





## Introduction

The National Average Cleaning Time (NACT) system was created as a replacement for the Lothian Tool. Both systems aimed to provide domestic services with information on required cleaning times and resources based on the size of an area and the items that were within the given area. The NACT system has been built on the same IT platform as the Facilities Monitoring Tool (FMT) and can therefore share a large proportion of information on the NHS Scotland estate pertinent to Domestic Services.

The NACT system creates a database of cleaning times based on the elements that are monitored on a frequent basis e.g. Floors, Toilets.

In order to obtain accurate timings for each element a 'time under motion' study was carried out within NHS Dumfries and Galloway. This took place over two days and was attended by Domestic Managers, Infection and Prevention Control, Domestics and a Domestic Supervisor. The SOP's within the NHSScotland National Cleaning Services Specification (NCSS) were used to ensure the process was consistent.

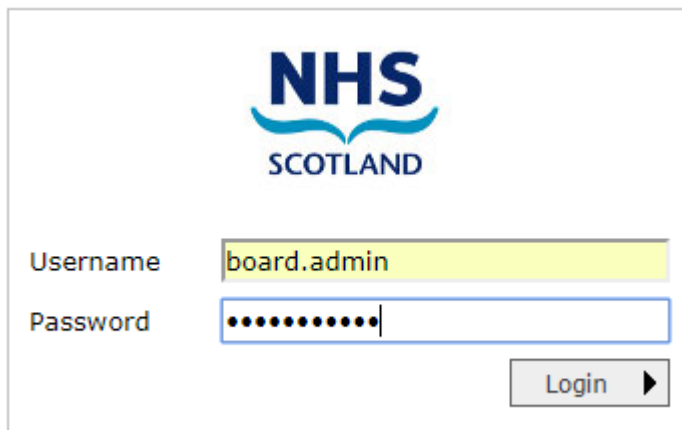
**Note:** this tool is not mandatory; however, it is available for all Boards to use.

**Note:** if you are going to be using the NACT tool, please contact [belinda.oshea@nhs.net](mailto:belinda.oshea@nhs.net) as your Board will need to be enabled to gain access to the report which will be discussed within this guide.

# 1. Logging In

This is done through the same process as logging onto the FMT system.

Type in your username (this should take the format of firstname.surname) and your password. Please note that if you are a new user, with a new account, you must log on to the online system for the first time, before you can use the application. This is because you need to select your own password and save it to the online system.



The screenshot shows the NHS Scotland login interface. At the top center is the NHS Scotland logo. Below it, there are two input fields: 'Username' and 'Password'. The 'Username' field contains the text 'board.admin'. The 'Password' field contains ten black dots. To the right of the password field is a 'Login' button with a right-pointing arrow.

If you have forgotten your password or username, please contact your local board FMT system Administrator for support.

If you are adding a new user, they will need to be set up with the 'Hospital admin' role in order to gain access to the NACT information.

Please be advised that there is no training system available for Boards to access which they could practice on.

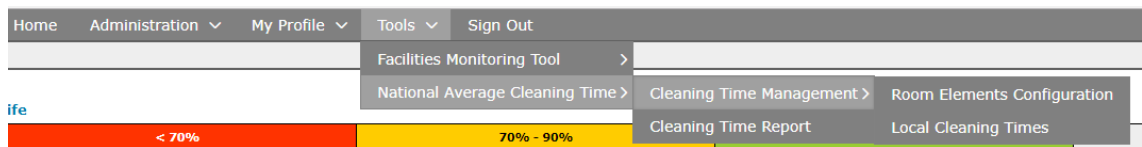
NACT is closely aligned to the FMT system and there is a requirement to ensure that it is used correctly to prevent any issues arising. As with the FMT and FMS systems, a test system is used for functional testing only. This is not available as a training system as it is in constant use as a test environment for all FMT related developments and system deploys.

## 2. Room Elements Configuration

Used for assigning the number of elements each room has in order to calculate the total time required for the room to be cleaned based on data provided in the previous screens. When the screen loads, only your Board zones will be shown.

