

Professional Advice, Guidance and Support

NHS Scotland National Cleaning Compliance Report Domestic and Estates Cleaning Services Performance 2020/2021

Quarter 3: October 2020 – December 2020



January 2021

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1. Introduction

- 1.1 Cleaning functions in NHSScotland are carried out as part of the duties of a number of healthcare professionals; this includes Nurses, Domestics, Estates Officers, and Ambulance staff to name a few. Specific responsibilities for cleaning duties vary by Health Board and sometimes within each Health Board.

This report covers the cleaning functions carried out by Domestic staff and Estates staff.

As one part of their duties Domestic staff clean parts of the ward environment like the floors, toilets, sinks, etc. They also clean other areas of the healthcare facility such as corridors, offices, foyer, etc. They generally do not clean near patient equipment e.g. the patient bed tray, the upper half of the patient bed or drip stands, etc.

In the context of this report, 'Estates' reporting refers to issues with the fabric of the building which impede effective cleaning activity. This report does not present information on the whole of the Estates function e.g. water systems, heating, ventilation etc. across all healthcare facilities.

This report presents data on compliance with the requirements set out in the NHSScotland National Cleaning Services Specification (NCSS). The NCSS set out the requirements for the minimum frequency and methods of cleaning carried out by Domestic staff. It sets out the same requirements for Estates staff when cleaning the Estates fabric.




The report includes data on the 18 Scottish NHS Boards that offer inpatient services or deal directly with patients, as follows:

- the 14 NHSScotland Territorial Boards;
- 4 Special Health Boards - Golden Jubilee National Hospital, The State Hospitals Board for Scotland, Scottish Ambulance Service and the Scottish Blood Transfusion Service (part of NHS National Services Scotland).

All healthcare facilities and component parts e.g. wards, treatment rooms, corridors, etc. are expected to be at least 90% compliant with the requirements set out in the NCSS. Boards, zones or major sites (A1 and A2 hospitals) which receive an Amber or Red compliance rating must develop an action plan to address the issues identified through the monitoring process.

This will be submitted to Health Facilities Scotland, and a summary of the action plan will be included in this report.

The report indicates the status of each NHS Board using a traffic light system as below:

	Colour	Description
	Green	compliance level 90% and above - Compliant
	Amber	compliance level between 70% and 90% - Partially compliant
	Red	compliance level below 70% - Non-compliant

2. Background

- 2.1 Healthcare Associated Infection (HAI) is a priority issue for NHSScotland, in terms of the safety and well-being of patients, staff and the public.

The HAI Task Force was established in 2003 to take forward the Ministerial HAI Action Plan 'Preventing Infections Acquired While Receiving Healthcare' (October 2002). Cleaning services are an essential part of the multidisciplinary approach to tackling HAI. For prevention and control of infection to work effectively, critical activities such as cleaning and hand hygiene have to be embedded into everyday practice.

As part of its work programme, the HAI Task Force developed the 'NHSScotland Code of Practice for the Local Management of Hygiene and HAI' and the 'NHSScotland National Cleaning Services Specification'. These documents include guidance on cleanliness and hygiene, effectively setting minimum standards for the healthcare environment. They were issued to NHS Boards in May 2004.

The HAI Task Force commissioned Health Facilities Scotland (HFS) to develop a monitoring framework for the NHSScotland National Cleaning Services Specification. This was developed in consultation with a range of stakeholders within NHSScotland and was implemented in April 2006. The first Quarterly report was published in August 2006 and covered cleaning provided by Domestic services in NHS facilities.

Estates Monitoring

- 2.2 In 2009 the HAI Task Force asked HFS to look at extending the scope of the cleaning monitoring tool to cover Estates services as well as Domestic services.

HFS took forward this work in partnership with NHSScotland Boards and built the Estates monitoring system as an extension to the existing Domestic monitoring system.

In the context of this report, 'Estates' reporting refers to issues with the fabric of the building which impede effective cleaning activity. This report does not present information on the whole of the Estates function e.g. water systems, heating, ventilation, etc. across all healthcare facilities.

Monitoring and Improvement

- 2.3 Monitoring, in this context, is defined as the ongoing assessment of the outcome of cleaning and Estates maintenance processes to assess the extent to which corrective procedures are being carried out correctly, to identify any remedial action which is required and to provide an audit trail.

An essential component of any monitoring framework is the fundamental principle of continuous improvement. Therefore, the monitoring framework not only provides a reporting mechanism, but a rectification process that can be used locally to identify, prioritise and address issues of non-compliance.

Further information on the monitoring framework is available from www.hfs.scot.nhs.uk. The methodology behind the monitoring process is described in [Appendix 1](#).

Facilities Monitoring Tool

- 2.4 From April 2012 a new Facilities Management Tool (FMT) became operational across Scotland. The new tool has moved data collection from a paper and spreadsheet based data collection to a system that uses handheld devices and web based data transfer. This report is produced using data from the new system.

Facilities Support Team

- 2.5 The Facilities Support Team within Health Facilities Services is available to boards as an additional support mechanism, to provide day-to-day support to FMT system users, and training and guidance where needed. In addition to this activity, the support team can provide site or board specific support if areas are experiencing issues meeting the compliance levels described in this report, or are seeking to improve the general quality and consistency of audit practice.

