

# Professional Advice, Guidance and Support

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

Quarter 4: January 2024 – March 2024

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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
	<b>Green</b>	compliance level 90% and above - Compliant
	<b>Amber</b>	compliance level between 70% and 90% - Partially compliant
	<b>Red</b>	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 overall quality and consistency of audit practice.

# NHS Scotland Cleaning Compliance Quarter 4 2023-24 - Domestic and Estates Services

Non-Territorial Boards	Health Board & Zones	Domestic Result	Estates Result
	NHS Scottish Ambulance Service	96.3	93.3
	East Central Region	95.4	89.4
	North Region	96.6	94.2
	South East Region	98.4	94.4
	West Region North	95.9	96.1
	West Region South	96.1	91.3
	NHS State Hospital	97.1	99.4
	NHS Golden Jubilee	98.6	96.0
	NHS NSS – SNBTS	90.8	94.4

Health Board & Zones	Domestic Result	Estates Result
NHS Shetland	95.2	99.1

Health Board & Zones	Domestic Result	Estates Result
NHS Highland	95.2	98.0
A&B CHP	95.8	95.7
New Craigs	98.4	99.1
North and West Highland	95.2	94.2
Raigmore	94.4	99.9
South & Mid Highland	98.5	98.9

Health Board & Zones	Domestic Result	Estates Result
NHS Orkney	95.8	99.4

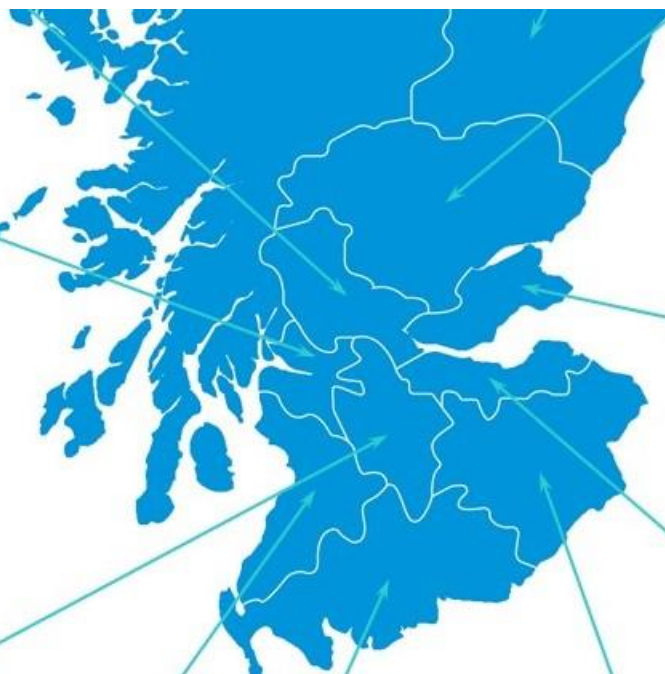
Health Board & Zones	Domestic Result	Estates Result
NHS Western Isles	95.5	99.0

Health Board & Zones	Domestic Result	Estates Result
NHS Grampian	93.1	93.3
Aberdeen Maternity Hospital, RACH & Outlying Areas	94.0	94.6
Aberdeen Royal Infirmary	92.9	94.9
Aberdeenshire North & Moray Community	94.4	90.5
Aberdeenshire South & Aberdeen City	92.4	92.2
Dr Grays Hospital	93.6	91.4
Foresterhill Campus	93.1	93.1
Royal Cornhill Hospital	93.2	92.9
Woodend Hospital	91.3	90.4

Health Board & Zones	Domestic Result	Estates Result
NHS Forth Valley	95.4	92.6
Bells'dyke	94.6	85.2
Bo'ness	92.9	90.8
CCHC	97.1	95.9

Health Board & Zones	Domestic Result	Estates Result
NHS Tayside	94.9	99.3
Brechin-Montrose-Links	94.7	96.4
Kings Cross Community	97.9	97.0
Kingsway Care Centre	95.9	99.5

Falkirk Community Hospital	94.7	86.7
FV North Sector	96.5	93.6
FV South Sector	95.2	92.6
FVRH	96.0	94.8
SCH	94.0	93.6