**Note:** For this guide NHS Fife has been used as the Board example.

To access National Average Cleaning Time (NACT) you need to go to 'Tools' then drop down to 'National Average Cleaning Time' then across to 'Cleaning Time Management' then 'Room Elements Configuration'.



When 'Room Elements Configuration' opens you will only see your specific Board Zones.



Zone
Central Fife
Lynebank Hospital
North East Fife
Queen Margaret Hospital
Stratheden
Victoria Hospital

Click on the zone you want to amend. For this example Central Fife has been used.


A new window will open listing all the Hospitals within the Zone you just opened.



Hospital
Cameron Hospital
Kennoway Health Centre
Kinghorn Health Centre
Kirkcaldy Health Centre
Leven Health Centre
Masterton Health Centre (Burntisland)
Randolph Wemyss Hospital
Whytemans Brae Hospital

Click on the Hospital you want to amend. For this example Cameron Hospital has been used.


A new screen will open listing all the wards within the Hospital.



Ward
Ward 4 - Balcurvie
Ward 1 - Letham
Haig House
Ward 3 - Balgonie
Ward 2 - Balfour
Clinical Skills Dept
Sewing/Linen Room
SGSU - Outpatients Dept
Ward 6 SGSU - Bedded Area
Ward 8 - MCN
Addiction Services
Cameron House

Click on the Ward you want to amend. For this example Ward 4 – Balcurvie has been used.

A new window will open listing the areas within the ward.



27 April 2018  
Site: Cameron Hospital  
Area: Ward 4 - Balcurvie

Select Area:

<input type="checkbox"/>	Corridor - C04
<input type="checkbox"/>	Office - SCN - C1
<input type="checkbox"/>	Office - Admin - C2
<input type="checkbox"/>	WC - Staff - C4
<input type="checkbox"/>	Corridor - C01
<input type="checkbox"/>	Side room 1 inc WC - Female side
<input type="checkbox"/>	Side room 2 - Female side
<input type="checkbox"/>	Bay 1 - Female side
<input type="checkbox"/>	Bay 2 - Female side
<input type="checkbox"/>	Shower room - female - Female side

Click on area you want to amend. Notice the red crosses next to each area. These will be explained further on in this guidance. For this example Side room 2 – Female side has been used. A new screen will open showing a list of Elements.

It is important to note that where you see Area M2, there has to be a measurement in the box. These measurements have been carried over from the FMT System. If there is no measurement in the box, one will need to be obtained and inputted before you can continue with this tool.

Home Administration ▾ My Profile ▾ Tools ▾ Sign Out

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**NHS**  
SCOTLAND

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Area m<sup>2</sup>

**NHS**  
SCOTLAND

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Area m<sup>2</sup>

Element	Quantity	Frequency	Frequency Multiplier
FLOORS			
TOILET / WASH HAND BASIN / SINK			
FURNITURE / FITTINGS			
LOW LEVEL			
HIGH LEVEL			
TELEPHONES			
PAINTWORK			
GLASSWORK			
CURTAINS/SCREENS			
SOAP/HANDTOWELS			
REFUSE			
CLEANING EQUIPMENT			
APPLIANCES/FIXTURES / FITTINGS			

◀ Back to Area List Save

Each element category, in blue, has a drop down menu which you can expand if required. Click on floors and the items will expand underneath. You can also minimise the list by clicking on the element category in blue again. For this example 'Floors' has been used. Click on floors.

A new screen will open up with a list of elements.