Quarter 3 2020/21 – Audit activity in response to Covid-19

- 2.6 During the period October 2020 to December 2020, NHS Boards have continued their full monitoring activity along with having to deal with additional pressures on Domestic Services Teams, as a result of the Covid-19 pandemic.

Although some monitoring activity was reduced or suspended during Quarter 2, all sites have now been able to continue with their auditing as per the FMT audit schedule.

Following the temporary suspension of monitoring for Q1 and Q2 the Scottish Ambulance Service (SAS) remobilised their auditing for the Q3 period. The majority of sites were able to audit, however, there were some issues that restricted delivering this service such as physical distancing measures and cases or clusters of COVID-19 cases among staff at Ambulance stations, travel restrictions to Islands, remote locations etc. This resulted in some sites not being audited during the Quarter and re-audits unable to be completed within the allocated time frame. SAS will continue monitoring throughout Q4 but it is anticipated that there will continue to be exceptions in completing a full audit schedule due to the restrictions mentioned above.

NHS Scotland Cleaning Compliance Quarter 3 2020-21 - Domestic and Estates Services

Non Territorial Boards	Health Board & Zones	Domestic Result	Estates Result
	NHS Scottish Ambulance Service	95.9	92.9
	East Central Region	94.7	93.6
	North Region	96.8	92.1
	South East Region	97.0	92.7
	West Region North	95.8	93.9
	West Region South	95.3	92.3
	NHS State Hospital	95.8	99.5
	NHS Golden Jubilee	98.5	99.3
	NHS NSS – SNBTS	96.5	98.9

Health Board & Zones	Domestic Result	Estates Result
NHS Shetland	98.1	100.0

Health Board & Zones	Domestic Result	Estates Result
NHS Highland	96.4	97.6
A&B CHP	97.1	98.6
New Craigs	98.5	98.8
North and West Highland	96.3	95.8
Raigmore	95.0	98.2
South & Mid Highland	97.6	98.4

Health Board & Zones	Domestic Result	Estates Result
NHS Orkney	96.0	99.8

Health Board & Zones	Domestic Result	Estates Result
NHS W.Isles	97.1	99.6

Health Board & Zones	Domestic Result	Estates Result
NHS Grampian	93.3	95.0
Aberdeen Maternity Hospital, RACH & Outlying Areas	93.4	94.7
Aberdeen Royal Infirmary	92.3	95.4
Aberdeenshire North & Moray Community	97.0	93.8
Aberdeenshire South & Aberdeen City	92.7	97.0
Dr Grays Hospital	94.2	93.4
Royal Cornhill Hospital	93.3	93.2
Foresterhill Campus	94.1	97.9
Woodend Hospital	92.6	95.5

Health Board & Zones	Domestic Result	Estates Result
NHS Forth Valley	95.5	94.1
Bells'dyke	97.6	85.6
Bo'ness	94.0	90.1
CCHC	94.2	95.1

Health Board & Zones	Domestic Result	Estates Result
NHS Tayside	95.3	99.2
Brechin-Montrose-Links	98.1	95.8
Kings Cross Community	97.8	97.9
Kingsway Care Centre	94.7	98.2

Falkirk Community Hospital	95.5	87.2
FV North Sector	95.9	90.2
FV South Sector	94.6	90.6
FVRH	96.3	96.4
SCH	92.3	96.3

Ninewells Hospital	94.3	99.2
Perth Royal Infirmary	96.4	99.9
Perthshire Community Hospitals & H.C	97.7	100.0
Royal Victoria Hospital	95.4	99.9
Stracathro	97.4	98.8
Strathmartine-Dudhope	92.1	100.0
Whitehills-Arbroath-Kirriemuir-Carnoustie	96.8	98.3

Health Board & Zones	Domestic Result	Estates Result
NHS GGC	95.6	96.2
Admin Bases	97.2	100.0
Hospitals	95.6	95.9
East Dunbartonshire HSCP	97.7	98.9
East Renfrewshire HSCP	98.2	100.0
Glasgow City HSCP - North East Sector	96.3	99.8
Glasgow City HSCP - North West Sector	95.3	99.6
Glasgow City HSCP - South Sector	97.0	99.5
Inverlyde HSCP	94.1	89.8
Renfrewshire HSCP	95.6	98.9
West Dunbartonshire HSCP - Glasgow	95.9	100.0
West Dunbartonshire HSCP - Lomond	96.0	97.6

Health Board & Zones	Domestic Result	Estates Result
NHS Fife	95.8	96.0
Central Fife	96.4	93.9
Lynebank Hospital	97.3	94.8
North East Fife	94.9	97.9
Queen Margaret Hospital	96.7	96.7
Stratheden	93.9	95.1
Victoria Hospital	95.4	96.1

