

# Our Commitment To Cleanliness



## Cleaning Summary

Keeping the NHS clean and preventing infection is everybody's responsibility from the Chief Executive 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 organisation.

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

### WE WILL:

- Treat patients in a clean and safe environment and minimise exposure to healthcare associated infections
- Provide a well maintained, clean and safe environment, using the most appropriate and up to date cleaning methods and frequencies
- 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, that are underpinned by strong, clear leadership that encourages a culture where cleanliness matters
- Have clinical leads who will establish and promote a cleanliness culture across their organisation
- Constantly review cleanliness and improve performance
- 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 assist in the prevention and control of healthcare associated infections
- Provide the public with clear and precise information relating to the potential risk of contracting a healthcare associated infection. This will include highlighting other helpful information sources so that patients and public can access up to date local data
- 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
- 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 organisation
- 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

OCS Contract Director

Name / Signature



CCS Chief Executive Officer

Matthew Winn  
Signature



### ISOLATION AREAS

All areas identified as Isolation Areas are cleaned using yellow colour coded equipment in accordance with the Trust's Infection, Prevention and Control Policy requirements.

If you require further information regarding the cleaning of this area or wish to comment about the cleanliness of this area, please contact the OCS Helpdesk on 0333015030 (select Option 2) or alternatively you can e-mail us at [ocs.trustfacilities@ocs.com](mailto:ocs.trustfacilities@ocs.com)

If you require further information, please email [ccs.estatescompliance@nhs.net](mailto:ccs.estatescompliance@nhs.net) or alternatively [CCS-TR.IPACTEAM@nhs.net](mailto:CCS-TR.IPACTEAM@nhs.net)