**NHS**  
SCOTLAND

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Area m<sup>2</sup>

Element	Quantity	Frequency	Frequency Multiplier
<b>FLOORS</b>			
Dry mop - 1m2	<input type="text" value="0"/>	Daily ▾	<input type="text" value="1"/>
Dryer - 1m2	<input type="text" value="0"/>	Daily ▾	<input type="text" value="1"/>
Scrubber - 1m2	<input type="text" value="0"/>	Daily ▾	<input type="text" value="1"/>
Scrubber dryer - 1m2	<input type="text" value="0"/>	Daily ▾	<input type="text" value="1"/>
Suction Clean - 1m2	<input type="text" value="0"/>	Daily ▾	<input type="text" value="1"/>
Wet mop - 1m2	<input type="text" value="0"/>	Daily ▾	<input type="text" value="1"/>

**Quantity** – is how many of these elements are within the specific area.

**Frequency** – is how often you carry out the cleaning task daily, weekly, monthly, quarterly or yearly

**Frequency Multiplier** – is how often you carry out the task during a daily, weekly, monthly, quarterly or yearly period

Using Dry mop as an example:

Quantity: 1

Frequency: weekly

Frequency multiplier: 2

Element	Quantity	Frequency	Frequency Multiplier
<b>FLOORS</b>			
Dry mop - 1m2	- 1 +	Weekly	- 2 +
Dryer - 1m2	- 0 +	Daily	- 1 +
Scrubber - 1m2	- 0 +	Daily	- 1 +
Scrubber dryer - 1m2	- 0 +	Daily	- 1 +
Suction Clean - 1m2	- 0 +	Daily	- 1 +
Wet mop - 1m2	- 0 +	Daily	- 1 +

The Floor element calculations are slightly different as there will only ever be one floor within an area, however, tasks might change within this area.

Looking at the Quantity, Frequency and Frequency Multiplier: there is one floor in the area and it will be dry mopped on a daily basis, however, dry mopping will take place twice within the daily frequency. i.e. dry mopping twice a day within that area.

A suction clean will also be carried out as follows:

Quantity: 1

Frequency: weekly

Frequency multiplier: 5

A suction clean will take place on the floor in that area on a weekly basis carried out five times within that week.

The screen will now show the task detail within the drop down of the element 'Floors'.

you are logged in as user.admin

Element	Quantity	Frequency	Frequency Multiplier
<b>FLOORS</b>			
Dry mop - 1m2	- 1 +	Weekly	- 2 +
Dryer - 1m2	- 0 +	Daily	- 1 +
Scrubber - 1m2	- 0 +	Daily	- 1 +
Scrubber dryer - 1m2	- 0 +	Daily	- 1 +
Suction Clean - 1m2	- 1 +	Weekly	- 5 +
Wet mop - 1m2	- 0 +	Daily	- 1 +

Save this by clicking on the 'save' button to the bottom right of the screen.





Area m<sup>2</sup>

Element	Quantity	Frequency	Frequency Multiplier
FLOORS			
TOILET / WASH HAND BASIN / SINK			
FURNITURE / FITTINGS			
LOW LEVEL			
HIGH LEVEL			
TELEPHONES			
PAINTWORK			
GLASSWORK			
CURTAINS/SCREENS			
SOAP/HANDTOWELS			
REFUSE			
CLEANING EQUIPMENT			
APPLIANCES/FIXTURES / FITTINGS			

**Note:** these frequencies are for example only.

The detail for the calculations can be found in Section 5 of this guidance document.

Looking at hard elements, these are your furniture/fittings; toilet/wash hand basin/sink etc, the quantity will be how many of each of these items there are in a specific ward area.

For this example Furniture/Fittings have been populated.

By clicking on the blue Furniture/Fittings the list will expand to show all the items which could be found within a ward area. If the item is not within the ward area, the Quantity remains at '0'.

FURNITURE / FITTINGS			
Aid handle - Full	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Bed - Frames	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Bed - Mattress	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Bed locker - Internal	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Bed locker - External	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Bumper rails - 100cm x 20cm	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Chair - Full	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Clock - Full	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Cupboard - double kitchen	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Extendable light - Full	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Fire extinguisher - Full	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Fixed light - Full	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Light switch - Full	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Over bed trolley - Full	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Overhead light - Full	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Patient entertainment system - Full	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>
Picture frame - 62x45	<input type="text" value="0"/>	Daily	<input type="text" value="1"/>

For this example the following have been populated:

Item	Quantity	Frequency	Frequency Multiplier
Chair (Full)	4	Daily	1
Plug socket (full)	6	Daily	1
Bed - Frame	4	Daily	2
Bed - Mattress	4	Daily	2
Light switch - Full	2	Daily	1

