



**Scottish Health Facilities Note
(SHFN) 01-05**

**Safe Management of the Care
Environment**

**Cleaning Specification for
Care Homes**



Version 2.0

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Disclaimer

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1. Introduction

There are many areas in care homes that become easily contaminated with microorganisms (germs) for example toilets, waste bins, kitchen surfaces.

Furniture and floorings in a poor state of repair can harbour microorganisms (germs) in hidden cracks or crevices.

To reduce the spread of infection, the environment must be kept clean and dry and where possible clear from litter and equipment.

Non-essential items should be stored and displayed in such a way as to aid effective cleaning

Keeping a high standard of environmental cleanliness is important in care homes as the residents are often elderly and vulnerable to infections.

The care home environment should be:

- visibly clean, free from non-essential items and equipment to help make cleaning effective
- well maintained and in a good state of repair
- routinely cleaned in accordance with the specified cleaning schedules

A fresh solution of general-purpose neutral detergent in warm water is recommended for routine cleaning. This should be changed when dirty or at 15-minute intervals or when changing tasks.

Routine disinfection of the environment is not recommended. However, 1,000 parts per million available chlorine (ppm available chlorine (av.cl.) should be used routinely on sanitary fittings.

Staff should:

- report any issues with the environment cleanliness or maintenance to the person in charge to ensure that the care environment is safe. The person in charge must then act on problems reported to them
- be aware of the environmental cleaning schedules and clear on their specific responsibilities

Cleaning schedules should include:

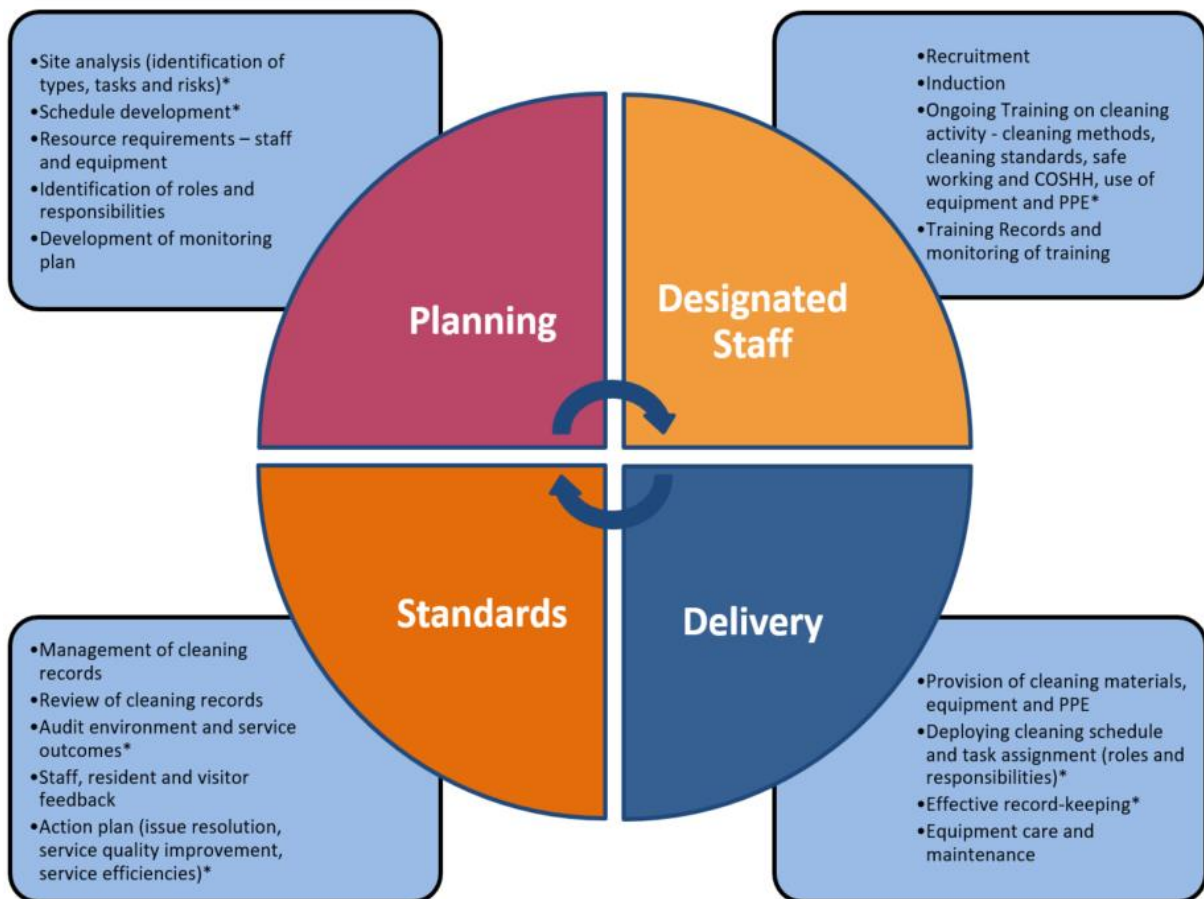
- staff responsibilities;
- cleaning frequencies;
- method of environmental cleaning.

Managing Cleaning Services

Cleaning services, within care homes, should be managed in a systematic way, and staff responsible for cleaning should be trained to carry out the tasks they are responsible for.

The care home manager is responsible for overseeing the cleaning service which has a number of **essential** elements outlined in the diagram below.

Figure 1.1: Elements for an Effective Service



An effective service will include all the elements above.

The care homes **Cleaning Specification** provides a guide to planning cleaning services. It has tools to help with the planning and recording of cleaning activities and with the management activities marked with a * in the diagram above:

- a structure to identify all spaces within a care home and plan appropriate cleaning tasks and frequencies;
- a set of weekly and monthly **cleaning templates** to be assigned to each space within a care home. These can be used to develop a schedule and to provide a method for recording all cleaning activity;
- **Standard Operating Procedures (SOP's)** for all cleaning tasks. Each SOP outlines the correct equipment, safety considerations, method, and outcomes required for each task. The SOP must also state the chemical used along with the dosage and contact time, where appropriate;

- a process for **checking** the cleanliness of the care environment, to ensure standards are being maintained and to identify areas for improvement.

The tools within the Cleaning Specification should be used by the care home manager in the planning, training of staff, delivery, and checking of standards of the cleaning services they provide.

2. Elements for an Effective Service

Note: * - Management Activity

Planning

The following section is laid out for those responsible for managing the service and provides management staff with the necessary tools to guide cleaning staff in their activities. Additional tools and guidance may be required to train cleaning staff in standard operating procedures and the appropriate recording of cleaning activity.

*Site Analysis

This includes the identification of an area and the tasks which have to be carried out within, along with the risks associated with the task. Elements within a task area, carry a certain risk irrespective of where they are. It remains the responsibility, locally, to monitor each area on an on-going basis and amend the frequency of tasks accordingly to achieve an acceptable quality output.

*Schedule Development

A schedule of work should be designed for each area to ensure that staff providing the service have clarity with regard to the tasks they are required to perform, and when they should be carried out. The schedule can also be used to inform service users of the details of service provision in their area. The development and monitoring of work schedules enables care home managers to ensure that cleaning tasks are completed in accordance with any requirements. Good cleaning schedules enable the effective utilisations of staff resources.

Table 2.1 identifies the areas available which are used to build the schedule.

Table 2.1: Areas to build a cleaning schedule

Ref	Area
A	Residents room and en-suite
B	Sluice and any clinical areas for treatment or medicines preparation
C	Sanitary areas i.e. staff changing facilities, visitors toilets, shared bathrooms etc.
D	Dining room serveries/pantries
E	Offices
F	Storerooms. e.g. laundry stores, activity cupboards etc.
G	Dining rooms/lounge/activity rooms/quiet rooms
H	Entrance ramp/stairs and circulation areas
I	Cleaning services room

Rooms of similar type (in terms of usage and the risks associated with environmental cleanliness) have been grouped into room types and given a letter (A to I). These correspond to the templates provided for planning and recording cleaning activity.

In [Appendix 2](#) of this document is a series of the templates that can be used to plan and record cleaning activity for each of the room types listed in the table above.

To build the cleaning schedule for your site, you will need a weekly template for each room in the site. If your home has 20 rooms of the type A and 3 rooms of the type B, perhaps 20 resident’s rooms and en-suite, a sluice area, a treatment room and a clean utility (medicines room), you will produce 23 pages of the template to be used on a weekly basis. Each template will have the room added to the top of the page.

In the example below, we are looking at the potential schedule for a resident’s room and en-suite (Room 14).

At the moment the schedule is as per the template and has every element included. For each element, the schedule shows a box for every instance a cleaning (or checking) activity should be carried out. For example, debris should be removed from the floors once every day (so there is a box available for every day of the week), whereas sanitary fittings such as toilets and sinks should be cleaned once a day and checked a further time later in the day. For that activity, there are two boxes per day. In the situation where an element does not need to be cleaned on a daily basis, the box can be greyed out and ignored.

Weekly tasks are shown separately from the daily tasks; they may be carried out once a week or more frequently.

Figure 2.1: Example of a cleaning record

Cleaning Record A: Residents room and en-suite

Room number:

Week Commencing:

Task Group	Task Activity	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daily Tasks								
Toilet	Clean and check (clean once, check once)							
Toilet brush holder	Clean and check (clean once, check once)							
Soap and handtowels	Clean dispensers and replenish supplies							
Glass panels or mirror/ceramic wall tiles/wet wall	Check for marks and spot clean							
Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Clean and check (clean once, check once)							
High level	Check for cleanliness, spot clean							
Furnishings	Remove debris							
	Damp clean							
Radiators	Check for marks and spot clean							
Low level	Check for cleanliness, spot clean							
Paintwork (walls and doors)	Check for marks and spot clean							
Refuse	Collect refuse and dispose							
	Check bin and spot clean							
	Replace liners							
Floors Hard/Soft	Remove debris							
	Dust control or suction clean							
	Damp mop							
	Check for spills, stains etc.							