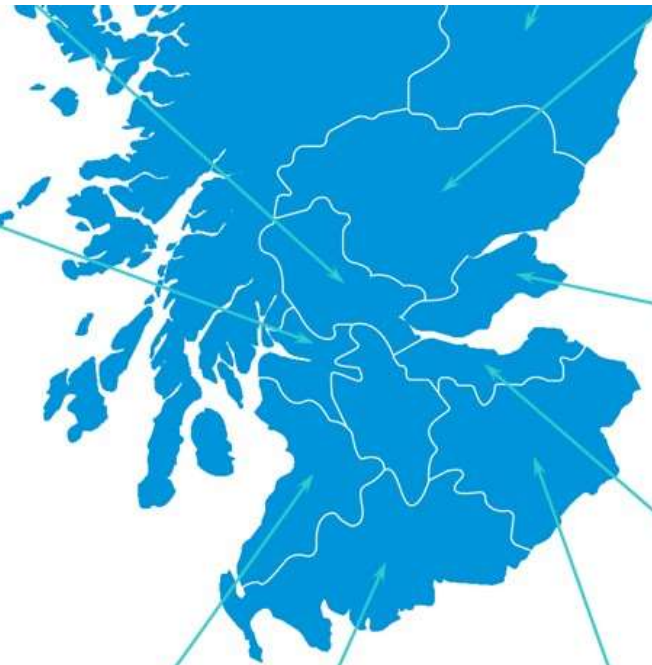
Health Board & Zones	Domestic Result	Estates Result
NHS Lanarkshire	96.0	97.0
Hairmyres	95.3	99.5
Monklands	95.9	93.4
North	98.1	98.4
South	98.6	98.3
Wishaw	96.4	98.4

Health Board & Zones	Domestic Result	Estates Result
NHS Lothian	96.0	96.9
East & Mid Lothian	96.3	95.4
Edinburgh Acute	95.8	96.3
Edinburgh Community	95.8	98.6
Edinburgh Royal Infirmary	96.0	96.9
External Contractors Sites	92.7	98.4
West Lothian	96.9	96.5

Health Board & Zones	Domestic Result	Estates Result
NHS Ayr and Arran	95.6	97.0
East	96.1	96.6
North	95.8	98.7
South	94.9	96.7

Health Board & Zones	Domestic Result	Estates Result
NHS Dumfries and Galloway	96.3	99.3
CRH	96.3	100.0
DGRI	96.1	99.3
PCCD East	95.2	99.6
PCCD West	97.0	99.1

Health Board & Zones	Domestic Result	Estates Result
NHS Borders	96.1	98.5
Borders General Hospital	95.7	98.6
Community	97.1	97.8
Mental Health	96.7	98.7



Compliance Key	less than 70%	between 70% - 90%	90% or higher
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3. Domestic Services – Key Findings for 3rd Quarter

Key Findings – Pan Scotland

- 3.1 Scotland's overall total score in Quarter 3 for 2020/21 was Green at 95.7%, which is a slight increase from the previous Quarter's score of 95.6%.

Health Board Level Data

- all NHS Boards have achieved an overall Green compliance rating;
- all A1 and A2 sites have achieved an overall Green compliance for Domestic services.

Zone Level Data

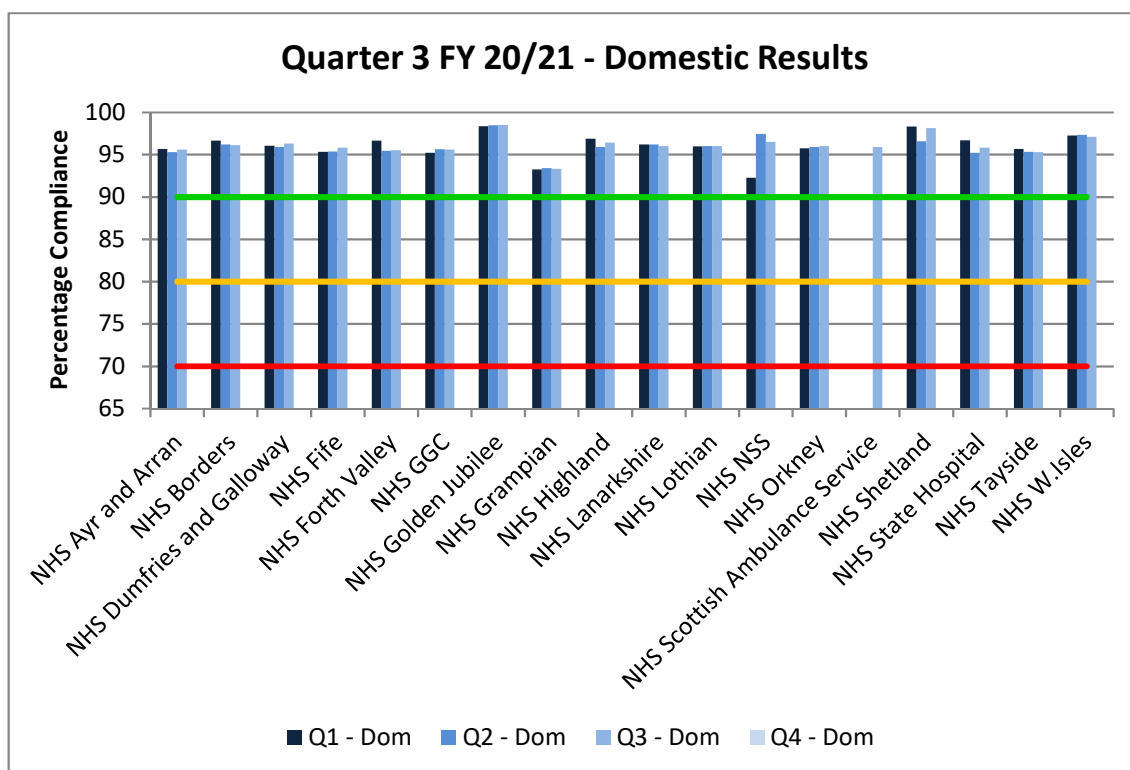
- 3.2 In each NHS Board there are a number of zones reflecting how domestic cleaning is managed and reported locally across the NHS Board. In larger NHS Boards there are a number of zones, in smaller NHS Boards there may only be one zone, which covers the whole of the NHS Board.

All zones across Scotland have achieved an overall Green compliance rating for Domestic Services.

NHS Board and zone level cleaning audit data is presented graphically on pages 5 and 6.

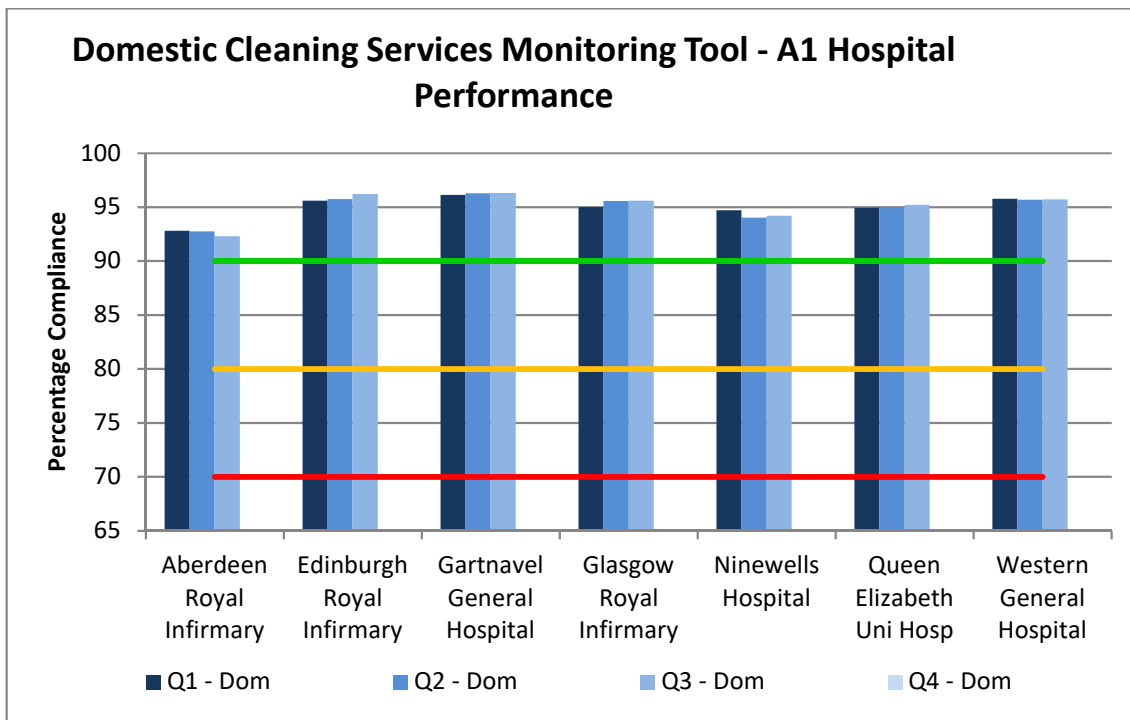
4. Domestic Services - Graphs

4.1 Domestic Cleaning Services Monitoring Tool – NHS Boards' Performance

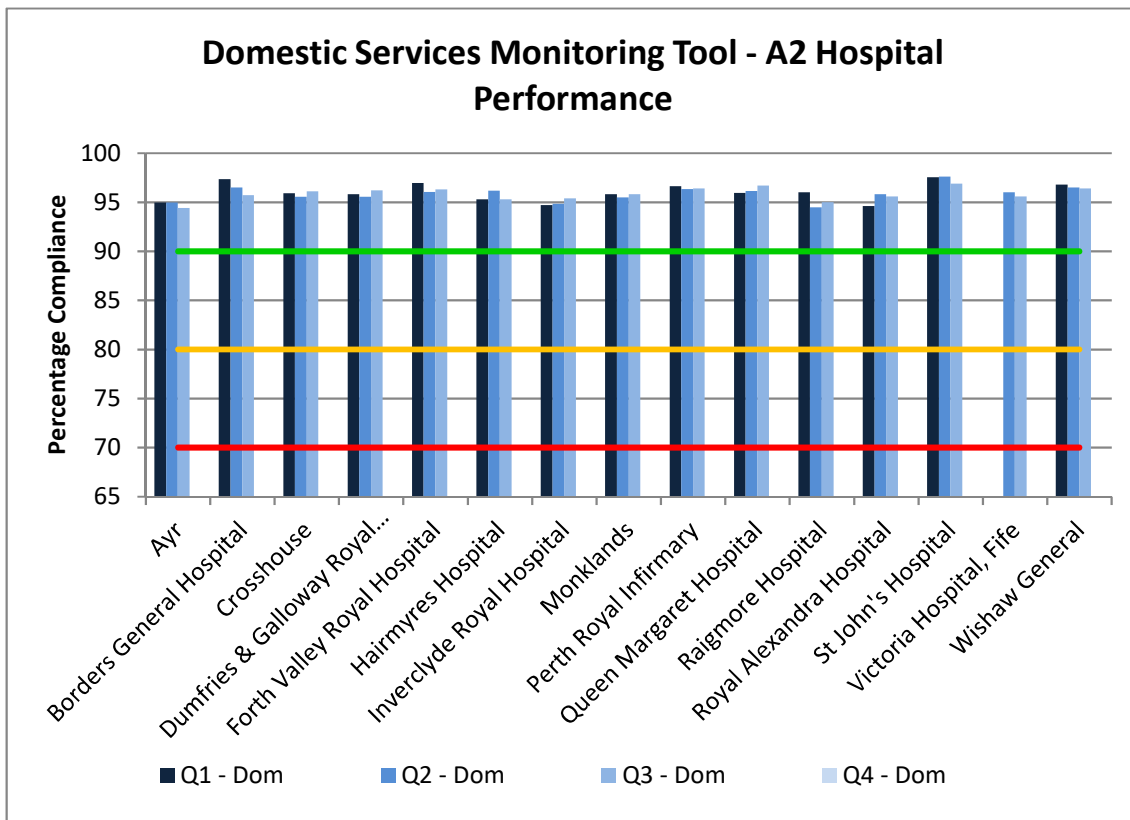


Health Board	1 st Quarter Apr - June 2020/21	2 nd Quarter July - Sept 2020/21	3 rd Quarter Oct - Dec 2020/21	4 th Quarter Jan - March 2020/21
NHSSCOTLAND	95.8	95.6	95.7	
NHS Ayrshire and Arran	95.7	95.3	95.6	
NHS Borders	96.7	96.2	96.1	
NHS Dumfries and Galloway	96.0	95.9	96.3	
NHS Fife	95.3	95.4	95.8	
NHS Forth Valley	96.6	95.4	95.5	
NHS Greater Glasgow and Clyde	95.2	95.6	95.6	
NHS Golden Jubilee	98.4	98.5	98.5	
NHS Grampian	93.2	93.4	93.3	
NHS Highland	96.9	95.9	96.4	
NHS Lanarkshire	96.2	96.2	96.0	
NHS Lothian	96.0	96.0	96.0	
NHS NSS SNBTS	92.2	97.4	96.5	
NHS Orkney	95.7	95.9	96.0	
NHS Scottish Ambulance Service			95.9	
NHS Shetland	98.3	96.6	98.1	
NHS State Hospital	96.7	95.2	95.8	
NHS Tayside	95.7	95.3	95.3	
NHS Western Isles	97.3	97.3	97.1	

4.2 Domestic Cleaning Services Monitoring Tool – A1 Hospital Performance



4.3 Domestic Cleaning Services Monitoring Tool – A2 Hospital Performance



4.4 Domestic Cleaning Services Monitoring Tool – A1 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2020/21	2 nd Quarter July - Sept 2020/21	3 rd Quarter Oct - Dec 2020/21	4 th Quarter Jan - March 2020/21
A1	Aberdeen Royal Infirmary	92.8	92.8	92.3	
	Edinburgh Royal Infirmary	95.6	95.7	96.2	
	Gartnavel General Hospital	96.1	96.3	96.3	
	Glasgow Royal Infirmary	95.0	95.5	95.6	
	Ninewells Hospital	94.7	94.0	94.2	
	Queen Elizabeth Uni Hosp	94.9	94.9	95.2	