FURNITURE / FITTINGS			
Aid handle - Full	- 0 +	Daily	- 1 +
Bed - Frames	- 4 +	Daily	- 2 +
Bed - Mattress	- 4 +	Daily	- 2 +
Bed locker - Internal	- 0 +	Daily	- 1 +
Bed locker - External	- 0 +	Daily	- 1 +
Bumper rails - 100cm x 20cm	- 0 +	Daily	- 1 +
Chair - Full	- 4 +	Daily	- 1 +
Clock - Full	- 0 +	Daily	- 1 +
Cupboard - double kitchen	- 0 +	Daily	- 1 +
Extendable light - Full	- 0 +	Daily	- 1 +
Fire extinguisher - Full	- 0 +	Daily	- 1 +
Fixed light - Full	- 0 +	Daily	- 1 +
Light switch - Full	- 2 +	Daily	- 1 +
Over bed trolley - Full	- 0 +	Daily	- 1 +
Overhead light - Full	- 0 +	Daily	- 1 +
Patient entertainment system - Full	- 0 +	Daily	- 1 +
Picture frame - 62x45	- 0 +	Daily	- 1 +
Plug socket - Full	- 6 +	Daily	- 1 +
Radiator - Outside	- 0 +	Daily	- 1 +
CURTAINS/SCREENS			
Screen - single - Remove and replace	- 1 +	Yearly	- 1 +
Shower curtain - Full	- 0 +	Daily	- 1 +
Window curtain - 1 drape remove	- 1 +	Monthly	- 1 +
Window curtain - 1 drape replace	- 1 +	Monthly	- 1 +

Once you have completed all the items you can save as previously.

**Note:** These frequencies are for example only.

All the elements and their drop down items are collated the same way, go through all the elements until you have completed them and then save as before.

When you have completed this, click on 'Back to Area List'

**NHS SCOTLAND**

Area m<sup>2</sup> 47.84

Element	Quantity	Frequency	Frequency Multiplier
FLOORS			
TOILET / WASH HAND BASIN / SINK			
FURNITURE / FITTINGS			
LOW LEVEL			
HIGH LEVEL			
TELEPHONES			
PAINTWORK			
GLASSWORK			
CURTAINS/SCREENS			
SOAP/HANDTOWELS			
REFUSE			
CLEANING EQUIPMENT			
APPLIANCES/FIXTURES / FITTINGS			

Back to Area List Save

You will notice that the 'red cross' next to Side room 2 – Female side has changed to a green tick. This area has now been completed.

Repeat the process until all relevant areas have been completed.



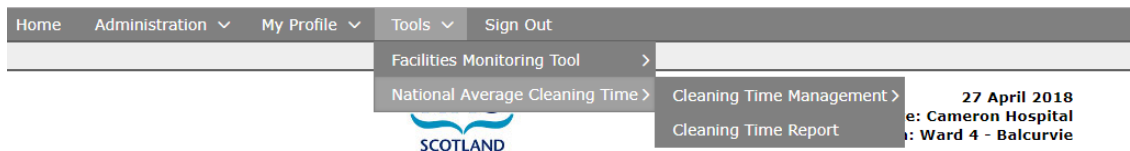
27 April 2018  
 Site: Cameron Hospital  
 Area: Ward 4 - Balcurvie

Select Area:

✗	Corridor - C04
✗	Office - SCN - C1
✗	Office - Admin - C2
✗	WC - Staff - C4
✗	Corridor - C01
✗	Side room 1 inc WC - Female side
✓	Side room 2 - Female side
✗	Bay 1 - Female side
✗	Bay 2 - Female side
✗	Shower room - female - Female side

### 3. Cleaning Time Report

In order to access the Cleaning Time Report go to 'Tools' then National Average Cleaning Time and move over to 'Cleaning Time Report' as shown in the screen shot below.



A reminder that your Board will need to be 'enabled' to access the report so please contact belinda.oshea@nhs.net in order to do this.

