeting Room 1.2 – F1-1.2, under Furniture/Fittings.

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

You can continue with inputting the data as explained in Section 2. The only difference is that you now have to tick the 'Include ADHOC' box, as shown in the screen shot below.

Healthboards		Zones	Hospitals		Frequencies		Include ADHOC			Go
NSS	▼	Administrative ▼	Meridian	▼	All	▼	☑			

When you generate the report, as explained in Section 3, the ad hoc element will show, in red, as in the screen shot below.

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)
HOSPITAL: Meridian Court					
WARD: 1st Floor E3					
Meeting Room 1.2 F1-1.2	9.06 m²	00:12:45	00:01:20	01:29:20	00:09:20
Sub Total	9.06 m²	00:12:45	00:01:20	01:29:20	00:09:20
Ward Total	9.06 m²	**00:12:45**	**00:01:20**	**01:29:20**	**00:09:20**
Total	9.06 m²	00:12:45	00:01:20	01:29:20	00:09:20

If you do not want the ad hoc element included within the report, simply untick the box and regenerate the page by clicking on 'Go.

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)