

Professional Advice, Guidance and Support

NHS Scotland National Cleaning Compliance Report Domestic and Estates Cleaning Services Performance 2023/2024

Quarter 1: April 2023 – June 2023

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1. Introduction

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

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

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

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

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




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

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

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

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

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

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

2. Background

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

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

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

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

Estates Monitoring

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

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

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

Monitoring and Improvement

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

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

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

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

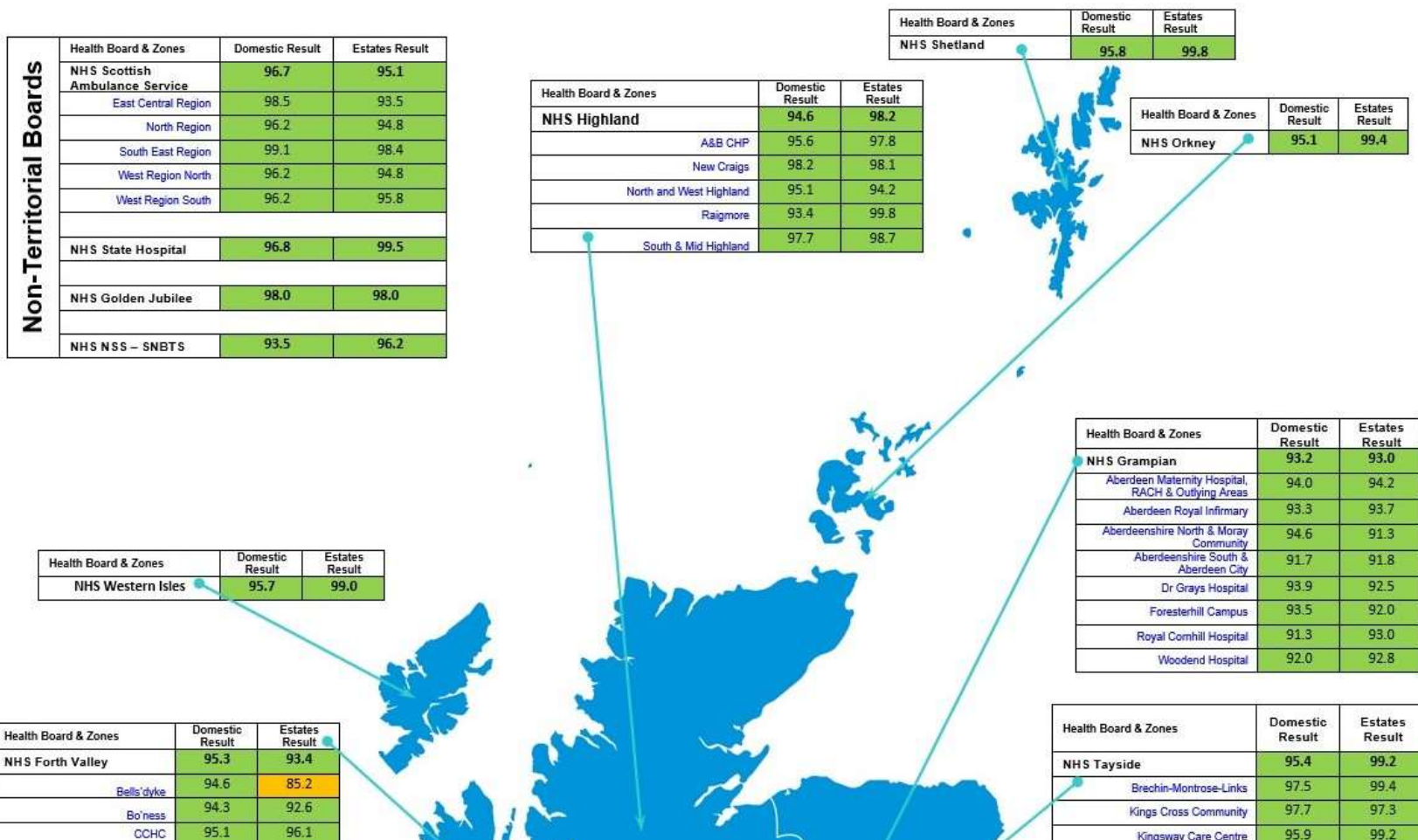
Facilities Monitoring Tool

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

Facilities Support Team

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

NHS Scotland Cleaning Compliance Quarter 1 2023-24 - Domestic and Estates Services