	Western General Hospital	95.8	95.7	95.7	

4.5 Domestic Cleaning Services Monitoring Tool – A2 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2020/21	2 nd Quarter July - Sept 2020/21	3 rd Quarter Oct - Dec 2020/21	4 th Quarter Jan - March 2020/21
A2	Ayr Hospital	94.9	95.0	94.4	
	Borders General Hospital	97.3	96.5	95.7	
	Crosshouse Hospital	95.9	95.5	96.1	
	Dumfries & Galloway Royal Infirmary	95.8	95.6	96.2	
	Forth Valley Royal Hospital	97.0	96.1	96.3	
	Hairmyres Hospital	95.3	96.2	95.3	
	Inverclyde Royal Hospital	94.7	94.8	95.4	
	Monklands Hospital	95.8	95.5	95.8	
	Perth Royal Infirmary	96.6	96.3	96.4	
	Queen Margaret Hospital	95.9	96.1	96.7	
	Raigmore Hospital	96.0	94.5	95.0	
	Royal Alexandra Hospital	94.6	95.8	95.6	
	St. John's Hospital	97.6	97.6	96.9	
	Victoria Hospital, Fife		96.0	95.6	
Wishaw General Hospital	96.8	96.5	96.4		

5. Estates Services - Key Findings for 3rd Quarter

Key Findings – Pan Scotland

- 5.1 Scotland's overall total score in Quarter 3 for 2020/221 was Green at 96.8%. This is a slight increase from the 96.6% achieved in the previous Quarter.

Health Board Level Data

- all Health Boards have achieved an overall Green compliance rating;
- all A1 hospitals have achieved a Green compliance rating;
- all A2 hospitals have achieved a Green compliance rating (see below for more details)

Zone Level Data

In each NHS Board there are a number of zones, reflecting how domestic cleaning is managed and reported locally across the NHS Board. In larger NHS Boards there is a number of zones, in smaller NHS Boards there may only be one zone, which covers the whole of the NHS Board.

NHS Board and zone level cleaning audit data is presented graphically on pages 5 and 6.

