



Compass Healthcare a+ Cleaning Manual



Part 1 Standard Operating Procedures – SOP's

A Working Guide to Cleaning

Performance with Heart

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Standard Operating Procedure and Assessment Criteria

The implementation of the Standard Operating Procedures will ensure the outcomes of cleaning achieve good infection control practice and cleaning results the SOP's should be used by trainers to ensure consistency in cleaning methodology in all relevant SOP's that each operator undertakes. This will ensure all staff are competent in cleaning and following the procedures will maintain consistency of working practices, provide assurance and support good infection control practice. The SOP's should be used alongside the health and safety risk assessments and cleaning processes detailed below.

The Standard Operating Procedure are a reference document to be used when delivering cleaning, compiling Work Schedules, assessing quality, delivering cleaning training sessions and generally assessing staff training needs.

The use of the SOP's within the training process is explained in the a+ induction toolkit, Induction Workbook 1.

The Standard Operating Procedures – SOP's should be readily available/accessible to Compass Healthcare cleaning managers and supervisors; a reference copy should be available for staff use. Cleaning operatives should be given copies of the SOP's and a Certificate of Competence after they have satisfactorily completed training.

The Standard Operating Procedure and Assessment Criteria must be carefully read & understood before the training/assessment of each task commences. In a quality training & assessment system the same member of staff who has trained the cleaning operative should **not** carry out the assessment of a task

The Standard Operating Procedure have been designed to cover most cleaning tasks carried out by in hospitals, if there are specialist cleaning tasks which are not covered by these statements then will be happy to provide additional SOP's

The Standard Operating Procedure are individual cleaning procedures, there are however principles that need to be introduced to ensure cleaning follows the correct order and is carried out ensure to best infection control outcomes.

The SOP's are regularly reviewed and updated to ensure they are up to date and consistent with new and emerging infection control guidance and any new elements and tasks.

The procedures followed should always ensure the following are included:

- Always clean from the cleanest area / item to the dirtiest area / item
- Always clean from the highest part of the room / area to the lowest part of the room / area
- Always clean towards the door, from the furthest part of the room finishing cleaning when exiting the area
- Always clean areas where public or staff members require access by allowing a dry area for people to walk.
- Always use one cloth per patient bed space and change to a new/clean cloth prior to moving to the next bed space / area

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- Always use one mop per room or area changing before moving into the next area.
- Always change water and chemicals in traditional cleaning methods for each room or area
- Always take notice of individual room and infection control signage requirements and obey instructions for entering and cleaning and use the PPE identified prior to cleaning / entering these areas
- In Healthcare many of the areas have hazards that have specialist procedures that need to be followed, always follow these specific instructions any specialist for cleaning, PPE and infection control requirements
- Always use the correct colour cleaning cloth and mop for cleaning in each area and each risk area
- Always use the correct colour waste bag in the correct receptacle for the area, separating waste sacks during the collection process to ensure compliance to regulations
- Never attempt to clean an area or use a piece of equipment where the relevant training hasn't been received.
- Always ensure that any signage is used and visible when cleaning is taking place and that the signage is removed when the area is opened for use
- Always follow the correct procedure for cleaning each area and carrying out each task.
- Never mix cleaning chemicals and always use the correct chemical for the job.
- Never use a chemical or piece of equipment that is not intended for its purpose
- Always clean sanitary areas using the 2 cloth method where one cloth is used to clean the tap and dispensers and the second is used for the dirty area of the sanitary ware and the drain or plug ensuring there is no inadvertent cross contamination during the cleaning process
- For microfibre cleaning systems follow the microfibre laundry procedures detailed in the microfibre laundry manual, cleaning the seal with an appropriate cleaner disinfectant between dirty and clean laundry on each occasion laundry is carried out.

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Important Notes for the Correct Implementation of the Compass Healthcare Cleaning Manual

These health and safety notes work in conjunction with the Cleaning Manual and should be adopted in Compass Healthcare, in all instances, the compass HSE policies and procedures must be implemented. Where these differ from the local Trust policy, Contract Managers should seek line manager approval.

- Follow the Risk Assessment for each task
- Refer to Compass Healthcare policy or site specification for cleaning frequencies and elements cleaned.
- Refer to Compass Healthcare policy for work methods, chemicals and colour coding procedure.
- In addition, you may also wish to refer to Trust policies and National Standards of Cleanliness for guidance.
- All Cleaning Operatives must wear the correct PPE, (in a hygienic, safe condition), before commencing cleaning tasks. PPE must be safely removed and disposed on completion of the procedure
- Cleaning Operatives must always wash hands before & after wearing vinyl/rubber gloves. The use of alcohol hand rub is not a substitute for washing hands. Hands can be cleaned with alcohol hand rub unless visibly soiled and where washing facilities do not exist. Use hand cream from non-communal pots, after washing.
- Gloves should be worn only for carrying out work when in direct contact with cleaning chemicals, infected or hazardous materials or where the risk assessment dictates
- Cleaning equipment used must be safe and appropriate for each application.
- Cleaning Operatives must understand the correct procedure for reporting of faulty equipment.
- For all cleaning materials, fluids, electrical and mechanical machinery, always refer to manufacturers' instructions.
- When cleaning or using cleaning equipment, items must be checked for damage or wear which would impair future use or endanger the safety of any individual. If damaged, do not use, report to supervisor, label as faulty and remove from use
- On completion of machine safety checks briefly test each machine to test it is in working order.
- When using electrical equipment for wet work a circuit breaker must be used. Most organisations have in-built systems, check with Estates and Facilities and obtain written confirmation.
- Wear goggles when preparing cleaning solutions where Risk Assessment specifies. Goggles should be worn during processes when there is a likelihood of splashing, for example, when kneeling scouring the floor.
- **Never mix cleaning agents**, as noxious gases could result (refer to manufacturers' instructions and safety data sheets).
- Always make up cleaning chemicals according to the manufacturer's instructions, in a well ventilated area and always dilute chemicals appropriately,
- Follow the COSHH information for each individual cleaning chemical
- When operating electrical machinery, always keep the cable behind the machine; **never put the cable over your shoulder.**

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- On completion of machine safety checks briefly test each machine to test it is in working order.
- When using electrical equipment for wet work a circuit breaker must be used. Most organisations have in-built systems, check with Estates and Facilities and obtain written confirmation.
- Wear goggles when preparing cleaning solutions where Risk Assessment specifies. Goggles should be worn during processes when there is a likelihood of splashing, for example, when kneeling scouring the floor.
- **Never mix cleaning agents**, as noxious gases could result (refer to manufacturers' instructions and safety data sheets).
- Always make up cleaning chemicals according to the manufacturer's instructions, in a well ventilated area and always dilute chemicals appropriately,
- Follow the COSHH information for each individual cleaning chemical
- When operating electrical machinery, always keep the cable behind the machine; **never put the cable over your shoulder.**
- Always use clean hazard-warning signs and position at the start of the task where they are most effective and place these at least 4 metres apart paying particular attention to entrance points to the area being cleaned, (the beginning and the end of the line of work), so people will know cleaning is in progress. Remove, clean and return to the storage area when the task is completed, and the floor is dry.
- Ensure all equipment is clean and dry before starting a procedure.
- Ensure all cleaning equipment is cleaned and dried after use
- Plan work route and when necessary, remove furniture and equipment.
- When plugging a machine into an electric socket, make sure the switch is in the off position. Never plug/unplug patient or other medical equipment.
- Do not adjust or change the fittings on the machine when it is plugged in, e.g. pads, brushes & tanks etc.
- Always ventilate any area where cleaning is taking place and chemicals are used, unless otherwise instructed by clinical staff.
- Only use cleaning chemicals and agents provided by Compass healthcare or the client organisation. Never use chemicals that you have not been trained to use. Check with line manager if you are unsure
- For Health and Safety reasons, when diluting chemicals, always add the cleaning agent to water, preventing the possibility of the cleaning agent being splashed into the eyes. When using chemicals always use the correct dilution rates according to the manufacturer's instructions, overdosing or adding too much chemical will affect the cleaning and disinfection properties and should be avoided.
- Cleaning agents must always be stored in correctly labelled containers within a locked cupboard / secure cleaning room or within the locked cupboard of a cleaning trolley.
- Cleaning agents, included diluted and pre dosed wipes, when in use, must never be left unattended and must always be stored in the locked facility on the cleaning trolley.
- Cleaning agents must be disposed of as per the chemical risk assessment. i.e. using a sluice sink, not a toilet or wash-hand basin.
- Cleaning operatives must be familiar with and use the COSHH Risk Assessments. Relevant information should be displayed within their cleaning rooms/cupboards.
- All equipment must be stored away correctly and in a clean, tidy & safe condition after use – no 'hoarding', compliant stock should be rotated & correctly labelled; heavy items stored at lower levels, with due regard for entrance & exit etc.,
- Equipment & cleaning rooms/cupboards must be kept in a clean, orderly and hygienic condition and always locked.
- Only use cleaning chemicals, machinery and equipment that are approved by Compass Healthcare and compliant with Compass Group Purchasing Standards

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A) Hard Floor Cleaning

A1 Dust control mopping – Traditional Method

A1	Standard Operating Procedure	Dust control mopping V sweeping – Traditional Method
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<h3>Purpose</h3> <p>To remove all loose dirt: litter, dust and dirt in preparation for damp cleaning.</p>
<h3>Area of Use</h3> <p>Use to remove loose dust and debris from hard floor areas. Only to be used in non clinical areas</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> • Colour-Coded Dustpan and Brush • Colour-Coded Dust Control System Floor Cloths/Mops • Relevant PPE • Colour-Coded Scraper • Colour coded refuse sack • Colour coded, Dust Control System Applicator Tool - Static Mop/Impregnated Mop or Disposable • Warning Signs • Suction cleaner & crevice tool (refer to Suction Standard Operating Procedure)
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands. 2. Display the warning signs in the area, ensuring all signs are visible. 3. Attach the floor cloth/mop to the dust control tool. 4. Pick up all large items of litter, for example, crisp packets, tissues using the dustpan and brush tool. 5. Dry mop edges of the floor with a straight stoke, for the remainder of the floor use a continuous figure-of-eight (8) pattern, turning the mop frequently. Make sure the same leading edge is kept at all times. 6. Dust from the furthest point and work back towards the door, dust controlling all the floor area. <p>NOTE: The dust control mop head should be in contact with the floor at all times.</p> <ol style="list-style-type: none"> 7. Use a scraper to remove any chewing gum or other sticky substance from the from the floor area. 8. When the floor cloth/mop is full, carefully remove and dispose. Replace with a new floor cloth/mop as applicable and continue the process. 9. Use a dustpan and brush to remove remaining particles; vacuum if required. 10. Dispose of the cloth when the task is completed. 11. Remove warning signs, clean & store correctly. 12. After use, all equipment should be checked, cleaned, dried and returned to the storage area.

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13. Remove gloves and wash hands.

Supporting Documents

- Suction Standard Operating Procedure

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A2 Sweeping – Traditional Method

A2	Standard Operating Procedure	Sweeping – Traditional Method
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Purpose

To remove all loose dirt: litter, dust and debris

Area of Use

Use to remove loose dust and debris from hard floor areas – external areas or Kitchen areas only

Equipment

- Colour-Coded Dustpan and Brush
- Colour-Coded sweeping brush/mechanical sweeper relevant PPE
- Colour-Coded Scraper
- Colour-Coded plastic refuse sack

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Method

1. Wash hands.
2. Display the warning signs in the area, ensuring all signs are visible.
3. Pick up all large items of litter, for example, crisp packets, tissues using a dustpan and brush.
4. Sweep using a broom, covering the whole floor area until all dust, dirt and debris is removed.
5. Pick up dust using dust and brush,
6. Use a scraper to remove any chewing gum from the floor area.
7. When the floor brush/broom is full, carefully remove and dispose. Use a dustpan and brush to remove remaining particles.
8. Remove warning signs, clean & store correctly.
9. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
10. Remove gloves and wash hands.

Supporting Documents

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A3 Mechanical Sweeping – Traditional Method

A3	Standard Operating Procedure	Mechanical Sweeping – Traditional Method
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<h3>Purpose</h3> <p>To remove all loose dirt: litter, dust and debris</p>
<h3>Area of Use</h3> <p>Use to remove loose dust and debris from hard floor areas – external areas or Kitchen areas only</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> • Colour-Coded Dustpan and Brush • Colour-Coded sweeping brush/mechanical sweeper relevant PPE • Colour-Coded Scraper • Colour-Coded plastic refuse sack
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands. 2. Display the warning signs in the area, ensuring all signs are visible. 3. Pick up all large items of litter, for example, crisp packets, tissues using a dustpan and brush. 4. Sweep mechanical sweeper, covering the whole floor area until all dust, dirt and debris is removed. 5. Pick up dust using dust and brush, empty sweeper regularly. 6. Use a scraper to remove any chewing gum from the floor area. 7. When the floor brush/broom is full, carefully remove and dispose. Use a dustpan and brush to remove remaining particles. 8. Remove warning signs, clean & store correctly. 9. After use, all equipment should be checked, cleaned, dried and returned to the storage area. 10. Remove gloves and wash hands.
<h3>Supporting Documents</h3>

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A4 Mopping single bucket/ single solution – Traditional Method

A4	Standard Operating Procedure	Mopping (single bucket/single solution) – Traditional Method
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<h3>Purpose</h3> <p>To remove all in-grained dirt and marks, leaving the floor clean, free from stains & marks and attractive in appearance.</p>
<h3>Area of Use</h3> <p>Use on all hard floor surfaces to remove ingrained dirt.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Colour-Coded Bucket with Compatible Wringer ● Colour-Coded Gloves & PPE ● Colour-Coded Mop Handle ● Colour-Coded Mop Head ● Cleaning Trolley ● Abrasive Pad ● Dust Control System (refer to the Dust Controlling Method Statement) ● Laundry Bag ● Warning Signs ● Floor Cleaner – correctly diluted
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands 2. Display the warning signs in the area, ensuring all signs are visible. 3. Dust control/vacuum the floor (refer to the Dust Control/Vacuuming method statement). 4. Correctly prepare the cleaning solution in a well-ventilated area (refer to the manufacturer's instructions). 5. Attach the mop head to the mop handle. 6. Submerge the mop into the cleaning solution and remove excess solution from the mop in the wringer. 7. Mop the floor in sections; use the abrasive pad to remove stubborn marks. 8. Mop edges of the floor with a straight stroke, for the remainder of the floor use a figure-of-eight (8) pattern, covering all the floor area, turning the mop frequently, leaving the floor as dry as possible. 9. Avoid splashing other surfaces and remove ant splashes that do occur. NOTE: Regularly replace the mop head and water. 10. On completion, remove mop head and place in a correct laundry bag/ dispose of if using a disposable mop. 11. After use, all equipment should be checked, cleaned, dried and returned to the storage area. 12. Remove warning signs and correctly store once the floor is dry. 13. Remove gloves and wash hands.

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HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Work in small square sections to prevent over stretching.
- Always use a warning sign 'cleaning in progress', position at beginning and end of the line of work.
- Ensure the area is 'dust control mopped' or vacuumed first.
- When mopping a corridor, mop half first leaving a clearly identified dry area for patients/ visitors to walk on.
- Do not over-wet floor.
- If mopping stairs, ensure area is cordoned-off and warning signs are displayed.
- Make sure all warning signs are correctly removed and stored, when the floor area is dry.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Dust Controlling SOP, Vacuuming SOP

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A5 Double bucket mopping – Traditional Method

A5	Standard Operating Procedure	Double-bucket mopping – Traditional procedure
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<h3>Purpose</h3> <p>To remove all dirt and marks, manually using a double bucket system, leaving the floor area clean, free from dirt & marks and attractive in appearance.</p>
<h3>Area of Use</h3> <p>Use on all hard floor surfaces to remove ingrained dirt.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Colour-Coded Bucket x 2 with Compatible Wringer ● Colour-Coded Gloves & PPE ● Colour-Coded Mop Handle ● Colour-Coded Mop Head & Abrasive Pad ● Cleaning Trolley ● Laundry Bag ● Warning Signs ● Floor Cleaner - correctly diluted
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Display the warning signs in the area, ensuring all signs are visible. 3. Dust control or vacuum the floor (refer to the Dust Controlling/Vacuuming method statement). 4. Correctly prepare the cleaning solution in a well-ventilated area (refer to manufacturer’s instructions), adding solution to one bucket and filling the other bucket with hot water only. 5. Attach the mop head to the mop handle. 6. Submerge the mop into the cleaning solution (bucket 1) and remove excess solution from the mop in the Wringer. 7. Mop the floor in 1-2 metre square sections, use abrasive pad to remove stubborn marks. 8. Mop edges of the floor with a straight stroke, for the remainder of the floor, use a continuous figure-of-eight (8) pattern, turning the mop frequently, leaving the floor as dry as possible. 9. When the mop is soiled, submerge into the second bucket of water, rinse and wring. 10. Repeat points 6 to 9 until the entire floor has been damp mopped. 11. Avoid splashing other surfaces and remove any splashes that occur. <p>NOTE: Regularly replace the mop head and water</p> <ol style="list-style-type: none"> 12. Remove warning signs and correctly store, when the floor area is dry.

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13. On completion, remove mop head and place in a laundry bag.
14. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
15. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Work in small square sections to prevent over-stretching.
- Always use a warning sign 'cleaning in progress', position to be effective.
- Ensure the area is 'dust control mopped' or vacuumed first.
- When mopping a corridor, mop half first leaving a clearly identified dry area for patients/ visitors to walk on.
- Do not over-wet floor.
- If mopping stairs, ensure area is cordoned-off and warning signs are displayed.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Dust Controlling Method Statement
- Dust Controlling/Vacuuming Method Statement

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A6 Spot mopping – Traditional Method

A6	Standard Operating Procedure	Spot Mopping – Traditional Method
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<h3>Purpose</h3> <p>To manually remove spillage and spot marks safely, leaving the flooring dry, free from dirt & with a satisfactory appearance.</p>
<h3>Area of Use</h3> <p>Use on hard floors to remove spots and spillages.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> • Colour-Coded Bucket with Compatible Wringer • Colour-Coded Gloves & PPE • Colour-Coded Mop Handle • Colour-Coded Mop Head • Cleaning Trolley • Laundry Bag • Warning Signs • Floor Cleaner - correctly diluted
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands 2. Display the warning signs in the area, ensuring all signs are visible. 3. Prepare the cleaning solution in a well-ventilated area (refer to manufacturer's instructions). 4. Attach the mop head to the mop handle. 5. Submerge the mop into the cleaning solution and remove excess solution from the mop in the wringer. 6. Spot mop the floor to remove stains/spillages, leaving the floor as dry as possible. 7. After use, all equipment should be checked, cleaned, dried and returned to the storage area. 8. Remove warning signs and store correctly once the floor is dry. 9. Remove gloves and wash hands.
<h3>HSE Control Measures</h3> <ul style="list-style-type: none"> • Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods. • Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work. • Do not over-wet floor. • All equipment should be left clean, dry and tidy in storage area after use.

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A7 Rotary Machine Scrubbing

A7	Standard Operating Procedure	Rotary machine Scrubbing
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<h3>Purpose</h3> <p>To remove in-grained dirt, worn dressing and marks from the flooring, and to provide a uniform finish, using a standard speed (200rpm) rotary floor maintenance machine or imop.</p>
<h3>Area of Use</h3> <p>To use on all hard floors to remove ingrained dirt, use regularly on safety flooring to keep the safety properties of the floor.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Colour-Coded Bucket ● Colour-Coded Gloves ● Colour-Coded Mop Handle ● Colour-Coded Mop Head ● Dust Control System (refer to the Dust Controlling Method Statement) ● Edge Cleaning Tool and pad ● Water Extraction/Machine Drying (refer to the Water Suction Method Statement) ● Floor Pad of appropriate colour and Drive Disk/Board (Or Polypropylene Brush) ● Abrasive Pad ● Standard Speed (200rpm) Rotary Machine including Tank or imop including tank ● Warning Signs ● Floor Cleaner
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Plan work route and when necessary, remove furniture and equipment. 2. Wash hands and put on gloves. 3. Display the warning signs in the area, ensuring all signs are visible. 4. Dust control/vacuum the area (refer to the Dust Control/Vacuuming method statement). 5. Clean and prepare the floor edges using the Edge Cleaning Tool and pad, if necessary. 6. Attach the appropriate coloured floor pad or polypropylene brush to the Rotary Scrubbing Machine (refer to the manufacturer's instructions). 7. Prepare the cleaning solution in a well-ventilated area (refer to manufacturer's instructions) and add to the Scrubbing Machine tank. 8. Unwind checking cable and plug into a mains socket and a circuit breaker if appropriate. 9. Adjust handle to a suitable/comfortable height making sure arms are straight. 10. Ensure the Standard Speed Rotary Machine / imop is held firmly in contact with the body and the cable is behind. 11. Switch the machine on (beware of initial "kick").

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12. Start scrubbing the floor at a point furthest from the door in 5-metre square sections by releasing a small amount of the Floor Cleaner solution.
13. Remove any excess water residue (refer to the Water Extraction Method Statement) and splashes from the skirting boards and walls.
14. When cleaning a large area, always check floor pad regularly.
NOTE: Regularly replace the floor pad and do not let the cleaning solution dry on the floor. Do not stand on the wet floor.
15. On completion, remove the floor pad and correctly clean by scrubbing over the sluice sink or place in a laundry bag. Leave to drip dry in the sluice sink.
16. With dry hands, remove the plug from the mains socket. Clean & re-wind the electricity cable, checking for cuts or splits. Check the plug for damage also.
17. Empty the water tank (refer to manufacturer's instructions) into the sluice/main drain.
18. If necessary, mop the floor with clean water.
19. When the area is completely dry, remove warning signs and store correctly. Return the furniture to original position.
20. After use, all equipment should be checked, cleaned, dried and returned to the storage area, storing correctly.
21. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position.
- When using electrical equipment, a circuit breaker should be used if appropriate.
- Always make sure to plug the machine into a free plug socket. If non-available, ask a supervisor before unplugging any other machines.
- When changing or turning a floor pad, make sure the machine is switched off, the handle raised and the machine laid down.
- Do not adjust or change the fittings on the machine when it is plugged in.
- Beware of initial 'slight kick' when the Rotary Scrubbing Machine is switched on.
- The wet area should be in front of the operator and never behind. Always stand on dry floor areas if possible, great care must be taken if the floor is wet.
- Always keep cable behind the Rotary Scrubbing Machine when scrubbing.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- Always use a warning sign 'cleaning in progress', position at the beginning and end of the line of work.
- Ensure the Rotary Scrubbing Machine is clean prior use.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, do not use, remove and report to supervisor.
- Should the machine switch off automatically, refer to supervisor.
- Do not store or transport the Rotary Scrubbing Machine with a floor pad folded in the water tank.
- If the Rotary Scrubbing Machine vibrates or mishandles, check and report equipment.
- Do not store the Rotary Scrubbing Machine on the base.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

Document Name	Part 1 Standard Operating Procedures – SOP's	Document No	HC.WS.SOP.001.02
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- Dust Controlling Method Statement
- Water Suction Method Statement
- Dust Control/Vacuuming method statement

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A8 Automatic Battery Operated Floor Scrubbing

A8	Standard Operating Procedure	Automatic/Battery Operated Floor Scrubbing
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Purpose

To remove in-grained dirt & marks from large areas of flooring, using an automatic/battery operated scrubber drying machine, leaving the floor area free from dirt, debris and with a uniform finish.

Area of Use

Use on hard floors, mainly in large open areas, corridors, operating theatres, endoscopy suites, to remove ingrained dirt, to leave behind a polymer based buffable finish where necessary.

Equipment

- Colour-Coded Bucket
- Colour-Coded Cloth
- Colour-Coded Gloves
- Colour-Coded Mop Handle
- Colour-Coded Mop Had
- Dust Control System (refer to Dust Controlling Method Statement)
- Edge Cleaning Tool and Pad
- Floor Pad and Drive Disc/Board
- Board (Rotary or Cylindrical Polypropylene Brush)
- Scrubber Drier
- Warning Signs
- Floor Cleaner

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Plan work route and when necessary, remove furniture and equipment.
2. Wash hands and put on gloves.
3. Display the warning signs in the area, ensuring all signs are visible.
4. Dust control or vacuum the area (refer to the Dust Control/vacuuuming method statement).
5. Check composition of floor finish (wood, vinyl, cork, tile etc) to ensure appropriate equipment and cleaning chemicals are used. If in doubt, check with Supervisor.
6. Clean and prepare the floor edges using the Edge Cleaning Tool and pad if necessary.
7. Attach the appropriate coloured floor pad to the Scrubber Drier machine (refer to manufacturer's instructions).
8. Prepare the cleaning solution in a well-ventilated area (refer to manufacturer's instructions) and add to the Scrubber Drier tank.
9. Start scrubbing the floor at a point furthest from the door in 5-metre square sections, by releasing a small amount of the cleaning solution. Do not under or over wet the floor.
10. Move the machine forward and scrub the floor.

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NOTE: Regularly check the clean water level in the Scrubber Drier to ensure that there is sufficient water in the tank and replenish as necessary.

11. Regularly empty and replace the dirty water tank.
12. Wipe any splashes from the skirting boards as required.
13. Unplug the machine with dry hands. Wipe the cable clean whilst winding, checking for splits and cuts.
14. Check the plug for damage.
15. On completion, remove the floor pad and place in a laundry bag.
16. Empty the water tank (refer to manufacturer's instructions).
17. When the area is completely dry, remove warning signs, store correctly and return the furniture to original position.
18. After use, all equipment should be checked, cleaned, dried and returned to the storage area; machine correctly put to charge, as appropriate.
19. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Check battery level before use.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position.
- When using electrical equipment, a circuit breaker should be used if appropriate.
- Always make sure to plug the machine into a free plug socket. If non-available, ask a supervisor before unplugging any other machines.
- Do not adjust or change the fittings on the machine when it is plugged in.
- When changing or turning a floor pad, make sure the machine is switched off, the handle & squeegee blades raised, if applicable.
- Always use a warning sign 'cleaning in progress', position at the beginning and end of the line of work.
- Ensure all parts of the machines are clean and dry before use.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, do not use, remove and report to supervisor.
- Ensure squeegee blade is free from debris and the overflow or float valve is in place.
- Ensure all water has been collected when machine is in action.
- Should the machine switch off automatically, refer to supervisor.
- Remove any excess water (with mop or cloth if required).
- Ensure warning signs/lights are operating and functional.
- Remove any excess water (with mop or cloth if required).
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Dust Controlling Method Statement
- Dust Control/Vacuuming Method Statement

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A9 Spray Cleaning

A9	Standard Operating Procedure	Spray Cleaning
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<h3>Purpose</h3> <p>To produce a hard protective surface, with an attractive sheen or lustre to the flooring, whilst removing marks & ingrained dirt.</p>
<h3>Area of Use</h3> <p>Cleans and polishes floor surfaces. For use on areas where a polished finish is desirable, use on lino, vinyl and other hard floors.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Colour-Coded Gloves ● Colour-Coded Labelled Spray Bottle ● Damp Mop System (refer to the Damp Mopping Method Statement) ● Dust Control System (refer to the Dust Controlling Method Statement) ● Floor Pad (red and blue) and Drive Disk/Board ● High Speed Machine, 400-1000rpm (with or without suction unit) ● Warning Signs ● Polymer based Floor Cleaner
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Plan work route and when necessary, remove furniture and equipment. 2. Wash hands and put on gloves. 3. Display the warning signs in the area, ensuring all signs are visible. 4. Dust Control or vacuum the area (refer to the Dust Control Method Statement). 5. Damp mop or spot mop if necessary, ensuring the floor is dry before spray cleaning (refer to Damp Mopping Method Statement). 6. Check & remove large pieces of litter & chewing gum (refer to Chewing gum removal method statement). 7. Attach the appropriately coloured floor pad to the High Speed Machine (refer to manufacturer's instructions). 8. Prepare the cleaning solution in a well-ventilated area (refer to manufacturer's instructions). 9. Unwind cable and plug into a mains socket and a circuit breaker if appropriate. 10. Adjust handle to a suitable/comfortable height making sure arms are straight. 11. Ensure the High Speed Machine is held firmly in contact with the body and the cable is behind. 12. Switch the machine on & vacuum if applicable (beware of initial "kick"). 13. Spray a fine mist of the cleaning solution over the floor area to be cleaned, (one spray covers approximately 2-3 square metres of floor).

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NOTE: Do not over-spray the area as this can result in slippery floors.

14. Spray clean the floor area by moving the High Speed Machine in continuous, small side-to-side movements.
15. Turn the pad over and change regularly wearing PPE gloves.
16. On completion, carefully remove the floor pad wearing PPE gloves.
17. With dry hands, remove the plug from the mains socket and re-wind/clean the electricity cable, checking both plug & cable for damage.
18. When the area is completely dry, remove the warning cones, store correctly & return the furniture to original position.
19. After use, all equipment should be checked, cleaned, dried and stored.
20. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Check battery level before use.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position.
- When using electrical equipment, a circuit breaker should be used if appropriate.
- Always make sure to plug the machine into a free plug socket. If non-available, ask a supervisor before unplugging any other machines.
- Do not adjust or change the fittings on the machine when it is plugged in.
- When changing or turning a floor pad, make sure the machine is switched off, the handle & squeegee blades raised, if applicable.
- Always use a warning sign 'cleaning in progress', position at the beginning and end of the line of work.
- Ensure all parts of the machines are clean and dry before use.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, do not use, remove and report to supervisor.
- Ensure squeegee blade is free from debris and the overflow or float valve is in place.
- Ensure all water has been collected when machine is in action.
- Should the machine switch off automatically, refer to supervisor.
- Remove any excess water (with mop or cloth if required).
- Ensure warning signs/lights are operating and functional.
- Remove any excess water (with mop or cloth if required).
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Mopping Method Statement
- Dust Controlling Method Statement
- Dust Control/Vacuuming Method Statement
- Chewing Gum Removal Method Statement

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A10 Buffing/ Burnishing – High Ultra High Speed

A10	Standard Operating Procedure	Buffing/Burnishing – High or Ultra High Speed
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<h3>Purpose</h3> <p>To remove marks and ingrained dirt, to leave floor with a high gloss, uniform light reflecting finish.</p>
<h3>Area of Use</h3> <p>Polishes floor surfaces. For use on areas where a polished finish is desirable, use on lino, vinyl Terrazo, marble, Composite and other hard floors.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> • Colour-Coded Gloves & PPE • Damp Mopping (refer to the Damp Mopping Method Statement) • Spot Mopping (refer to the spot mopping method statement) • Dust Control System (refer to the Dust Controlling Method Statement) • Floor Pad (brown, white, pink or pale blue and Drive Disk/Board) • High/Ultra High Speed Machine, minimum 1000rpm, (with or without Suction Unit) • Warning Signs
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Plan work route and when necessary, remove furniture and equipment. 2. Wash hands and put on gloves. 3. Display the warning signs in the area, ensuring all signs are visible. 4. Dust control/Vacuum the area (refer to the Dust Control/vacuumping method statement). 5. Damp mop if there is light soiling and check/remove chewing gum. 6. Ensure the floor is dry before buffing. 7. Attach the drive disk/board and floor pad to the floor Maintenance Machine (refer to manufacturer's instructions). 8. Unwind cable (if present) and plug into a mains socket and a circuit breaker if appropriate. 9. Adjust handle to a suitable/comfortable height making sure arms are straight. 10. Ensure the machine is held firmly in contact with the body and the cable is behind. 11. Switch the machine and suction unit on (beware of initial "kick"). 12. Start buffing/burnishing the floor by continuously moving the machine side-to-side without over stretching, in a straight line. 13. Buff/burnish the edges first and fill in with overlapping passes. 14. Change & turn the floor pads regularly, as required, using PPE gloves. <p>NOTE: If using an Ultra High Speed Machine and it remains over one area, it may burn the floor!</p> <ol style="list-style-type: none"> 15. On completion, remove the floor pad and place for cleaning.

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16. If the machine does not have a combined suction unit, Dust Control mop the area (refer to the Dust Controlling method statement).
17. With dry hands, remove the plug from the mains socket and clean/re-wind the electricity cable, checking plug & cable for damage.
18. When the area is completely dry, remove warning cones, store correctly & return the furniture to original position.
19. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
20. Wash hands and remove gloves.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not attempt this procedure unless you have been trained and competently assessed.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position.
- When using electrical equipment, a circuit breaker should be used if appropriate.
- Always make sure to plug the machine into a free plug socket. If non-available, ask a supervisor before unplugging any other machines.
- Do not adjust or change the fittings on the machine when it is plugged in.
- When changing or turning a floor pad, make sure the machine is switched off, the handle raised and the machine laid down. Wear PPE gloves.
- Beware of initial 'slight kick' in Floor Maintenance Machine when it is switched on.
- Always keep cable behind the machines when scrubbing.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- If the floor maintenance machine has a suction unit, check the filter and bag, replace if necessary.
- Do not use a dirty floor pad; the pad should be washed when it becomes dirty.
- Always use a warning sign 'cleaning in progress', position at the beginning & the end of the line of work.
- Ensure Machine is clean prior use.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, report to supervisor.
- Should the machine switch off automatically, refer to supervisor.
- Do not store or transport the machine with the floor pad folded in the water tank.
- If the Machine vibrates or mis-handles, check equipment.
- If you are in doubt that it is the type of floor is suitable, for buffing please see your supervisor.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Mopping Method Statement
- Dust Controlling Method Statement
- Dust Control/Vacuumping Method Statement

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A11 Floor Stripping

A11	Standard Operating Procedure	Floor Stripping
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Purpose

To remove old/worn seal & polish from the flooring in preparation for re-application of new polish/dressing and removal of manufacturer's floor dressing in preparation of application of a new coat of floor dressing.

Area of Use

Use on previously polished lino and vinyl floors and new floors with a manufacturer's dressing applied.

Equipment

- Colour-Coded Bucket & Cloths
- Colour-Coded Gloves
- Colour-Coded Mop Handle
- Colour-Coded Mop Head
- Colour-Coded Scraper
- Damp Mop System (Refer to the Damp Mopping Method Statement)
- Dust Control System (Refer to the Dust Controlling Method Statement)
- Edge Cleaning Tool and Pad
- Black Floor Pad and Disk Drive/Board
- Floor Stripper & Acetic Acid
- Goggles & Knee Pads
- Standard Speed Rotary Floor Machine with anti-splash skirt
- Warning Signs
- Wet Suction Machine
- pH indicator paper

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Plan work route and when necessary, remove furniture and equipment.
2. Wash hands and put on gloves.
3. Display the warning signs in the area, ensuring all signs are visible.
4. Dust control the area (refer to the Dust Controlling method statement).
5. Remove old polish from floor edges and chewing gum using an Edge Cleaning Tool/Scraper.
6. Attach the floor pad to the Rotary Floor machine (refer to manufacturer's instructions).
7. Put on goggles.
8. Prepare the Floor Stripper solution in a well-ventilated area (refer to manufacturer's instructions) and add to the Rotary Machine tank.
9. Remove goggles.
10. Unwind cable and plug into a mains socket and a circuit breaker if appropriate.

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11. Adjust handle to a suitable/comfortable height making sure arms are straight.
12. Switch the machine on.
13. Start stripping the floor at a point furthest from the door in 5-metre square sections by moving the machine in small side-to-side, overlapping movements.

NOTE: Regularly change the Floor Pad. Hard and semi-hard floors can be damaged if the floor stripping solution is too strong and has too long a contact time or the floor pad stays in contact with the floor covering too long. Do not let the floor dry while carrying out stripping.

14. Use a Wet suction machine to remove the additional 'slurry'.
15. Ensure all polish has been removed and if there is any polish remaining, repeat the process.
16. On completion of stripping, with dry hands, remove the plug from the mains socket and re-wind the electricity cable.
17. Damp mop the floor with clean water & acetic acid to rinse and neutralise (refer to the Damp Mopping Method Statement). Check the pH of the floor covering with Universal Indicator Paper. The floor must be clean, dry and neutral pH 7, (use dilute acetic acid solution if necessary).
18. Dust control the floor to remove any additional dust (refer to Method Statement).
19. When the area is completely dry it is ready to have the new dressing applied or replace the furniture to its original position. Remove warning signs & store.
20. After use, all equipment should be checked, cleaned, dried and stored.
21. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not attempt this procedure unless you have been trained and assessed.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position.
- When using electrical equipment, a circuit breaker should be used if appropriate.
- Always make sure to plug the machine into a free plug socket. If not available, ask a supervisor before unplugging any other machines.
- Do not adjust or change the fittings on the machine when it is plugged in.
- When changing or turning a floor pad, make sure the machine is switched off, the handle raised and the machine laid down.
- Always keep cable behind the Rotary Floor Machine when operating.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work.
- Ensure all machines are clean prior to use.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, do not use, remove and report to supervisor.
- Should the machines switch off automatically, refer to supervisor.
- If the machines vibrate or mis-handles, check equipment and report to the supervisor immediately.
- Wear goggles and gloves when preparing cleaning solutions.
- Do not allow slurry on the floor to dry out.
- If there is a polish build up around the edges use a stronger stripper solution and increase contact time.
- All equipment should be left clean, dry and tidy in storage area after use.

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Supporting Documents

- Damp Mopping Method Statement
- Dust Controlling Method Statement

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A12 Applying a Floor Polish

A12	Standard Operating Procedure	Applying a Floor Polish
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Purpose

To re-apply a protective dressing/coating to a pre-prepared floor covering, giving a hygienic and aesthetically pleasing sheen/appearance. The floor should have a uniform light reflecting finish.
Floor polish are available in Matt, Satin Gloss and High gloss finish and also in alcohol resistant products, care should be taken to choose the correct product for the area.

Area of Use

Use on lino and vinyl type floors to provide a protective coat and to give a buffable surface.

Equipment

- Colour-Coded Bucket/Dressing tray
- Colour-Coded Gloves
- Colour-Coded Mop Handle/applicator
- Colour-Coded Mop Head
- Dust Control System (Refer to the Dust Controlling Method Statement)
- Floor polish/dressing
- Warning Signs
- High speed polishing machine (400 to 1000 rpm)
- Drive disc/base plate
- Floor pads of correct colour

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.
2. Display the warning signs in the area, ensuring all signs are visible.
3. Remove all furniture and equipment from the room (if possible).
4. Prepare the floor for sealing (refer to supervisor).
5. Pour a small amount of floor seal into the bucket/dressing tray.
6. Attach the mop head to the mop handle/applicator.
7. Place the mop head into the bucket, so that the floor seal is absorbed onto the mop; do not submerge the mop.
8. When taking the mop out of the bucket, remove excess & it should not be dripping.
9. The first stroke on floor should be 15cm (6 inches) from; and in line with the wall, leaving a substantial line of floor dressing seal.
10. Work from the furthest point of the room to the door. Keep the mop in contact with the floor at all times (lift only to re-apply seal).
11. Using the mop, draw floor seal across the room ensuring a uniform amount is spread across the floor area. Ensure that the entire floor is covered with no bare patches, streaks or bubbles. Re-working of floor seal can be done with the mop up to 30-60 seconds after application to the floor to cover areas missed or ensure a uniform coat. After this period do not touch.

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12. When the area is completed, allow it to dry. This should take approximately 20 minutes dependent on weather conditions & with good ventilation. Do not walk on the area until it is dry.
13. The second coat should then be applied (in the same manner as 8, 9 and 10) except the floor seal should be laid in the opposite direction to the first coat using a clean bucket and mop head.

NOTE: Ensure that different floor seal products are not mixed together in the bucket or on the mop.

14. The third coat of floor seal should be applied (in the same manner as 8, 9 and 10). However, this coat should be up to the edge of the skirting and applied in the direction of first coat.
15. Lightly buff floor using a red pad (refer to buffing method statement). Dust control/vacuum floor (refer to dust control/vacuum method statement).
16. On completion, remove the mop head and dispose in a waste bag.
17. When the area is completely dry, remove warning signs, store correctly & return the furniture to original position.
18. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
19. Wash hands and remove gloves.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Ensure that different floor seal products are not mixed together in the bucket or on the mop.
- If floor is worn / porous, discuss with supervisor the use of two coats of floor seal & primer first (refer to manufacturer's instructions).
- Do not spray clean for approximately 24 hours.
- Be aware of a possible waxy effect following a seal being laid. This may cause a slip-hazard.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Dust Controlling Method Statement
- Buffing Method Statement
- Dust Control/Vacuum Method Statement

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A13 Water Extraction / Wet suction Cleaning

A13	Standard Operating Procedure	Water Extraction/Wet Suction Cleaning
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Purpose

To remove excess water during a cleaning process or when spillages occur such as flood etc from a floor surface, leaving the area dry, safe to walk on & prevent rapid re-soiling.

Area of Use

Normally used in conjunction with scrubbing and stripping procedures or if flooding occurs.

Equipment

- Colour-Coded Bucket
- Colour-Coded Gloves & PPE
- Colour-Coded Mop Handle
- Colour-Coded Mop Head
- Attachment for example, Hose Wand
- Warning Signs
- Wet Pick Up Machine With Circuit Breaker

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Plan work route, remove furniture and equipment, if necessary.
2. Wash hands and put on gloves.
3. Display the warning signs in the area, ensuring all signs are visible.
4. Check & unwind cable and plug into a mains socket and a circuit breaker if appropriate.
5. Switch the machine on and ensure the cable is behind.
6. Move the Wet Pick Up machine slowly over the liquid to remove it from the floor
7. Use the attachment hose to pick up liquid under restricted areas.
8. On completion, or if the machine is full, switch the Wet Pick Up machine off and empty the water in the correct, identified disposal area.
9. With dry hands, remove the plug from the mains socket and re-wind the electricity cable.
10. Mop all small liquid patches remaining, (refer to damp mopping method statement).
11. When the area is completely dry, return the furniture to original position. Remove warning signs clean & store correctly.
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
13. Remove gloves and wash hands.

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HSE Control Measures

- Take care to understand the nature of the solution picked up from the floor, should the solution have been contaminated with blood or bodily fluids then the whole tank hose and other equipment parts should be cleaned with a solution of chlorine at 1000ppm of available chlorine to decontaminate the unit before re use. Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- Verify cause/nature of spillage and ensure appropriate precautions. Never attempt to clean spillages of mercury or radio-active components. Inform supervisor immediately.
- Care must be taken when dealing with bodily fluids and effluent. Refer to separate instruction.
- Correctly position warning, 'cleaning in progress' signs, at the beginning & end of the line of work. Make sure they are clearly visible throughout the cleaning process.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position.
- When using electrical equipment, a circuit breaker should be used if appropriate.
- Always make sure to plug the machine into a free plug socket. If not available, ask a supervisor before unplugging any other machines.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, do not use, remove and report to supervisor/manager, do not use, label as faulty and remove from use.
- Do not adjust or change the fittings on the machine when it is plugged in.
- Check motor cut-out flow valve is free and movable.
- Ensure the Wet Pick Up machine is clean before use.
- Identify area and method of disposal of dirty water prior to starting.
- Always stand on dry floor areas if possible, great care must be taken if the floor is wet.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Mopping Method Statement

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A14 Flat Mopping – Microfibre Method

A14	Standard Operating Procedure	Flat Mopping – Microfibre Method
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<h3>Purpose</h3> <p>To remove all dirt, from hard flooring leaving it clean, dry and free of scuff or mop marks.</p>
<h3>Area of Use</h3> <p>Use on hard floors to remove stains, soilage and ingrained dirt.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Mop Preparation Box ● Colour-Coded Gloves ● Colour-Coded Mop Handle ● Mop Heads ● Microfibre Cleaning Trolley ● Non-Abrasive pad ● Dustpan & Brush ● Measuring Jug ● Laundry Bag ● Warning Signs ● Floor Cleaner, correctly diluted (if applicable)
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. Prepare the microfibre trolley (refer to Microfibre Trolley method statement). 2. Display the warning signs in the area, ensuring all signs are visible. 3. Remove the clean mops from the laundry net bag and place in a clean mop prep' box, sideways. 4. Using the measuring jug, dampen the dry mops with the recommended quantity of water; follow manufacturer's instructions & the graduations on the jug. 5. Replace the lid of the box & keep closed to maintain moistness. Allow 15 minutes for water to absorb into the mops. 6. Attach the mop head to the mop handle until head clicks into position. 7. Adjust the mop handle to chest level. Loosen handle by turning handle lock a quarter of a turn to the left and pulling handle upwards. Lock handle in position by turning handle lock half a turn to the right. 8. Mop edges of the floor with a straight continuous stroke. 9. Mop the remainder of the floor, keeping the same leading edge, starting at the cleanest/furthest point from the exit, using a continuous, figure of 8, side-to-side, action. Use the non-abrasive pad to remove stubborn marks. 10. Use diluted floor cleaner, applied from the spray bottle, to remove stubborn spots/stains. 11. Avoid splashing other surfaces and remove any splashes that do occur.

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NOTE: Always replace the dirty mop heads with clean ones after each room or if cleaning a large area; when the mop head becomes full of soil/dirt.

