# General Practice

**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.

**Our Commitment to Cleanliness**

**Category: FR6**

**Administration/Office areas**

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

## WE WILL:

**National Cleaning Colour Coding Scheme**

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**

Isolation/Treatment and minor operation rooms

* 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

**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**

## 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:

Tel No: