

Domestic and Housekeeping Quality Improvement Programme

Project aim

Delivery of the National Cleaning Standards first time every time efficiently and effectively and to deliver a robust housekeeping service at ward level that meets food and hygiene standards

Measures for success include:

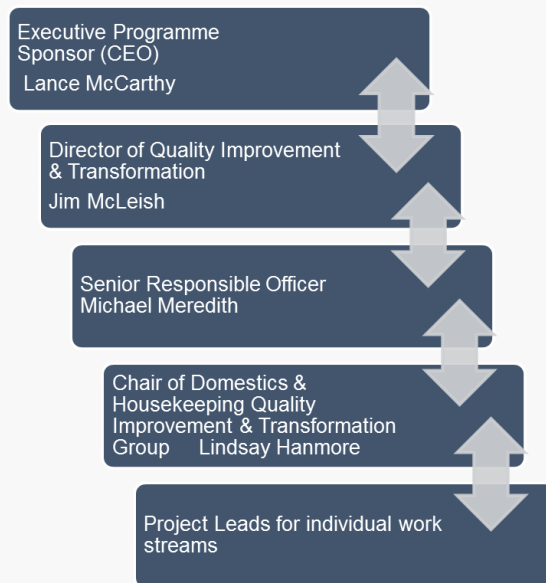
Patients – cleanliness audit results, transmission rates of MRSA, patient and visitor feedback results

People - training and appraisal rates, sickness levels, turnover, facilities family and friends results

Performance – reduction in number of unnecessary exit barrier cleans, reduction in blocked “bed” time, improved facilities response rates , number of cleanliness audits undertaken

Places – cleaning specification compliance and food hygiene standards met – PLACE audits

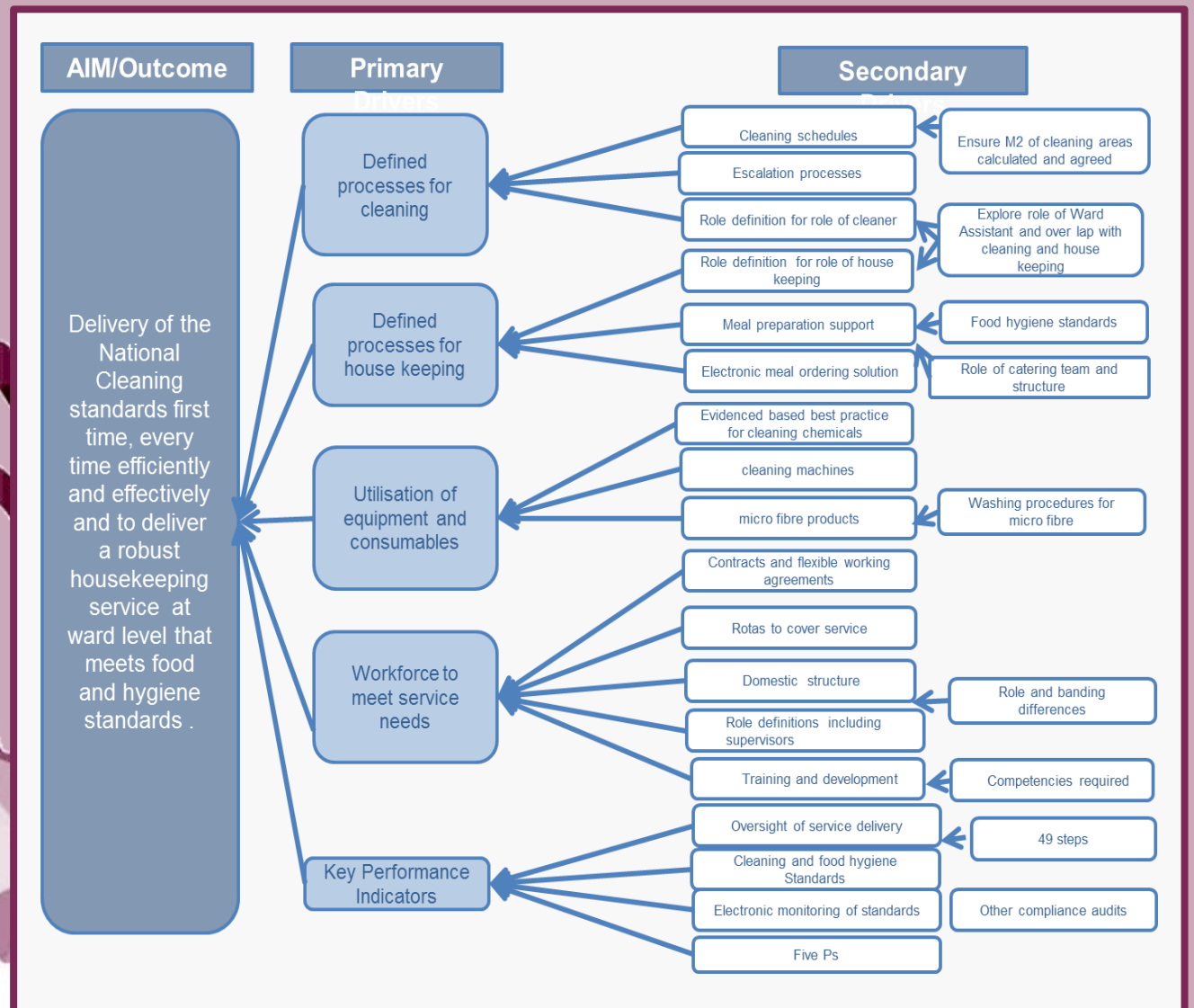
Pounds – reduction in temporary staffing usage, reduction in food wastage