12. When mop is soiled, remove from the mop head by stepping on the release mechanism. With both hands pull the handle carefully upwards to release the mop, change the mop head for every room or when soiled.
13. Hold mop head over used laundry bag and press release mechanism.
14. Place dirty mop in a laundry net bag. Place any unused mops also into the laundry bag at the end of the shift.
15. Replace the dirty mop with a clean one by repeating step 7 above.
16. Divide soiled mops & cloths and place in separate laundry bags, do not wash cloths and mops together.
17. Remove warning signs and correctly store, when the floor is dry.
18. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
19. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Work in small square sections to prevent over stretching.
- Always use a warning sign 'cleaning in progress', position at the beginning and of the line of work.
- When mopping a corridor, mop half first leaving a clearly identified dry area for patients/ visitors to walk on.
- Do not over wet floor.
- If mopping stairs, ensure area is cordoned-off and warning signs are displayed.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Microfibre Trolley Method Statement

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B) Soft Floor Cleaning

B1 Vacuum Cleaning

B1	Standard Operating Procedure	Vacuum Cleaning
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Purpose
To remove loose dirt from flooring & furniture leaving a satisfactory, litter-free, dust-free clean appearance.
Area of Use
Use on carpeted areas for routine cleaning and maintenance.
Equipment
<ul style="list-style-type: none"> ● Colour-Coded Gloves ● Vacuum Cleaner (Tub, Cylinder or Upright) ● Hand brush & pan ● Refuse bag ● Vacuum Cleaner Attachment for example, furniture, Crevice Tool, Floor Tool ● Warning Signs ● PPE ● Chewing Gum /Stain remover (refer to method statements)
Standards of Delivery
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.
Procedure
<p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Display the warning signs in the area, ensuring all signs are visible. 3. Pick up all large items for example, crisp packets, tissues and place in the refuse sack using trash tongs. Remove furniture (if applicable). Remove stains/chewing gum (if applicable). 4. Attach the appropriate tool onto the vacuum cleaner (refer to manufacturer's instructions). 5. For floor cleaning, adjust the floor tool so that the bristles are: <ol style="list-style-type: none"> a. Hard floor – Bristles down b. Soft floor – Bristles up 6. Unwind cable and plug into a mains socket and a circuit breaker if appropriate. 7. Switch the vacuum cleaner on and keep the cable behind the line of work. 8. Start vacuuming the floor at a point furthest from the door, paying particular attention to edges and corners, under cushions and traffic lanes. 9. Vacuum all the floor area/furniture systematically, in parallel, overlapping lanes, do not over-stretch. 10. Always finish in the same direction that the carpet pile runs. 11. Return furniture to original position, remove warning signs & store correctly 12. On completion, re-wind the electricity cable. 13. After use, all equipment should be checked, cleaned, dried and returned to the storage area. 14. Remove gloves and wash hands.

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HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- Ensure hands are dry when plugging or unplugging electrical machinery. Never plug/unplug patient or medical equipment.
- When plugging a machine into an electric socket, make sure the switch is in the off position.
- Always make sure to plug the machine into a free plug socket. If not available, ask a supervisor before unplugging any other machines.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, do not use, remove and report to supervisor/manager, do not use, label as faulty and remove from use.
- Do not adjust or change the fittings on the machine when it is plugged in.
- Before starting, check the internal dust bag is not full. If it is full, replace it with a new dust bag and check the internal filters are clean and free from debris.
- Always keep cables behind the machines when suction cleaning.
- Do not place cable over shoulder at any time.
- Place a safety sign over the lead/cable.
- Report any issues with work area and/or equipment.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

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B2 Carpet Shampoo – Water Extraction Cleaning

B2	Standard Operating Procedure	Carpet Shampoo – Water Extraction Cleaning
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<h3>Purpose</h3> <p>To remove ingrained dirt, stains, odours and marks from the pile of a soft floor, leaving the floor clean, dry, fresh and with an attractive appearance.</p>
<h3>Area of Use</h3> <p>Use on carpets and carpet tiles to deep clean.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Colour-Coded Cloth & Bucket ● Colour-Coded Gloves & PPE ● Colour-Coded Labelled Spray Bottle ● Carpet Shampoo (Water Extraction) Machine & tools ● Carpet Stain Removal kit ● De-foamer & Deodorizer ● Vacuum Cleaner (with crevice tool) ● Warning Signs ● Measuring Equipment ● Carpet Shampoo ● Chewing Gum/Graffiti/Adhesive Remover
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Plan work route and when necessary, remove furniture and equipment. Identify carpet pile and backing (natural/synthetic). Is the carpet secure? Check with supervisor if not sure. 2. Wash hands and put on gloves. 3. Display the warning signs in the area, ensuring all signs are visible. 4. Suction-clean the floor (refer to the Suction Standard Operating Procedure). Remove litter & chewing gum. 5. Test an area of carpet first for colour fastness, by spraying a small amount of Carpet Shampoo in an area not usually visible, then wiping over with a cloth to see if colour comes out of the carpet (refer to the Stain Removal method statement). 6. Prepare the carpet shampoo solution (refer to manufacturer's instructions) in a well-ventilated area and add to the Carpet Shampooing machine tank. <p>NOTE: Pre-spray traffic lanes or heavy traffic areas.</p> <ol style="list-style-type: none"> 7. Unwind cable and plug into a mains socket and a circuit breaker if appropriate. 8. Turn on the water and extraction switches of the Carpet Shampooing machine.

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9. Shampoo the carpet, starting at the furthest point and work backwards, moving the Carpet Shampooing machine slowly forwards and backwards in a straight line on the area to be cleaned. Pay attention to corners & edges.
10. Shampoo a reasonable area at a time, without the need to over-stretch.
11. Move the Carpet Shampooing machine across the carpet in parallel overlapping movements.
12. Carry out 1 or 2 further passes over the same section using suction only, to leave the carpet as dry as is possible.
13. For areas inaccessible to the carpet machine, use the crevice tool attachment.
14. When the area has been shampooed, or if the dirty water tank of the Carpet Shampoo machine is full, empty the dirty water tank in to a sluice (refer to the manufacturer's instructions).
15. On completion of shampooing, allow the area to dry.
16. With dry hands, remove the plug from the mains socket and re-wind the electricity cable.
17. Suction clean the carpet (refer to the Suction Standard Operating Procedure) if applicable.
18. When the area is completely dry, remove warning signs and store correctly, return the furniture to original position.
19. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
20. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Always keep cable behind the machine when carpet shampooing.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position.
- When using electrical equipment, a circuit breaker should be used if appropriate.
- Always make sure to plug the machine into a free plug socket. If non-available, ask a supervisor before unplugging any other machines.
- Do not adjust or change the fittings on the machine when it is plugged in.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, report to supervisor/manager.
- Should the machine switch off automatically, refer to supervisor.
- Ensure all machinery is clean before use.
- Protect any furniture which cannot be removed.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Suction Standard Operating Procedure
- Stain Removal Method Statement

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B3 Carpet Shampoo – Dry Foam Cleaning

B3	Standard Operating Procedure	Carpet Shampoo – Dry Foam Cleaning
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Purpose

To remove ingrained deep, stains, odours and marks from the surface pile of the soft floor, leaving the floor clean, fresh and with an attractive appearance.

Area of Use

Use on carpeted areas to deep clean, use on high value carpets and those which cannot be wet.

Equipment

- Colour-Coded Cloth & Bucket
- Colour-Coded Gloves & PPE
- Colour-Coded Labelled Spray Bottle
- Carpet Shampoo (Water Extraction) Machine & tools
- Carpet Stain Removal kit
- Vacuum Cleaner (with crevice tool)
- Warning Signs
- Measuring Equipment
- Dry Foam Carpet Shampoo
- Chewing Gum/Graffiti/Adhesive Remover

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Plan work route and when necessary, remove furniture and equipment. Identify carpet pile and backing (natural/synthetic). Is the carpet secure? Check with supervisor if not.
2. Wash hands and put on gloves.
3. Display the warning signs in the area, ensuring all signs are visible.
4. Suction clean the floor (refer to the Suction Standard Operating Procedure). Remove litter & chewing gum.
5. Test an area of carpet first for colour fastness, Standard Operating Procedure by spraying a small amount of Dry Foam Carpet Shampoo in an area not usually visible, then wiping over with a cloth to see if colour comes out of the carpet (refer to the Stain Removal method statement).
6. Prepare the Dry Foam carpet shampoo solution (refer to manufacturer's instructions) in a well-ventilated area and add to the Carpet Shampoo machine tank. Carefully re-fill as necessary.

NOTE: Carefully pre-spray traffic lanes or heavy traffic areas.

7. Unwind cable and plug into a mains socket and a circuit breaker if appropriate.
8. Pre-wet the machine brushes before shampooing (if applicable.)
9. Turn on the Dry Foam Carpet Shampooing machine; wait a few minutes for the foam to be agitated (if applicable).

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10. Shampoo the carpet (allow the foam to cover the carpet evenly) starting at the furthest point and work backwards, moving the Carpet Shampooing machine slowly forwards and backwards in a straight line on the area to be cleaned. Pay attention to corners & edges.
11. Shampoo a reasonable area at a time, without the need to over stretch. Leave the foam on the carpet to absorb the dirt.
12. Move the Carpet Shampooing machine across the carpet in parallel overlapping movements.
13. For areas inaccessible to the carpet machine, use the crevice tool attachment.
14. On completion of shampooing, suction clean the foam away (refer to the suction Standard Operating Procedure).
15. With dry hands, remove the plug from the mains socket and re-wind the electricity cable.
16. When the area is completely dry, remove warning signs & store correctly, return the furniture to original position.
17. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
18. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Always keep cable behind the machine when carpet shampooing.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position.
- When using electrical equipment, a circuit breaker should be used if appropriate.
- Always make sure to plug the machine into a free plug socket. If not available, ask a supervisor before unplugging any other machines.
- Do not adjust or change the fittings on the machine when it is plugged in.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, report to supervisor/manager.
- Should the machine switch off automatically, refer to supervisor.
- Ensure all machinery is clean before use.
- Protect any furniture which cannot be removed.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Suction Standard Operating Procedure
- Stain Removal Method Statement

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B4 Carpet Shampoo Rotary Cylindrical Brush Cleaning

B4	Standard Operating Procedure	Carpet Shampoo –, Rotary/Cylindrical Brush Cleaning
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Purpose

To remove ingrained dirt, stains, odours and marks from the surface pile of the soft floor, leaving the floor clean, dry, fresh and with an attractive appearance.

Area of Use

Use on carpeted areas to deep clean.

Equipment

- Colour-Coded Cloth & Bucket
- Colour-Coded Gloves & PPE
- Colour-Coded Labelled Spray Bottle
- Rotary /Cylindrical Brush Maintenance Machine (200rpm) & brushes/ tools (with tank if applicable)
- Carpet Stain Removal kit
- Wet suction machine
- Vacuum Cleaner (with crevice tool)
- Warning Signs
- Measuring Equipment
- Carpet Shampoo low foam and Chewing Gum/Graffiti/Adhesive Remover

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Plan work route and when necessary, remove furniture and equipment. Identify carpet pile and backing (natural/synthetic). Is the carpet secure? Check with supervisor, if not.
2. Wash hands and put on gloves.
3. Display the warning signs in the area, ensuring all signs are visible.
4. Suction clean the floor (refer to the Suction Standard Operating Procedure) & remove litter/chewing gum.
5. Test an area of carpet first for colour fastness, by spraying a small amount of Carpet Shampoo in an area not usually visible, then wiping over with a cloth to see if colour comes out of the carpet (refer to the Stain Removal method statement).
6. Prepare the carpet shampoo solution (refer to manufacturer's instructions) in a well-ventilated area and add to the Carpet Shampooing machine tank. Refill as necessary.
7. Attach brush/brushes (colour coded if applicable) to machine, following manufacturer's instructions.

NOTE: Carefully pre-spray traffic lanes or heavy traffic areas

8. Unwind cable and plug into a mains socket and a circuit breaker if appropriate.
9. Carefully turn on the rotary/cylindrical machine.

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10. Shampoo the carpet, starting at the furthest point and work backwards, moving the Carpet Shampooing machine slowly forwards and backwards in a straight line on the area to be cleaned. Pay attention to corners & edges. Avoid wetting the carpet too much.
11. Shampoo a reasonable area at a time, without the need to over stretch.
12. Move the Carpet Shampooing machine across the carpet in parallel overlapping movements and side to side.
13. Carry out 1 or 2 further passes over the same section using suction machine.
14. For areas inaccessible to the carpet machine, use the crevice tool attachment.
15. When the area has been shampooed, or if the dirty water tank of the Carpet Shampoo machine is full, empty the dirty water tank in to a sluice (refer to the manufacturer's instructions).
16. Rinse the carpet, if applicable with clean water (rinse the tank out before adding clean water).
17. On completion of shampooing, allow the area to dry. If necessary use a wet suction machine to remove excess (refer to wet suction method statement).
18. With dry hands, remove the plug from the mains socket and re-wind the electricity cable.
19. Suction clean the carpet (refer to the Suction Standard Operating Procedure) if applicable.
20. When the area is completely dry, remove the warning signs & store correctly, return the furniture to original position.
21. After use, equipment should be checked, cleaned, dried and store correctly.
22. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Always keep cable behind the machine when carpet shampooing, never over the shoulder.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position.
- When using electrical equipment, a circuit breaker should be used if appropriate.
- Always make sure to plug the machine into a free plug socket. If non-available, ask a supervisor before unplugging any other machines.
- Do not adjust or change the fittings on the machine when it is plugged in.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, report to supervisor/manager.
- Should the machine switch off automatically, refer to supervisor.
- Ensure all machinery is clean before use.
- Protect any furniture which cannot be removed.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Suction Standard Operating Procedure
- Stain Removal Method Statement
- Wet Suction Method Statement

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B5 Bonnet Mopping

B5	Standard Operating Procedure	Bonnet Mopping
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Purpose

To remove surface dirt, stains, odours and marks pile of the soft floor, leaving the floor clean, dry, and fresh and with an attractive appearance.

Area of Use

Use to cosmetically clean an area, mainly used in high traffic areas.

Equipment

- Colour-Coded Cloth & Bucket
- Colour-Coded Gloves & PPE
- Colour-Coded Labelled Spray Bottle/mop bucket & wringer (as applicable)
- Rotary Maintenance Machine
- Carpet Stain Removal kit
- Wet suction machine (if applicable)
- Vacuum Cleaner (with Crevice tool)
- Warning Signs
- Measuring Equipment
- Drive disc, carpet bonnets/white pads (as applicable)
- Carpet Shampoo low foam and Chewing Gum/Graffiti/Adhesive Remover

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Plan work route and when necessary, remove furniture and equipment. Identify carpet pile and backing (natural/synthetic). Is the carpet secure? If not, check with supervisor.
2. Wash hands and put on gloves.
3. Display the warning signs in the area, ensuring all signs are visible.
4. Suction clean the floor (refer to the Suction Standard Operating Procedure) & remove stains, litter/chewing gum.
5. Test an area of carpet first for colour fastness, by spraying a small amount of Carpet Shampoo in an area not usually visible, then wiping over with a cloth to see if colour comes out of the carpet (refer to the Stain Removal method statement).
6. Prepare the carpet shampoo solution (refer to manufacturer's instructions) in a well-ventilated area and add to the Carpet Shampooing machine tank. Refill as necessary.
7. If the machine has no tank pre-soak the mops/pads in the carpet shampoo solution. They should be damp, not wet.
8. Attach drive disc & mops/pads to machine, following manufacturer's instructions.
NOTE: Carefully pre-spray traffic lanes or heavy traffic areas Do not over-wet.
9. Unwind cable and plug into a mains socket and a circuit breaker if appropriate.