Ninewells Hospital	93.3	99.7
Perth Royal Infirmary	95.5	99.9
Perthshire Community Hospitals & H.C	97.6	100.0
Royal Victoria Hospital	97.2	99.8
Stracathro	95.9	97.4
Strathmarline-Dudhope	95.9	99.5
Whitehills-Arbroath-Kirriemuir-Carnoustie	95.8	96.3

Health Board & Zones	Domestic Result	Estates Result
<b>NHS GGC</b>	<b>94.8</b>	<b>96.0</b>
Admin Bases	96.0	99.0
Hospitals	94.7	95.5
East Dunbartonshire HSCP	96.6	99.8
East Renfrewshire HSCP	94.8	100.0
Glasgow City HSCP - North East Sector	95.2	99.0
Glasgow City HSCP - North West Sector	94.7	99.4
Glasgow City HSCP - South Sector	95.1	99.7
Inverclyde HSCP	94.3	92.9
PfIs and SPS Services	96.0	95.2
Renfrewshire HSCP	96.7	99.9
West Dunbartonshire HSCP - Lomond	95.5	97.1
West Dunbartonshire HSCP - Glasgow	90.9	100.0

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Fife</b>	<b>96.0</b>	<b>96.6</b>
Central Fife	96.9	96.1
Lynebank Hospital	97.7	94.6
North East Fife	94.7	97.9
Queen Margaret Hospital	97.0	95.8
Stratheden	96.2	94.7
Victoria Hospital	95.3	97.4

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Lanarkshire</b>	<b>96.3</b>	<b>95.9</b>
Hairmyres	97.2	97.2
Monklands	95.2	91.9
North	97.5	96.8
South	97.7	99.0
Wishaw	95.8	97.4

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Lothian</b>	<b>95.4</b>	<b>97.2</b>
East & Mid Lothian	94.8	98.0
Edinburgh Acute	95.4	96.5
Edinburgh Community	94.3	98.3
Edinburgh Royal Infirmary	95.5	97.2
External Contractors Sites	92.5	99.0
West Lothian	96.0	97.2

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Ayr and Arran</b>	<b>95.3</b>	<b>97.0</b>
East	95.5	97.0
North	94.7	96.8
South	95.2	97.0

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Dumfries and Galloway</b>	<b>96.0</b>	<b>99.5</b>
CRH	97.3	99.3
DGRI	95.5	99.5
PCCD East	97.6	99.4
PCCD West	97.6	99.3

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Borders</b>	<b>95.4</b>	<b>98.4</b>
Borders General Hospital	94.7	98.4
Community	96.6	98.7
Mental Health	97.7	98.0
Non-Clinical	95.4	97.4

Compliance Key	less than 70%	between 70% - 90%	90% or higher
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## 3. Domestic Services – Key Findings for 4<sup>th</sup> Quarter

### Key Findings – Pan Scotland

- 3.1 Scotland's overall total score in Quarter 4 for 2023/24 was Green at 95.3%, which is a slight increase from 95.2% achieved in the previous quarter.

