

APPENDIX 1

CLEANING MANUAL

CONTENTS

- 1 VACUUM CLEANING**
- 2 DRY MOP SWEEPING**
- 3 WET MOPPING**
- 4 MACHINE SCRUBBING**
- 5 WET PICK UP**
- 6 CARPET SHAMPOO**
- 7 HIGH AND LOW LEVEL DUSTING**
- 8 DAMP DUSTING**
- 9 SANITARY AREAS**
- 10 TOILETS**
- 11 BATH/SHOWER**
- 12 LIMESCALE REMOVAL**
- 13 WASTE DISPOSAL**
- 14 WASTE BINS**
- 15 ISOLATION ROOMS**
- 16 TERMINAL CLEANING**

INTRODUCTION

Housekeeping staff must:

- Following cleaning instructions.
- Wear personal protective equipment, i.e. gloves, aprons, as appropriate.
- Follow the colour code for cleaning equipment and materials.
- Use chemicals, appropriately and safely.
- Comply with Health and Safety [policies, including, manual handling, COSHH.
- Comply with Infection Control policies including:
 - Good personal hygiene.
 - Safe disposal of clinical waste.
 - Adherence to infection control precautions.
 - Adherence to the Trust's decontamination policy.

1 VACUUM CLEANING

Why do we vacuum clean?

To ensure all dust is removed from the area and is contained so as not to contaminate the atmosphere.

We do not use sweeping brushes for dust control, because this raises dust into the air, which can then take up to four hours to settle, usually onto surfaces which have already been cleaned.

When vacuum cleaning hard floors, the brushes on the floor tool should be in the down position. This is to prevent the floor being scratched or the floor tool being damaged.

Equipment:

- Appropriate personal protective equipment.
- 'Caution' signs.
- Vacuum cleaner.
- Dustpan and brush.
- Black bag.

Health and Safety:

- Place 'Caution' signs, ensuring all signs are visible.
- Before plugging the machine in, check that the cable is not broken or there are no exposed or frayed wires.
- Check that the plug is not damaged.
- Ensure the wall socket is safe to use.
- Always plug into the nearest socket - do not run cable across doorways as someone may trip over the cable.
- Do not plug in vacuum, until you are ready to use it.

DO NOT:

- Over-extend the cable, because this could cause the wiring to be pulled out, thus leading to electric shock or the machine catching alight.

- Use and report to a Supervisor immediately, if the vacuum has exposed wires, smells or sounds differently than usual,
- Touch electrical cables with wet hands.
- Trail cables or plugs on a wet floor.

Method:

- Put on appropriate personal equipment.
- Assemble vacuum cleaner.
- Check dust bag and change, if two-third's full.
- Check for safety.
- Adjust the floor tool, according to floor type brush ('down' for hard floor surface and 'up' for soft floor surface).
- Place 'Caution' signs to warn others of cables and work in progress.
- Pick up any large items of debris, i.e. paper, paperclips, rubber bands, etc as these could clog the vacuum cleaner.
- Place in refuse bag.
- Remove all unnecessary objects and place out of the way of traffic.
- Stand upright with feet apart and use short even strokes. Do not slouch, work in a bent position or over extend, as this puts strain on your back.
- Bend at the knee to reach under furniture.
- Vacuum edges, corners and under low objects.
- Always work with the cable behind you.
- Remove gloves and wash hands.

Care of Equipment:**Cleaning:**

- Remember people judge a workman by his tools!
- Make sure the equipment is wiped over after use.
- Remove the floor tool; wash in soapy water and leave to dry on a paper towel. Do not use until dry.

Storage:

- Store properly.
- Wind cable around body of vacuum cleaner, securing plug, so that it does not trail when being transported.
- Remove hose from body of vacuum cleaner, so that the hose is not bent, which causes stress and weakness, thus reducing the life span of the equipment.
- Do not transport the vacuum cleaner from one area to another by pulling along by the hose, as this will weaken the parts. Use the handle.

2 DRY MOP SWEEPING (VEL MOPPING)

Why do we Vel mop sweep?

Vel mop sweeping is a back-up to vacuum cleaning on hard surface floors. It should be carried out in addition to, and not in place of, vacuum cleaning. This technique will collect dust and debris from the floors and hold it to the mop, as long as the mop is not lifted from the floor. The Vel mop method is unsuitable for wet floors, because it will cause debris to stick to the floor.

Equipment:

- Appropriate personal protective equipment.
- 'Caution' signs.
- Mop sweeping tool.
- Clean Vel mop cover.
- Dust pan and brush.
- Black bin liner.

Method:

- Put on appropriate protective equipment.
- Assemble equipment.
- Place 'Caution' signs.
- Remove any large items of refuse.
- Fit disposable Vel mop cover onto the tool.
- Manoeuvre over the floor, using a continuous figure of eight pattern, ensuring all edges are covered.
- Do not break contact with the floor.
- Cover all areas systematically.
- Move light furniture, when necessary.
- Replace the disposable cover when visibly soiled.
- Collect debris, once finished, using a dustpan and brush.
- Wipe mop-sweeping tool over, when the job is completed.
- Return equipment, including 'Caution' signs, to cleaning cupboard.

DO NOT:

- Leave piles of dirt and debris until the end. Clear up as you go along.
- Move dust from one room to the other.
- Tap the mop onto the floor to remove excess dust, as this will release it back into the environment.
- Leave the mop sweeping tool lying around as someone may trip over it.
- Remove gloves and wash hands.

3 WET MOPPING OF HARD FLOORS

Equipment:

- Appropriate personal protective equipment.
- 'Caution' signs.
- Correct colour coded wet mop bucket.
- Correct colour coded mop handle.
- Mop handle.
- Correct colour coded bucket.
- Mop head.
- Floor detergent.
- Correct colour coded gloves.

Health and Safety:

- Never mix chemicals, as poisonous gases could result.
- Ensure the area is first vacuumed cleaned.
- If mopping a corridor or stairs, mop half first, leaving a clearly identified dry area for others to walk on.
- Do not over-wet the floor.
- All equipment should be checked, cleaned, dried and returned to the cleaning cupboard.

Method:

- Wash hands and put on gloves.
- Prepare floor to remove dust and debris before mopping (this ensures that dirt is not mopped into the floor).
- Assemble equipment.
- Fit mop head to mop handle.
- Ventilate the area.
- Place 'Caution' signs in prominent positions at each end of the section of floor and at any entrance in the area.
- Mix a solution of water and floor detergent according to manufacturer's instructions.
- Keep bucket on the same side of the floor you are working on.
- Wring out mop thoroughly.
- Plan the work route, always starting at the point furthest away from the exit and working backwards to avoid standing on a damp clean floor area.
- Stand with feet apart to distribute your weight evenly, then keeping the mop handle close to your body, begin to mop the floor.
- Mop the floor edges using a straight stroke, where there are skirting boards mop these at the same time.
- Mop the remaining floor, using a figure of eight pattern.
- Cover an area within reach, do not overstretch as this can cause back pain.
- Continually rinse the mop and wring out thoroughly.
- Change the cleaning solution before it becomes dirty.
- When mopping stairs or corridors, only one side of the area should be mopped at one time. This is to leave a safe, dry walking space. 'Caution' signs should be placed at regular intervals along the wet area, as well as at each end of the area.
- Remove the 'Caution' signs as soon as the floor is dry. Return them to the cleaning cupboard.
- Rinse bucket and wipe over the inside and outside after each use. Mop heads must be returned to the Housekeeping Department for laundering.
- Remove gloves and wash hands.

4 MACHINE SCRUBBING OF HARD FLOORS (Deep Cleaning)

Equipment:

- Appropriate personal protective equipment.
- 'Caution' signs.
- Rotary scrubbing machine.
- Disc drive.
- OR scrubber dryer.
- Appropriate colour cleaning pad.
- Appropriate colour coded round bucket.
- Appropriate colour coded wheeled bucket.
- Bottle of floor cleaner with dosing cap.
- Vacuum cleaner or dry mop sweeper.
- Wet suction machine (wet pick up.)