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10. Carefully turn on the rotary/cylindrical machine.
11. Skim the carpet, starting at the furthest point and work backwards, moving the machine slowly forwards and backwards, (side to side) in a straight line on the area to be cleaned. Pay attention to corners & edges & traffic lanes. Avoid wetting the carpet too much.
12. Do not apply too much pressure or leave pad to rest in one place as permanent damage to carpet can occur.
13. Skim a reasonable area at a time, without the need to over stretch. Turn or replace dirty pads/mops as required.
14. Move the machine across the carpet in parallel overlapping movements (rotary machine side to side, parallel movements).
15. For areas inaccessible to the carpet machine, use an abrasive pad/disposable cloth. Skim the area adjacent to the skirting by cutting in and moving the machine parallel to the skirting.
16. Rinse the carpet, if applicable with clean water (rinse the tank out before adding clean water).
17. On completion of skimming, allow the area to dry. If necessary use a wet suction machine to remove excess (refer to wet suction method statement).
18. With dry hands, remove the plug from the mains socket and re-wind the electricity cable.
19. Suction clean the carpet (refer to the Suction Standard Operating Procedure) if applicable.
20. When the area is completely dry, remove the warning signs & return to the store, return the furniture to original position, protect if the floor is not completely dry.
21. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
22. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- **Never mix cleaning agents, as poisonous gases could result.**
- Keep cable behind the machine when working, never over the shoulder.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position.
- When using electrical equipment, a circuit breaker should be used if appropriate.
- Always make sure to plug the machine into a free plug socket. If not available, ask a supervisor before unplugging any other machines.
- Do not adjust or change the fittings on the machine when it is plugged in.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, report to supervisor/manager.
- Should the machine switch off automatically, refer to supervisor.
- Ensure all machinery is clean before use.
- Protect any furniture which cannot be removed.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Suction Standard Operating Procedure
- Stain Removal Method Statement

Standard Operating Procedure

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C) General Cleaning

C1 Damp Dusting/Wiping Traditional Method

C1	Standard Operating Procedure	Damp Dusting/Wiping – Traditional Method
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<h3>Purpose</h3> <p>To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.</p>
<h3>Area of Use</h3> <p>Use for cleaning horizontal and vertical hard surfaces.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Colour-Coded Bucket/hand spray ● Colour-Coded Cloth ● Colour-Coded Gloves & PPE ● Cleaning Trolley ● Cleaning Agent ● Warning signs
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the cleaning solution in a well-ventilated area (refer to instructions). 3. Place the bucket/hand spray onto a cleaning trolley. 4. Display warning signs in the area, ensuring all signs are visible. 5. Dampen or rinse the clean cloth in the cleaning solution. Wring out well. If using a hand spray, spray the cleaning solution directly onto the cloth not the surface. 6. Remove items from the surface to be cleaned, if applicable. 7. If cleaning a bedside table, extend it and wipe underneath. 8. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom). <p>NOTE: Frequently turn the cloth and rinse in the cleaning solution. Change the cleaning solution when it becomes soiled.</p> <ol style="list-style-type: none"> 9. Use the chosen cleaning solution to remove any grease marks or stubborn stains. 10. Remove warning signs, clean & store correctly. Close ventilation as required. 11. After use, equipment should be checked, cleaned, dried and stored or disposed. 12. Remove gloves and wash hands.

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HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Never spray chemicals in patient areas – always apply to cloth.
- Do not climb on chairs or overreach. Refer to high dusting method statement.
- Always use a warning sign "cleaning in progress" and position at the beginning and the end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

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C2 Damp Dusting/Wiping Traditional Method switches sockets and data points

C2	Standard Operating Procedure	Damp Dusting/Wiping – Traditional Method switches sockets and data points
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<h3>Purpose</h3> <p>To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.</p>
<h3>Area of Use</h3> <p>Use for cleaning horizontal and vertical hard surfaces.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Colour-Coded Bucket/hand spray ● Colour-Coded Cloth ● Colour-Coded Gloves & PPE ● Cleaning Trolley ● Cleaning Agent ● Warning signs
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the cleaning solution in a well-ventilated area (refer to instructions). 3. Place the bucket/hand spray onto a cleaning trolley. 4. Display warning signs in the area, ensuring all signs are visible. 5. Dampen or rinse the clean cloth in the cleaning solution. Wring out well. If using a hand spray, spray the cleaning solution directly onto the cloth not the surface, ensuring the cloth is damp and not wet 6. Damp wipe the main surfaces in systematic straight, over-lapping stokes without the creation of dust showers, (vertical surfaces top to bottom). <p>NOTE: Frequently turn the cloth and rinse in the cleaning solution. Change the cleaning solution when it becomes soiled.</p> <ol style="list-style-type: none"> 7. Use the chosen cleaning solution to remove any grease marks or stubborn stains. 8. Remove warning signs, clean & store correctly. Close ventilation as required. 9. After use, equipment should be checked, cleaned, dried and stored or disposed. 10. Remove gloves and wash hands.
<h3>HSE Control Measures</h3> <ul style="list-style-type: none"> ● Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods. ● Never mix cleaning agents, as poisonous gases could result (refer to manufacturer’s instructions).

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- Never spray chemicals in patient areas – always apply to cloth.
- Do not climb on chairs or overreach. Refer to high dusting method statement.
- Always use a warning sign “cleaning in progress” and position at the beginning and the end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

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C3 Damp Dusting wiping lamps Traditional Method

C3	Standard Operating Procedure	Damp Dusting/Wiping Lamps – Traditional Method
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<h2>Purpose</h2> <p>To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.</p>
<h2>Area of Use</h2> <p>Use for cleaning horizontal and vertical surfaces of bedside and wall-mounted lamps.</p>
<h2>Equipment</h2> <ul style="list-style-type: none"> ● Colour-Coded Bucket/hand spray ● Colour-Coded Cloth ● Colour-Coded Gloves & PPE ● Cleaning Trolley ● Cleaning Agent ● Warning signs
<h2>Standards of Delivery</h2> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h2>Procedure</h2> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the cleaning solution in a well-ventilated area (refer to instructions). 3. Place the bucket/hand spray onto a cleaning trolley. 4. Display warning signs in the area, ensuring all signs are visible. 5. Dampen or rinse the clean cloth in the cleaning solution. Wring out well. If using a hand spray, spray the cleaning solution directly onto the cloth not the surface. 6. Start at the base of the lamp. Wipe all surfaces excluding the bulb & bulb socket. 7. Clean all surfaces of the lamp starting at the base and working up, covering all surfaces except the bulb. 8. Damp wipe the main surfaces in systematic straight, over-lapping stokes without the creation of dust showers, (vertical surfaces top to bottom). <p>NOTE: Frequently turn the cloth and rinse in the cleaning solution. Change the cleaning solution when it becomes soiled.</p> <ol style="list-style-type: none"> 9. Use the chosen cleaning solution to remove any grease marks or stubborn stains. 10. Return items to the surface in their original position, if applicable leave the lamp to dry & replace to original position. 11. Remove warning signs, clean & store correctly. Close ventilation as required. 12. After use, all equipment should be checked, cleaned, dried and returned to the storage area or disposed of as policy. 13. Remove gloves and wash hands.

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HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Never spray chemicals in patient areas – always apply to cloth.
- Do not climb on chairs or overreach.
- Always use a warning sign "cleaning in progress" and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.
- Beware of hot bulbs.
- Turn off the lamp before cleaning and disconnect from mains supply.
- Never turn off patient equipment or medical devices.

Supporting Documents

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C4 Damp Dusting Wiping Radiators Traditional Method

C4	Standard Operating Procedure	Damp Dusting/Wiping Radiators – Traditional Method
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Purpose

To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.

Area of Use

Use for cleaning horizontal and vertical surfaces of free-standing and wall-mounted radiators.

Equipment

- Colour-Coded Bucket/hand spray
- Colour-Coded Cloth
- Colour-Coded Gloves & PPE
- Cleaning Trolley
- Cleaning Agent
- Warning signs

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.
2. Prepare the cleaning solution in a well-ventilated area.
3. Place the bucket/hand spray onto a cleaning trolley.
4. Display warning signs in the area, ensuring all signs are visible.
5. Dampen or rinse the clean cloth in the cleaning solution. Wring out well. If using a hand spray, spray the cleaning solution directly onto the cloth not the surface.
6. Clean all surfaces of the radiator starting at the top and working down, covering all surfaces.
7. Clean behind radiator using the high dusting tool.
8. If the radiator cover is fixed to the wall, clean behind when removed by the estates department.
9. Damp wipe the main surfaces in systematic straight, over-lapping stokes without the creation of dust showers.

NOTE: Frequently turn the cloth and rinse in the cleaning solution.

Change the cleaning solution when it becomes soiled.

10. Clean thermostatic and filter valves attached to radiator, ensuring thermostats are returned to original position, and all connecting pipe-work.
11. Use the chosen cleaning solution to remove any grease marks or stubborn stains.
12. Return items to the surface in their original position, if applicable.
13. Remove warning signs, clean & store correctly. Close ventilation as required.
14. After use, all equipment should be checked, cleaned, dried and returned to the storage area or disposed of as per policy.
15. Remove gloves and wash hands.

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HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Do not climb on chairs or overreach.
- Switch off and disconnect portable radiators before cleaning.
- Always use a warning sign "cleaning in progress" and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

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C5 Damp Dusting Upholstered Furniture - Traditional Method

C5	Standard Operating Procedure	Damp Dusting/Wiping Upholstered Furniture – Traditional Method
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<h3>Purpose</h3> <p>To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.</p>
<h3>Area of Use</h3> <p>Use for cleaning horizontal and vertical surfaces.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Colour-Coded Bucket/hand spray ● Colour-Coded Cloth ● Colour-Coded Gloves & PPE ● Cleaning Trolley ● Cleaning Agent ● Warning signs ● Vacuum Cleaner and Crevice Tools
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the cleaning solution in a well-ventilated area. 3. Place the bucket/hand spray onto a cleaning trolley. 4. Display warning signs in the area, ensuring all signs are visible. 5. Dampen or rinse the clean cloth in the cleaning solution. Wring out well. If using a hand spray, spray the cleaning solution directly onto the cloth not the surface. 6. Clean under the cushions in corners and edges using the vacuum cleaner and crevice tool. 7. Clean all surfaces of the furniture starting at the base and working up. 8. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom). <p>NOTE: Frequently turn the cloth and rinse in the cleaning solution. Change the cleaning solution when it becomes soiled.</p> <ol style="list-style-type: none"> 9. Use the cleaning solution to remove any grease marks or stubborn stains. 10. Return items to the surface in their original position, if applicable. 11. Remove warning signs, clean & store correctly. Close ventilation as required. 12. After use, all equipment should be checked, cleaned, dried and stored correctly. 13. Remove gloves and wash hands.

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HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Do not climb on chairs or overreach.
- Always use a warning sign "cleaning in progress" and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

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C6 Damp Dusting wiping beds Traditional Method

C6	Standard Operating Procedure	Damp Dusting/Wiping Beds – Traditional Method
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<h3>Purpose</h3> <p>To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.</p>
<h3>Area of Use</h3> <p>Use for cleaning horizontal and vertical surfaces.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Colour-Coded Bucket/hand spray ● Colour-Coded Cloth ● Colour-Coded Gloves & PPE ● Warning signs ● Cleaning Trolley ● Cleaning Agent (correctly prepared)
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the cleaning solution in a well-ventilated area (refer to manufacturer’s instructions). 3. Place the bucket/hand spray onto a cleaning trolley. 4. Display warning signs in the area, ensuring all signs are visible. 5. Dampen or rinse the clean cloth in the cleaning solution. Wring out well. If using a hand spray, spray the cleaning solution directly onto the cloth not the surface. 6. If patient in bed seek permission from the nurse in charge to pump up bed, always ensure cot sides are up and explain to the patient what you are doing. 7. Use kneepads if required to kneel on the floor when cleaning under the bed. 8. Raise/Lower the bed to a convenient cleaning height. 9. Wipe the bed framework, starting from the top working downwards to the base and to the castors/wheels. 10. Leave to dry. 11. Lower/raise the bed to the original position. 12. Clean all surfaces of the furniture starting at the base and working up, covering all surfaces. 13. Damp wipe the main surfaces in systematic straight, over-lapping stokes without the creation of dust showers, (vertical surfaces top to bottom). <p>NOTE: Frequently turn the cloth and rinse in the cleaning solution. Change the cleaning solution when it becomes soiled.</p> <ol style="list-style-type: none"> 14. Use the chosen cleaning solution to remove any grease marks or stubborn stains. 15. Return items to the surface in their original position, if applicable. 16. Remove warning signs, clean & store correctly. Close ventilation as required.

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17. After use, all equipment should be checked, cleaned, dried and returned to the storage area or disposed of as policy.
18. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Do not climb on chairs or overreach.
- Always use a warning sign "cleaning in progress" and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

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C7 Glass cleaning Traditional Method

C7	Standard Operating Procedure	Glass Cleaning – Traditional Method
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Purpose

To remove all loose & in-grained soil from the surface, leaving the glass/mirror clean, free from marks & smears and with a satisfactory appearance.

Area of Use

Cleaning of Internal or External Glass and Mirrors

Equipment

- Colour-Coded Cloths or Applicator
- Colour-Coded Gloves & PPE
- Colour-Coded Labelled Spray Bottle
- Colour Coded Scraper
- Squeegee
- Extension Poles or Step ladder
- Glass Cleaner/cleaning agent (diluted correctly)
- Warning signs

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.
2. Prepare the cleaning solution in a well-ventilated area (refer to manufacturer's instructions, or use pre-diluted spray).
3. Ventilate as necessary.
4. Place warning signs, at the beginning & end of the line of work.
5. Protect surrounding areas/surfaces – carefully remove furniture, if necessary.
6. Carefully spray the Glass Cleaner or cleaning solution onto the cloth.
7. Wipe the glass surface, starting from the top and working down in a systematic manner, using horizontal, straight, overlapping strokes, covering the entire surface. Do not over stretch; carefully use extension poles/ladders as required.
8. Use squeegee/scraper as required to remove difficult soiling.
9. If using a Squeegee Blade, wipe the glass surface, starting from the top and working down in a figure-of-eight (8) pattern... Use an extension pole for windows beyond reach.

NOTE: The Squeegee Blade should be wiped after each completed stroke or if it is lifted from the surface.

10. Buff to a shine with a second clean cloth or paper roll, to remove smears, if necessary.
11. Wipe window surrounds with damp cloth.

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12. Dispose of the cloths when the task is completed, as policy. Remove warning signs, clean & store correctly, when the task is complete and area dry.
13. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
14. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- External window cleaning procedure can be used for internal glass, where appropriate training has been received.
- Report any defects to your supervisor.
- If using ladders, make sure they are safe & you have had the necessary training.
- Always use warning signs, 'cleaning in progress', position at the beginning and end of the line of work.
- If cleaning an electric-movable door, then switch it off.
- All equipment should be left clean/dry and tidy in storage area after use.

Supporting Documents

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C8 Furniture Polishing - Traditional Method

C8	Standard Operating Procedure	Furniture Polishing – Traditional Method
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Purpose

To remove all dirt and produce a 'hard', protective sheen on the surface of the items polished.

Area of Use

To enhance the condition of wooden and leather furniture.

Equipment

- Colour-Coded Cloths – Soft dry cloth
- Colour-Coded Gloves & PPE
- Warning signs
- Damp Dust System (refer to the Damp Dusting Method Statements)
- Furniture Polish

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Plan work route, remove furniture and equipment, where necessary.
2. Wash hands and put on gloves.
3. Correctly position warning signs.
4. Remove items from the surface to be cleaned, if required.
5. Damp dust all surfaces, if required, (refer to the Damp Dusting method statements).
6. Apply the furniture polish on to the cloth.
7. Polish the furniture, wiping in systematic, overlapping straight lines.
8. Buff to a shine with a second soft dry cloth.
9. Correctly dispose of the cloth/send to the laundry, when the task is completed.
10. Replace items on to the clean surface & replace furniture if necessary.
11. Remove warning signs, clean & correctly store.
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
13. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Report any defects to your supervisor.
- Warning signs should be correctly sited, at the beginning & end of the line of work, and visible at all times during cleaning.
- Care should be taken to prevent polish getting onto surrounding surfaces, especially flooring.

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- All equipment should be clean and dry and tidy before use.

Supporting Documents

- Damp Dusting Method Statements

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C9 High Dusting - Traditional Method

C9	Standard Operating Procedure	High Dusting – Traditional Method
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Purpose

To remove loose dirt from all surfaces above head-height, without the use of access equipment and without the creation of dust showers.

Area of Use

To remove loose dust from high level surfaces.

Equipment

- Colour-Coded Cloth Roll/Static Head
- Colour-Coded Gloves & PPE
- Warning signs
- Laundry Bag/net
- Telescopic Handle/Tool
- Suction cleaner and attachments

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.
2. Carefully place the clean, static head or cloth roll onto the tool/handle, adjust as required.
3. If using a suction cleaner & attachments for high dusting, refer to the Suction Standard Operating Procedure.
4. Ventilate area as appropriate & correctly position warning signs.
5. Hold the telescopic tool and draw the cloth roll, static head along top surfaces; pipes, ledges around light fittings, walls and window ledges, without the creation of dust showers.
6. High Dust from the highest/furthest point and work down/out to end of the area.
7. Replace the cloths/static heads when they become dirty.
8. Dispose of the cloths when the task is completed or if re-usable static heads used, place in a laundry bag.
9. Remove warning signs, clean & store correctly when the task is completed.
10. After use, all equipment should be checked, cleaned, dried and stored.
11. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Check pictures, hangings and clocks are secure.
- Do not over-stretch when using the telescopic facility.

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- Do not climb on chairs.
- Use warning signs, 'cleaning in progress', position at the beginning & end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Suction Standard Operating Procedure

C10 Damp Dusting / Wiping – Microfibre Method

C10	Standard Operating Procedure	Damp Dusting/Wiping – Microfibre Method
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Purpose
To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.
Area of Use
Use for cleaning horizontal and vertical surfaces.
Equipment
<ul style="list-style-type: none"> ● Microfibre Cloth Box & lid ● Microfibre Cloths Cloth ● Colour-Coded Gloves & PPE ● Warning sign ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Measuring Jug ● Laundry net
Standards of Delivery
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.
Procedure
<p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area. 3. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box. 4. Using the measuring jug, dampen the dry cloths with recommended quantity of water and the chemical solution being used on your specific site . 5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths. 6. Display warning signs in the area, ensuring all signs are visible. 7. Take folded cloth out of the box. Place whole hand on cloth and wipe desired surface/area working from clean to dirty. 8. Remove items from the surface to be cleaned, if applicable. 9. If cleaning a bedside table, extend it and wipe underneath. 10. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom). <p>NOTE: Frequently turn the cloth, once one side is dirty. Repeat until all 8 sides have been used. Change to a clean cloth when fully soiled. Change to a clean cloth for every patient bed area, each room change or where different coloured cloths are required (e.g. bathrooms, sinks).</p> <ol style="list-style-type: none"> 11. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together). 12. If Chlorine solution is being used to clean and disinfect surfaces, please refer to separate instructions. 13. Return items to the surface in their original position, if applicable. 14. Remove warning signs, clean & store correctly. Close ventilation as required 15. After use, all equipment should be checked, cleaned, dried and returned to the storage area.

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16. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Do not climb on chairs or overreach.
- Always use a warning sign "cleaning in progress" and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

C11 Damp Dusting / Wiping – Microfibre Method switches sockets and data points

C11	Standard Operating Procedure	Damp Dusting/Wiping – Microfibre Method switches sockets and data points
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Purpose
To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.
Area of Use
Use for cleaning switches sockets and data points
Equipment
<ul style="list-style-type: none"> ● Microfibre Cloth Box & lid ● Microfibre Cloths Cloth ● Colour-Coded Gloves & PPE ● Warning sign ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Measuring Jug ● Laundry net
Standards of Delivery
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.
Procedure
<p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area. 3. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box. 4. Using the measuring jug, dampen the dry cloths with recommended quantity of water and the chemical solution being used on your specific site . 5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths. 6. Display warning signs in the area, ensuring all signs are visible. 7. Take folded cloth out of the box. Place whole hand on cloth and wipe desired surface/area working from clean to dirty. 8. Remove items from the surface to be cleaned, if applicable. 9. Damp wipe the main surfaces in systematic straight, over-lapping stokes without the creation of dust showers, (vertical surfaces top to bottom). <p>NOTE: Frequently turn the cloth, once one side is dirty. Repeat until all 8 sides have been used. Change to a clean cloth when fully soiled. Change to a clean cloth for every patient bed area, each room change or where different coloured cloths are required (e.g. bathrooms, sinks).</p> <ol style="list-style-type: none"> 10. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together). 11. If Chlorine solution is being used to clean and disinfect surfaces, please refer to separate instructions. 12. Return items to the surface in their original position, if applicable. 13. Remove warning signs, clean & store correctly. Close ventilation as required 14. After use, all equipment should be checked, cleaned, dried and returned to the storage area. 15. Remove gloves and wash hands.

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HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Do not climb on chairs or overreach.
- Always use a warning sign "cleaning in progress" and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

C12 Damp Dusting / Wiping Lamps – Microfibre method

C12	Standard Operating Procedure	Damp Dusting/Wiping Lamps - Microfibre Method
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Purpose

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To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.

Area of Use

Use for all surfaces of the lamp.

Equipment

- Microfibre Cloth Box & lid
- Microfibre Cloths Cloth
- Colour-Coded Gloves & PPE
- Warning signs
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Measuring Jug
- Laundry Net

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

NOTE: Beware of the hot bulb. Turn the lamp off prior to cleaning.

1. Wash hands and put on gloves.
2. Prepare the microfibre trolley & cleaning solution in a well-ventilated area.
3. Remove the clean microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
4. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
6. Display warning signs in the area, ensuring that all signs are visible.
7. Take folded cloth out of the box. Place whole hand on cloth and wipe the lamp starting at the base and working up, covering all surfaces except the bulb.
8. Note: Frequently turn the cloth, once each side is dirty. Repeat until all 8 sides have been used. Change to a clean cloth when fully soiled or when moving to a new patient area.
9. Place dirty cloths into net bag, ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).
10. Return items to the surface in their original position, if applicable.
11. Remove warning signs, clean & store correctly. Close ventilation as required.
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
13. Remove gloves and wash hands.

HSE Control Measures

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- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not climb on chairs or overreach.
- Always use a warning sign “cleaning in progress” and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.
- Beware of hot bulbs.
- Turn off the lamp before cleaning and disconnect from mains supply.
- Never disconnect patient or medical equipment.

Supporting Documents

C13 Damp Dusting / Radiators– Microfibre method

C13	Standard Operating Procedure	Damp Dusting/Wiping Radiators - Microfibre Method
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Purpose
To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.
Area of Use
Use for cleaning radiators.
Equipment
<ul style="list-style-type: none"> ● Microfibre Cloth Box & lid ● Microfibre Cloths Cloth ● Colour-Coded Gloves & PPE ● Warning signs ● Measuring Jug ● Laundry net ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Microfibre high-dusting tool
Standards of Delivery
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.
Procedure
<p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area. 3. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box. 4. Using the measuring jug, dampen the dry cloths with recommended quantity of water. 5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths. 6. Display warning signs in the area, ensuring all signs are visible. 7. Take folded cloth out of the box. Place whole hand on cloth and wipe area working from clean to dirty. 8. Clean behind radiator using the high dusting tool. 9. If the radiator cover is fixed to the wall, clean behind when removed by the estates department. 10. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom). <p>NOTE: Frequently turn the cloth, once one side is dirty. Repeat until all 8 sides are dirty. Change to a clean cloth when fully soiled or when moving to new patient areas.</p> <ol style="list-style-type: none"> 11. Clean thermostatic valves and any connecting pipes; ensure thermostat is returned to original position. 12. For tough stains spray chemical onto cloth & wipe as step 7 above. 13. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together). 14. Return items to the surface in their original position, if applicable. 15. Remove warning signs, clean & store correctly. Close ventilation as required. 16. After use, all equipment should be checked, cleaned, dried and returned to the storage area. 17. Remove gloves and wash hands.

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HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not climb on chairs or overreach.
- Always use a warning sign “cleaning in progress” and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

C14 Damp Dusting Ventilation grille– Microfibre method

C14	Standard Operating Procedure	Damp Dusting/Ventilation grille - Microfibre Method
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Purpose
To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.
Area of Use
Use for cleaning ventilation Grilles and vents in ceilings doors and walls
Equipment
<ul style="list-style-type: none"> ● Microfibre Cloth Box & lid ● Microfibre Cloths Cloth ● Colour-Coded Gloves & PPE ● Warning signs ● Measuring Jug ● Laundry net ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Microfibre high-dusting tool
Standards of Delivery
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.
Procedure
<p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area. 3. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box. 4. Using the measuring jug, dampen the dry cloths with recommended quantity of water. 5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths. 6. Display warning signs in the area, ensuring all signs are visible. <p>For cleaning Grilles in doors and walls</p> <ol style="list-style-type: none"> 7. Take folded cloth out of the box. Place whole hand on cloth and wipe area working from clean to dirty. 8. Ensure each fin of the grille is cleaned and both sides of the ventilation grille. 9. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom). <p>NOTE: Frequently turn the cloth, once one side is dirty. Repeat until all 8 sides are dirty. Change to a clean cloth when fully soiled or when moving to new patient areas.</p> <p>For cleaning ceiling vents and grilles</p> <ol style="list-style-type: none"> 10. Take high dusting tool and use it dry. Bend the tool to the shape of the grill to ensure all surfaces are able to be cleaned, 11. If required add the tool to the extension pole to ensure the ventilation grille is cleaned whilst standing on the floor

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12. Ensure each fin of the grille is cleaned including all surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).
13. Clean thermostatic valves and any connecting pipes; ensure thermostat is returned to original position.
14. Remove warning signs, clean & store correctly. Close ventilation as required.
15. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
16. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not climb on chairs or overreach.
- Always use a warning sign “cleaning in progress” and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

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C15 Damp Dusting / Upholstered Furniture – Microfibre method

C15	Standard Operating Procedure	Damp Dusting Upholstered Furniture - Microfibre Method
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Purpose

To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.

Area of Use

Cleaning all upholstered furniture.

Equipment

- Microfibre Cloth Box & lid
- Microfibre Cloths Cloth
- Colour-Coded Gloves & PPE
- Warning signs
- Measuring Jug
- Laundry net
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Vacuum cleaner with crevice tool

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document. SOP

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.
2. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area. Ensure the vacuum cleaner and tools are on the trolley.
3. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
4. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
6. Display warning signs in the area, ensuring all signs are visible.
7. Clean under the cushions in corners and edges using the vacuum cleaner and crevice tool.
8. Take folded cloth out of the box. Place whole hand on cloth and wipe area working from clean to dirty Pay attention to corners, ledges & underneath
9. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).

NOTE: Frequently turn the cloth, once one side is dirty. Repeat until all 8 sides have been used. Change to a clean cloth when fully soiled or when moving to different areas.

10. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).
11. Return items to the surface in their original position, if applicable.
12. Remove warning signs, clean & store correctly. Close ventilation as required

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13. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
 14. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not climb on chairs or overreach.
- Always use a warning sign “cleaning in progress” and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

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C16 Damp Dusting / Wiping Beds – Microfibre method

C16	Standard Operating Procedure	Damp Dusting/Wiping Beds – Microfibre Method
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Purpose

To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.

Area of Use

Use for damp dusting beds.

Equipment

- Microfibre Cloth Box & lid
- Microfibre Cloths Cloth
- Colour-Coded Gloves & PPE
- Warning signs
- Measuring Jug
- Laundry net
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.
2. Prepare the Microfibre trolley & cleaning solution in a well-ventilated area.
3. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
4. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
6. Display warning signs in the area, ensuring all signs are visible.
7. Take folded cloth out of the box. Place whole hand on cloth and wipe area working from clean to dirty.
8. If patient in bed seek permission from the nurse in charge to pump up bed, always ensure cot sides are up and explain to the patient what you are doing.
9. Use kneepads if required to kneel on the floor when cleaning under the bed.
10. Raise/Lower the bed to a convenient cleaning height.
11. Wipe the bed framework, starting from the top working downwards to the base and to the castors/wheels.
12. Leave to dry lower/raise the bed to the original position.
13. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).

NOTE: Frequently turn the cloth, once one side is dirty. Repeat until all 8 sides have been used. Change to a clean cloth when fully soiled or when moving to a separate area.

14. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).

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15. Return items to the surface in their original position, if applicable.
16. Remove warning signs, clean & store correctly. Close ventilation as required.
17. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
18. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not climb on chairs or overreach.
- Always use a warning sign “cleaning in progress” and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

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C17 Damp Dusting / Glass Cleaning – Microfibre method

C17	Standard Operating Procedure	Glass Cleaning – Microfibre Method
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<h3>Purpose</h3> <p>To remove all loose & in-grained soil from the surface, leaving the glass/mirror clean, free from marks & smears and with a satisfactory appearance.</p>
<h3>Area of Use</h3> <p>Cleaning of Internal or External Glass and Mirrors.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Cloth Box & lid ● Microfibre Cloths Cloth ● Colour-Coded Gloves & PPE ● Microfibre window cloth ● Warning signs ● Measuring Jug ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Laundry net ● Microfibre high dusting tool
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area. 2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box. 3. Using the measuring jug, dampen the dry cloths with recommended quantity of water. 4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths. 5. Display warning signs in the area, ensuring all signs are visible. 6. Protect surrounding areas/surfaces – carefully remove furniture, if necessary. 7. Take folded cloth out of the box. Place whole hand on cloth and wipe area working from clean to dirty starting from the top and working down in a systematic manner, using horizontal, straight, overlapping strokes, covering the entire surface. Do not over stretch; carefully use extension poles/ladders as required. <p>NOTE: Frequently turn the cloth, once one side is dirty. Repeat until all 8 sides have been used. Change to a clean cloth when fully soiled.</p> <ol style="list-style-type: none"> 8. Using the glass cloth, buff the glass to a shine, ensure all smears are removed. 9. Wipe window surrounds. 10. For tough stains spray chemical onto cloth & wipe as step 7 above.

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11. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together)
12. Return items to the surface in their original position, if applicable
13. Remove warning signs, clean & store correctly. Close ventilation as required
14. After use, all equipment should be checked, cleaned, dried and returned to the storage area
15. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- External window cleaning procedure can be used for internal glass.
- Report any defects to your supervisor.
- If using ladders, make sure they are safe & you have had the necessary training.
- Always use warning signs, “cleaning in progress”, and position at the beginning and the end of the line of work.
- If cleaning an electric-movable door, then switch it off.
- All equipment should be left clean/dry and tidy in storage area after use.

Supporting Documents

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C18 Damp Dusting / High Dusting – Microfibre method

C18	Standard Operating Procedure	High Dusting – Microfibre Method
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Purpose

To remove loose dirt from all surfaces above head-height, without the use of access equipment and without the creation of dust showers.

Area of Use

To remove loose dust from high level surfaces.

Equipment

- Microfibre Cloth Box & lid
- Microfibre Cloths (colour-coded)
- Colour-Coded Gloves & PPE
- High dusting tool
- Warning signs
- Measuring Jug
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net
- Microfibre high duster cover
- Extendable microfibre mop handle
- Microfibre box and lid
- Microfibre mopheads

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.
2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
3. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
5. Repeat process for mop-heads – refer to procedure for setting up micro-fibre trolley.
6. Display warning signs in the area, ensuring all signs are visible.
7. Wash hands and put on gloves.
8. Carefully place the clean, Microfibre mop head onto the tool/handle, adjust as required.
9. Ventilate area as appropriate & correctly position warning signs.
10. Hold the telescopic handle and draw the mop along top surfaces; pipes, ledges around light fittings, walls and window ledges, without the creation of dust showers. Keep head in contact with surface.
11. High Dust from the highest/furthest point and work down/out to the end of the area.
12. Use microfibre cloths to wipe door-frames, skirtings and edges. Use cloth folded to ensure that all 8 cleaning areas are used.

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13. Replace the mops when they become dirty.
14. Place dirty mops into net bag ready to be laundered. Place any unused mops into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).
15. Remove warning signs, clean & store correctly when the task is completed.
16. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
17. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Check pictures, hangings and clocks are secure.
- Do not over-stretch when using the telescopic facility.
- Do not climb on chairs.
- Use warning signs, “cleaning in progress”, and position at the beginning & the end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

C19 Internal Window Frame Cleaning Traditional Method

C19	Standard Operating Procedure	Internal Window Frame Cleaning – Microfibre Method
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Purpose

To remove all loose & in-grained soil from the surface, leaving the internal window frame clean, free from marks, dirt & debris with a satisfactory appearance.

Area of Use

Internal Window Frame Cleaning

Equipment

- Colour-Coded Gloves & PPE
- Colour-Coded Labelled Spray Bottle
- Colour-Coded Cloth /High dusting tool sleeve
- Telescopic Handle/Tool
- Vacuum Cleaner
- Step ladder
- Cleaning agent (diluted correctly)
- Warning signs

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.

Procedure

1. Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.
2. Method
3. Wash hands and put on gloves.
4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturer's instructions, or use pre-diluted spray.
5. Ventilate as necessary.
6. Place warning signs, at the beginning & end of the line of work.
7. Protect surrounding areas/surfaces – carefully remove furniture, if necessary.
8. Open the window, ensuring safety catches are in place to preventing the window from shutting
9. Dust the sides of the frame using the high dusting tool, starting from the top and working down in a systematic manner, using the vacuum cleaner crevice tool to remove debris from to lower inside ledge. Ensure any loose dust does not permeate the surrounding area
10. Carefully spray the cleaning solution onto **High dusting tool sleeve**
11. Using a colour coded, pre dampened cloth, wipe the sides of the frame, starting from the top and working down in a systematic manner, covering the entire surface. Do not over stretch; carefully use extension poles/ladders as required.
12. Wipe the lower inside ledge and hinges in a systematic manner, covering the entire surface.
13. wipe window surrounds with pre dampened microfibre cloth
14. when the task is completed place the cloths in the net bag for laundering , as policy. Remove warning signs, clean & store correctly, when the task is complete and area dry.
15. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
16. Remove gloves and wash hands.

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17. Refer to internal glass cleaning SOP.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- External window cleaning procedure can be used for internal glass, where appropriate training has been received.
- Report any defects to your supervisor.
- If using ladders, make sure they are safe & you have had the necessary training.
- Always use warning signs, 'cleaning in progress', position at the beginning and end of the line of work.
- If cleaning an electric-movable door, then switch it off.
- All equipment should be left clean/dry and tidy in storage area after use.

Supporting Documents

D) Washroom Cleaning

D1 Bath – Microfibre method

D1	Standard Operating Procedure	Bath – Microfibre Method
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Purpose

To remove all loose/visible dirt, scale or body fat build up, stains & marks from the surface of the bath & surrounds, leaving the appliance hygienically clean, dry & ready for use.

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Fixture/Fitting

Bath

Equipment

- Microfibre Mop Box & lid
- Microfibre Floor Mops Cloth
- Colour-Coded Gloves & PPE
- High dusting tool
- Warning signs
- Measuring Jug
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.
2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
3. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
5. Display warning signs in the area, ensuring all signs are visible.
6. Remove items from the surface to be cleaned, if applicable.
7. Ventilate the area (for example, open a window).
8. Empty waste bins, clean & replace waste bag if required.
9. Remove any objects from the bath (for example, soap).
10. Remove any hair or other items from the plug, plughole and plug chain with the tweezers.
11. Take 1st folded cloth out of the box. Place whole hand on cloth and wipe desired surface/area working from clean to dirty. Focusing on splash back, dispensers and tap **DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH**

NOTE: Start cleaning from outside and work towards the inside.

12. Remove any splashes or marks from the walls and wipe door handles.
13. Wipe the surrounding surfaces of the bath, starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, and soap dispenser.
14. Polish stainless steel or chrome with the cloth.
15. **REMOVE GLOVES, WASH HANDS AND REPLACE WITH A NEW PAIR OF GLOVES BEFORE PICKING UP THE SECOND CLOTH**
16. Take 2nd cloth folded into 4
17. Wipe the inside of the basin, including the plug, plug chain and overflow. **DO NOT TOUCH THE TAP OR DISPENSER WITH THIS CLOTH**
18. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).

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19. Finish by cleaning the drain or plug hole

NOTE: Frequently turn the cloth, once one side are used. Repeat until all 8 sides are dirty. Change to a clean cloth when fully soiled

20. For tough stains spray chemical onto cloth & wipe.

21. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).

22. Return items to the surface in their original position, if applicable.

23. Remove warning signs, clean & store correctly. Close ventilation as required.

24. After use, all equipment should be checked, cleaned, dried and returned to the storage area.

25. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

D2 Wash Hand Basin – Microfibre method

D2	Standard Operating Procedure	Wash Hand Basin – Microfibre
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Purpose

To remove all loose/visible dirt, scale or body fat build up, stains & marks from the surface of the basin & surrounds, leaving the appliance hygienically clean, dry & ready for use.

Fixture/Fitting

Wash-hand basin

Equipment

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- Microfibre Mop Box & lid
- Microfibre Floor Mops Cloth
- Colour-Coded Gloves & PPE
- High dusting tool
- Warning signs
- Measuring Jug
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.
2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
3. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
5. Display warning signs in the area, ensuring all signs are visible.
6. Remove items from the surface to be cleaned, if applicable.
7. Ventilate the area (for example, open a window).
8. Empty waste bins, clean & replace waste bag if required.
9. Remove any objects from the basin (for example, soap).
10. Remove any hair or other items from the plug, plughole and plug chain
11. Take 1st folded cloth out of the box. Place whole hand on cloth and clean the tap /area working from clean to dirty. Focusing on splash back, dispensers and tap **DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH**

NOTE: Start cleaning from outside and work towards the inside.

12. Wipe the surrounding surfaces of the basin, starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, and soap dispenser.
13. **AT THE AREA BEING CLEANED, REMOVE GLOVES, DISPOSE OF IN THE WASTE BIN, WASH OR SANITISE HANDS AND REPLACE WITH A NEW PAIR OF GLOVES BEFORE PICKING UP THE SECOND CLOTH**
14. Take 2nd cloth folded into 4
15. Wipe the inside of the basin, including the plug, plug chain and overflow. **DO NOT TOUCH THE TAP OR DISPENSER WITH THIS CLOTH**
16. To remove any build-up of soap and grease, report excessive build up to the supervisor.
17. Damp wipe the main surfaces in systematic straight, over-lapping stokes without the creation of dust showers, (vertical surfaces top to bottom).
18. Finish by cleaning the drain or plug hole

NOTE: Frequently turn the cloth, once one side is dirty. Repeat until all 8 sides are used. Change to a clean cloth when fully soiled.

19. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).

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20. Return items to the surface in their original position, if applicable.
21. Remove warning signs, clean & store correctly. Close ventilation as required.
22. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
23. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

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D3 Bidet – Microfibre method

D3	Standard Operating Procedure	Bidet – Microfibre Method
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Purpose

To remove all loose/visible dirt, scale & body fat build up, stains & marks from the bidet & surrounding surfaces, leaving it clean, dry & ready for use.

Fixture/Fitting

Bidet

Equipment

- Microfibre Mop Box & lid
- Microfibre Mops Cloth
- Microfibre cloth box
- Microfibre cloths
- Colour-Coded Gloves & PPE
- High dusting tool
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net
- Warning signs
- Measuring Jug

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.
2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
3. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
5. Display warning signs in the area, ensuring all signs are visible.
6. Wash hands and put on gloves.
7. Correctly display the warning signs in the area, ensuring all signs are visible.
8. Ventilate the area (for example, open a window).
9. Remove any hair or other items from the plug, plug hoe and plug chain with the tweezers.
10. Take folded cloth out of the box. Place whole hand on cloth and wipe desired surface/area working from clean to dirty.

NOTE: Start cleaning from outside and work towards the inside.

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11. Take 1st folded cloth out of the box. Place whole hand on cloth and wipe desired surface/area working from clean to dirty. Focusing on splash back, dispensers and tap **DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH**

NOTE: Start cleaning from outside and work towards the inside.

12. Remove any splashes or marks from the walls and wipe door handles.
13. Wipe the surrounding surfaces of the bidet, starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, and soap dispenser.
14. Polish stainless steel or chrome with the cloth.
15. **REMOVE GLOVES, WASH HANDS AND REPLACE WITH A NEW PAIR OF GLOVES BEFORE PICKING UP THE SECOND CLOTH**
16. Take 2nd cloth folded into 4
17. Wipe the inside of the bidet, including the plug, plug chain and overflow. **DO NOT TOUCH THE TAP OR DISPENSER WITH THIS CLOTH**
18. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).
19. Finish by cleaning the drain or plug hole
20. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).
21. Return items to the surface in their original position, if applicable.
22. Remove warning signs, clean & store correctly. Close ventilation as required.
23. If required, replenish toilet paper (refer to the Replenishing Consumables method statement).
24. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

- Replenishing Consumables Method Statement

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D4 Shower – Microfibre method

D4	Standard Operating Procedure	Shower – Microfibre Method
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<h3>Purpose</h3> <p>To remove all loose/visible dirt, scale or body fat build up, stains & marks from the surfaces of the shower fittings, cubicle & surrounding areas, leaving the fitting hygienically clean, dry & ready for use.</p>
<h3>Fixture/Fitting</h3> <p>Shower and shower fittings</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Mop Box & lid ● Microfibre Floor Mops Cloth ● Microfibre cloth box ● Microfibre cloths ● Colour-Coded Gloves & PPE ● High dusting tool ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Laundry net ● Warning signs ● Measuring Jug
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area. 2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box. 3. Using the measuring jug, dampen the dry cloths with recommended quantity of water. 4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths. 5. Display warning signs in the area, ensuring all signs are visible. 6. Wash hands and put on gloves. 7. Correctly display the warning signs in the area, ensuring all signs are visible 8. Ventilate the area (for example, open a window). 9. Remove any objects from the shower (for example, soap and rubber mats). 10. Remove any hair or other items from the plug, plughole and plug chain with the tweezers. 11. Take 1st folded cloth out of the box. Place whole hand on cloth and wipe desired surface/area working from clean to dirty. Focusing on shower head, tiles, seat and shower screen DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH <p>NOTE: Start cleaning from outside and work towards the inside.</p>

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12. Remove any splashes or marks from the walls and wipe door handles.
13. Wipe the surrounding surfaces of the shower, starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, paper towel dispenser, and soap dispenser if present
14. Polish stainless steel or chrome with the cloth.
15. **REMOVE GLOVES, WASH HANDS AND REPLACE WITH A NEW PAIR OF GLOVES BEFORE PICKING UP THE SECOND CLOTH**
16. Take 2nd cloth folded into 4
17. Wipe the inside of the shower overflow. **DO NOT TOUCH THE TAP OR DISPENSER WITH THIS CLOTH**
18. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).
19. Finish by cleaning the drain or plug hole
20. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).
21. Return items to the surface in their original position, if applicable.
22. Remove warning signs, clean & store correctly. Close ventilation as required.
23. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
24. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

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D5 Sluice – Microfibre method

D5	Standard Operating Procedure	Sluice – Microfibre Method
Purpose		
To remove all loose/visible dirt, scale build up, stains & marks from the surfaces/surrounding surfaces of the sluice sink, leaving it clean, dry & ready for use.		
Fixture/Fitting		
Sluice Sink		
Equipment		
<ul style="list-style-type: none">• Microfibre Mop Box & lid• Microfibre Mops Cloth• Microfibre cloth box• Microfibre cloths• Colour-Coded Gloves & PPE• High dusting tool• Microfibre Cleaning Trolley• Cleaning agent, correctly prepared• Laundry net• Warning signs• Measuring jug		
Standards of Delivery		
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.		
Procedure		
Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.		
Method		
<ol style="list-style-type: none">1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.3. Using the measuring jug, dampen the dry cloths with recommended quantity of water.4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.5. Display warning signs in the area, ensuring all signs are visible.6. Wash hands and put on gloves.7. Correctly display the warning signs in the area, ensuring all signs are visible8. Ventilate the area (for example, open a window).9. Remove any hair or other items from the plug, plug hole and plug chain with the tweezers.10. Take folded cloth out of the box. Place whole hand on cloth and wipe desired surface/area working from clean to dirty.		
TE: Start cleaning from outside and work towards the inside.		

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11. Take 1st folded cloth out of the box. Place whole hand on cloth and wipe desired surface/area working from clean to dirty. Focusing on area surrounding the sluice, dispensers and tap **DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH**

NOTE: Start cleaning from outside and work towards the inside.

12. Remove any splashes or marks from the walls and wipe door handles.
13. Wipe the surrounding surfaces of the sluice, starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, and soap dispenser.
14. Polish stainless steel or chrome with the cloth.
15. **REMOVE GLOVES, WASH HANDS AND REPLACE WITH A NEW PAIR OF GLOVES BEFORE PICKING UP THE SECOND CLOTH**
16. Take 2nd cloth folded into 4
17. Wipe the inside of the sluice, including the overflow. **DO NOT TOUCH THE TAP OR DISPENSER WITH THIS CLOTH**
18. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).
19. Finish by cleaning the drain or plug hole
20. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).
21. Return items to the surface in their original position, if applicable.
22. Remove warning signs, clean & store correctly. Close ventilation as
23. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
24. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

D6 Urinal – Microfibre method

D6	Standard Operating Procedure	Urinal – Microfibre Method
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Purpose
To remove all loose/visible dirt, scale, stains & marks from the surfaces & surrounding surfaces of the urinal, leaving them hygienically clean, dry & ready for use.
Fixture/Fitting
Urinal
Equipment
<ul style="list-style-type: none"> ● Microfibre Mop Box & lid ● Microfibre Mops Cloth ● Microfibre cloth box ● Microfibre cloths ● Colour-Coded Gloves & PPE ● High dusting tool ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Laundry net ● Warning signs ● Measuring Jug
Standards of Delivery
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.
Procedure
<p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area. 2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box. 3. Using the measuring jug, dampen the dry cloths with recommended quantity of water. 4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths. 5. Display warning signs in the area, ensuring all signs are visible. 6. Wash hands and put on gloves. 7. Correctly display the warning signs in the area, ensuring all signs are visible. 8. Ventilate the area (for example, open a window). 9. Remove any hair or other items from the drainage hole with the tweezers. 10. Take folded cloth out of the box. Place whole hand on cloth and wipe desired surface/area working from clean to dirty. <p>TE Start cleaning from outside and work towards the inside.</p> <ol style="list-style-type: none"> 11. Take 1st folded cloth out of the box. Place whole hand on cloth and wipe desired surface/area working from clean to dirty. Focusing on splash back and external areas of the urinal DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH <p>NOTE: Start cleaning from outside and work towards the inside.</p>

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12. Remove any splashes or marks from the walls and wipe door handles.
13. Wipe the surrounding surfaces of the urinal, starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, and soap dispenser.
14. Polish stainless steel or chrome with the cloth.
15. **REMOVE GLOVES, WASH HANDS AND REPLACE WITH A NEW PAIR OF GLOVES BEFORE PICKING UP THE SECOND CLOTH**
16. Take 2nd cloth folded into 4
17. Wipe the inside of the urinal, including the overflow. **DO NOT TOUCH THE TAP OR DISPENSER WITH THIS CLOTH**
18. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).
19. Finish by cleaning the drain
20. For tough stains spray chemical onto cloth & wipe.