Falkirk Community Hospital	95.1	88.1
FV North Sector	95.4	94.9
FV South Sector	95.6	93.5
FVRH	95.5	94.2
SCH	94.4	95.1

Health Board & Zones	Domestic Result	Estates Result
NHS GGC	94.8	94.9
Admin Bases	95.9	99.8
Hospitals	94.8	94.4
East Dunbartonshire HSCP	95.9	96.4
East Renfrewshire HSCP	96.1	99.4
Glasgow City HSCP - North East Sector	94.3	98.9
Glasgow City HSCP - North West Sector	94.9	99.6
Glasgow City HSCP - South Sector	95.5	99.2
Inverclyde HSCP	94.3	93.2
Renfrewshire HSCP	96.3	99.5
West Dunbartonshire HSCP - Lomond	95.8	95.9
PFI's and SPS Services	88.9	99.3

Health Board & Zones	Domestic Result	Estates Result
NHS Lanarkshire	96.1	96.3
Hairmyres	97.0	97.9
Monklands	95.1	93.3
North	97.2	97.6
South	98.2	98.4
Wishaw	95.6	96.6

Health Board & Zones	Domestic Result	Estates Result
NHS Ayr and Arran	95.3	97.0
East	95.6	97.4
North	94.6	97.7
South	95.3	95.9

Health Board & Zones	Domestic Result	Estates Result
NHS Dumfries and Galloway	96.1	99.2
CRH	93.9	98.8
DGRI	96.1	99.3
PCCD East	95.7	98.9
PCCD West	97.0	99.3

Health Board & Zones	Domestic Result	Estates Result
NHS Borders	95.1	97.5
Borders General Hospital	95.1	97.2
Community	95.3	98.4
Mental Health	96.4	97.1
Non-Clinical	83.7	99.5

Ninewells Hospital	94.5	99.6
Perth Royal Infirmary	95.8	100.0
Perthshire Community Hospitals & H.C	97.5	100.0
Royal Victoria Hospital	97.2	99.9
Stracathro	96.8	99.7
Strathmartine-Dudhope	95.4	99.3
Whitehills-Arbroath-Kirriemuir-Carnoustie	95.3	92.7

Health Board & Zones	Domestic Result	Estates Result
NHS Fife	95.9	96.3
Central Fife	96.9	96.1
Lynebank Hospital	96.7	94.9
North East Fife	93.9	98.3
Queen Margaret Hospital	96.6	94.8
Stratheden	94.6	94.7
Victoria Hospital	95.9	97.2

Health Board & Zones	Domestic Result	Estates Result
NHS Lothian	95.9	97.3
East & Mid Lothian	97.1	97.2
Edinburgh Acute	96.0	95.8
Edinburgh Community	95.1	98.5
Edinburgh Royal Infirmary	96.3	98.0
External Contractors Sites	93.8	99.2
West Lothian	95.4	96.8

Compliance Key	less than 70%	between 70% - 90%	90% or higher
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3. Domestic Services – Key Findings for 1st Quarter

Key Findings – Pan Scotland

3.1 Scotland’s overall total score in Quarter 1 for 2023/24 was Green at 95.3%, which is unchanged from the previous quarter.

Health Board Level Data

- all NHS Boards have achieved an overall Green compliance rating
- all A1 sites have achieved an overall Green compliance for Domestic services
- all A2 sites have achieved an overall Green compliance for Domestic services

Zone Level Data

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

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

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

NHS Greater Glasgow & Clyde

3.3 NHS Greater Glasgow & Clyde has reported one zone in Amber (partially compliant) for Domestic for Quarter 1.

Zone	Quarter 3 2022/23	Quarter 4 2022/23	Quarter 1 2023/24
PFI's & SPS Services	91.0	90.8	88.5

NHS Greater Glasgow & Clyde provided the following explanation:

“This is an ongoing contractual issue with the Facility Services Suppliers. NHS GGC are working alongside them by offering support, training and guidance, this will be delivered after contractual meetings have taken place with both the Suppliers and NHS GGC teams.”

HFS Perspective - NHS Greater Glasgow & Clyde

- 3.3.1 NHS Greater Glasgow & Clyde currently have contractual issues with their PFI suppliers, however, work will be taking place to ensure further support and collaborative working between them. There is the assumption that the audit scores, for this zone, will continue being reported as partial-compliant until such time as the training and guidance has been completed with their supplier.

NHS Borders

- 3.4 NHS Borders has reported one zone in Amber (partially compliant) for Domestic for Quarter 1.

Zone	Quarter 3 2022/23	Quarter 4 2022/23	Quarter 1 2023/24
Non-Clinical	N/A	95.1	83.7

NHS Borders provided the following explanation:

“Haylodge House has not done well in the Quarter 1 audit due to the fact that there have been significant staffing challenges for the Peebles area. Staff long term sick, staff retention and staff recruitment. Staff in the first instance have been moved from non-clinical areas to cover clinic areas. In the meantime the area has been covered by temporary staff. With recruitment improving in this area and staffing levels back to normal, audit scores for this area should improve.”

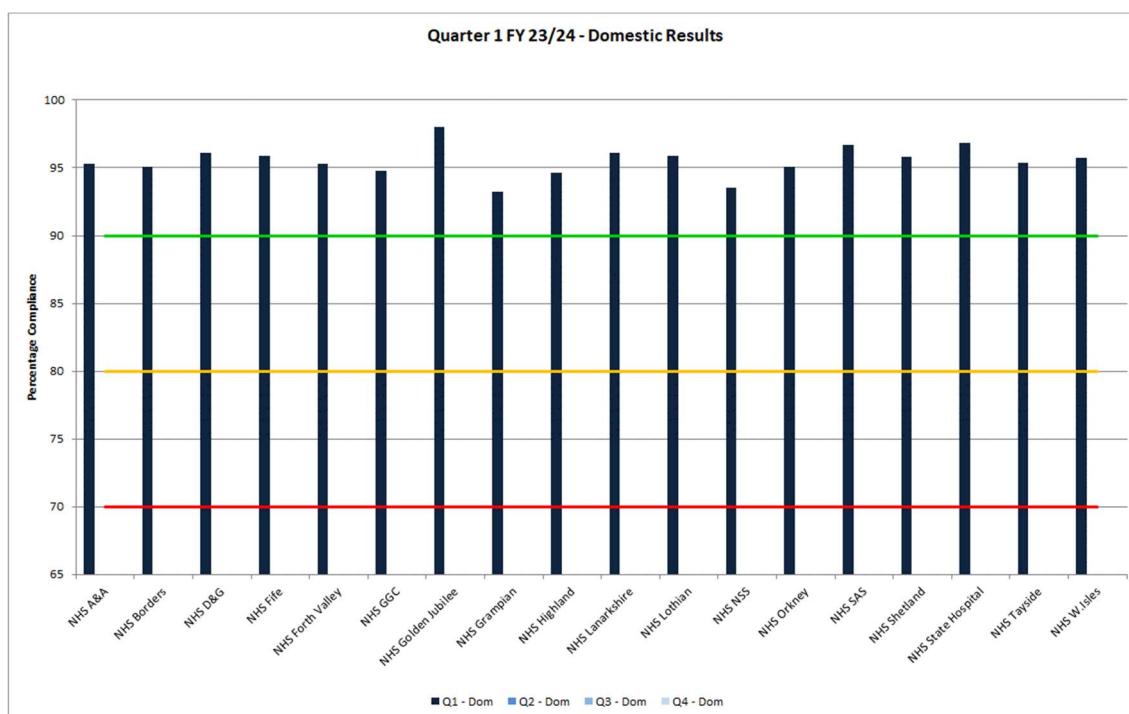
Action plan – all rectifications to be completed and the area to be regularly monitored.”

HFS Perspective - NHS Borders

- 3.4.1 NHS Borders have experienced staffing challenges over the past Quarter therefore high-risk areas have been given priority within this Zone. Moving into the next Quarter, there is the assumption that these scores will improve due to further recruitment and action planning in place.

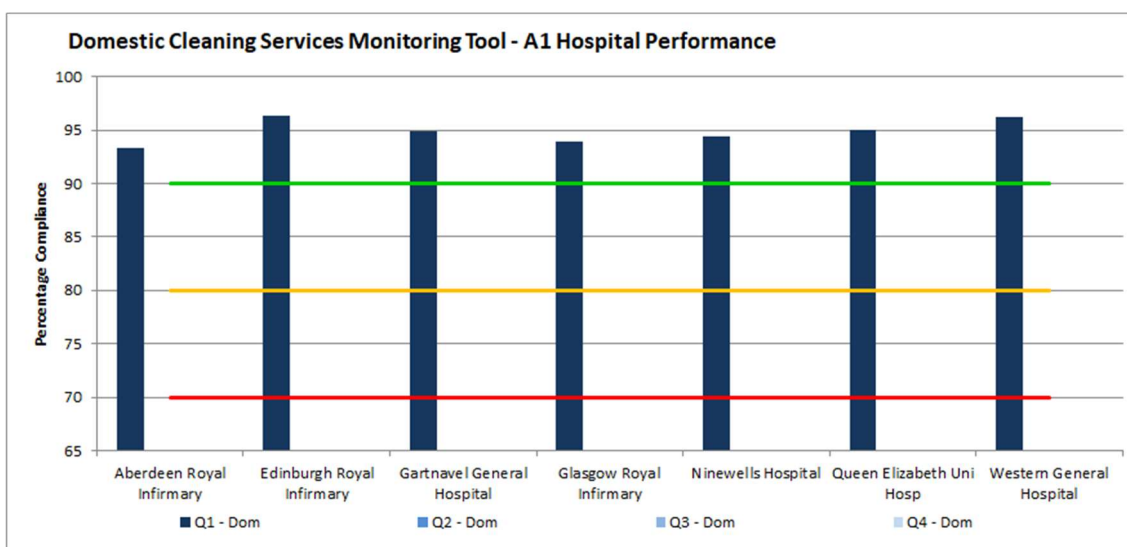
4. Domestic Services - Graphs

4.1 Domestic Cleaning Services Monitoring Tool – NHS Boards’ Performance

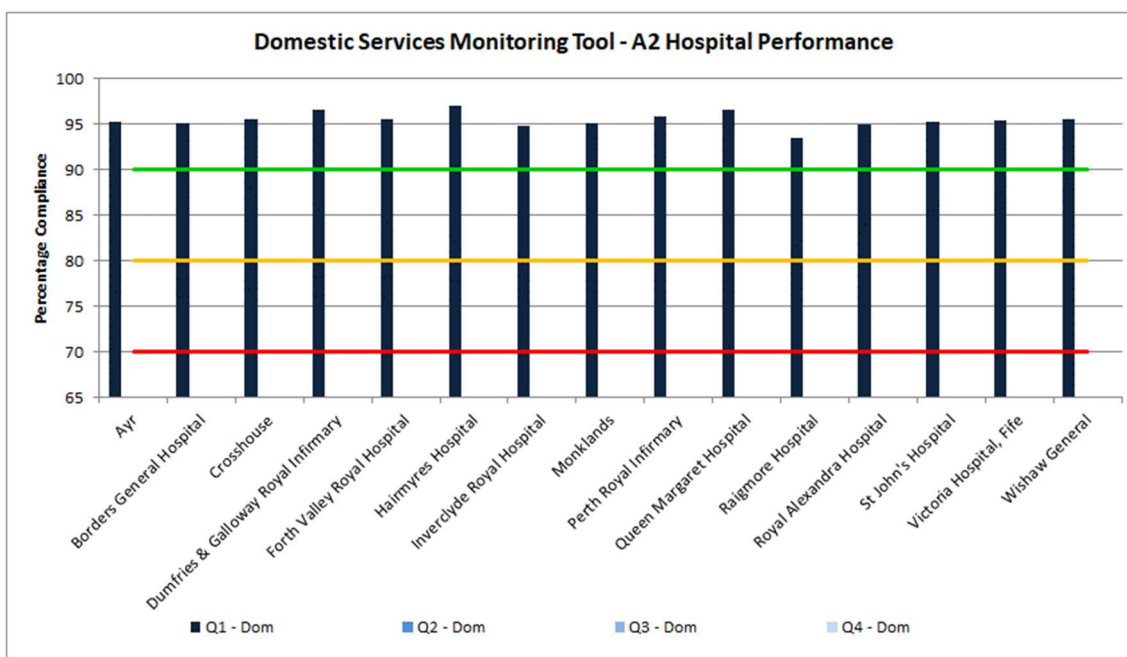


Health Board	1 st Quarter Apr - June 2023/24	2 nd Quarter July - Sept 2023/24	3 rd Quarter Oct - Dec 2023/24	4 th Quarter Jan - March 2023/24
NHSSCOTLAND	95.3			
NHS Ayrshire and Arran	95.3			
NHS Borders	95.1			
NHS Dumfries and Galloway	96.1			
NHS Fife	95.9			
NHS Forth Valley	95.3			
NHS Greater Glasgow and Clyde	94.8			
NHS Golden Jubilee	98.0			
NHS Grampian	93.2			
NHS Highland	94.6			
NHS Lanarkshire	96.1			
NHS Lothian	95.9			
NHS NSS SNBTS	93.5			
NHS Orkney	95.1			
NHS Scottish Ambulance Service	96.7			
NHS Shetland	95.8			
NHS State Hospital	96.8			
NHS Tayside	95.4			
NHS Western Isles	95.7			

4.2 Domestic Cleaning Services Monitoring Tool – A1 Hospital Performance



4.3 Domestic Cleaning Services Monitoring Tool – A2 Hospital Performance