NHS Forth Valley

- 5.2 NHS Forth Valley have shown an improvement from Q2 for Bo'ness and FV South Sector from an Amber (partially complaint) score to a Green (complaint) score for this Quarter, however, they are still reporting an Amber score for Bells'dyke and Falkirk Community Hospital (FCH) for Q3.

Zone	Quarter 1 2020/21	Quarter 2 2020/21	Quarter 3 2020/21
Bells'dyke	87.1	87.0	85.6
Falkirk Community Hospital	87.3	84.9	87.2
Bo'ness	91.5	89.6	90.1
FV South Sector	No results	87.4	90.6

NHS Forth Valley provided the following explanation:

'There is investment commencing over the next two months for areas of FCH and Bellsdyke which have been held up due to supply issues and other COVID related restrictions and delays, Brexit may also impact this, but we haven't experienced such issues yet. Over the next few reporting Quarters this should demonstrate improvement. As previously reported our Estates team continue to review and resolve the higher risk items, the result of which will not be visible

until the same areas are reported in later Quarters. NHS FV continue to monitor this correctly and report it honestly to show a true reflection of our premises. Some work is being undertaken into the reporting process of Estates issues and the risk level assigned to certain items which should also help improve the scores. Also, for noting it is clear FCH and Bellsdyke are our sites repeatedly in Amber, there is also reviews ongoing of both sites at a higher level on the long-term future of these sites and redevelopment, but this is just for noting and is still some time off a completed model.'

HFS Perspective - NHS Forth Valley

- 5.2.1 NHS Forth Valley has described the investment which has been made for implementing improvements to the physical environment. HFS would expect to see these improvement projects having a positive effect on the environment and ultimately move into compliant scores and an overall improvement in conditions at these sites over the coming Quarters. It is encouraging to see that NHS FV continue to monitor this area and report a true reflection of the environment.

NHS Greater Glasgow & Clyde

- 5.3 NHS GG&C have reported and Amber score of 89.9% for Inverclyde HSCP, which is 0.3% down from Q2.

Zone	Quarter 1 2020/21	Quarter 2 2020/21	Quarter 3 2020/21
Inverclyde HSCP	90.2	90.1	89.8

NHS GG&C provided the following explanation:

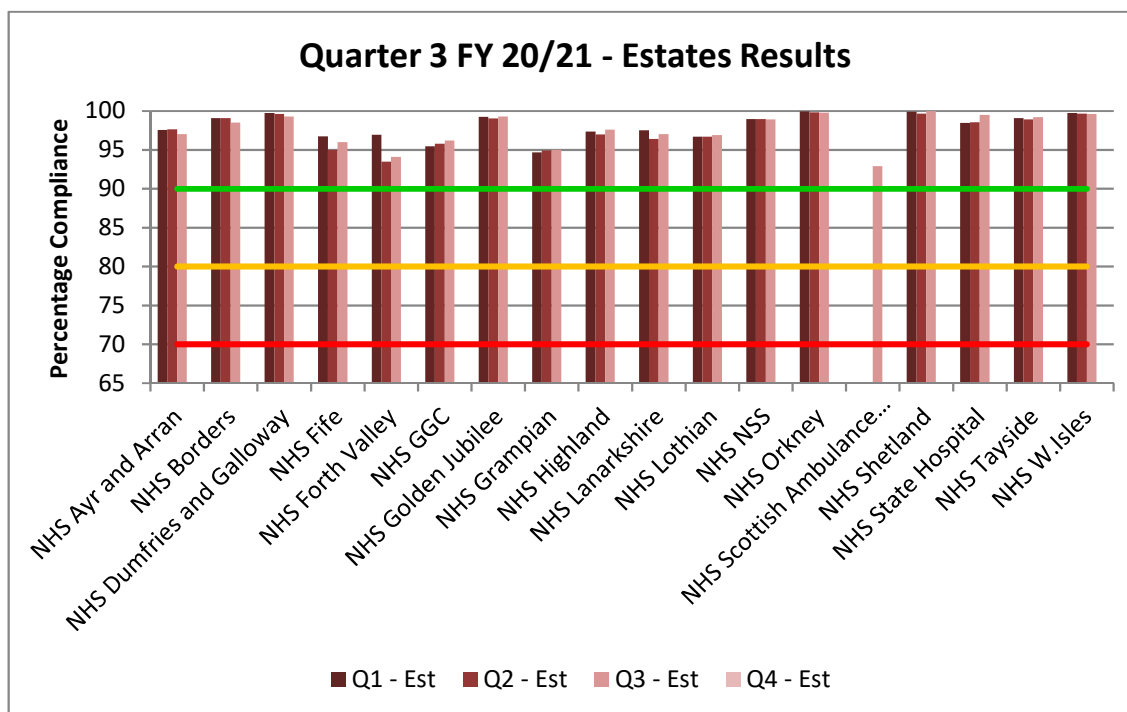
“The Amber scores within the Inverclyde HSCP Zone relate solely to the Greenock Health Centre. The Centre was scheduled for closure Sept 2020, to be replaced by a new build. Due to the COVID 19 pandemic the new building works have been delayed. The site is now scheduled to close March/April 2021. In the majority, the areas of failure relate to paintwork and wall decoration damage. Staff and Contractors have been unable to attend the site to complete the works due to COVID 19 restrictions.”