### Health Board Level Data

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

### Zone Level Data

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

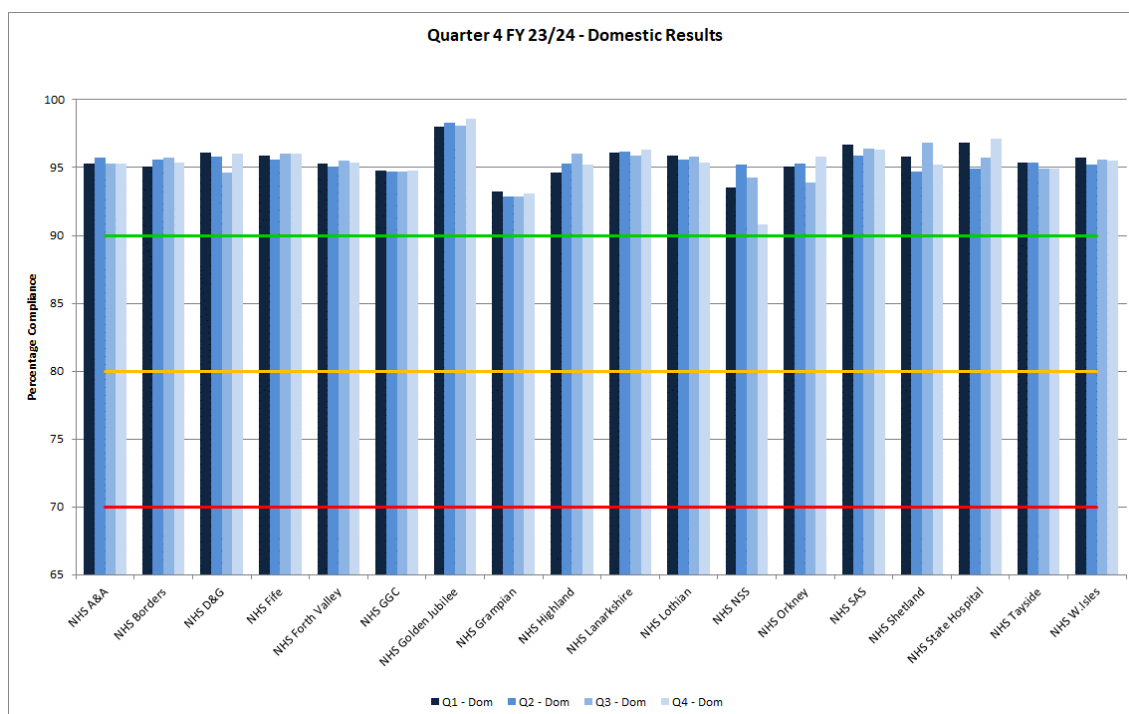
All zones across Scotland have achieved an overall Green compliance rating for Domestic Services, with the exception of the zones detailed below.

NHS Board and zone level cleaning audit data is presented graphically on pages 4 and 5.