4.4 Domestic Cleaning Services Monitoring Tool – A1 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2023/24	2 nd Quarter July - Sept 2023/24	3 rd Quarter Oct - Dec 2023/24	4 th Quarter Jan - Mar 2023/24
A1	Aberdeen Royal Infirmary	93.3			
	Edinburgh Royal Infirmary	96.4			
	Gartnavel General Hospital	94.9			
	Glasgow Royal Infirmary	93.9			
	Ninewells Hospital	94.4			
	Queen Elizabeth Uni Hosp	95.0			
	Western General Hospital	96.2			

4.5 Domestic Cleaning Services Monitoring Tool – A2 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2023/24	2 nd Quarter July - Sept 2023/24	3 rd Quarter Oct - Dec 2023/24	4 th Quarter Jan - Mar 2023/24
A2	Ayr Hospital	95.2			
	Borders General Hospital	95.1			
	Crosshouse Hospital	95.5			
	Dumfries & Galloway Royal Infirmary	96.5			
	Forth Valley Royal Hospital	95.5			
	Hairmyres Hospital	97.0			
	Inverclyde Royal Hospital	94.8			
	Monklands Hospital	95.1			
	Perth Royal Infirmary	95.8			
	Queen Margaret Hospital	96.6			
	Raigmore Hospital	93.4			
	Royal Alexandra Hospital	94.9			
	St. John's Hospital	95.3			
	Victoria Hospital, Fife	95.9			
Wishaw General Hospital	95.6				

5. Estates Services - Key Findings for 1st Quarter

Key Findings – Pan Scotland

- 5.1 Scotland’s overall total score in Quarter 1 for 2023/24 was Green at 96.2%. This is a slight decrease from the 96.4% achieved in the previous Quarter.