When you click on 'Cleaning Time Report' the information which you inputted will now show in the report.

Healthboards	Zones	Hospitals	Frequencies
All	All	All	All

**Standard and Local Frequency Cleaning Time Report**

Room Details	Area	Time to Clean HH:MM:SS (Daily Tasks)	Time to Clean HH:MM:SS (Weekly Tasks)
<b>HOSPITAL: Cameron Hospital</b>			
<b>WARD: Ward 4 - Balcurvie</b>			
<b>A1</b>			
Side room 2 Female side	47.84 m <sup>2</sup>	02:15:32	16:39:05
Sub Total	47.84 m <sup>2</sup>	02:15:32	16:39:05
<b>Ward Total</b>	<b>47.84 m<sup>2</sup></b>	<b>02:15:32</b>	<b>16:39:05</b>
<b>Total</b>	<b>47.84 m<sup>2</sup></b>	<b>02:15:32</b>	<b>16:39:05</b>

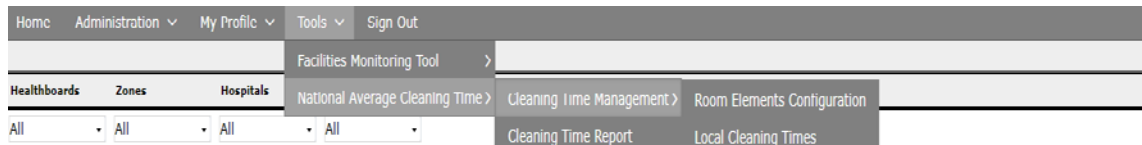
Along the top you will see drop down menus under 'Zones', 'Hospitals' and 'Frequencies', these can be used to filter to the information you require.

The report will only record the latest data inputted into each area.

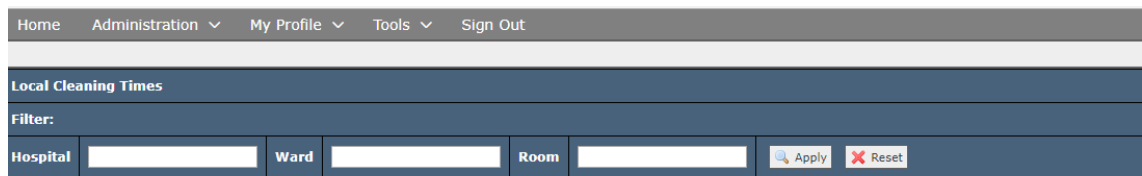
## 4. Local Cleaning Times

Used for assigning a time needed for a specific element to be cleaned or checked at a local level (per room). This function cannot be carried out for a hospital or Board, only for a specific room. For example in a difficult patient area. (Mental health).

Go to Tools > National Average Cleaning Time > Cleaning Time Management > Local Cleaning Times



When this page loads you will be able to choose the Hospital – Ward and Room you want to amend.



To add an item, click on the 'Add Item' tab to the right of the Screen. The below box will load.

Choose your Hospital, Ward, Room and Element Task by using the drop down options. Please note that the Element Task has set tasks which you are able to choose.

Home Administration My Profile Tools Sign Out

**Local Cleaning Times**

Filter:

Hospital  Ward  Room

Healthboard	Fife
Hospital	Cameron Hospital
Ward	Admin 1st Floor
Room	Corridor
Element Task	A1 - Chair : Full
Minutes To Clean	<input type="text"/>
Seconds To Clean	<input type="text"/>

SYNBIOT

- A1 - Chair : Full
- A2 - Over bed trolley : Full
- A3 - Fixed light : Full
- A4 - Extendable light : Full
- A5 - Light switch : Full
- A6 - Plug socket : Full
- A7 - Aid handle : Full
- A8 - Bed locker : Internal
- A9 - Bed locker : External
- A10 - Bed : Frames
- A11 - Bed : Mattress
- A12 - Shelving (1m) : Underside and partial top
- A13 - Patient entertainment system : Full
- A14 - Wardrobe : External
- A15 - Wardrobe : Internal
- A16 - Wardrobe : Full
- A17 - TV : Full
- A18 - Picture frame : 62x45
- A19 - Radiator : Outside
- A20 - Bumper rails : 100cm x 20cm

An additional chair to Cameron Hospital, Ward 4 – Balcurvie, Side room 2 has been used as an example.