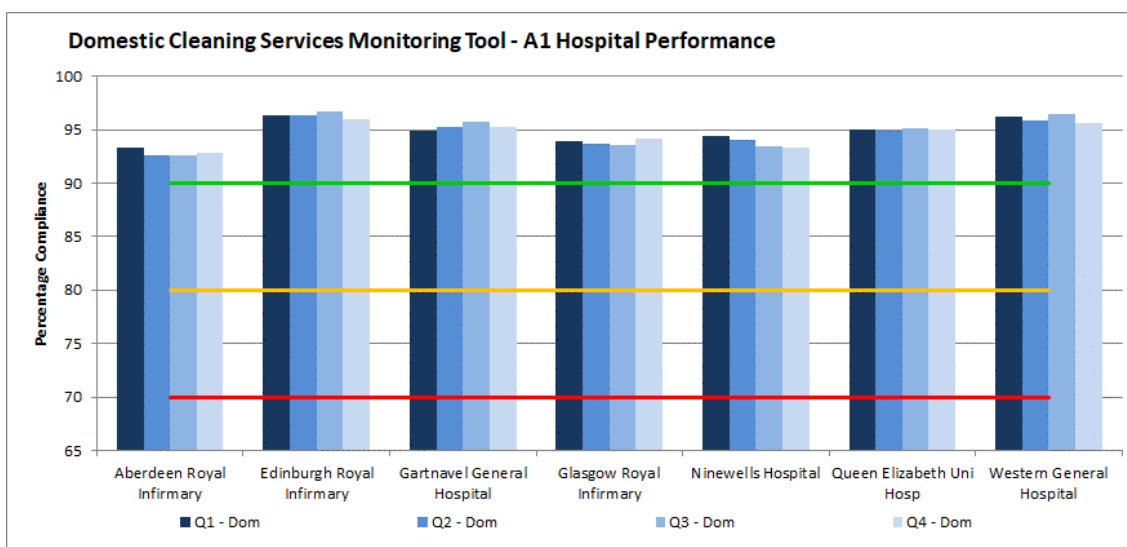
## 4. Domestic Services - Graphs

### 4.1 Domestic Cleaning Services Monitoring Tool – NHS Boards’ Performance

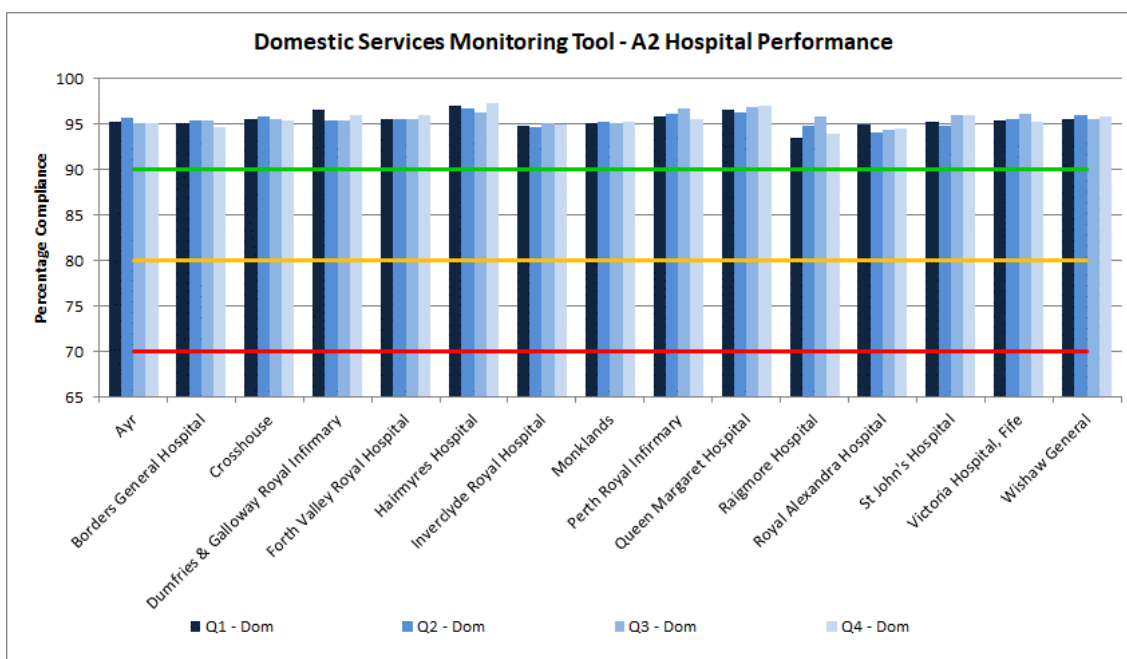


Health Board	1 <sup>st</sup> Quarter Apr - June 2023/24	2 <sup>nd</sup> Quarter July - Sept 2023/24	3 <sup>rd</sup> Quarter Oct - Dec 2023/24	4 <sup>th</sup> Quarter Jan - March 2023/24
<b>NHSSCOTLAND</b>	<b>95.3</b>	<b>95.2</b>	<b>95.2</b>	<b>95.3</b>
NHS Ayrshire and Arran	95.3	95.7	95.3	95.3
NHS Borders	95.1	95.6	95.7	95.4
NHS Dumfries and Galloway	96.1	95.8	94.6	96.0
NHS Fife	95.9	95.6	96.0	96.0
NHS Forth Valley	95.3	95.1	95.5	95.4
NHS Greater Glasgow and Clyde	94.8	94.7	94.7	94.8
NHS Golden Jubilee	98.0	98.3	98.1	98.6
NHS Grampian	93.2	92.9	92.9	93.1
NHS Highland	94.6	95.3	96.0	95.2
NHS Lanarkshire	96.1	96.2	95.9	96.3
NHS Lothian	95.9	95.6	95.8	95.4
NHS NSS SNBTS	93.5	95.2	94.3	90.8
NHS Orkney	95.1	95.3	93.9	95.8
NHS Scottish Ambulance Service	96.7	95.9	96.4	96.3
NHS Shetland	95.8	94.7	96.8	95.2
NHS State Hospital	96.8	94.9	95.7	97.1
NHS Tayside	95.4	95.4	94.9	94.9
NHS Western Isles	95.7	95.2	95.6	95.5

## 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 <sup>st</sup> Quarter Apr - June 2023/24	2 <sup>nd</sup> Quarter July - Sept 2023/24	3 <sup>rd</sup> Quarter Oct - Dec 2023/24	4 <sup>th</sup> Quarter Jan - Mar 2023/24
A1	Aberdeen Royal Infirmary	93.3	92.6	92.6	92.9
	Edinburgh Royal Infirmary	96.4	96.3	96.2	96.0
	Gartnavel General Hospital	94.9	95.3	95.7	95.2
	Glasgow Royal Infirmary	93.9	93.7	93.6	94.2
	Ninewells Hospital	94.4	94.0	93.5	93.3
	Queen Elizabeth Uni Hosp	95.0	94.9	95.1	95.0
	Western General Hospital	96.2	95.9	96.5	95.6