Health Board Level Data

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

Zone Level Data

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

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

NHS Forth Valley

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

Zone	Quarter 3 2022/23	Quarter 4 2022/23	Quarter 1 2023/24
Bells'dyke	89.6	83.8	85.2
Falkirk Community Hospital	88.1	87.7	88.1

NHS Forth Valley provided the following explanation:

“The Capital scheme highlighted for Bellsdyke for replacement windows, ligature improvements and to tackle security issues is underway and a contractor is on site. The master plan for Falkirk Community Hospital has not moved forward so the scores at FCH will remain until a decision is made on the long-term future of this site and what investment should be focused on it. The Estates team continue to review and resolve the high-risk items and we have been focusing on Bellsdyke and FCH. We still have some gaps in our team due to recruitment issues and not being able to fill the posts but are now nearing full strength. We remain focused during a busy time for our stretched and limited maintenance team. Monthly on-site meetings continue with Clinical colleagues

at Bellsdyke as this site continues to pose the most issues. This meeting helps to identify the issues and address them on time and effectively, which should show in further reporting quarters. These meetings are positive and are helping to address the most urgent items by using good team working to take this all forward. It must be noted the scores have however improved on both sites since the last reporting period.”

HFS Perspective - NHS Forth Valley

- 5.2.1 NHS Forth Valley have started their Capital scheme plans, within Bellsdyke, focussing on new windows, ligature improvements and security issues. A contractor has been appointed for this work and is on site. Moving into the next Quarter, there is the assumption that there will be an improvement in the audit scores.

As Falkirk Community Hospital is in the process of being re-developed, high-risk items are prioritised. A decision has not been made on the long-term investment for this Zone, however, there has been a slight improvement in the audit score and the assumption is that this Zone will continue to improve over the coming Quarters.

NHS Greater Glasgow & Clyde

- 5.3 NHS Greater Glasgow & Clyde has reported one A1 hospital zone in Amber (partially compliant) for Estates for Quarter 1.

Zone	Quarter 3 2022/23	Quarter 4 2022/23	Quarter 1 2023/24
Glasgow Royal Infirmary	89.8	89.7	88.5

NHS Greater Glasgow & Clyde provided the following explanation:

“GRI Estates continues to prioritise fabric improvements across the site. New areas within the hospital have been identified for renovation for the year 2023/24. Operational Estates is working closely with capital projects, minor work teams and clinical teams to improve the overall compliance scores.”

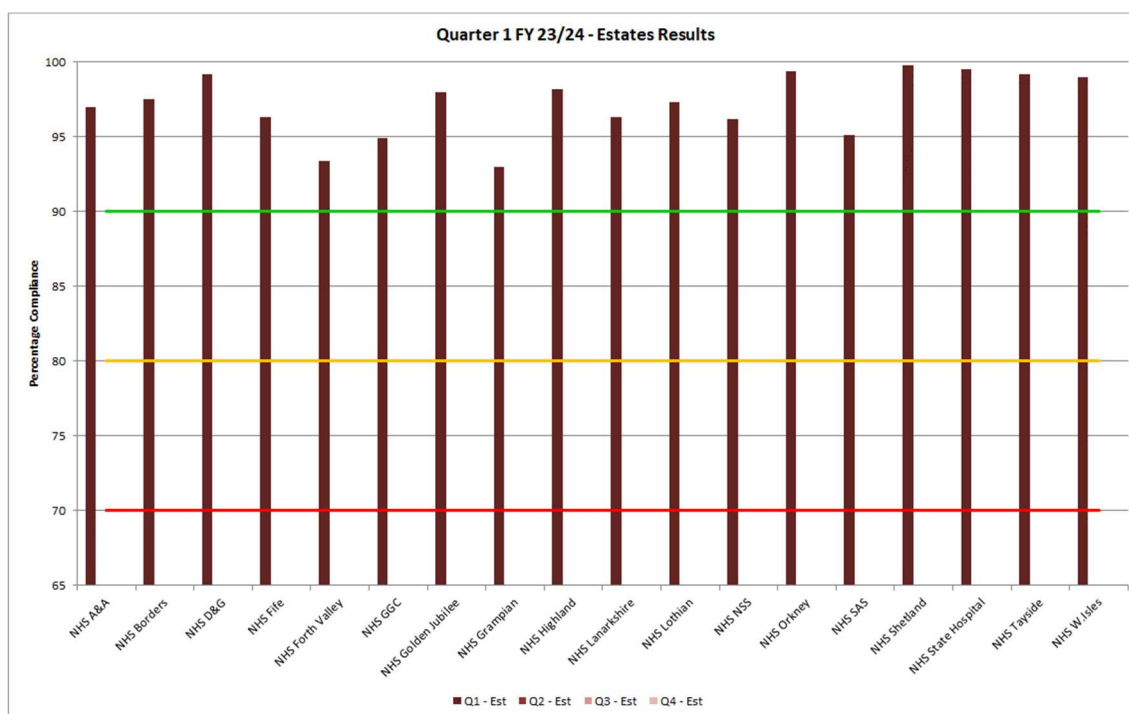
HFS Perspective – NHS Greater Glasgow & Clyde

