

Domestic and housekeeping

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.

Timeline for delivery

From: December 2019

To: October 2021

Measures

Patients - Cleanliness audits, patient and visitor feedback,

People - staff retention, sickness levels Staff FFT

Performance – turnover in barrier cleans, reduction in delays to bed turnover

Places – cleaning compliance, food hygiene standards, PLACE audits

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

Tests for change

- Benchmarking, observations of practice
- Standardisation of equipment and processes
- Training and competency assessment
- Staff consultations and feedback
- Role definitions



Project team

- **Sheila Connolly** – Strategic Head of Property Services & Facilities
- **Lyn Patnell** – Head of Domestic and Housekeeping supervisor
- **Laura Bell** – Domestic Supervisor

Results

Domestics – We now have amended working patterns in place which cover 11 hours per day seven days a week on each in patient ward with 24 hour cover in ED

Housekeepers – Introduction and implementation of new housekeeper role to all in patient areas and ED

Modern Equipment - we have purchased new modern cleaning equipment which is in place and training has been provided.

Electronic Solutions – we have purchased electronic solutions, which is already being used to undertake cleanliness audits and to request portering services.

Learning and next steps

Housekeepers - Embed the housekeeper role through a recruitment and retention plan. We will be updating training and competency requirements.

Modern equipment - A location to be confirmed for a new equipment storage facility and new laundry area.

Electronic solutions - Roll out an electronic solution to food ordering.