The templates provide a list of all the possible elements for each room of that type so when planning the cleaning schedule, elements which do not exist in a space can be deleted from the table for that room. If the Room 14 did not have any glass or tiled panels then these can be removed from the schedule, as shown below:

Figure 2.2: Example of a cleaning record with element removed

Cleaning Record A: Residents room and en-suite

Room number:		Week Commencing:						
Task Group	Task Activity	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daily Tasks								
Toilet	Clean and check (clean once, check once)							
Toilet brush holder	Clean and check (clean once, check once)							
Soap and handtowels	Clean dispensers and replenish supplies							
Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Clean and check (clean once, check once)							
High level	Check for cleanliness, spot clean							
Furnishings	Remove debris							
	Damp clean							
Radiators	Check for marks and spot clean							
Low level	Check for cleanliness, spot clean							
Paintwork (walls and doors)	Check for marks and spot clean							
Refuse	Collect refuse and dispose							
	Check bin and spot clean							
	Replace liners							
Floors Hard/Soft	Remove debris							
	Dust control or suction clean							
	Damp mop							
	Check for spills, stains etc.							

The templates have been provided in MS Word so they can be adapted and tailored to suit any different room and site. Once the rooms of Type A have been created, move on to the rooms of other types, they will have different cleaning frequencies due to the varying levels of risk in those areas.

Once complete, there should be a weekly schedule for every room in the site. The exercise should then be conducted for less frequent activities such as removal and cleaning of window blinds. These elements should be carried out over the course of the year and be scheduled in a phased yearly cleaning schedule.

The schedule is now ready to use and can now operate as a cleaning record. Each sheet can be printed for each room and be used to record as soon as any cleaning task has been completed. It is recommended that the staff member carrying out the cleaning action uses their initials to show the task is completed.

Where staff, from different staff groups, are responsible for cleaning activities within a room, you should ensure that the record is stored in a location that is accessible to all staff groups. For example, the dining room which will be cleaned by both domestic and care assistants. It should be clearly identifiable who has completed the record as per the cleaning activity.

The example below shows a partially completed cleaning record for 'Room 14'. The staff members have initialled to show the tasks have been completed and the record shows activity completed for Monday, Tuesday and Wednesday so far.

Figure 2.3: Example of a partially completed

Cleaning Record A: Residents room and en-suite |

Room number: 14

Week Commencing: 1st April 2021

Task Group	Task Activity	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daily Tasks								
Toilet	Clean and check (clean once, check once)	JP	JP	MS	JP	ML	ML	
Toilet brush holder	Clean and check (clean once, check once)	ML	MS	MS	JP	JP		
Soap and handtowels	Clean dispensers and replenish supplies	YD		AE	YD			
Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Clean and check (clean once, check once)	YD	AS	AE	ML	ML	JP	
High level	Check for cleanliness, spot clean	YD		AE	YD			
Furnishings	Remove debris	YD		AE	YD			
	Damp clean	YD		AE	YD			
Radiators	Check for marks and spot clean	YD		AE	YD			
Low level	Check for cleanliness, spot clean	YD		AE	YD			
Paintwork (walls and doors)	Check for marks and spot clean	YD		AE	YD			
Refuse	Collect refuse and dispose	YD		AE	YD			
	Check bin and spot clean	YD		AE	YD			
	Replace liners	YD		AE	YD			
Floors Hard/Soft	Remove debris	YD		AE	YD			
	Dust control or suction clean	YD		AE	YD			
	Damp mop	YD		AE	YD			
	Check for spills, stains etc.	YD		AE	YD			

Once the full week is completed, the records should be stored by the manager to provide a record of activity completion and who carried out each activity. It is the manager's responsibility to ensure good record keeping and to carry out checks that records are complete and safely stored.

Resource Requirements (staff and equipment)

[See Provision of Cleaning Materials, Equipment and PPE](#)

Identification of Roles and Responsibilities

Governance is an essential part of any system or process and must be clear, concise and structured. Across Scottish care homes the structure of domestic services, varies as do roles, titles and even responsibilities.

Locally, within each care home, the responsible person will be the care home manager. It is important for all users of this document to be aware of the responsibilities and roles of each staff member with domestic services involvement.

Whilst job titles and staffing frameworks vary across care homes the generic job titles listed below capture the essence of cleaning responsibilities and any local documentation being produced should reflect the content of this document but using the care homes job titles. This is a guide that could be adopted if local governance is not already in place.

Table 2.2: Roles and Responsibilities

Role	Responsibility
Care home manager	<ul style="list-style-type: none"> responsible for overseeing the implementation and effective use of the cleaning specification; developing and reviewing the work schedules with the domestic staff and agreeing review processes; allocation of resources to ensure that the requirements of this output specification can be achieved; regularly auditing the area ensuring that staff/care staff are fulfilling their duties; regular review of areas of responsibility and work schedules;

Role	Responsibility
	<ul style="list-style-type: none"> • reviewing action plans and identifying any trends to allow review of service provision and quality assurance.
Domestic Staff	<ul style="list-style-type: none"> • responsible for carrying out the scheduled cleaning duties within their allocated areas; • provision of advice and support relating to cleaning issues; • general supervision of cleaning services on a daily basis; • follow the Standard Operating Procedures (SOP's) included within this document and the Cleaning Records detailing routines and duties within each area; • reporting and recording when areas cannot be cleaned, due to access issues, as an example.

Development of Monitoring Plan

Monitoring can be defined as ‘the assessment of the outcome of a cleaning process to assess the extent to which cleaning procedures are being carried out correctly and to identify any remedial action required to provide an audit trail’. An essential component of any monitoring plan is the fundamental principle of continuous improvement. The information gathered and collated through the monitoring process must be made available to those within the organisation with the ability and responsibility to review the process and improve the quality-of-service provision. The plan should have a clear line of accountability from the point of service delivery up to care home management level is essential.

Designated Staff

Recruitment

It is the responsibility of the care home manager or other identified responsible person, to ensure that the Policies and Procedures for staff recruitment comply with relevant legislative requirements, and records are kept of all the documentation relating to the recruitment process.

Induction

It is the responsibility of the care home manager, or other identified responsible person, to ensure that all newly appointed staff have completed a structured orientation/induction and the records are retained accordingly.

*Ongoing Training on Cleaning Activity

Training programmes for all grades of staff including managers should be developed and personal development plans produced where appropriate.

A record of all training should be maintained, and refresher training provided to all staff on a regular basis. Training includes but is not limited to cleaning methods and standards, safe working, Control of Substances Hazardous to Health (COSHH) and the use of equipment and Personal Protective Equipment (PPE). All training records should be kept according to local policy.

The content of training programmes must be subject to regular review and updated frequently, so that best practice, new developments and any legislative changes are incorporated.

Training Records and Monitoring of Training

Staff training and development is a core activity in any area involved in the cleaning service and a structured approach to training should be developed and controlled by an appropriate service manager, with direct input from Infection Prevention and Control (IP&C) nurses and other relevant healthcare professionals, as required.

Organisations should ensure that the method of training delivery is readily accessible to all staff involved in the provision of the service and that training levels and technical competency are standardised throughout shift patterns.

Training programmes should be systematically applied and may well include a variety of training techniques including 'classroom' and 'on the job' training sessions.

Training programmes should be evaluated regularly to ensure that they meet the needs of the service, and that staff are able to readily assimilate the information provided to them.

On-going training should take cognisance of the outcomes of monitoring reports, skills audits or competency reviews by appropriate responsible persons or managers.

Delivery

Provision of Cleaning Materials, Equipment and PPE

It is the responsibility of the care home manager to ensure that all staff are provided with and trained in the use of cleaning materials, equipment and PPE required in order to carry out their tasks effectively.

***Deploying Cleaning Schedule and Task Assignment (roles and responsibilities)**

It is in the care homes best interest to ensure that there are up-to-date cleaning schedules available for all staff within an area. Staff must be made aware of these schedules and understand them in full to ensure that they are working in a proactive way and following them to ensure completion of the tasks on a daily/weekly basis. Staff also need to be made aware for the need to prioritise their duties as a result of any special request which may have been made by the service user, and if so, do they understand if this request has a detrimental impact on any of their other daily tasks which have to be completed. [See Planning](#).

***Effective Record-Keeping**

Effective record management allows care homes to provide and maintain key documentation that can be requested by external stakeholders at any given time. This also ensures that care homes are acting in accordance with legal requirements, standards, evidence-based practices and professional work practices. Locally, specific records that need to be kept are work schedules, log sheets detailing additional tasks and any action plans derived from any identified issues.

Refer to organisational policy for the retention of documentation.

Equipment Care and Maintenance

It is the responsibility of the care home manager to ensure that equipment care, and maintenance schedules are in place so that adequate equipment is available to the staff who carry out the relevant cleaning tasks in an area. If there is a shortfall this should be recorded along with the impact of the service provision and every effort must be made to supply the required equipment. All equipment should be properly maintained according to the manufacturer's instructions. Storage areas should be kept in a clean and tidy condition and locked when unattended.

Standards

Management of Cleaning Records

Full records of all cleaning activity should be kept and produced when required. Records could include work schedules, risk assessments, performance reports, audit checks etc.

Review of Cleaning Records

It is the care home manager's responsibility to ensure cleaning records are kept up to date and complete. Audits should be carried out through the checking of cleanliness within the environment.

***Audit Environment and Service Outcomes**

Cleaning standards and staff performance should be continuously monitored. Audits should be carried out, on a regular basis, to ensure that the work schedules are

being followed. The care home manager needs to assess the performance of their staff and ensure cleanliness standards are being maintained. Any identified issues must be recorded and corrected via an action plan.

Cleaning standards should be subject to regular monitoring and audit in order to ensure continuous improvement through the identification of any problematic areas. Any deviations in the cleaning standards should be discussed with the appropriate manager/supervisor and addressed immediately.

Quality Assurance

The identified person, who is responsible for the management of the cleaning service in the site, is also responsible for assessing the quality of the service being delivered. In order to provide ongoing assurance of this, a physical check of the cleanliness of the environment should be carried out on a regular basis. As a minimum, environmental checks should be undertaken monthly in every site, and each assessment should include examples of every room type within the site. However, in the case of a higher infection risk, environmental checks should be carried out on a more regular basis in line with local policy.

A recommended make-up for the monthly check is outlined below:

- 1 resident's room and en-suite
- 1 Sluice and any clinical areas for treatment or medicines preparation
- 1 sanitary area i.e. staff changing facilities, visitor's toilet, shared bathroom etc.
- 1 dining room servery/pantry
- 1 office or reception
- 1 storeroom e.g. laundry stores, activity cupboards etc.
- 1 dining room/lounge/activity room/quiet room
- 1 entrance ramp/stairs and circulation area
- 1 cleaning services room

A record should be kept of each area checked, including a list of any issues identified during the check. Issues might be related to the cleaning of the area (for instance, a build-up of dust on surfaces, a mark from a spilled drink, crumbs on the floor following a food service, soap residue building up on dispensers), but the check may identify maintenance issues which must also be recorded and communicated to the maintenance team for resolving.

All cleaning issues should be communicated to the cleaning staff and rectified immediately.

The cleaning issues can then be transferred to an action plan in order to address and rectify the problems identified. A template action plan is included in [Appendix 3](#). The action plan is intended to support the manager in identifying the reasons for the issue arising and to consider and carry out actions to address the issue long-term and stop it from happening again. Actions may vary from adjusting the cleaning schedule to increase the frequencies of cleaning, additional training for staff, provision of different or more cleaning equipment etc.

The outcome of the environmental audit process is an increased ability to provide assurance of the standard of cleaning in the site, offering the manager an increased level of engagement in the cleaning service, and a tool for delivering continual improvement to the service.

Staff, Resident and Visitor Feedback

There should be processes in place to gather and respond to staff and visitor feedback.

***Action Plan (issue resolution, service quality improvement, service efficiencies)**

Action planning is part of quality improvement and assurance and results from the monitoring of an audit process which identified an issue/rectification. It benefits care home managers in improvement planning by using data which is relevant and up to date in relation to cleaning activity and practice. By looking at patterns and trends over a period of time it enables managers to identify areas of improvement and ensure communication between relevant staff is maintained.

Plan for Implementation

In order for managers to self-assess and demonstrate how close their existing services are, in line with this specification, a checklist for compliance has been provided in [Appendix 4](#), where any gaps can be identified and actions for improvements made against four service areas:

- service planning
- staff training and support
- delivery of service
- cleaning standards

Appendix 1: Standard Operating Procedures (SOP's)

Introduction

Appendix 1 details the procedures specific to the tasks and describes each step of the activity that needs to be followed to achieve the standard required. It also details the required outcome to ensure consistency. It is important to emphasise that the required outcome is only achieved **at the point that the cleaning process has been completed**. Due to the nature of care homes; environments are busy and can become re-contaminated and untidy quickly.

The Safe Management of the Care Environment Cleaning Specification is completely aligned to the NHSScotland National Cleaning Services Specification (NCSS) (June 2016) [The NHSScotland National Cleaning Services Specification](#) in terms of content and developmental governance processes. The NCSS was initially published in 2006 and is mandatory for NHSScotland. In other care settings, to support health and social care integration, the content of the NCSS was considered best practice.

It is the responsibility of each care home manager to ensure that they have the necessary inputs to ensure that a clean, safe and pleasant environment is provided in clinical and public facing areas.

Tasks covered include:

[Cleaning of Sanitary Fixtures and Fittings](#)

- [Fixtures and Fittings \(including dispensers\)](#)
- [Toilets/Urinals](#)
- [Sinks, Wash Hand Basins and Baths](#)
- [Showers](#)

[Cleaning of High Levels](#)

[Cleaning of Furniture, Fixtures and Fittings](#)

[Cleaning of Soft Furnishings](#)

[Cleaning of Low Levels](#)

[Cleaning of Paintwork, Walls and Doors](#)

[Changing/hanging Curtains](#)

[Cleaning of Floors](#)

- [Method 1: Dust Control Mopping](#)
- [Method 2: Suction Cleaning](#)
- [Method 3: Damp Mopping](#)
- [Method 4: Scrubbing](#)
- [Method 5: Buffing \(where applicable\)](#)

support with SOP images from Environmental Excellence Training & Development Ltd

Essential Information

For each task, the below essential information must be carried out:

- check COSHH sheet and relevant risk assessments for each task;
- prepare cleaning agent, if required, following manufacturer's instructions;
- follow your local Manual Handling Policy.

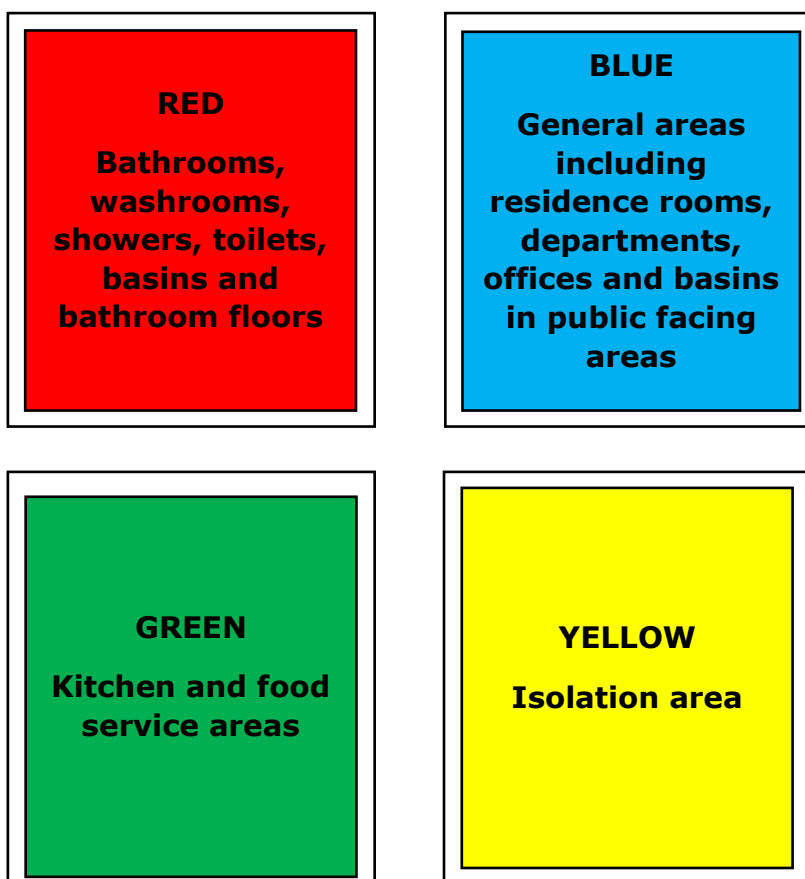
Colour coding: cleaning materials and equipment

Colour coding must be adopted as a standard in order to improve the safety of care home cleaning, ensure consistency and provide clarity for staff, therefore reducing the risk of cross infection.

Colour coding is not required for micro-fibre mopping systems that are single use systems.

Colour coding is not required for single use disposable PPE (i.e. aprons, gloves).

Figure A1:1: Colour coding



Cleaning of Sanitary Fixtures and Fittings

This process involves the cleaning of sanitary contact surfaces to effectively reduce the risk of cross contamination and includes toilets, urinals, bidets, sinks, wash hand basins, baths, showers and all dispensers.

1,000 parts per million available chlorine (ppm available chlorine (av.cl.) should be used routinely on sanitary fittings.

Required Outcome

Following the cleaning process, the required outcomes are expected:

- surfaces should be free from smudges, smears, bodily fluids, soap build up and mineral deposits;
- walls, fixtures and fittings should be free from dust, grit, streaks, smudges, mould, soap build up and bodily fluids;
- consumable items are well stocked in appropriate clean, sealed dispensers.

Required equipment and materials





Ensure all equipment is clean prior to use and cleaned and dried prior to return to store.