- 5.3.1 Within Glasgow Royal Infirmary, work continues with the prioritisation of internal fabric repairs and communication is taking place on a regular basis between the relevant teams.

There is the assumption that as these actions are completed, there will be an improvement within the audit scores over the coming months.

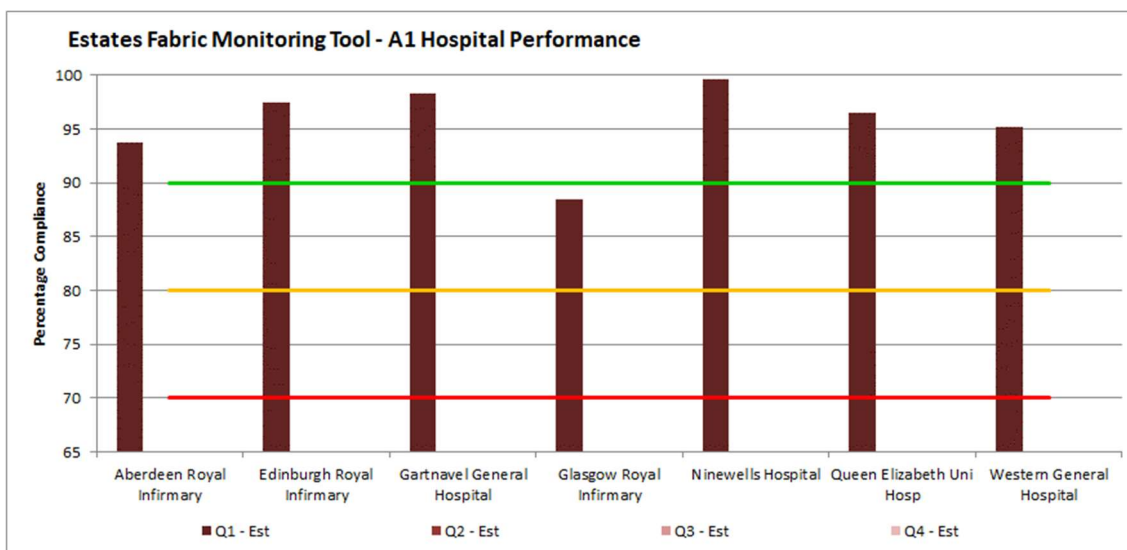
6. Estates Services - Graphs

6.1 Estates Fabric Monitoring Tool – NHS Boards’ Performance

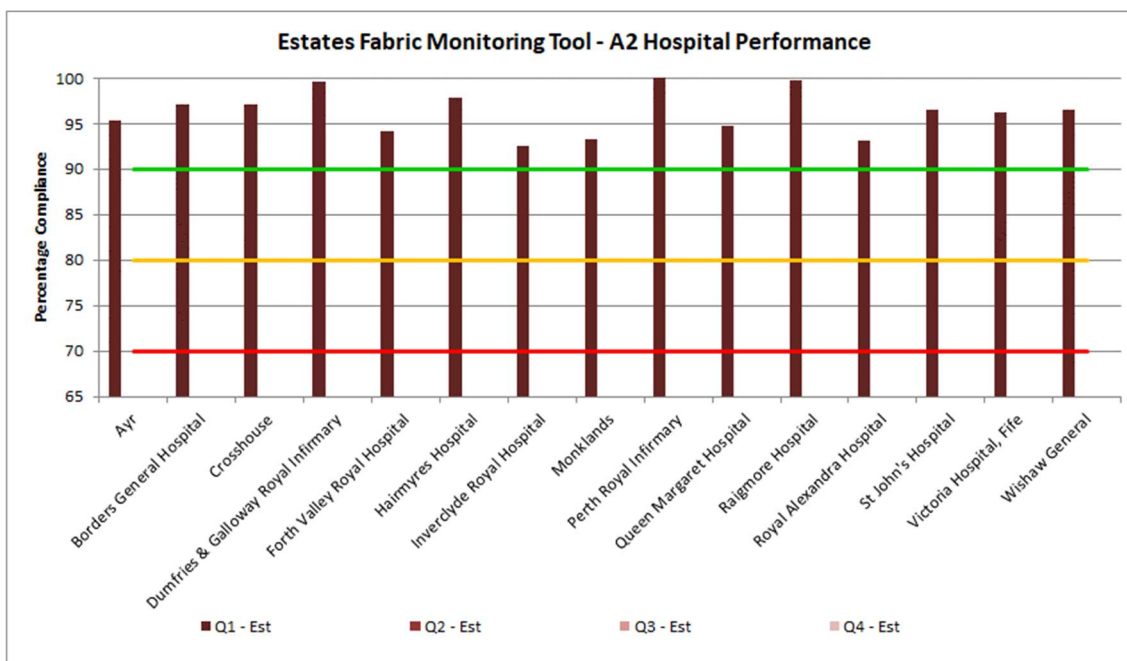


Health Board	1 st Quarter Apr - June 2023/24	2 nd Quarter July - Sept 2023/24	3 rd Quarter Oct - Dec 2023/24	4 th Quarter Jan - Mar 2023/24
NHSSCOTLAND	96.2			
NHS Ayrshire and Arran	97.0			
NHS Borders	97.5			
NHS Dumfries and Galloway	99.7			
NHS Fife	96.3			
NHS Forth Valley	93.4			
NHS Greater Glasgow and Clyde	94.9			
NHS Golden Jubilee	98.0			
NHS Grampian	93.0			
NHS Highland	98.2			
NHS Lanarkshire	96.3			
NHS Lothian	97.3			
NHS NSS	94.8			
NHS Orkney	99.4			
NHS Scottish Ambulance Service	95.1			
NHS Shetland	99.8			
NHS State Hospital	99.5			
NHS Tayside	99.2			
NHS Western Isles	99.0			

6.2 Estates Fabric Monitoring Tool – A1 Hospital performance



6.3 Estates Fabric Monitoring Tool – A2 Hospital Performance



6.4 Estates Fabric Monitoring Tool – A1 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2023/24	2 nd Quarter July - Sept 2023/24	3 rd Quarter Oct - Dec 2023/24	4 th Quarter Jan - Mar 2023/24