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

Hospital Type	Site	1 <sup>st</sup> Quarter Apr - June 2023/24	2 <sup>nd</sup> Quarter July - Sept 2023/24	3 <sup>rd</sup> Quarter Oct - Dec 2023/24	4 <sup>th</sup> Quarter Jan - Mar 2023/24
A2	Ayr Hospital	95.2	95.7	95.1	95.1
	Borders General Hospital	95.1	95.4	95.4	94.7
	Crosshouse Hospital	95.5	95.8	95.6	95.4
	Dumfries & Galloway Royal Infirmary	96.5	95.4	95.5	96.0
	Forth Valley Royal Hospital	95.5	95.5	95.6	96.0
	Hairmyres Hospital	97.0	96.7	96.3	97.3
	Inverclyde Royal Hospital	94.8	94.6	95.1	94.9
	Monklands Hospital	95.1	95.3	95.1	95.2
	Perth Royal Infirmary	95.8	96.2	96.8	95.5
	Queen Margaret Hospital	96.6	96.3	96.9	97.0
	Raigmore Hospital	93.4	94.8	95.8	93.9
	Royal Alexandra Hospital	94.9	94.1	94.4	94.5
	St. John's Hospital	95.3	94.8	96.0	96.0
	Victoria Hospital, Fife	95.9	95.6	96.1	95.3
Wishaw General Hospital	95.6	96.0	95.5	95.8	

## 5. Estates Services - Key Findings for 4<sup>th</sup> Quarter

### Key Findings – Pan Scotland

- 5.1 Scotland’s overall total score in Quarter 4 for 2023/24 was Green at 96.4%. This is a slight increase from the 96.1% 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 3.

Zone	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24
Bells'dyke	85.3	85.1	85.2
Falkirk Community Hospital	86.7	87.6	86.7

NHS Forth Valley provided the following explanation:

*“The Capital plan for 23/24 is now complete and the scheme highlighted for Bellsdyke for new windows, ligature improvements and to tackle security issues is finished. As before the master plan being collated for Falkirk Community Hospital has now been paused which presents a significant risk due to both this and the low level of capital investment to come both next year 24/25 and the coming years. This will most likely cause the reporting figures at Bellsdyke and Falkirk sites to remain static or even decline slightly as we will be keeping the buildings going through maintenance and reactive tasks only, while our revenue budgets are stretched even further.*”

*The Estates team will and continue to review and resolve the higher risk items. We still have some gaps in our team due to recruitment and staff sickness issues but are now up to near full strength. We remain focused on the High priority items and emergency works during a very tough and busy time for our stretched and limited maintenance team.”*

## HFS Perspective - NHS Forth Valley

- 5.2.1 NHS Forth Valley have completed their capital plan for 23/34, however, their master plan has been paused which will result in a significant risk to the low level of capital investment for 24/25 and the future. NHS Forth Valley have identified that the reporting figures, for Bellsdyke and Falkirk Community Hospital, may remain static or decline as high-risk maintenance and reactive tasks are being given priority. There is now the assumption that both these sites will continue to report a partial-complaint score in the coming quarters, with the understanding that high risk issues are being managed accordingly.

## NHS Greater Glasgow & Clyde

- 5.3 NHS Greater Glasgow & Clyde has reported one A1 hospital zone in Amber (partially compliant) for Estates for Quarter 4.

Zone	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24
Glasgow Royal Infirmary	87.7	86.7	89.8

NHS Greater Glasgow & Clyde provided the following explanation:

*“Glasgow Royal Infirmary Estates continue to prioritise renovation and refurbishment of clinical areas and theatres for approval by Capital Projects. A planned program for painting and flooring repairs will be rolled out across the site based on budget availability for the year 2024/25.”*

## HFS Perspective – NHS Greater Glasgow & Clyde

- 5.3.1 Within Glasgow Royal Infirmary (GRI) there is renovation and refurbishment work taking place in clinical areas and theatres. A program for painting and flooring repairs has been identified across the site for 24/25, in line with the available budget. Until this work is completed, there is the assumption that GRI will continue to report a partial complaint score in the coming quarters.

## NHS Scottish Ambulance Service

- 5.4 NHS Scottish Ambulance Service has reported one zone in Amber (partially compliant) for Estates for Quarter 4.

Zone	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24
East Central Region	92.1	90.5	89.4

NHS Scottish Ambulance Service provided the following explanation:

*“We are co-located with SFRS at Balmossie Fire Station and have use of their facilities which we all share.*

*Building: The SFRS are responsible for the fabric of the building and repairs are done in line with their estates plan and budgets, this is their building and not an NHS site.*

*Issue: The painting, plasterwork and carpets are the responsibility of SFRS, and we have been engaging with them regarding the need for repairs to the small room. We have been advised that this has not been agreed to be carried out within the short term future by SFRS and although offered, we cannot input.*

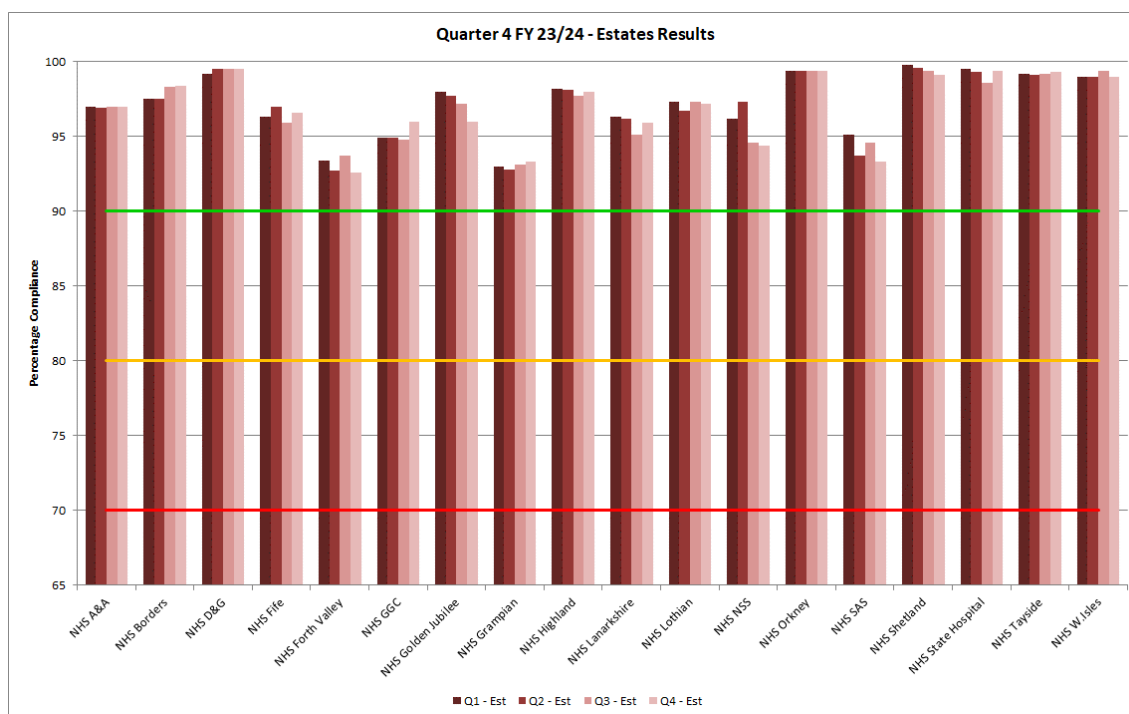
*Action: With regard to the damaged chair, this has now been removed and the damage to the desk has been repaired to bring in line with compliance”*

### HFS Perspective – NHS Scottish Ambulance Service

- 5.4.1 NHS Scottish Ambulance Service (SAS) have explained that they are co-located with the Scottish Fire and Rescue Service (SFRS) at Balmossie Fire Station. Due to this, they have identified that SFRS are responsible for the fabric of the building and repairs carried out, the SAS are very limited to what improvements they are able to make. However, they have taken relevant action to ensure a compliant score in the next quarter. There is the expectation that a compliant score will be reported in the next quarter.

