

Our Commitment to Cleanliness

Cleaning Summary

Keeping the General Practice facilities clean and preventing the spread of infection is everybody's responsibility from the Practice Manager to the healthcare cleaner. It is important for patients, visitors, the public and staff.

Cleanliness matters, and to ensure consistency throughout the NHS, and to support hospitals and healthcare services, this commitment has been adopted in every organization, including this Practice.

This Charter sets out our commitment to ensure a consistently high standard of cleanliness is delivered across our facilities. It also sets out how we would like you to help us maintain high standards.

WE WILL:

- Treat patients in a clean, safe and pleasant environment
- Provide a well maintained, clean and safe environment, using the most appropriate and up to date cleaning methods and frequencies
- Aim to clean the building when patient appointments have finished for the day
- Maintain fixtures and fittings to an acceptable condition to enable effective and safe cleaning to take place regularly
- Allocate specific roles and responsibilities for cleaning, linked to infection prevention and control
- Constantly review cleanliness and rectify issues with the cleaning provider or team
- Take account of your views about the quality and standards of cleanliness by involving patients and visitors in reporting and monitoring how well we are doing
- Provide the public with clear information on any measures which they can take, to raise awareness and educate the public in the prevention and control of healthcare associated infections
- Provide structured and pro-active education and training to ensure all our staff are competent in delivering infection prevention and control practices within the remit of their role
- Provide entrance matting to remove soil from shoes and reduce the dirt from entering the building especially in winter months
- Design any new facilities with ease of cleaning in mind

WE ASK PATIENTS, VISITORS AND THE PUBLIC TO:

- Follow good hygiene practices which are displayed in and around the Practice
- Tell us if you require any further information about cleanliness or prevention of infection
- Work with us to monitor and improve standards of cleanliness and prevention of infection
- Do not smoke or drop debris around the entrance doors to reduce likelihood of soil entering the building
- Inform us if you or a member of your family spill drinks or where vomiting occurs to enable us to contain the spill and rectify the situation as promptly as possible for the comfort of the patient, visitors and staff
- Inform us if you see any breaches in the standards of hygiene

If you wish to comment about the cleanliness of this facility, contact the named person on the number below:

Name: [Robert Massey-Ellis](#)

Tel No: [via Reception Team](#)

CONTAMINATION OR ISOLATION CLEANING

When cleaning and disinfecting an area following contamination or isolation, to reduce the risk of transmission of infection, materials and equipment used should be the correct colour for that area, as per National Cleaning Colour Coding Scheme, and all cleaning cloths and mop heads be disposed after use

Name / Signature



Practice Manager

[Robert Massey-Ellis](#)



General Practice

Category: FR6 Administration/Office areas

CLEANING TASK	CLEANING FREQUENCY	RESPONSIBILITY
Chairs	1 x full clean monthly	Healthcare Cleaning Professional (HCP)
Electrical items in multi-use areas	1 x full touch points clean monthly	Clinical, Reception or Admin Team
Switches, pulls, sockets, data points, trunking	1 x check clean weekly, 1 x full clean monthly	HCP
Doors, including ventilation grilles	1 x full clean monthly	HCP
Windows	1 x full clean 6 monthly	External contractor
Internal glazing	1 x check clean bi-monthly	HCP
Radiators, including cover	1 x full external clean quarterly. Inside cover full clean as local protocol	HCP
Curtains and blinds	Change/clean whenever visibly soiled and as local protocol, 2 yearly minimum	HCP
Low surfaces	1 x full clean 6 monthly	HCP
Middle surfaces	1 x full clean bi-monthly	HCP
High surfaces	1 x full clean monthly	HCP
Ventilation grilles, extracts and inlets	1 x check clean daily, 1 x full clean every 6 months, internal clean as local protocol	HCP
Walls (accessible up to 2m)	1 x check clean 6 monthly, 1 x full clean annually	HCP
Lighting, including wall, couch, examination -both fixed and portable (excludes ceiling lights)	1 x full clean monthly	HCP
Toilets, urinals, toilet brushes, sinks and taps	1 x full clean daily	HCP
Mirrors	1 x full clean daily in sanitary areas, 1 x weekly clean in other areas	HCP
Dispenser cleaning	1 x full clean daily external (internal clean on replenishment, minimum of weekly)	HCP
Replenishment of consumables	1 x check and replenish daily	HCP
Waste receptacles	1 x check clean daily 1 x full clean monthly	HCP
Floors hard	1 x full clean fortnightly	HCP
Floors soft	1 x full clean monthly	HCP
Cleaning Equipment		
All cleaning equipment, including trolley	1 x full clean after each use	HCP

National Cleaning Colour Coding Scheme National Patient Safety Agency

All cleaning items, including cloths, mops, buckets, aprons and gloves should be colour coded as follows:

Red Sanitary areas including sinks in sanitary areas	Blue General areas, e.g. waiting rooms and consulting rooms (including sinks in general areas)	Green Kitchens	Yellow Treatment and minor operation rooms
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