Health and Safety:

- Do not attempt this procedure unless you have been trained and competently assessed.

- Always use a free electrical socket and if one is not available, ask Ward/Department staff, before unplugging any other machines.
- When changing floor pad, make sure the machine is switched off.
- Always keep the cable behind you.
- Be aware of other people in the area.
- Always use 'Caution' signs.
- Ensure scrubbing machine is clean prior to use.
- Always empty water tank after use.
- Never store scrubbing machine on the base.
- Always report any faults to the Supervisor.

Method:

- Put on appropriate protective equipment.
- Assemble equipment; carry out safety check on electrical equipment, particularly the plug and cables for any damage.
- Report any damage to the Supervisor and do not use the faulty machine.
- Place 'Caution' signs in work area, particularly in entrances.
- Either vacuum area or dry mop sweep floor.
- Place disc drive or brush onto the base of the machine.
- Lift into the upright position
- Place green cleaning pad on the floor and manoeuvre into position over it, place on top, ensuring the pad is in the centre of the drive disc.
- Fully unwind cable, checking for any signs of damage.
- Fill tank with prepared cleaning solution.
- Plug in machine and switch on.
- Position cable behind the line of work to ensure that it does not get caught up by the machine or could trip you over.
- Adjust handle height to find the most comfortable position for working. (This is generally at stomach level with hands resting on handle).
- Cables must not be placed over the shoulder as this could cause serious injury to the operator.
- Switch on machine and move machine gently from side to side to cover floor area, release water slowly.
- Ensure you maintain an upright position, standing with feet apart.
- Move at all times with the machine, so that it covers straight lines, overlapping each line.
- The floor does not need to be covered with pools of water, just enough to loosen the dirt.
- In small rooms, it is possible to scrub the whole floor from the farthest point in a corner, to the door, and then pick up the water from the door into the room.
- In narrow corridors you can pass over the whole floor, but in wider corridors you must leave a clear walking space, scrub one half of the corridor, pick up water and once dry, proceed onto the other half.
- When using a wet pick up you should keep your feet dry at all times.
- Each pass of the floor should be carried out at a steady pace; not too fast, as this will result in unsatisfactory results.
- Check and turn the pad as necessary. The pad will stick to the floor once it has collected too much dirt.
- Using a clean cloth and detergent solution remove any marks or splashes from walls and doors.
- Report any stubborn marks that you have been unable to remove to the Supervisor. Do not use an abrasive pad to remove.
- Floors should be clean and stain free.

- Disconnect the plug from the socket; wipe cable as it is being wound up.
- Empty any left-over solution and dispose of into slop hopper.
- Clean machine and dry after each use.
- Remove 'Caution' signs, once floor is dry and return to cleaning cupboard.
- Return scrubbing machine and wet pick up to the Housekeeping Department.

Safety:

- Wear protective equipment, i.e. gloves when handling chemicals.
- Always check electrical equipment particularly cables and plugs.
- Do not plug machine into the electrical socket, until it is assembled and ready for use.
- Ensure the machine is in the fully upright position, when not in use.

Care of Equipment:

- Always remove the disc drive from the machine after each use, or they will become damaged and will reduce the hold to the pad.
- Never leave detergent solution in the tank.
- Always clean machines thoroughly, including tank, wheels, cables etc.
- Store with cable securely wound.

5 WET SUCTION MACHINE (Wet Pick Up)

- Empty and rinse out after every use.
- Never leave water inside.
- Clean hose, wheels, top and base with detergent solution.
- Store machine, unassembled, to allow the air to circulate.
- Remove gloves and wash hands.

6 CARPET SHAMPOOING**Equipment:**

- Appropriate personal protective equipment.
- 'Caution' signs.
- Vacuum cleaner.
- Carpet shampoo machine.
- Stain removal chemical (spray foam).
- Colour coded bucket and cloth.
- Carpet shampoo.

Method:

- Put on appropriate personal protective clothing.
- Assemble equipment.
- Safety check cable and plug, do not use if damaged and inform supervisor of faulty equipment.
- Place 'Caution' signs at entrances to area.
- Ventilate the area, if possible.
- Remove furniture, where possible.
- Vacuum carpet to remove loose soiling.
- Prepare shampoo solution according to Manufacturer's instructions.
- Pre-spray soiled areas.
- Starting at the area furthest from the door, work machine in overlapping lanes.
- Always work backwards.
- Ensure floor is left as dry as possible.

- Return furniture to its original position.
- Dispose of any unused solution.
- Clean machine, including cable.
- Rewind cable, checking for any damage.
- Remove 'Caution' signs when floor is dry.
- Return machine to the Housekeeping Department.
- Remove gloves and wash hands.

7 HIGH AND LOW LEVEL DUSTING

Equipment Required:

- Appropriate personal protective equipment.
- High dusting tool.
- Safety steps.
- 'Caution' signs.

Method:

- Put on appropriate personal protective equipment.
- Place 'Caution' signs in work area.
- Place static head on high dusting tool.
- Hold high dusting tool and draw the head along top surfaces, ledges and light fittings.
- Replace or wash mop heads as they become dirty.
- Never stand on a chair or any other furniture, to reach areas.
- After use, clean all equipment used and return to cleaning cupboard.
- Remove gloves and wash hands.

8 DAMP DUSTING

Equipment Required:

- Appropriate personal protective equipment.
- Correct colour coded bucket.
- Correct colour coded gloves.
- Correct colour coded cloths.
- Detergent.

Dust is a primary agent for the transfer of bacterium. It is made up of particles of dirt and dead skin. Therefore it is essential that dust is removed thoroughly.

Method:

- Put on gloves.
- Fill bucket with a solution of detergent as per manufacturer's instructions.
- Rinse cloth in the solution.
- Wring out cloth tightly, to remove excess water.
- Remove items from the surface to be cleaned.
- Damp dust flat surfaces, wipe in a straight line, cleaning the edges first.
- When cleaning a bedside table ensure that you clean the underside.
- Rinse the cloth frequently and replace cloth and solution when visibly soiled.
- Replace items onto the clean surface.
- In every room, all flat surfaces should be damp dusted in an organised manner to ensure that no items are missed.

- Dispose of cleaning solution and cloth, rinse bucket, dry and return to cleaning cupboard.
- Remove gloves and wash hands.

9 SANITARY AREAS

Hand-wash Basin

Equipment Required:

- Correct colour coded gloves
- Correct colour coded bucket
- Correct colour coded cloth
- Sink cleaning detergent
- Supply of Hand Towels and Soap
- 'Caution' signs

Health and Safety:

NOTE: NEVER MIX CLEANING AGENTS, AS POISONOUS GASES COULD RESULT (*refer to Manufacturer's or Supervisors' instructions*)

- Report any faults or build up of scale to your Supervisor.
- Display 'Caution' signs and ensure they are clearly visible.

Method:

- Wash hands and put on gloves.
- Display caution signs in the area.
- Ventilate the area by opening a window if possible
- Remove any items from the basin
- Fill bucket with hand hot water
- Apply the cleaning product according to manufacturers' or Supervisors' instructions
- Remove any debris from the plug and plug-hole
- Rinse the cloth in the water

Starting from the Outside:

- Clean the surface and surrounding area of the basin, including wall tiles, ledges, pipes, underneath the basin, hand towel dispenser and soap dispenser.
- Clean the inside of the bowl, including the plug, plug chain, taps and overflow.
- With running water, rinse the basin thoroughly.
- Wipe over basin with damp cloth.
- Dispose of cloth after use.
- Check dispensers and replenish, where necessary.
- After use, all equipment should be checked, cleaned, dried and returned to the cleaning cupboard.
- Remove gloves and wash hands.

10 TOILETS

Equipment Required:

- Correct coded bucket.
- Correct colour coded cloths.
- Correct colour coded gloves.
- Toilet cleaning detergent.

- Warning signs.
- Supply of toilet paper.

Health and Safety:

NOTE: NEVER MIX CHEMICALS AS POISONOUS GASES COULD RESULT
(refer to Manufacturers' or Supervisors' instructions)

- Take care when cleaning behind the toilet and under pipes and beware of foreign objects, i.e. hypodermic needles and report any faults to your Supervisor.
- Ensure 'Caution' signs are displayed.