Equipment could include:

- PPE (i.e. apron, gloves, safety goggles etc.)
- colour coded equipment such as buckets and microfibre cloths
- disposable cloth or paper
- chlorine releasing agent

Fixtures and Fittings (including dispensers)

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - always dilute chemicals following Manufacturer's instructions 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - using a new disposable cloth and 1,000ppm available chlorine, wipe the surface with the damp cloth using one swipe, fold a section of the cloth over to reveal a clean unused surface and wipe again. Ensure to always work clean to dirty, paying particular attention to touch surfaces such as handles and light 	

pulls/switches, dispensers' undersides and nozzles, then dispose of cloth.	
- when refilling clean inside of dispenser	
- rinse surfaces with clean water and dry with a clean cloth or paper roll	
- remove refuse from the room, tying and labelling appropriately and clean waste bin	
- remove PPE and dispose of in appropriate waste stream following waste segregation local procedure	
- remove wet floor signs	
After cleaning steps	
- ensure all equipment used is cleaned and stored correctly	
- dispose of PPE appropriately and wash your hands	











Toilets/Urinals

Required equipment and materials

Equipment could include:

- PPE (i.e. apron, gloves, safety goggles etc.)
- toilet brush
- colour coded equipment (buckets, microfibre, cloths)
- disposable cloth or paper
- chlorine releasing agent

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - always dilute chemicals following Manufacturer's instructions 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - flush before cleaning, never put cloth into the waste overflow beyond the strainer 	
<ul style="list-style-type: none"> - push the water in the pan behind the bend with the toilet brush, leaving about an inch and put cleaning agent in bowl giving it time to work, as per manufacturer's instructions 	
<ul style="list-style-type: none"> - using a new disposable cloth and 1,000ppm available chlorine, wash pedestal of sanitary ware from the base to the bowl (clean to dirty) towards the rim of the pan. Dispose of cloth. Using a new cloth dampened with 1,000 ppm available chlorine solution continue cleaning, flush handle, cistern, surrounds, hinges and finally toilet seat. Dispose of cloth. 	
<ul style="list-style-type: none"> - clean inside bowl including the rim with the toilet brush and then flush, keep brush in the fresh flushing water to clean 	
<ul style="list-style-type: none"> - rinse surfaces with clean water and dry with a clean cloth or paper roll 	
<ul style="list-style-type: none"> - remove PPE and dispose of in appropriate waste stream following waste segregation local procedure 	
<ul style="list-style-type: none"> - remove wet floor signs 	

After cleaning steps

- ensure all equipment used is cleaned and stored correctly
- dispose of PPE appropriately and wash your hands













Sinks, Wash Hand Basins and Baths

Required equipment and materials

Equipment could include:

- PPE (i.e. apron, gloves, safety goggles etc.)
- colour coded equipment (microfibre, cloths)
- disposable cloth or paper
- chlorine releasing agent

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - always dilute chemicals following Manufacturer's instructions 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - clear plug and overflow of debris 	
<ul style="list-style-type: none"> - damp clean soap and towel dispensers 	
<ul style="list-style-type: none"> - clean splash back working from top to bottom 	
<ul style="list-style-type: none"> - clean the underside of the sink/basin working from rim downwards 	
<ul style="list-style-type: none"> - using a new disposable cloth and 1,000ppm available chlorine, clean tap(s) first. Start at the tap outlet end (do not put cloth inside the tap outlet), finish at the base and then clean tap handles 	
<ul style="list-style-type: none"> - using the same cloth clean the accessible part of the overflow or waste outlet to remove visible dirt, dispose of the cloth in the appropriate waste bag 	
<ul style="list-style-type: none"> - clean round the inside of the sink/basin from top rim of bowl 	
<ul style="list-style-type: none"> - rinse surfaces with clean water and dry with a clean cloth or paper roll 	
<ul style="list-style-type: none"> - remove PPE and dispose of in appropriate waste stream following waste segregation local procedure 	

- remove wet floor signs



After cleaning steps

- ensure all equipment used is cleaned and stored correctly
- dispose of PPE appropriately and wash your hands














Showers

Required equipment and materials

Equipment could include:

- PPE (i.e. apron, gloves, safety goggles etc.)
- colour coded equipment (buckets, microfibre, cloths)
- disposable cloth or paper
- chlorine releasing agent

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - always dilute chemicals following Manufacturer's instructions 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - clear plug of debris 	
<ul style="list-style-type: none"> - using a new disposable cloth and 1,000ppm available chlorine, starting at highest point clean shower walls downward, then clean shower head, hose and taps 	
<ul style="list-style-type: none"> - pay particular attention to shower head and report any mineral deposit build up 	
<ul style="list-style-type: none"> - if a shower tray is present clean inside and outside, if a wet room mop or mechanically clean floor, do not push cloth in overflow or waste outlet 	
<ul style="list-style-type: none"> - rinse surfaces with clean water and dry with a clean cloth or paper roll 	
<ul style="list-style-type: none"> - remove PPE and dispose of in appropriate waste stream following waste segregation local procedure 	
<ul style="list-style-type: none"> - remove wet floor signs 	
<p>After cleaning steps</p> <ul style="list-style-type: none"> - ensure all equipment used is cleaned and stored correctly 	

- dispose of PPE appropriately and wash your hands



Cleaning of High levels

This process involves the cleaning of high-level surfaces to prevent the build-up of dust and includes high surfaces including ledges, pipes, vents, grills, direction signs, curtain rails and screen rails or any 'harder to reach' areas or items that require additional equipment to clean. High levels should always be cleaned before Low levels.

Required Outcome

Following the cleaning process, the required outcomes are expected:

- each item is cleaned in a systematic way to reduce the risk of cross infection;
- hard surfaces should be free from soil, spots and dust;
- soft surfaces should be free from soil, stains, film and dust;
- edges, corners and wheels are free from soil, dust and film;
- surfaces should be free from tape and sticky residue.






Required equipment and materials






Ensure all equipment is clean prior to use and cleaned and dried prior to return to store.

Equipment could include:

- wet floor signs
- colour coded equipment (buckets, microfibre, cloths), disposable cloth or paper
- Cleaning agent
- PPE (i.e. apron, gloves, safety goggles etc.)
- high duster frame and head

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - wear safety goggles and half fill bucket with water and add the cleaning agent in line with manufacturers' instructions; change cleaning solution as appropriate 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - remove any debris, sticky tape from the surfaces 	
<ul style="list-style-type: none"> - dampen and fold the cloth top to bottom then left to right to make a square to give 8 cleaning surfaces before discarding, which will give you a number of clean cloth surfaces, wipe all high-level 	

<p>surfaces with the damp cloth using one swipe, fold a section of the cloth over to reveal a clean unused surface and wipe again. Ensure to always work clean to dirty preventing cross contamination</p>	
<ul style="list-style-type: none"> - continue to do this until all the clean surfaces on the cloth have been used then replace the cloth 	
<ul style="list-style-type: none"> - remove wet floor signs 	
<ul style="list-style-type: none"> - remove PPE and dispose of in appropriate waste stream following waste segregation local procedure 	
<p>After cleaning steps</p> <ul style="list-style-type: none"> - ensure all equipment used is cleaned and stored correctly 	
<ul style="list-style-type: none"> - dispose of PPE appropriately and wash your hands 	

Cleaning of Furniture, Fixtures and Fittings

This process involves the cleaning of touch surfaces, to reduce the risk of cross contamination and includes: all furniture including beds (undercarriage, head and foot), tables (including over bed tables), desks, lockers, exam couches, chairs, external surfaces of cabinets, bed lights, light switches, light cords, control panels, pictures, general TV, HiFi equipment and remote controls, radiators, ledges, fire extinguishers, clocks, bump bars and buffers, exam lights and patient call buttons (as per local policy), glasswork and refuse bins. Service Users personal belongings included in this.

Required Outcome

Following the cleaning process, the required outcomes are expected:

- all surfaces should be free from soil, spots, dust and fingerprints;
- edges, corners and wheels are free from soil, dust and film;
- furnishings and fittings should be free from tape and sticky residue.





Required equipment and materials







Ensure all equipment is clean prior to use and cleaned and dried prior to return to store.

Equipment could include:

- colour coded equipment (buckets, microfibre, cloths)
- disposable cloth or paper
- cleaning agent
- PPE (i.e. apron, gloves, safety goggles etc.)
- high dusting tool (if required)

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - wear safety goggles and half fill bucket with warm water and add the cleaning agent in line with manufacturers' instructions 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - remove any debris, sticky tape from the furnishings and fittings 	

<ul style="list-style-type: none"> - wipe the surface with the damp cloth, or disposable hard surface wipe, using one swipe, fold a section of the cloth over to reveal a clean unused surface and wipe again. Ensure to always work clean to dirty; change solution when dirty or at 15-minute intervals or when moving to new task or location. Particular attention should be given to the touch surfaces such as handles, door plates and switches etc. 	
<ul style="list-style-type: none"> - dry the surface then dispose of cloth or paper 	
<ul style="list-style-type: none"> - remove PPE and dispose of in appropriate waste stream following waste segregation local procedure 	
<ul style="list-style-type: none"> - remove wet floor signs 	
<p>After cleaning steps</p> <ul style="list-style-type: none"> - ensure all equipment used is cleaned and stored correctly 	
<ul style="list-style-type: none"> - dispose of PPE appropriately and wash your hands 	

Cleaning of Soft Furnishings

This process involves the cleaning of soft furnishings and fabrics, to reduce the risk of cross infection emphasis requires to be placed on the cleaning of contact surfaces. Soft furnishings can include chairs, foot stools, couches, cushions and carpets, Service Users personal belongings included in this.

Required Outcome

Following the cleaning process, the required outcomes are expected:

- all surfaces should be free from spots, soil, stains, dust, crumbs and fingerprints;
- furnishings and fittings should be free from sticky residue and odours.

Required equipment and materials

Ensure all equipment is clean prior to use and cleaned and dried prior to return to store.