A1	Aberdeen Royal Infirmary	93.7			
	Edinburgh Royal Infirmary	97.5			
	Gartnavel General Hospital	98.3			
	Glasgow Royal Infirmary	88.5			
	Ninewells Hospital	99.6			
	Queen Elizabeth Uni Hosp	96.5			
	Western General Hospital	95.2			

6.5 Estates Fabric Monitoring Tool – A2 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2023/24	2 nd Quarter July - Sept 2023/24	3 rd Quarter Oct - Dec 2023/24	4 th Quarter Jan - Mar 2023/24
A2	Ayr Hospital	95.3			
	Borders General Hospital	97.2			
	Crosshouse Hospital	97.2			
	Dumfries & Galloway Royal Infirmary	99.7			
	Forth Valley Royal Hospital	94.2			
	Hairmyres Hospital	97.8			
	Inverclyde Royal Hospital	92.5			
	Monklands Hospital	93.3			
	Perth Royal Infirmary	100.0			
	Queen Margaret Hospital	94.8			
	Raigmore Hospital	99.8			
	Royal Alexandra Hospital	93.1			
	St. John's Hospital	96.6			
	Victoria Hospital, Fife	97.2			
Wishaw General Hospital	96.6				

Appendix 1 - Methodology

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

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

There are two components to the monitoring:

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

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

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

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