

Policy applies to:

All Mercy Staff

Related Standards:

- Cleaning Standards for Victorian Health Facilities, 2011
- NZS 8143.2021 Ngā paerewa Health and Disability services standard

Cultural Consideration:

Protocols around cleaning services will be as directed through our Tikaka best practice guidelines.

Rationale:

Cleanliness of the healthcare environment is one of the key ways to prevent patients, visitors and staff acquiring a healthcare associated infection. A clean healthcare environment is essential to the safety, dignity and comfort of patients.

Mercy is committed to a patient-focused environmental cleaning service standard that promotes best practice in cleaning methodologies.

Definitions:**Elements**

These refer to the items such as surface, article or fixture to be cleaned.

Functional area

The area in which cleaning occurs. Functional areas are grouped under four risk categories: very high risk (1), high risk (2), moderate risk (3) and low risk (4). The four risk categories reflect the level of frequency and intensity of cleaning.

Environmental Cleaning

The removal of all dirt and soiling to ensure the entire area is hygienically cleaned at all times.

Cross Contamination

The term used to describe the transfer of bacteria from one source to another

Service Standard

Declarations that dictate the expected outcome of a particular kind of procedure or task.

Methodology

The methods and principles used for doing a particular kind of procedure/task.

Objectives:

- To minimise hospital-based infections and cross contamination
- To provide staff with the education required to ensure staff competence in cleaning requirements
- To identify service area functional risk levels and the required cleaning standards
- To ensure the required cleaning and overall presentation standards are met in service areas
- To ensure standardisation of cleaning throughout Mercy Hospital.

Implementation:

- Development and maintenance of a quality cycle, refer Appendix 1
- Identify service area functional risk levels and develop cleaning guidelines and standards according to Risk Categories as per table below:

Risk Categories	Areas
Very high-risk Category 1: required standard of cleanliness critically important	ICU CSSD Theatres Isolation rooms MCC - Manaaki Theatre Manaaki Cath Lab PACU
High risk Category 2: Required standard of cleanliness-highly important	McAuley ward Callaghan Ward Coolock DSU Suite 22 Manaaki Kitchen Laundry Marinoto Clinics Mercy Care East Physio Clinic
Moderate risk Category 3: Required standard of cleanliness-very important	Waiting areas Public Areas Cafeteria Plantroom Manaaki Medical Stores Record Storage /Archives Administration Areas
Low risk Category 4: Required standard of cleanliness-important	Plant Room/workshop External Surrounds

- Use of cleaning methodologies, refer Appendix 2
- Development and maintenance of service standards, refer Appendix 3
- Completion of Mandatory Annual Environmental Training for House Keeping Staff

- House Keeping Orientation programmes

Evaluation:

- Audits
- Incident forms
- Staff feedback
- Patient Feedback - Cemplicity

ASSOCIATED DOCUMENTS:

External –

- Australian Guidelines for the prevention and control of infection in healthcare, 2019
- NHS Healthcare Cleaning Manual, 2014
- CDC Guidelines for Environmental Infection Control in Healthcare Facilities, 2003 – update 2019

Internal –

- Isolation policy
- MDRO policy
- Standard Precautions policy
- Waste Management policy
- TSA's Work Manual
- Housekeeping Work Manual
- Housekeeping Work Guides
- Service Area Environmental Cleaning Audit tool

Appendices:

- Appendix 1 Environment Cleaning Quality Cycle
- Appendix 2 Cleaning Methodologies
- Appendix 3 Cleaning Service Standards
- Appendix 4 Colour Coding