Equipment could include:


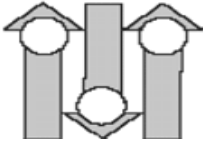






- wet floor signs
- disposable cloth or paper
- carpet cleaning machine with upholstery cleaning attachment
- suction cleaner
- carpet shampoo: solution
- soft furnishing wipes
- **pre-spotter/stain remover
- ***odour neutraliser

***carpet shampoo, pre spotter and soft furnishing wipes should always be tested on an inconspicuous area of the fabric prior to full application*

****for surfaces where odour is an issue, specific odour neutralising solutions can be considered, use following manufacturer's instructions*

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to donning appropriate PPE 	
<ul style="list-style-type: none"> - gather equipment required for the task – this may include soft furnishing wipes for 'spot' cleaning or vacuum cleaner, carpet machine and upholstery nozzle, depending on the task to be completed 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	

<ul style="list-style-type: none"> - remove any visible debris and vacuum the surface to be cleaned. Apply pre spotter to any ingrained or stubborn marks Prepare carpet shampoo solution, fill carpet machine and attach upholstery cleaning nozzle when cleaning upholstery 	
<ul style="list-style-type: none"> - work in a methodical manner working the nozzle over the surface(s) that require to be cleaned. Take the nozzle back over the surface, on 'vacuum mode' to remove excess moisture, repeat the process again if required, to achieve the finish required 	
<ul style="list-style-type: none"> - leave surface to air dry completely 	
<ul style="list-style-type: none"> - for 'spot' cleaning and smaller surfaces, wipe the textile surface with the soft furnishing wipe using one swipe, fold a section of the wipe over to reveal a clean unused surface and wipe again. Take a new wipe as required. Ensure to always work from clean to dirty 	
<ul style="list-style-type: none"> - **for staining, apply pre spotter/stain remover solution and work from outer edge of stain towards the centre, blot with paper roll to remove or loosen the stain and re-apply if required. Follow up with the process detailed above 	
<p>After cleaning steps</p> <ul style="list-style-type: none"> - empty carpet machine, rinse solution tank and upholstery nozzle through with clean water, dry and store with lid offset. Hoses should be hung to allow any excess water to dry 	
<ul style="list-style-type: none"> - clean and dry other equipment that has been used and store correctly 	
<ul style="list-style-type: none"> - dispose of PPE appropriately and wash your hands 	

Cleaning of Low Levels

This process involves the cleaning of any surface which might attract dust and spillages and includes low surfaces including ledges, trunking, vents, pipes and partition ledges, skirting and sockets.

Required Outcome

Following the cleaning process, the required outcomes are expected:

- hard surfaces should be free from soil, spots and dust;
- soft surfaces should be free from soil, stains, film and dust;
- edges, corners and wheels are free from soil, dust and film;
- surfaces should be free from tape and sticky residue.







Required equipment and materials






Ensure all equipment is clean prior to use and cleaned and dried prior to return to store.

Equipment could include:

- wet floor signs
- colour coded equipment (buckets, microfibre, cloths), disposable cloth or paper
- cleaning agent
- PPE (i.e. apron, gloves, safety goggles etc.)
- kneeling pad if required

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - wear safety goggles and half fill bucket with water, using fresh running water where possible, and add the cleaning agent in line with manufacturers' instructions. 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - remove any debris, sticky tape from the surfaces 	
<ul style="list-style-type: none"> - dampen and fold the cloth top to bottom then left to right to make a square to give 8 cleaning surfaces 	
<ul style="list-style-type: none"> - wipe the surface with the damp cloth using one swipe, fold a section of the cloth over to reveal a clean unused surface and wipe again. Continue to do this until all the clean surfaces on the 	

<p>cloth have been used then replace the cloth. Ensure to always work clean to dirty; change solution when dirty or at 15-minute intervals or when moving to new task or location.</p>	
<ul style="list-style-type: none"> - continue to do this until all the clean surfaces on the cloth have been used then replace the cloth 	
<ul style="list-style-type: none"> - remove wet floor signs 	
<ul style="list-style-type: none"> - remove PPE and dispose of in appropriate waste stream following waste segregation local procedure 	
<p>After cleaning steps</p> <ul style="list-style-type: none"> - ensure all equipment used is cleaned and stored correctly 	
<ul style="list-style-type: none"> - dispose of PPE appropriately and wash your hands 	

Cleaning of Paintwork, Walls and Doors

This process involves the cleaning of paintwork, walls and doors in a systematic way to reduce the risk of cross contamination and includes wall surfaces and doors and door frames (including the top of the door frame), handles, hinges, jambs and other door closure mechanisms, door vents, kick plates and door signs. Includes windowsills and window frames.

Required Outcome

Following the cleaning process, the required outcomes are expected:

- all surfaces should be free from soil, spots, dust and fingerprints;
- low level air vents, grilles and any other air outlets are unblocked and free from dust, grit, soil and cobwebs;
- door tracks and jambs are free from grit and other debris;
- all surfaces are free from tape and sticky residue.





Required equipment and materials







Ensure all equipment is clean prior to use and cleaned and dried prior to return to store.

Equipment could include:

- wet floor
- colour coded equipment (buckets, microfibre, cloths), disposable cloth or paper
- cleaning agent
- PPE (i.e. apron, gloves, safety goggles etc.)
- safety ladder, if required, in accordance with 'Working at Height' guidance and training
- high duster frame and head

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - wear safety goggles and half fill bucket with water and add the cleaning agent in line with manufacturers' instructions; change cleaning solution as appropriate 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - remove all forms of soiling and graffiti from the surface to be cleaned 	

<ul style="list-style-type: none">- wipe the surface with the damp cloth using one swipe, fold a section of the cloth over to reveal a clean unused surface and wipe again. Ensure to always work clean to dirty	
<ul style="list-style-type: none">- continue to do this until all the clean surfaces on the cloth or paper have been used then replace the cloth	
<ul style="list-style-type: none">- remove wet floor signs	
<ul style="list-style-type: none">- remove PPE and dispose of in appropriate waste stream following waste segregation local procedure	
<p>After cleaning steps</p> <ul style="list-style-type: none">- ensure all equipment used is cleaned and stored correctly	
<ul style="list-style-type: none">- dispose of PPE appropriately and wash your hands	

Changing/Hanging Curtains

This process involves the removal and hanging of curtains in all service user areas.

Required Outcome

Following the cleaning process, the required outcomes are expected:

- curtains are in good state of repair and free from stains, soiling and dust;
- curtains hang in a uniform manner and have sufficient and appropriate hooks/fasteners;
- rails, fittings and fixtures required for curtains and should be in good state of repair and free from dust, grit, spillage, residue or any tape or attachments which may compromise cleaning.





Required equipment and materials










A local risk assessment should be carried out to determine the number of operatives and type of kit required to undertake the task safely and effectively. This is essential when working at heights, in occupied areas and handling large, heavy curtains. Ensure curtains are freshly laundered and in good state of repair.

Equipment could include:

- wet floor sign
- colour coded equipment (buckets, microfibre, cloths), disposable cloth or paper
- cleaning solution
- PPE (i.e. apron, gloves, safety goggles etc.)
- laundry bags
- curtain hooks and container
- clean curtains

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - wear safety goggles and half fill bucket with water, using fresh running water where possible, and add the cleaning agent in line with manufacturers' instructions 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - using the safety ladder, and in line with outcome of risk assessment, take down the curtain 	

<ul style="list-style-type: none"> - remove the curtain hooks and place in the container 	
<ul style="list-style-type: none"> - bag curtains and label bags, for transfer to laundry as per local policy 	
<ul style="list-style-type: none"> - dampen cloth/paper and wipe curtain rail and associated fixtures. Wipe the surface with the damp cloth using one swipe, fold a section of the cloth over to reveal a clean unused surface and wipe again. Ensure to always work clean to dirty 	
<ul style="list-style-type: none"> - wash curtain hooks in cleaning solution and dry 	
<ul style="list-style-type: none"> - fit the curtain hooks to a clean curtain at appropriate, evenly spaced intervals 	
<ul style="list-style-type: none"> - carry and hang curtain as per recommendations from risk assessment 	
<p>After cleaning steps</p> <ul style="list-style-type: none"> - remove stepladders and wet floor signs 	
<ul style="list-style-type: none"> - remove PPE and dispose of in appropriate waste stream following waste segregation local procedure 	
<ul style="list-style-type: none"> - ensure all equipment used is cleaned and stored correctly 	
<ul style="list-style-type: none"> - dispose of PPE appropriately and wash your hands 	

Cleaning of Floors

This process applies to types of floor cleaning for all surfaces which might attract dirt, dust and spillages and entails 5 different methods, where applicable:

- Method 1:** *Dust Control Mopping* - applies to the removal of adherent dust and dirt from floor surfaces using Dust Control Mopping equipment.
- Method 2:** *Suction Cleaning* - applies to the removal of adherent dust and dirt from floor surfaces using a suction cleaner.
- Method 3:** *Damp Mopping* - removal of floor soil or ingrained dirt using mopping system.
- Method 4:** *Scrubbing* - removal of floor soil, ingrained dirt and scuff marks using a floor scrubbing machine.
- Method 5:** *Buffing* (where applicable) – provides a uniform, streak free appearance to the floor surface.

Carpeted areas: see '[Cleaning of Soft Furnishings](#)' for carpets requiring to be shampooed.

Required Outcome

Depending on the relevant cleaning method, the required outcomes are expected:

- surfaces should be free from debris, dust and grit;
- inaccessible areas are free from debris and dust;
- edges and corners are free from soil, dust and film;
- barrier matting is free from ingrained debris, dust, grit, stains and chewing gum;
- surfaces should be free from tape and sticky residue;
- stains that cannot be removed by suction cleaning should be spot cleaned or deep cleaned using carpet cleaning kit;
- to ensure the floor is cleaned in a systematic way to reduce the risk of cross contamination.

Cleaning of Floors: Method 1 - Dust Control Mopping

Required equipment and materials






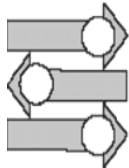
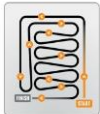
Ensure all equipment is clean prior to use and cleaned and dried prior to return to store.

Equipment could include:

- wet floor sign
- mop frame/tool
- suction cleaner and attachments
- disposable cloth or reusable or disposable mop head
- appropriate bag for soiled mops
- PPE (i.e. apron, gloves, safety goggles etc.)
- refuse sack
- scraper

**always refer to the individuals care plan around the management of their furniture*

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to detail of appropriate PPE 	
<ul style="list-style-type: none"> - fit appropriate microfibre or disposable mop head to frame 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - remove larger items of debris from floor, using scraper to remove any chewing gum, and dispose of in an appropriate waste stream, ensure to follow local procedure for waste segregation 	
<ul style="list-style-type: none"> - with frame, width wide in front of you, walk forward round edges of room against skirting board, ensuring the mop head is never lifted from the floor and debris is not brushed off with bare hands 	
<ul style="list-style-type: none"> - visually divide room into wide strips. Hold mop with narrow end facing you and sweep to one side. At end of side sweep, twist the mop head so that the other narrow end is facing towards you and sweep the next line. In this way the dust will be pushed in front of the mop head and not left against edges. Never brush off debris in a clinical area 	
<ul style="list-style-type: none"> - mop the remaining floor using leading edge, working backwards towards the door 	

- remove wet floor signs



After cleaning steps

- ensure all equipment used is cleaned and stored correctly



- dispose of PPE appropriately and wash your hands



Cleaning of Floors: Method 2 - Suction Cleaning

Required equipment and materials










Ensure all equipment is clean prior to use, PAT tested, cables are in good condition, clean and dried prior to return to store. (Report any unsafe equipment to Supervisor/Manager)












Equipment could include:

- wet floor sign
- suction cleaner and appropriate attachments
- dustpan and brush
- filters/bags
- refuse sack
- PPE (i.e. apron, gloves, safety goggles etc.)

**always refer to the individuals care plan around the management of their furniture*

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - assemble the suction cleaner and check that bag and filters (HEPA if applicable) are in place and serviceable 	
<ul style="list-style-type: none"> - before cleaning takes place, visually inspect the room or area being cleaned; if mobile objects can be moved (always refer to the individuals care plan around the management of their furniture), remove these safely, following local Manual Handling Policy, and place out of the way of traffic 	
<ul style="list-style-type: none"> - unwind cable and run the length of cable through a cloth to ensure the cable is free from splits and plug is not loose or broken 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - remove larger items of debris from floor and dispose of in an appropriate waste stream, ensure to follow local procedure for waste segregation 	
<ul style="list-style-type: none"> - plug suction cleaner into the nearest available socket and switch on the power, ensuring that the cable is never placed over the user's shoulder 	
<ul style="list-style-type: none"> - do not move from room to room or run the cable across/through doorways, ensure cable stays behind the operator when working 	
<ul style="list-style-type: none"> - when suction cleaning stand upright with feet shoulder width apart and using even strokes; divide area into sections to ensure complete area is covered and suction clean the edges 	

and corners first, using the hose attachments if available, then work systematically around the room	
- adjust position on suction cleaner head to suit flooring height, remember to bend knees when reaching under furniture	
- on completion, return mobile objects which were removed prior to the cleaning process taking place following the Manual Handling Policy	
- remove wet floor signs	
- remove PPE and dispose of in appropriate waste stream following waste segregation local procedure	
- wash your hands	
After cleaning steps	
- return suction cleaner to cleaning cupboard	
- suction clean filters regularly and replace when required; check if bag needs replaced and change as required	
- remove hose from body; hang separately so that hose is not bent causing stress and weakening	
- remove head, wash, and leave to dry on paper	
- clean and wind cable around body of suction cleaner securing the plug	
- ensure all equipment used is cleaned and stored correctly	
- dispose of PPE appropriately and wash your hands	

Cleaning of Floors: Method 3 - Damp Mopping

Required equipment and materials









To ensure the floor is cleaned in a systematic way to reduce the risk of cross infection.











Equipment could include:

- wet floor signs
- dosing containers
- colour coded equipment (buckets, mops, mop frames, microfibre)
- mop wringer (traditional mopping system only)
- disposable cloth or paper
- appropriate bag for soiled mops
- PPE (i.e. apron, gloves, safety goggles etc.)

**always refer to the individuals care plan around the management of their furniture*

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - put on safety goggles, prepare a solution of water and make up the cleaning agent in accordance with manufacturer's instructions 	
<ul style="list-style-type: none"> - fold the mop heads into the dosing container 	
<ul style="list-style-type: none"> - pour the cleaning agent over the mop heads and leave for a minute to allow the mops to absorb the liquid. The mops should be damp – not wet or follow your local procedure for dampening floor mop prior to use 	
<ul style="list-style-type: none"> - place the container of mops onto the trolley 	
<ul style="list-style-type: none"> - before cleaning takes place, visually inspect the room or area being cleaned; if mobile objects can be moved (always refer to the individuals care plan around the management of their furniture), remove these safely, following local Manual Handling Policy, and place out of the way of traffic 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - remove larger items of debris from floor and dispose of in an appropriate waste stream, ensure to follow local procedure for waste segregation 	

<ul style="list-style-type: none"> - standard mopping system use a clean mop head for each room or section of room, wringing the mop head as dry as possible in the cleaning solution prior to mopping 	
<ul style="list-style-type: none"> - plan the work route by starting at the furthest point from the exit working backwards to avoid standing on cleaned sections 	
<ul style="list-style-type: none"> - mop the floor edges using a straight stroke to reach corners and skirting. Flip the mop head up to clean the skirting and reach the edge 	
<ul style="list-style-type: none"> - mop the remaining floor using leading edge, working backwards towards the door, leaving a clear walkway 	
<ul style="list-style-type: none"> - after each room change the mop head and place it in the clear bag for laundering 	
<ul style="list-style-type: none"> - on completion, return mobile objects which were removed prior to the cleaning process taking place following the Manual Handling Policy 	
<ul style="list-style-type: none"> - remove wet floor signs 	
<ul style="list-style-type: none"> - dispose of PPE appropriately and wash your hands 	
<p>After cleaning steps</p> <ul style="list-style-type: none"> - ensure all equipment used is cleaned and stored correctly 	
<ul style="list-style-type: none"> - dispose of PPE appropriately and wash your hands 	

Cleaning of Floors: Method 4 - Machine Scrubbing

Required equipment and materials








Ensure all equipment is clean prior to use, PAT tested, cables are in good condition, clean and dried prior to return to store. (Report any unsafe equipment to Supervisor/Manager).








Equipment could include:

- wet floor sign
- scrubbing machine with disc and scrubbing pad or scrubbing brush
- solution tank
- wet suction machine/scrubber drier
- colour coded equipment (buckets, mops, mop frames, microfibre)
- mop wringer
- appropriate bag for soiled mops
- PPE (i.e. apron, gloves, safety goggles etc.)

**always refer to the individuals care plan around the management of their furniture*

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - assemble scrubbing machine and wet suction machine 	
<ul style="list-style-type: none"> - put on safety goggles, prepare a solution of water and make up the cleaning agent in accordance with manufacturer's instructions; fill solution tank with water and appropriate cleaning agent 	
<ul style="list-style-type: none"> - assemble mop and pole 	
<ul style="list-style-type: none"> - before cleaning takes place, visually inspect the room or area being cleaned; if mobile objects can be moved (always refer to the individuals care plan around the management of their furniture), remove these safely, following local Manual Handling Policy, and place out of the way of traffic 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - remove larger items of debris from floor and dispose of in an appropriate waste stream, ensure to follow local procedure for waste segregation 	

<ul style="list-style-type: none"> - starting at the furthest away point scrub floor moving along the wall edge of the floor then going from side to side overlapping whilst doing so (small sections at a time), leaving a clear walkway, or dependant on the machine used and area being cleaned, clean accordingly 	
<ul style="list-style-type: none"> - dry floor using wet suction machine 	
<ul style="list-style-type: none"> - rinse floor area with plain water as per damp mopping Method 3, if required 	
<ul style="list-style-type: none"> - on completion, return mobile objects which were removed prior to the cleaning process taking place following the Manual Handling Policy 	
<ul style="list-style-type: none"> - remove PPE and dispose of in appropriate waste stream following waste segregation local procedure 	
<p>After cleaning steps</p> <ul style="list-style-type: none"> - ensure all equipment used is cleaned and stored correctly 	
<ul style="list-style-type: none"> - dispose of PPE appropriately and wash your hands 	

Cleaning of Floors: Method 5 - Machine Buffing (where applicable)

Required equipment and materials






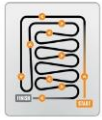




Ensure all equipment is clean prior to use, PAT tested, cables are in good condition, clean and dried prior to return to store. (Report any unsafe equipment to Supervisor/Manager).

Equipment could include:

- wet floor signs
- scrubbing machine with disc and buffing pad or buffing brush
- PPE (i.e. apron, gloves, safety goggles etc.)