HFS Perspective - Greater Glasgow & Clyde

- 5.3.1 NHS GG&C have reported an Amber which relates solely to the Greenock Health Centre. As this Health Centre is scheduled for closure, at the end of the next Quarter, there is an assumption that an Amber score will be reported in Q4, and then no reporting will take place for Q1 21/22 due to the scheduled closure of the site.

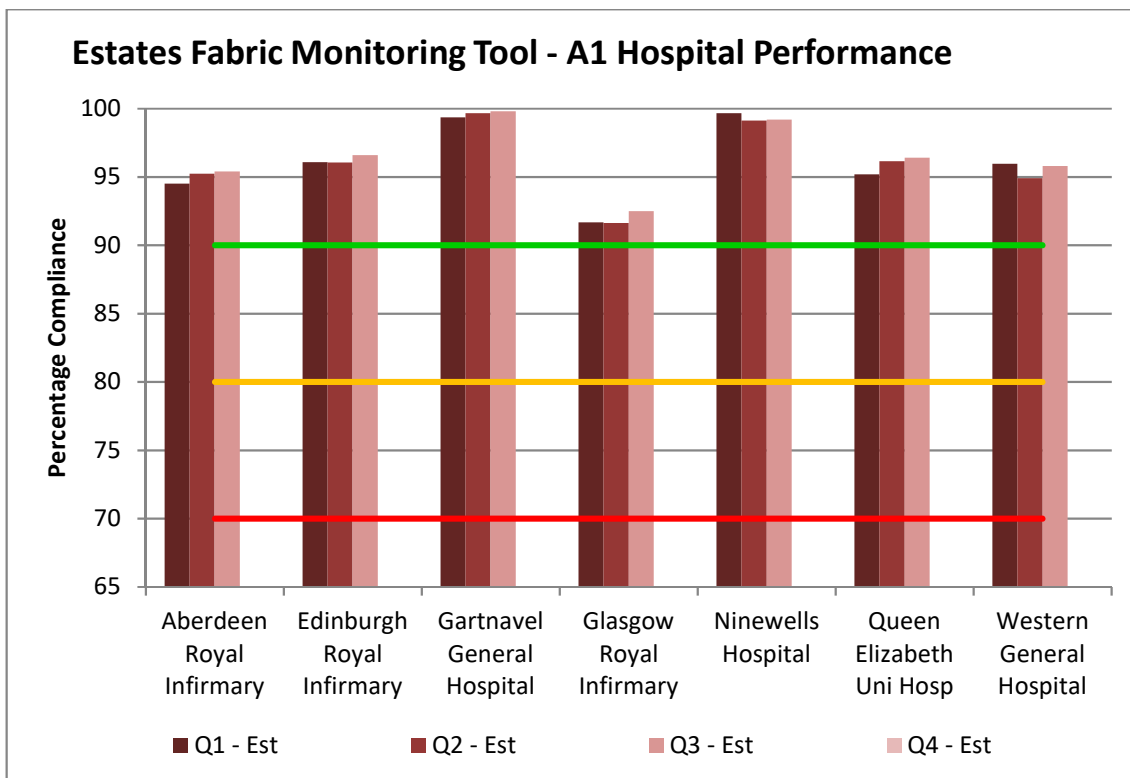
6. Estates Services - Graphs

6.1 Estates Fabric Monitoring Tool – NHS Boards' Performance

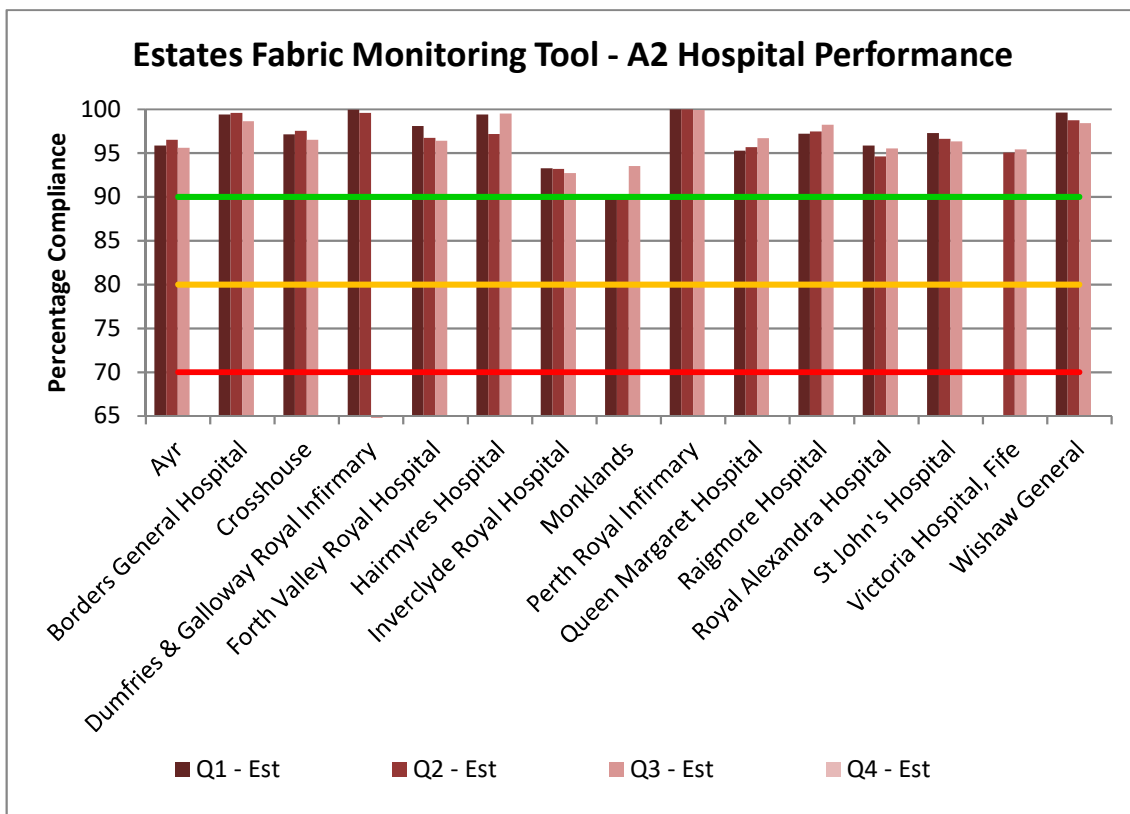


Health Board	1 st Quarter Apr - June 2020/21	2 nd Quarter July - Sept 2020/21	3 rd Quarter Oct - Dec 2020/21	4 th Quarter Jan - March 2020/21
NHSSCOTLAND	97.0	96.6	96.8	
NHS Ayrshire and Arran	97.6	97.7	97.0	
NHS Borders	99.1	99.1	98.5	
NHS Dumfries and Galloway	99.7	99.6	99.3	
NHS Fife	96.7	95.0	96.0	
NHS Forth Valley	96.9	93.5	94.1	
NHS Greater Glasgow and Clyde	95.5	95.8	96.2	
NHS Golden Jubilee	99.3	99.0	99.3	
NHS Grampian	94.7	94.9	95.0	
NHS Highland	97.3	97.0	97.6	
NHS Lanarkshire	97.5	96.4	97.0	
NHS Lothian	96.7	96.7	96.9	
NHS NSS SNBTS	99.0	99.0	98.9	
NHS Orkney	100	99.8	99.8	
NHS Scottish Ambulance Service			92.9	
NHS Shetland	99.9	99.6	100.0	
NHS State Hospital	98.5	98.5	99.5	
NHS Tayside	99.1	98.9	99.2	
NHS Western Isles	99.7	99.7	99.6	

6.2 Estates Fabric Monitoring Tool – A1 Hospital performance



6.3 Estates Fabric Monitoring Tool – A2 Hospital Performance



6.4 Estates Fabric Monitoring Tool – A1 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2020/21	2 nd Quarter July - Sept 2020/21	3 rd Quarter Oct - Dec 2020/21	4 th Quarter Jan - March 2020/21
A1	Aberdeen Royal Infirmary	94.5	95.2	95.4	
	Edinburgh Royal Infirmary	96.1	96.1	96.6	
	Gartnavel General Hospital	99.3	99.7	99.8	
	Glasgow Royal Infirmary	91.7	91.6	92.5	
	Ninewells Hospital	99.7	99.1	99.2	
	Queen Elizabeth Uni Hosp	95.2	96.1	96.4	
	Western General Hospital	96.0	94.9	95.8	

6.5 Estates Fabric Monitoring Tool – A2 Hospital performance