Timeline for delivery

From: August 2019

To: September 2020



Cleaning Processes

Project aim

Delivery of the National Cleaning Standards first time every time efficiently and effectively

Timeline for delivery

From: August 2019 To : September 2020

Project Lead

Laura Bell – Domestic Supervisor

Measures for success include:

Patients – cleanliness audit results, transmission rates of MRSA, patient and visitor feedback results.

People - training and appraisal rates, sickness levels, turnover, facilities family and friends results

Performance – reduction in number of unnecessary exit barrier cleans, facilities response rates , number of cleanliness audits undertaken

Places – cleaning specification compliance, trust decontamination programme

Pounds – reduction in temporary staffing usage



Ideas for Change

- **Domestics joining team huddles** - aim to ensure domestics aware of all barrier cleans, expected moves and to feel part of the team.
- **Resource for all cleaning processes** - aim for all staff to have access and knowledge of consistent processes for cleaning
- **Single processes for escalation for barrier clean**
- **Communication strategy** – to raise awareness of importance of cleaning and role of the domestic
- **Cleaning schedules review** – to meet needs of service with evidence of compliance
- **Electronic solutions** – to capture cleanliness audits and monitor compliance with cleaning schedules



House Keeping Processes

Project aim

Delivery of robust house keeping service at ward level that meets food and hygiene standards.

Timeline for delivery

From: August 2019 To: September 2020

Measures for success include:

Patients – patient feedback on meal and beverage service

People – training and appraisal rates, sickness levels, turnover, facilities family and friends results

Performance – compliance with timely delivery of food and beverage service

Places – compliance with food and hygiene standards

Pounds – reduction in use of temporary staff, reduction in food wastage



Project Lead – Sheila Connolly – Head of Facilities

Change Ideas

- **Electronic food ordering solutions**
- **Role definition and training requirements**
- **Standardisation of processes**
- **Catering team – meal preparation support**



Domestic Equipment & Consumables

Project aim

To ensure the equipment and consumables required to meet service needs are available and accessible

Timeline for delivery

From: August 2019 To: September 2020

Measures for success include:

Patients – patient feedback on cleanliness,

People – training and appraisal rates, sickness levels, turnover rate, facilities family and friends results

Performance – compliance with decontamination programme, reduction in time beds unavailable

Places – compliance with cleaning standards

Pounds – reduction in temporary staffing usage



Project Leads

Diane Clarke & Lyn Patnell – Facilities Management Team

Ideas for Change

- Evidenced based best practice cleaning chemicals
- Introduction of microfibre products throughout
- Pilot of cleaning equipment to inform business case for investment
- Standardisation of equipment across site



Domestic workforce

Project aim

To ensure appropriately skilled workforce available to meet service delivery needs

Timeline for delivery

From: August 2019 To: September 2020

Measures for success include:

Patients – patient feedback on cleanliness and food services

People – training and appraisal rates, sickness levels, turnover rate, facilities family and friends results

Performance – compliance with cleaning and food standards

Places – compliance with cleaning standards

Pounds – reduction in temporary staffing usage



Project Lead

Mandy Prince (Domestic Supervisor)
Ellie Manlove (Human Resources Manager)

Ideas for Change

- Training and competency requirements
- Role definitions and structure review
- Observations of practice and benchmarking to identify required hours of work