**always refer to the individuals care plan around the management of their furniture*

Method

<p>Preparation steps</p> <ul style="list-style-type: none"> - wash your hands, prior to wearing appropriate PPE 	
<ul style="list-style-type: none"> - before cleaning takes place, visually inspect the room or area being cleaned; if mobile objects can be moved (always refer to the individuals care plan around the management of their furniture), remove these safely, following local Manual Handling Policy, and place out of the way of traffic 	
<ul style="list-style-type: none"> - assemble machine with attachments 	
<p>Cleaning steps</p> <ul style="list-style-type: none"> - correctly position wet floor sign to identify cleaning task taking place 	
<ul style="list-style-type: none"> - remove larger items of debris from floor and dispose of in an appropriate waste stream, ensure to follow local procedure for waste segregation 	
<ul style="list-style-type: none"> - starting at the furthest away point from the door, buff floor moving along wall edges from side to side with a slight overlap), leaving a clear walkway 	
<ul style="list-style-type: none"> - on completion, return mobile objects which were removed prior to the cleaning process taking place following the Manual Handling Policy 	
<ul style="list-style-type: none"> - remove PPE and dispose of in appropriate waste stream following waste segregation local procedure 	
<p>After cleaning steps</p> <ul style="list-style-type: none"> - ensure all equipment used is cleaned and stored correctly 	
<ul style="list-style-type: none"> - dispose of PPE appropriately and wash your hands 	

Appendix 2: Cleaning Record/Schedule

In Appendix 2 you will find a series of the templates that can be used to plan and record daily and weekly cleaning activity for each of the room types.

Cleaning Record A: Residents room and en-suite

Room number:

Week Commencing:

Task Group	Task Activity	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daily Tasks								
Toilet	Clean and check (clean once, check once)							
Toilet brush holder	Clean and check (clean once, check once)							
Soap and handtowels	Clean dispensers and replenish supplies							
Glass panels or mirror/ceramic wall tiles/wet wall	Check for marks and spot clean							
Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Clean and check (clean once, check once)							
High level	Check for cleanliness, spot clean							
Furnishings	Remove debris							
	Damp clean							
Radiators	Check for marks and spot clean							
Low level	Check for cleanliness, spot clean							
Paintwork (walls and doors)	Check for marks and spot clean							
Refuse	Collect refuse and dispose							
	Check bin and spot clean							
	Replace liners							
Floors Hard/Soft	Remove debris							

	Dust control or suction clean							
	Damp mop							
	Check for spills, stains etc.							

Weekly Tasks		
Glass panels or mirrors/ceramic wall tiles or wet wall	Clean	
High level surfaces	Clean ledges, pipes, directional signs	
Low level	Damp clean	
Telephone	Clean	
Window blinds	Suction clean	
Paintwork (walls and doors)	Remove marks	
Refuse	Clean holders and containers	
Floors Hard/Soft	Buff/burnish or scrub	
	Suction dry	
Less Frequent tasks*	Refer to yearly tasks record and note any activities undertaken	

*Refer to yearly task sheet for less frequent tasks and complete full schedule

Less Frequent Tasks – to be transferred to a yearly task sheet

Sanitary fittings (toilet, wash-hand basin, sink, taps, fixtures)	Descale to local requirements
Furnishings	Clean castors and wheels monthly
Window Blinds	Clean opening and closing mechanism monthly
	Consider removal and cleaning to local requirement
Cubicle Curtains	Change cubicle curtains, window curtains once every 6 months
Floors Hard/Soft	Consider scrubbing hard floors every 2 nd month
	Extraction clean for soft floors every 2 nd month
	Buffing hard floors to local requirements
	Application of carpet protector to local requirements

Cleaning Record B: Sluice and any clinical areas for treatment or medicines preparation

Room number:

Week Commencing:

Task Group	Task Activity	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daily Tasks								
Soap and handtowels	Clean dispensers and replenish supplies							
Glass panels or mirror/ceramic wall tiles/wet wall	Check for marks and spot clean							
Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Clean and check (clean once, check once)							
High level	Check for cleanliness, spot clean							
Furnishings	Remove debris							
	Damp clean							
Radiators	Check for marks and spot clean							
Low level	Check for cleanliness, spot clean							
Paintwork (walls and doors)	Check for marks and spot clean							
Refuse	Collect refuse and dispose							
	Check bin and spot clean							
	Replace liners							
Floors Hard/Soft	Remove debris							
	Dust control or suction clean							
	Damp mop							
	Check for spills, stains etc.							

Weekly Tasks		
Glass panels or mirrors/ceramic wall tiles or wet wall	Clean	
High level surfaces	Clean ledges, pipes, directional signs	
Low level	Damp clean	
Telephone	Clean	
Window blinds	Suction clean	
Paintwork (walls and doors)	Remove marks	
Refuse	Clean holders and containers	
Floors Hard/Soft	Buff/burnish or scrub	
	Suction dry	
Less Frequent tasks*	Refer to yearly tasks record and note any activities undertaken	

*Refer to yearly task sheet for less frequent tasks and complete full schedule

Less Frequent Tasks – to be transferred to a yearly task sheet

Sanitary fittings (toilet, wash-hand basin, sink, taps, fixtures)	Descale to local requirements
Furnishings	Clean castors and wheels monthly
Window Blinds	Clean opening and closing mechanism monthly
	Consider removal and cleaning to local requirement
Floors Hard/Soft	Consider scrubbing hard floors every 2 nd month
	Extraction clean for soft floors every 2 nd month
	Buffing hard floors to local requirements
	Application of carpet protector to local requirements

Cleaning Record C: Sanitary areas i.e. staff changing facilities, visitor's toilets, shared bathrooms etc.

Room number:

Week Commencing:

Task Group	Task Activity	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daily Tasks								
Toilet	Clean and check (clean once, check once)							
Toilet brush holder	Clean and check (clean once, check once)							
Soap and handtowels	Clean dispensers and replenish supplies							
Glass panels or mirror/ceramic wall tiles/wet wall	Check for marks and spot clean							
Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Clean and check (clean once, check once)							
High level	Check for cleanliness, spot clean							
Furnishings	Remove debris							
	Damp clean							
Radiators	Check for marks and spot clean							
Low level	Check for cleanliness, spot clean							
Paintwork (walls and doors)	Check for marks and spot clean							
Refuse	Collect refuse and dispose							
	Check bin and spot clean							
	Replace liners							
Lockers	Remove debris							
	Damp clean							
Floors Hard/Soft	Remove debris							
	Dust control or suction clean							
	Damp mop							
	Check for spills, stains etc.							

Weekly Tasks		
Glass panels or mirrors/ceramic wall tiles or wet wall	Clean	
High level surfaces	Clean ledges, pipes, directional signs	
Low level	Damp clean	
Paintwork (walls and doors)	Remove marks	
Floors Hard/Soft	Buff/burnish or scrub	
	Suction dry	

*Refer to yearly tasks record and note any activities undertaken

Less Frequent Tasks – to be transferred to a yearly task sheet

Sanitary fittings (toilet, wash-hand basin, sink, taps, fixtures)	Descale to local requirements
Furnishings	Clean castors and wheels monthly

Cleaning Record D: Dining Room Serveries/Pantries

Room number:

Week Commencing:

Task Group	Task Activity	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daily Tasks								
Soap and handtowels	Clean dispensers and replenish supplies							
Glass panels or mirror/ceramic wall tiles/wet wall	Check for marks and spot clean							
Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Clean and check (clean once, check once)							
High level	Check for cleanliness, spot clean							
Furnishings	Remove debris							
	Damp clean							
Low level	Check for cleanliness, spot clean							
Telephones								
Paintwork (walls and doors)	Check for marks and spot clean							
Refuse	Collect refuse and dispose							
	Check bin and spot clean							
	Replace liners							
Kitchen fixtures, fittings, appliances	Clean spillages (twice daily)							
	Damp clean outside surfaces							
	Check and spot clean appliances							
	Clean waste disposal units (twice daily)							
Cleaning Equipment	Clean and dry before storage							
Floors Hard/Soft	Remove debris							
	Dust control or suction clean							
	Damp mop							
	Check for spills, stains etc.							

Weekly Tasks	
Glass panels or mirrors/ceramic wall tiles or wet wall	Clean
Low level	Damp clean
Paintwork (walls and doors)	Remove marks
Kitchen fixtures, fittings, appliances	Defrost and clean refrigerator
	Clean appliances (icemaker, cooker, heated cabinets, microwaves, other appliances)
Floors Hard/Soft	Buff/burnish or Scrub
Less Frequent tasks*	Refer to yearly tasks record and note any activities undertaken

*Refer to yearly task sheet for less frequent tasks and complete full schedule

Less Frequent Tasks – to be transferred to a yearly task sheet

Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Descale to local requirements
High level surfaces	Clean ledges, pipes, directional signs monthly
Furnishings	Clean castors and wheels monthly
Window Blinds	Suction clean monthly
	Clean opening and closing mechanism monthly
	Consider removal and cleaning to local requirement
Kitchen fixtures, fittings, appliances	Defrost and clean freezer once every 2 months
	Clean shelves and interior cupboards monthly
	Clean behind and under appliances once every 2 months
Floors Hard/Soft	Consider scrubbing hard floors every month
	Suction dry monthly

Cleaning Record E: Offices

Room number:

Week Commencing:

Task Group	Task Activity	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daily Tasks								
Soap and handtowels	Clean dispensers and replenish supplies							
Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Clean and check							
Glass panels	Check for marks and spot clean							
Furnishings	Remove debris							
	Damp clean							
Telephones	Damp clean							
Refuse	Collect refuse and dispose							
	Replace liners							
Cleaning Equipment	Clean and dry before storage							
Floors Hard/Soft	Remove debris							
	Dust control or suction clean							
	Check for spills, stains etc.							

Weekly Tasks								
Glass panels/ceramic wall tiles	Clean							
Low level	Damp clean							
Paintwork (walls and doors)	Remove marks							
Refuse	Clean holders and containers							
Floors Hard/Soft	Damp mop (3 times a week)							
Less Frequent tasks*	Refer to yearly tasks record and note any activities undertaken							

*Refer to yearly task sheet for less frequent tasks and complete full schedule

Less Frequent Tasks – to be transferred to a yearly task sheet

Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Descale to local requirements
High level surfaces	Clean ledges, pipes, directional signs monthly
Furnishings	Clean castors and wheels monthly
Window Blinds	Suction clean and clean opening and closing mechanism once a month
	Remove and clean once a year
Curtains	Change window curtains once a year
	Buff/burnish or Scrub once every 3 months
Floors Hard/Soft	Suction dry once every 3 months
	Application of carpet protector to local requirements

Cleaning Record F: Storerooms e.g. laundry stores, activity cupboards etc.