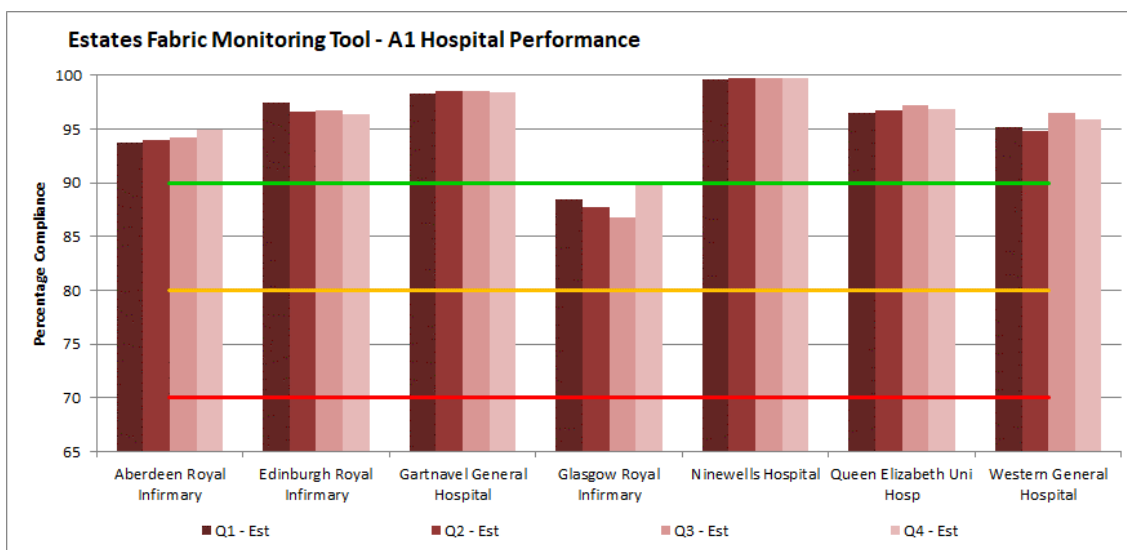
## 6. Estates Services - Graphs

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

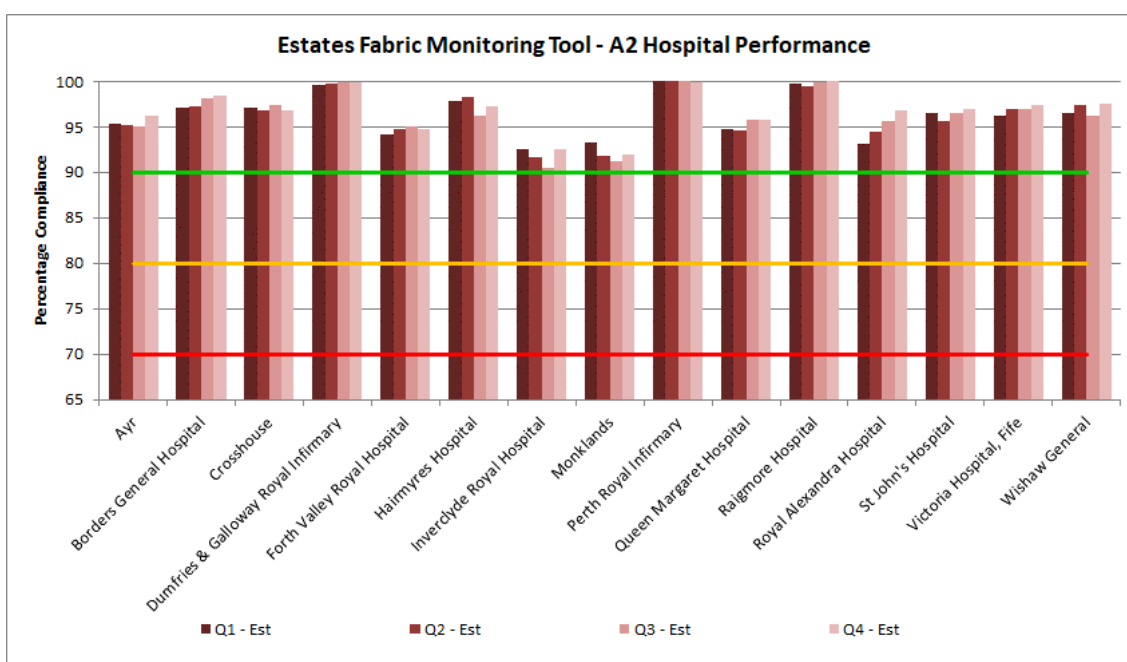


Health Board	1 <sup>st</sup> Quarter Apr - June 2023/24	2 <sup>nd</sup> Quarter July - Sept 2023/24	3 <sup>rd</sup> Quarter Oct - Dec 2023/24	4 <sup>th</sup> Quarter Jan - Mar 2023/24
<b>NHSSCOTLAND</b>	<b>96.2</b>	<b>96.0</b>	<b>96.1</b>	<b>96.4</b>
NHS Ayrshire and Arran	97.0	96.9	97.0	97.0
NHS Borders	97.5	97.5	98.3	98.4
NHS Dumfries and Galloway	99.7	99.5	99.5	99.5
NHS Fife	96.3	96.0	95.9	96.6
NHS Forth Valley	93.4	92.7	93.7	92.6
NHS Greater Glasgow and Clyde	94.9	94.9	94.8	96.0
NHS Golden Jubilee	98.0	97.7	97.2	96.0
NHS Grampian	93.0	92.8	93.1	93.3
NHS Highland	98.2	98.1	97.7	98.0
NHS Lanarkshire	96.3	96.2	95.1	95.9
NHS Lothian	97.3	96.7	97.3	97.2
NHS NSS	94.8	97.3	94.6	94.4
NHS Orkney	99.4	99.4	99.4	99.4
NHS Scottish Ambulance Service	95.1	93.7	94.6	93.3
NHS Shetland	99.8	99.6	99.4	99.1
NHS State Hospital	99.5	99.3	98.6	99.4
NHS Tayside	99.2	99.1	99.2	99.3
NHS Western Isles	99.0	99.0	99.4	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 <sup>st</sup> Quarter Apr - June 2023/24	2 <sup>nd</sup> Quarter July - Sept 2023/24	3 <sup>rd</sup> Quarter Oct - Dec 2023/24	4 <sup>th</sup> Quarter Jan - Mar 2023/24