Method:

- Wash hands and put on gloves.
- Assemble equipment.
- Display all 'Caution' signs, ensuring all signs are visible.
- Ventilate the area (open a window if possible).
- Prepare the cleaning solution according to Manufacturers and Supervisors instructions.
- Flush the toilet with the lid down.
- Lower the water level using a toilet brush to push the water back down the U-bend to expose the water line.
- Apply the cleaning agent to the inside of the bowl, including under the rim and allow to soak.
- Rinse a cloth in the solution and wring out well.
- Wipe toilet roll holder, cistern, flush handle and sanitary bins.
- Rinse cloth and wipe toilet seat, lid and hinges (ensure both sides of seat and lid are cleaned).
- Remove any splashes from the walls.
- Wipe around the outside of the toilet bowl.
- Scrub the toilet bowl, including under the rim, with the toilet brush to remove any stains.
- Wipe the rim of toilet, and then close the lid.
- Flush toilet.
- Check toilet paper and replenish, if necessary.
- After use, all equipment should be checked, cleaned and dried and returned to the cleaning cupboard.
- Remove gloves and wash hands.

11 BATH/SHOWER

Equipment Required:

- Correct colour coded cloth.
- Correct colour coded gloves.
- Bath cleaning detergent.
- 'Caution' signs.

Health and Safety:

- Never mix cleaning agents, as poisonous gases could result.
- Do not use abrasive items as they will scratch the surface and scratches may harbour harmful bacteria.
- Report any faults or build up of scale to your Supervisor.
- Display warning signs and ensure they are clearly visible.

Method:

- Wash hands and put on gloves.
- Display the 'Caution' signs and ensure they are clearly visible.
- Ventilate the area by opening a window, if possible.
- Remove any debris from the bath/shower.
- Apply detergent.
- Wipe the surrounding surfaces of the bath/shower, including wall tiles, ledges, pipes and any dispenser in the room.
- Wipe the inside of the bath/shower including plug, plug-hole, taps and overflow.
- Remove any splashes from walls.
- With running water, rinse the bath/shower thoroughly.
- Dispose of cloth after use.
- All equipment should be checked, cleaned, dried and returned to the cleaning cupboard.
- Remove gloves and wash hands.

12 LIMESCALE REMOVAL

Equipment Required:

- Protective apron.
- Safety glasses/goggles.
- Correct colour coded gloves.
- Correct colour coded cloth.
- Correct colour coded bucket.
- De-scaling agent.

Health and Safety:

- Never mix cleaning agents as harmful gases may result.
- Never leave the area while using this cleaning agent.
- Always wear personal protective equipment.
- Display 'Caution' signs and ensure they are visible.
- Always rinse the cleaning agent away thoroughly.

Method:

- Wash hands and put on gloves.
- Display 'Caution' signs and ensure they are clearly visible.
- Ventilate the area.
- Put on protective apron and glasses/goggles.
- Using the directional nozzle, apply the cleaning agent to the lime scale.
- Allow a few seconds for the de-scaling fluid to work.
- Rinse cloth and wring out thoroughly.
- Gently agitate the scaled area until it dissolves.
- With running water, rinse the de-scaling fluid away.
- When applying de-scaling fluid to a toilet, always use lots of water to rinse it away.

CAUTION: DESCALING FLUID IS ACID BASED AND MAY BURN NAKED SKIN.

CAUTION: DESCALING FLUID MUST ALWAYS BE LOCKED IN THE CLEANING CUPBOARD OR RETURNED TO THE HOUSEKEEPING DEPARTMENT AND NEVER LEFT UNATTENDED.

- After use, all equipment should be checked, cleaned, dried and returned to the cleaning cupboard.
- Remove gloves and protective equipment and wash hands.

13 WASTE DISPOSAL

Equipment Required:

- Correct colour coded plastic bags.
- Correct colour coded gloves.
- Protective apron.
- Correct coded identity tape.