Room number:

Week Commencing:

Task Group	Task Activity	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daily Tasks								
Soap and handtowels	Replenish supplies (weekdays)							
Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Clean (weekdays only)							
Furnishings	Remove debris (weekdays only)							
Refuse	Collect refuse and dispose (weekdays)							
	Replace liners (weekdays)							
Cleaning Equipment	Clean and dry before storage							
Floors Hard/Soft	Remove debris (weekday only)							
	Spot mop (weekday only)							

Weekly Tasks								
Soap and handtowels	Clean dispensers							
Glass panels/ceramic wall tiles	Clean							
Low level	Damp clean							
Paintwork (walls and doors)	Remove marks							
Telephones	Damp clean							
Refuse	Clean holders and containers							
Floors Hard/Soft	Dust control or suction clean							
	Damp mop							
	Spot mop or stain removal							
Less Frequent tasks*	Refer to yearly tasks record and note any activities undertaken							

*Refer to yearly task sheet for less frequent tasks and complete full schedule

Less Frequent Tasks – to be transferred to a yearly task sheet

Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Descale to local requirements
High level surfaces	Clean ledges, pipes, directional signs monthly
Furnishings	Clean castors and wheels monthly
Window Blinds	Suction clean and clean opening and closing mechanism once every 2 months
	Consider removal and cleaning yearly
Curtains	Change window curtains yearly
Floors Hard/Soft	Buffing hard floors to local requirements
	Extraction clean for soft floors every 2 nd month
	Application of carpet protector to local requirements

Cleaning Record G: Dining Rooms/lounge/activity rooms/quiet rooms

Room number:

Week Commencing:

Task Group	Task Activity	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daily Tasks								
Soap and handtowels	Clean dispensers and replenish supplies							
Glass panels or mirrors/ceramic wall tiles or wet wall	Check for marks and spot clean							
Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Clean and check (clean once, check once)							
Furnishings	Remove debris (daily, check after every mealtime)							
	Damp clean (clean daily, check after every mealtime)							
Low level	Check for cleanliness, spot clean							
Telephones	Damp clean							
Paintwork (walls and doors)	Check for marks and spot clean							
Refuse	Collect refuse and dispose (clean once, check once)							
	Clean holders (once daily) and spot clean (once daily)							
	Replace liners (clean once, check once)							
Cleaning Equipment	Clean and dry before storage							
Floors Hard/Soft	Remove debris (clean daily, check after every mealtime)							
	Dust control or suction clean							
	Damp mop							
	Check for spills, stains (after every mealtime)							

Weekly Tasks		
Glass panels/ceramic wall tiles	Clean	
Low level	Damp clean	
Paintwork (walls and doors)	Remove marks	
Less Frequent tasks*	Refer to yearly tasks record and note any activities undertaken	

*Refer to yearly task sheet for less frequent tasks and complete full schedule

Less Frequent Tasks – to be transferred to a yearly task sheet

Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Descal to local requirements
High level surfaces	Clean ledges, pipes, directional signs monthly
Furnishings	Clean castors and wheels monthly
Window Blinds	Suction clean and clean opening and closing mechanism once a month
	Consider removal and cleaning to local requirement
Curtains	Change window curtains once every 6 months
Floors Hard/Soft	Consider scrubbing hard floors every month
	Extraction clean for soft floors every month
	Buffing hard floors to local requirements
	Application of carpet protector to local requirements

Cleaning Record H: Entrance ramp/stairs and circulation areas

Room number:

Week Commencing:

Task Group	Task Activity	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daily Tasks								
Soap and handtowels	Clean dispensers and replenish supplies							
Glass panels or mirrors/ceramic wall tiles or wet wall	Check for marks and spot clean							
Furnishings	Remove debris							
	Damp clean (weekday only)							
Telephones	Clean							
Paintwork (walls and doors)	Check for marks and spot clean							
Refuse	Collect refuse and dispose							
	Replace liners							
Cleaning Equipment	Clean and dry before storage							
Floors Hard/Soft	Remove debris							
	Dust control or suction clean (weekday only)							
	Damp mop							
	Check for spills, stains etc.							

Weekly Tasks	
Glass panels/ceramic wall tiles	Clean
Low level	Damp clean
Paintwork (walls and doors)	Remove marks
Refuse	Clean holders and containers
Floors Hard/Soft	Spot mop or stain removal

Less Frequent tasks*	Refer to yearly tasks record and note any activities undertaken	
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*Refer to yearly task sheet for less frequent tasks and complete full schedule

Less Frequent Tasks – to be transferred to a yearly task sheet

Sanitary fittings (toilet, wash-hand basin, sink, taps, fixtures)	Descal to local requirements
High level surfaces	Clean ledges, pipes, directional signs monthly
Furnishings	Clean castors and wheels monthly
Window Blinds	Suction clean, and clean opening and closing mechanism once a month Consider removal and cleaning to local requirement
Curtains	Change window curtains yearly
Floors Hard/Soft	Consider scrubbing hard floors every month
	Extraction clean for soft floors every month
	Buffing hard floors to local requirements
	Application of carpet protector to local requirements

Cleaning Record I: Cleaning Services Room

Room number:

Week Commencing:

Task Group	Task Activity	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daily Tasks								
Soap and handtowels	Clean dispensers and replenish supplies daily (clean once, check once)							
Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Clean							
Furnishings	Remove debris							
	Damp clean							
Refuse	Collect refuse and dispose							
	Check holders and spot clean							
	Replace liners							
Cleaning Equipment	Clean and dry before storage							
Floors Hard/Soft	Remove debris							
	Dust control or suction clean							
	Check and spot mop							

Weekly Tasks	
Glass panels or mirrors/ceramic wall tiles or wet wall	Clean
Low level	Damp clean
Refuse	Clean holders and containers
Less Frequent tasks*	Refer to yearly tasks record and note any activities undertaken

*Refer to yearly task sheet for less frequent tasks and complete full schedule

Less Frequent Tasks – to be transferred to a yearly task sheet

Sanitary fittings (wash-hand basin, sink, taps, fixtures)	Descale to local requirements
Furnishings	Clean castors and wheels monthly
High level surfaces	Clean ledges, pipes, directional signs monthly
Paintwork (walls and doors)	Remove marks
Floors Hard/Soft	Consider scrubbing hard floors every month
	Suction dry monthly

Appendix 3: Environmental Check and Action Plan

An action plan is completed following each environmental audit identifying the issues raised and developing a plan to reduce the risks of those issues recurring.

The template provided is an example of such an action plan:

Environmental check

Date of check		[date]	
Check completed by		[name of assessor]	
Rooms checked			
1. Residents room	[ref of room]	11. Sanitary Area	
2. Residents room		12. Sanitary Area	
3. Residents room		13. Sanitary Area	
4. Residents room		14. Office/Reception	
5. Residents room		15. Kitchen/pantry	
6. Residents room		16. Lounge/recreation	
7. Residents room		17. Entrance/corridor	
8. Residents room		18. Staff changing	
9. Sanitary Area		19. Storeroom	
10. Sanitary Area		20. Cleaning Services	
Issues identified			
Location (room)		Description of issue	
e.g. bedroom 5		e.g. Build-up of dust on high level surfaces	
General Comments on cleanliness		e.g. General standard of cleaning good with some attention to detail to pick up with staff. High level surfaces were the most commonly identified problem area – are high level surfaces being cleaning	

Appendix 4: Checklist for Compliance

The principles laid out in the cleaning specification are mandatory for all care homes in Scotland as of 24 May 2021.

Care homes should be able to demonstrate the following:

	Service planning
1	Cleaning services have been planned and scheduled in consideration of the risks to residents and staff in the home
2	The care home cleaning schedule includes the minimum frequency of cleaning of elements in every room within the care home as per the cleaning specification Appendix 2 (minimum cleaning frequencies for each element within a range of room types)
3	Roles and responsibilities of all those involved in the cleaning service planning and delivery are clearly identified and communicated
	Staff training and support
4	Staff involved in delivering cleaning services have had training on cleaning methods, cleaning standards, safe working practices and COSHH, and use of cleaning equipment and PPE
5	Training records are kept of all training related to cleaning undertaken by staff at the care home and are reviewed and kept up to date
	Delivery of service
6	Care homes should be able to demonstrate adherence to the cleaning schedule by the use of cleaning records that clearly identify who completed each cleaning task at the appropriate frequency (a sample record is included with the specification that would meet this requirement if existing records in use do not hold this level of recording)
7	Care homes should be able to demonstrate the process in place if any cleaning activity is not completed to the schedule (including how this would be identified and recorded, what would be the step to resolve the missed cleaning activity)
8	Care homes should be able to demonstrate how the appropriate cleaning materials, equipment and PPE are stored and made available to staff
9	Care homes must be able to demonstrate that the SOPs for cleaning methodologies outlined in the specification are the cleaning methods used by all staff
10	Care homes must demonstrate how they ensure that cleaning equipment is maintained to a sufficient standard for use
	Cleaning standards
11	Care homes must be able to demonstrate how services are checked for quality and cleanliness of the environment at an appropriate frequency, and how staff are identified and trained to be able to undertake such checks

12	Feedback should be sought from staff and residents on the cleanliness of the environment
13	Action planning should be used to resolve any issues identified and a robust record of such activity should be kept