Hospital Type	Site	1 st Quarter Apr - June 2020/21	2 nd Quarter July - Sept 2020/21	3 rd Quarter Oct - Dec 2020/21	4 th Quarter Jan - March 2020/21
A2	Ayr Hospital	95.8	96.5	95.6	
	Borders General Hospital	99.4	99.6	98.6	
	Crosshouse Hospital	97.1	97.5	96.5	
	Dumfries & Galloway Royal Infirmary	99.9	99.6	99.3	
	Forth Valley Royal Hospital	98.1	96.7	96.4	
	Hairmyres Hospital	99.4	97.2	99.5	
	Inverclyde Royal Hospital	93.2	93.2	92.7	
	Monklands Hospital	90.0	90.3	93.5	
	Perth Royal Infirmary	100	100.0	99.9	
	Queen Margaret Hospital	95.3	95.6	96.7	
	Raigmore Hospital	97.2	97.4	98.2	
	Royal Alexandra Hospital	95.9	94.6	95.5	
	St. John's Hospital	97.3	96.6	96.3	
	Victoria Hospital, Fife		95.1	95.4	
	Wishaw General Hospital	99.6	98.7	98.4	

Appendix 1 - Methodology

Over the year, NHS Boards will monitor all facilities. Each Quarterly report covers monitoring of a proportion of the facilities/areas within an NHS Board area.

Compliance is assessed within NHS Boards using a standardised monitoring system, available online or offline on a handheld device.

There are two components to the monitoring:

- Audits carried out on a routine basis by Domestic Services Managers
- Audits carried out by Peer Review teams, incorporating a Public Involvement element

Cleanliness and the state of the Estate fabric are assessed using an observational process and according to the technical requirements set out in the NHSScotland National Cleaning Services Specification. The requirements vary depending on the type of area being assessed and the scores are weighted to reflect risk. For example, an operating theatre receives a higher weighting.

The rooms to be audited within the audit areas are selected at random in accordance with the monitoring framework guidance.

NHS Boards results are available to Health Facilities Scotland via the live online system. This data is used to compile the national Quarterly report and for local NHS Board reporting.