Health and Safety:

- Never place your hands into full waste bags.
- Never place waste from one bag to another.
- Never leave full bags in corridors for collection.

Method:

- Wash hands and put on gloves.
- Put on protective apron.
- Remove full bags from waste bin.
- Gather the top together to form a “neck”.
- Place a strip of identity tape around the neck and take to collection point.
- Replace the plastic bag with appropriate colour coded bag.
- Always place clinical waste (yellow bags) into lockable wheeled bins.
- After use, all equipment should be returned to the cleaning cupboard.
- Remove gloves and apron then wash hands.

14 CLEANING OF WASTE BINS

Equipment Required:

- Correct colour coded bucket.
- Correct colour coded cloth.
- ‘Caution’ sign.
- Cleaning agent.
- Correct colour coded gloves.
- Protective apron.

Health and Safety:

- Never mix cleaning agents as poisonous gases could result.
- Throughout the cleaning, regularly clean the cloth and rinse in cleaning solution.

Method:

- Wash hands and put on gloves.
- Put on protective apron.
- Prepare the cleaning solution.
- Place ‘Caution’ sign in the area and ensure all signs are visible.
- Wipe the outside of the bin, including foot pedal and lid.
- Wipe inside of bin, including under-side of lid.
- Replace correct colour plastic bag.
- After use, return all equipment to the cleaning cupboard.
- Remove gloves and apron and wash hands.

15 CLEANING OF ISOLATION ROOMS

Equipment Required:

- Correct colour coded bucket.
- Disposable cloths.
- Correct colour coded mop handle.
- Correct colour coded mop head.
- Correct colour coded dry sweeping tool (Vel mop).
- Disposable Vel mop cover.
- Cleaning detergent
- Caution signs
- Correct colour coded plastic apron
- Disposable gloves

Health and Safety:

- Never mix cleaning agents as poisonous gases could result.
- Always display 'Caution' signs placed
- in a visible position.
- Always wear protective clothing.

Method:

- Wash hands and put on disposable gloves and apron.
- Display 'Caution' sign in a visible position.
- Empty waste bin and replace with correct colour coded bag.
- Prepare the cleaning solution.
- Rinse cloth in the cleaning solution and wring out well.
- Damp dust all ledges, surfaces, lamps, chairs, lockers, overbed table and door handle.
- If visibly soiled, clean the wall to hand height.
- Clean the wash basin.
- Using the Vel mop, dry sweep the floor.
- Damp mop the floor.
- Dispose of cloths.
- After use, all equipment should be checked, cleaned and dried and returned to the cleaning cupboard.
- Remove gloves and apron and wash hands.

16 POST INFECTION CLEAN OF VACATED ROOM

Equipment Required:

- Correct colour coded bucket.
- Correct colour coded mop handle.
- Correct colour coded mop head.
- Correct colour coded dry floor sweeping tool (Vel mop).
- Disposable Vel mop cover.
- Disposable cloths.
- 'Caution' signs.
- Disposable apron.
- Disposable gloves.
- Correct cleaning detergent.
- Correct colour coded waste bag.
- Step ladder.

Health and Safety:

- Never mix cleaning agents as poisonous gases could result.
- Always ensure 'Caution' signs are visibly displayed.
- Always wear protective clothing.

Method:

- Prepare cleaning solution.
- Remove curtains and place in laundry bag.
- Dispose of waste correctly.
- Move all furniture to one side of the room.
- Dry sweep empty side of the room.
- Wet mop empty side of the room.
- Place cloths into cleaning solution.
- Rinse one cloth in cleaning solution and wring out.
- Damp dust all ledges and surfaces.
- Put used cloth into waste bag.
- Do not put used cloth back into the cleaning solution.
- Having created a clean area, wash all furniture including bed, locker, over bed table, lamp and door handles.
- As each item is cleaned, place on clean side of the room.
- Clean all clinical equipment.
- Clean basin.
- When the area is dry, return furniture to original position.
- Hang clean curtains.
- After use, all equipment should be checked, cleaned and dried and returned to the cleaning cupboard.
- Remove gloves and apron and wash hands.