A1	Aberdeen Royal Infirmary	93.7	94.0	94.2	94.9
	Edinburgh Royal Infirmary	97.5	96.6	96.7	96.4
	Gartnavel General Hospital	98.3	98.5	98.6	98.4
	Glasgow Royal Infirmary	88.5	87.7	86.7	89.8
	Ninewells Hospital	99.6	99.7	99.7	99.7
	Queen Elizabeth Uni Hosp	96.5	96.7	97.3	96.9
	Western General Hospital	95.2	94.8	96.5	95.9

## 6.5 Estates Fabric Monitoring Tool – A2 Hospital performance

Hospital Type	Site	1 <sup>st</sup> Quarter Apr - June 2023/24	2 <sup>nd</sup> Quarter July - Sept 2023/24	3 <sup>rd</sup> Quarter Oct - Dec 2023/24	4 <sup>th</sup> Quarter Jan - Mar 2023/24
A2	Ayr Hospital	95.3	95.2	95.1	96.2
	Borders General Hospital	97.2	97.3	98.1	98.4
	Crosshouse Hospital	97.2	96.8	97.4	96.8
	Dumfries & Galloway Royal Infirmary	99.7	99.7	99.9	99.9
	Forth Valley Royal Hospital	94.2	94.7	95.0	94.8
	Hairmyres Hospital	97.8	98.3	96.3	97.2
	Inverclyde Royal Hospital	92.5	91.7	90.4	92.5
	Monklands Hospital	93.3	91.8	91.2	91.9
	Perth Royal Infirmary	100.0	100.0	100.0	99.9
	Queen Margaret Hospital	94.8	94.6	95.8	95.8
	Raigmore Hospital	99.8	99.5	99.9	100.0
	Royal Alexandra Hospital	93.1	94.5	95.7	96.8
	St. John's Hospital	96.6	95.6	96.6	96.9
	Victoria Hospital, Fife	97.2	97.0	97.0	97.4
Wishaw General Hospital	96.6	97.4	96.3	97.4	

## 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.