


POLICY DOCUMENT

Policy Title:	Housekeeping
Policy Group:	Housekeeping
Policy Owner:	General Manager
Issue Date:	May 2021
Review Period:	2 years
Next Review Due	May 2023
Author:	Joanna Speed
Cross References:	Laundry Policy, Infection Control Manual, waste disposal, Dangerous Substances policy, fire policy, Contractors Policy Operational Standards manual
Evidence:	
How implementation will be monitored:	Routine review General Manager, Audits and feedback
Sanctions to apply for breach:	Retraining or disciplinary action
Computer File Ref.	O: new policy book\ housekeeping
Policy Accepted by MT	19 th May 2021
Sign-off by CEO	

Statement of purpose: This policy describes the arrangements for the cleaning of all buildings on the site to ensure that at all times the premises are fit for their purpose and properly managed to ensure the health, safety and welfare of all users.

Policy Statement:

Holy Cross Hospital employs a team of Housekeepers and Caretakers in order to maintain a safe and clean environment.

The Housekeeping Team consists of a Head Housekeeper and Senior Housekeeper who are supported by a team of housekeepers and caretakers.

The work of the Caretaking and Housekeeping teams are two parts of a whole service. Working under the direction of the General Manager, they ensure that the environment (buildings, plant, equipment and grounds) in which patient care is provided is kept to the best possible standard in terms of cleanliness, good working order and bringing comfort and pleasure to all patients, visitors and staff.

The Housekeeping Team works closely with the clinical team to achieve high standards with regard to cleanliness and infection control. The team works in such a way as to maintain the patient's privacy and dignity at all times and to respect patient's belongings and preferences.

Housekeeping staff receive training to enable them to carry out their function effectively and safely. Regular updates are given on infection control procedures to ensure that they remain up to date with new information.

To monitor the effectiveness of the housekeeping team, the Head Housekeeper and General Manager carry out regular audits. The housekeeping team are also responsible for carrying out 'self audits'

The Housekeeping Team are provided with a uniform and this must not be worn outside of the hospital. This uniform is provided in order to make them recognisable to all other staff, patients and visitors and also to ensure that they are protected from hazards. The Housekeeping Team are not provided with footwear but are required to wear totally enclosed, non-slip and non-absorbent footwear that is suitable for the work they carry out.

Accountability

The housekeeping staff are accountable to the General Manager and through her to the Chief Executive. The Head Housekeeper is responsible for day-to-day supervision of the department and undertakes audits.

Staffing Arrangements

Housekeepers are employed to cover seven days a week on a Rota. There are also two Laundry Assistants. Job descriptions contain details of their roles and responsibilities. Housekeeping staff are trained to operate the laundry and will cover for the laundry Assistant when required.

Caretakers work on a rota system ensuring where possible that a caretaker is on duty between the hours of 8am and 7pm daily (Monday to Friday).

Responsibilities

The Housekeeping Team are responsible for maintaining the whole hospital including the Physiotherapy Centre and St Hugh's in a clean and safe condition. They work to agreed standards to ensure all areas are cleaned to a high standard. Housekeeping staff are not responsible for the cleaning of clinical equipment.

Master key hand over procedure

A new combination key safe has been installed in the corridor by the medical archive cupboard for the master key.

The night sister would leave the master key in the safe before 7 a.m. so that the housekeeper can have it at the start of their shift for unlocking of offices.

Once the housekeeper has finished using the key, it will be put back in the safe for when the reception staff arrived.

Reception will have the master key and at the end of their shift it will be handed over to the day sister in charge.

The master key should not be given to unauthorised people.

In case of lost, missing or stolen key, then it should be reported immediately to your manager or any member of the management team or senior nurse on duty. Fill in an incident form

Ordering materials

The Head Housekeeper is responsible for requisitioning routine supplies that are ordered via Administration. The General Manager carries out non-routine purchasing and makes arrangements with the Head Housekeeper to accept delivery and to notify the relevant department.

Contractors

Specialist firms are contracted for some cleaning including carpets, kitchen deep cleans, gutters, kitchen duct cleaning and window cleaning.

Establishing good relationships with employees of other companies working on the site is of great importance. The Contractors Policy sets out the details. Such personnel should have a copy of all relevant hospital health and safety policies. If arrangements are needed for contractors to have access to patients' rooms or similar situations, the Director of Clinical Services' authority must be obtained first.

Work specification

All staff are issued with cleaning specifications and standards that are specific to their work area. These specifications are updated regularly to reflect changes in patient needs and infection control procedures

Health & Safety

The Health and Safety Policy must be fully implemented at all times. The following points are particularly relevant to the housekeeping staff

Risk of Infection a colour coding system is in use and this should enable any infected article to be clearly identified. (Refer to laundry policy for more information) . Infection control procedures and protective equipment in the form of gloves and aprons are in place reduce the risk of housekeeping staff either being infected by a patient or acting as a vehicle for cross infection.

Electrical Safety: all portable electrical equipment is tested regularly to ensure it remains in a safe condition. Staff are trained on the safe use of electrical equipment during induction.

Risks from Lifting: All staff receive training in safe handling of loads. Housekeepers and caretakers work in teams to carry out any heavy lifting and moving of loads.

COSHH (Control of Substances Hazardous to Health) : All items must be clearly labelled and whenever possible, kept in the supplier's original packaging. Product data sheets are kept by the General Manager to provide information on all hazardous substances in use

Slips trips and falls: Staff are trained to work in a safe manner in order to reduce the likelihood of slips, trips and falls. Housekeeping staff always give warning of wet floors by means of signage, they ensure that corridors are cleaned when the hospital is quieter and clean one side of the corridor at a time so a dry passage is always maintained. Housekeeping and caretaking staff report any defective floor coverings to the General Manager so that remedial action can be taken.

Fire Safety: All staff must be familiar with the Fire Policy. When alarms sound, housekeeping staff should immediately switch off any electrical equipment, ensure that the work area has been left in a safe condition and leave the building by the nearest exit closing doors and windows as they go

Audit

Departmental Audit: The General Manager makes arrangements with the Head Housekeeper for routine checks to be made.

Patient Led Assessment of the Clinical Environment: The Hospital participates in this scheme that assesses the quality of the patient environment. It provides a systematic and thorough process for doing this that is endorsed by many NHS organisations.

Non-departmental audit: The work of the Housekeeping Department will be considered by other audits undertaken including Infection Prevention and Control audits.

The results of all these audits will be reported to Management Team and used to improve the quality of the services wherever possible.

Equality and Diversity

This policy has been reviewed for adverse impact on people with protected characteristics within the meaning of the Equality Act 2010 and no such impact was found.