Home Administration My Profile Tools Sign Out

**Local Cleaning Times**

Filter:

Hospital  Ward  Room

Healthboard	Fife
Hospital	Cameron Hospital
Ward	Ward 4 - Balcurvie
Room	Side room 2
Element Task	A1 - Chair : Full
Minutes To Clean	<input type="text"/>
Seconds To Clean	<input type="text"/>

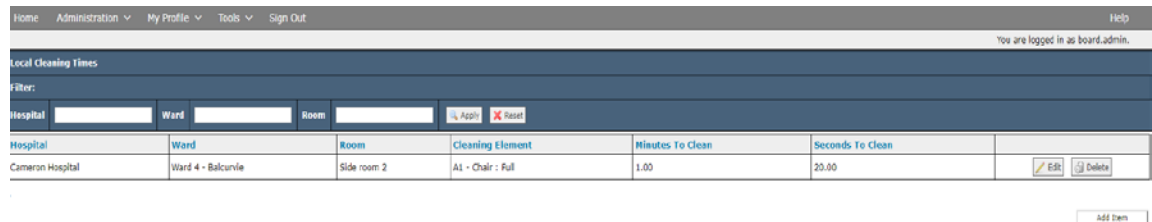
Insert Cancel

Now add in your minutes and seconds to clean. This figure will be taken from the timing which you have carried out.

We will say that the chair took you 1 minute and 20 seconds to clean.

Minutes to clean: 1.00 Seconds to clean: 20.00. Click on 'Insert' once completed.

The element has now been added to the list.



The screenshot shows a web application interface for managing cleaning times. At the top, there is a navigation bar with links for Home, Administration, My Profile, Tools, and Sign Out. A user is logged in as 'board.admin'. The main section is titled 'Local Cleaning Times' and includes a filter section with dropdown menus for Hospital, Ward, and Room, along with 'Apply' and 'Reset' buttons. Below the filter is a table with the following data:

Hospital	Ward	Room	Cleaning Element	Minutes To Clean	Seconds To Clean	
Cameron Hospital	Ward 4 - Balcunvie	Side room 2	A1 - Chair - Full	1.00	20.00	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

At the bottom right of the table area, there is an 'Add Item' button.

You can 'update' or 'delete' the elements using the 'edit' or 'delete' tab at the end of the specific row.

### Adhoc elements

This system will only give you the core cleaning time for your ward; it will not include terminal, discharge, check cleans etc. If you require this information within your Board, it will be your responsibility to carry out the time and motion exercise and add the results to your report from the NACT system.

If a board comes across an element that is not in national time at a local level, carry out 3 timings and when get report add this onto the time.

## 5. Calculations

The calculation used is described below:

The main parameters used are the Frequency, Quantity, Frequency Multiplier and the National Average Time of each task that has already been configured into the system.

In order to calculate the cleaning time required for each task the system multiplies the Quantity with the Frequency Multiplier and the Average Time

The report is split into two columns, the Daily and Weekly cleaning times

In the Daily column the system will sum all the cleaning times for the daily tasks from the calculation above for each room.

In the Weekly column the system will include the sum of all cleaning times for all tasks.

Please see Appendix 1 for the calculation detail.

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## 6. Appendix 1: Calculation

<p>Multiply the calculated times sum for Daily Tasks by 7, added to the calculated times sum for Weekly Tasks, added to the calculated times sum divided by 4.3 for Monthly Tasks, added to the calculated times sum divided by 12.9 for Quarterly Tasks and finally added to the calculated times sum divided by 52 for Yearly Tasks.</p>	$(\text{Daily Tasks} * 7) + (\text{Weekly Tasks}) + (\text{Monthly Tasks} / 4.3) + (\text{Quarterly Tasks} / 12.9) + (\text{Yearly Tasks} / 52)$
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