NOTE: Do not mix chemicals, these can give off poisonous gases.

21. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).
22. Return items to the surface in their original position, if applicable.
23. Remove warning signs, clean & store correctly. Close ventilation as required.
24. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
25. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

D7 Toilet / Water Closet – Microfibre method

D7	Standard Operating Procedure	Toilet/Water Closet (WC) – Microfibre Method
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Purpose

To remove all loose/visible dirt, scale & body fat build up, stains & marks from the toilet & surrounding surfaces, leaving the fitting hygienically clean, dry & ready for use.

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Fixture/Fitting

Toilets

Equipment

- Microfibre Mop Box & lid
- Microfibre Mops Cloth
- Microfibre cloth box
- Microfibre cloths
- Colour-Coded Gloves & PPE
- High dusting tool
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net
- Warning signs
- Measuring Jug
- Flash Bathroom and Flash toilet cleaner

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Use 2 cloths for cleaning sanitary areas

Method

1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.
2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
3. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
5. Display warning signs in the area, ensuring all signs are visible.
6. Wash hands and put on gloves.
7. Correctly display the warning signs in the area, ensuring all signs are visible.
8. Ventilate the area (for example, open a window).
9. Flush the toilet with the seat lid down.
10. Lower the water level using the toilet brush by pushing the water back down the U-bend to expose the water line.
11. Apply the cleaning agent to the inside of bowl, including under the rims and allow correct contact time (leave the toilet brush in the bowl).
12. Take folded cloth out of the box. Place whole hand on cloth and wipe desired surface/area working from clean to dirty.

TE: Start cleaning from outside and work towards the inside.

13. Wipe the surrounding surfaces of the toilet starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the toilet, paper towel dispenser, and soap dispenser.
14. Scrub the toilet bowl with a toilet brush, particularly any stains, and water lines and under rims, taking care not to splash face.
15. Flush the toilet, rinsing the brush in clean flushing water.
16. Wipe the brush holder and replace the brush
17. Wipe the toilet seat and flush handle with the cloth, and then close the lid.

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18. Check and replenish toilet paper, if necessary.
19. Polish stainless steel or chrome with the glass cloth.
20. Remove any build-up of lime-scale with Microfibre cloth Report excessive build up to the supervisor.
21. For tough stains spray chemical onto cloth & wipe
NOTE: Do not mix chemicals, these can give off poisonous gases.
22. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).
23. Return items to the surface in their original position, if applicable.
24. Remove warning signs, clean & store correctly. Close ventilation as
25. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
26. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

D8 Toilet / Water Closet – Microfibre method – disposable toilet brush pad

D8	Standard Operating Procedure	Toilet/Water Closet (WC) – Microfibre Method Disposable toilet brush pad
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Purpose

To remove all loose/visible dirt, scale & body fat build up, stains & marks from the toilet & surrounding surfaces, leaving the fitting hygienically clean, dry & ready for use.

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Fixture/Fitting

Toilets – public areas where toilet crushes cannot be kept

Equipment

- Microfibre Mop Box & lid
- Microfibre Mops Cloth
- Microfibre cloth box
- Microfibre cloths
- Colour-Coded Gloves & PPE
- High dusting tool
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net
- Warning signs
- Measuring Jug
- Toilet cleaner
- Toilet brush with disposable heads

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

1. **Safety First-before starting any task refer to HSE precautions below Protective** including complying with the standard cart set up and proper use of Proper Protective Equipment.
2. **Use 2 cloths for cleaning sanitary areas**
3. **Method**
4. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.
5. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
6. Using the measuring jug, dampen the dry cloths with recommended quantity of water and approved detergent
7. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
8. Display warning signs in the area, ensuring all signs are visible.
9. Wash hands and put on gloves.
10. Correctly display the warning signs in the area, ensuring all signs are visible.
11. Ventilate the area (for example, open a window).
12. Flush the toilet with the seat lid down.
13. Lower the water level using the disposable head of the toilet brush by pushing the water back down the U-bend to expose the water line.
14. Apply the cleaning agent to the inside of bowl, including under the rims and allow correct contact time (leave the toilet brush in the bowl).
15. Take folded cloth out of the box. Place whole hand on cloth and wipe desired surface/area working from clean to dirty.
16. **NOTE: Start cleaning from outside and work towards the inside.**
17. Wipe the surrounding surfaces of the toilet starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the toilet, including toilet roll dispenser paper towel dispenser, and soap dispenser.
18. Scrub the toilet bowl with the disposable toilet brush, particularly any stains, and water lines and under rims, taking care not to cause splashing. for stubborn stains, repeat the process

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19. Eject the disposable head and flush the toilet
20. Clean the brush handle and replace onto the trolley
21. Wipe the brush holder and replace the brush
22. Wipe the toilet seat and flush handle with the cloth, and then close the lid.
23. Check and replenish toilet paper, if necessary.
24. Polish stainless steel or chrome with the glass cloth.
25. Remove any build-up of lime-scale with Microfibre cloth Report excessive build up to the supervisor.
26. For tough stains spray chemical onto cloth & wipe
27. **NOTE: Do not mix chemicals, these can give off poisonous gases.**
28. Place used cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).
29. Return items to the surface in their original position, if applicable.
30. Remove warning signs, clean & store correctly. Close ventilation as
31. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
32. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

D9 Macerator cleaning– Microfibre method

D9	Standard Operating Procedure	Toilet/Water Closet (WC) – Microfibre Method
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Purpose

To remove all loose/visible dirt, scale & body fat build up, stains & marks from the toilet & surrounding surfaces, leaving the fitting hygienically clean, dry & ready for use.

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Fixture/Fitting

Toilets

Equipment

- Microfibre Mop Box & lid
- Microfibre Mops Cloth
- Microfibre cloth box
- Microfibre cloths
- Colour-Coded Gloves & PPE
- High dusting tool
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net
- Warning signs
- Measuring Jug
- Flash Bathroom and Flash toilet cleaner

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.
2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
3. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
5. Display warning signs in the area, ensuring all signs are visible.
6. Wash hands and put on gloves.
7. Correctly display the warning signs in the area, ensuring all signs are visible.
8. Ventilate the area (for example, open a window).

TE: Start cleaning from outside and work towards the inside.

9. Ensure the macerator is not in use and has been recently discharged
10. Before cleaning the macerator, clean any associated external areas of the macerator
11. Using a colour coded cloth, take the cloth that has been pre-soaked in the cleaning disinfection solution
Make sure you use a cloth specifically for the macerator and associated areas and clean the handle, external fittings and the topside of lid,
12. Change your cloth
13. Clean the top of the underside of lid,
14. Remove any build-up of lime-scale with Microfibre cloth Report excessive build up to the supervisor.
15. For tough stains spray chemical onto cloth & wipe

NOTE: Do not mix chemicals, these can give off poisonous gases.

16. Place dirty cloths into net bag ready to be laundered. Place any unused cloths into the laundry net at the end of the shift for washing. (Microfibre cloths & mops should not be laundered together).
17. Remove warning signs, clean & store correctly. Close ventilation as
18. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
19. Remove gloves and wash hands.

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HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

D10 Bath – Traditional method

D10	Standard Operating Procedure	Bath – Traditional Method
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Purpose

To remove all loose/visible dirt, scale or body fat build up, stains & marks from the surface of the bath & surrounds, leaving the appliance hygienically clean, dry & ready for use.

Fixture/Fitting

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Bath

Equipment

- Colour coded bucket
- Disposable cloths
- Colour-Coded Gloves & PPE
- High dusting tool
- Traditional Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net
- Warning signs

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Prepare the Cleaning trolley & cleaning solution in a well-ventilated area.
2. Display warning signs in the area, ensuring all signs are visible.
3. Wash hands and put on gloves.
4. Correctly display the warning signs in the area, ensuring all signs are visible.
5. Ventilate the area (for example, open a window).
6. Remove any hair or other items from the plug, plug hoe and plug chain with the tweezers.
7. Take new disposable cloth and immerse into the cleaning solution, fold cloth into four. Place whole hand on cloth and wipe desired surface/area working from clean to dirty.

NOTE: Start cleaning from outside and work towards the inside.

8. With this cloth focusing on splash back, dispensers and tap **DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH**

NOTE: Start cleaning from outside and work towards the inside.

9. Remove any splashes or marks from the walls and wipe door handles.
10. Wipe the surrounding surfaces of the bath, starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, and soap dispenser.
11. Polish stainless steel or chrome with the cloth.
12. **REMOVE GLOVES, WASH HANDS AND REPLACE WITH A NEW PAIR OF GLOVES BEFORE PICKING UP THE SECOND CLOTH**
13. Take a 2nd cloth folded into 4
14. Wipe the inside of the bidet, including the plug, plug chain, taps and overflow. **DO NOT TOUCH THE TAP OR DISPENSER WITH THIS CLOTH**
15. Place used cloths into the appropriate waste according to the areas being worked in
16. Damp wipe the main surfaces in systematic straight, over-lapping stokes without the creation of dust showers, (vertical surfaces top to bottom).
17. Finish by cleaning the drain or plug hole
18. Return items to the surface in their original position, if applicable.
19. Remove warning signs, clean & store correctly. Close ventilation as required.

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20. If required, replenish toilet paper (refer to the Replenishing Consumables method statement).

26. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

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D11 Wash Hand Basin – Traditional method

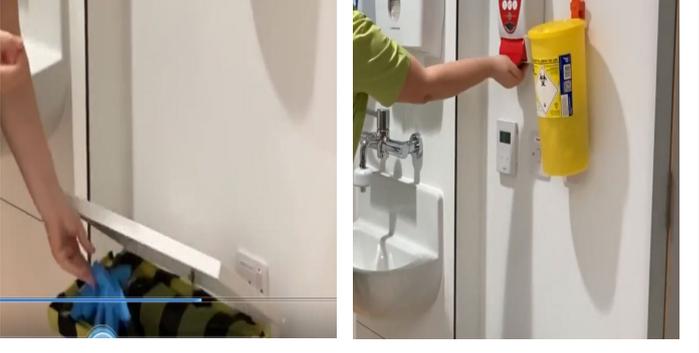
D11	Standard Operating Procedure	Wash Hand Basin – Traditional Method 2 cloth method
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<h3>Purpose</h3> <p>To remove all loose/visible dirt, scale or body fat build up, stains & marks from the surface of the basin & surrounds, leaving the appliance hygienically clean, dry & ready for use.</p>			
<h3>Fixture/Fitting</h3> <p>Wash-hand basin</p>			
<h3>Equipment</h3> <ul style="list-style-type: none"> • Colour coded bucket • Disposable cloths • Colour-Coded Gloves & PPE • High dusting tool • Traditional Cleaning Trolley • Cleaning agent, correctly prepared • Laundry net • Warning signs 			
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>			
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Prepare the Cleaning trolley & cleaning solution in a well-ventilated area. 2. Display warning signs in the area, ensuring all signs are visible. 3. Wash hands and put on gloves. 4. Correctly display the warning signs in the area, ensuring all signs are visible. 5. Ventilate the area (for example, open a window). 6. Take new disposable cloth and immerse into the cleaning solution, fold cloth into four. Place whole hand on cloth and wipe desired surface/area working from clean to dirty. 7. Follow the steps detailed in the pictorial below <h3>Step by Step Sink Cleaning Method</h3> <table border="1"> <tr> <td> <p>* Before you start sanitise your hands and put on clean gloves.</p> <p>* Take a folded cloth from your trolley.</p> </td> <td></td> </tr> </table>		<p>* Before you start sanitise your hands and put on clean gloves.</p> <p>* Take a folded cloth from your trolley.</p>	
<p>* Before you start sanitise your hands and put on clean gloves.</p> <p>* Take a folded cloth from your trolley.</p>			

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<p>*Use the correct colour cloth for the area, if cleaning in a washroom use a red cloth, if cleaning a general area use a blue cloth and if cleaning in an area under infection control precautions use a yellow cloth</p> <p>*The folded cloth will have 8 sides which you can use while cleaning.</p>	
<p>* Use one side of the cloth to clean the underside of the filter. Do not touch the drain or plug hole with this cloth</p> <p>* Use another side of the cloth to clean the body of the filter.</p>	
<p>* Change side of the cloth and clean the tap.</p>	
<p>* Change side of the cloth to clean the dispensers. For each dispenser use new side of the cloth.</p>	
<p>* Change side again and start cleaning the splashboard.</p> <p>* Change side of the cloth and clean under dispensers' area.</p> <p>* Change side of the cloth and clean the panel under the sink.</p>	
<p>* Put the soiled cloth in the net.</p> <p>* Remove the gloves and dispose them of in the correct waste bin.</p>	

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<p>*Sanitise your hands and put on new pair of gloves. *Take new folded cloth from your trolley.</p>	
<p>* Using one side of the sink clean underside of the sink. (If there are pipes first clean the pipes and then change the side of the cloth to clean under the sink.)</p>	
<p>* Change the side of the cloth and clean the back of the sink. * Change again and clean the rim of the sink.</p>	
<p>* Change the side of the cloth and clean inside of the sink. * Change again and clean the plug hole. * Be careful not to touch the sides of the sink</p>	
<p>* Once you have cleaned the plug hole do not touch anything else. Put immediately the soiled cloth in the net on your trolley. * Remove and dispose of the gloves. * Sanitise your hands.</p>	

NOTE: Start cleaning from outside and work towards the inside.

8. With this cloth focusing on splash back, dispensers and tap **DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH**

NOTE: Start cleaning from outside and work towards the inside.

9. Remove any splashes or marks from the walls and wipe door handles.
10. Wipe the surrounding surfaces of the wash hand basin, starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, and soap dispenser.
11. Polish stainless steel or chrome with the cloth.
12. **REMOVE GLOVES, WASH HANDS AND REPLACE WITH A NEW PAIR OF GLOVES BEFORE PICKING UP THE SECOND CLOTH**
13. Take a 2nd cloth folded into 4

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14. Wipe the inside of the bidet, including the plug, plug chain, taps and overflow. **DO NOT TOUCH THE TAP OR DISPENSER WITH THIS CLOTH**
15. Place used cloths into the appropriate waste according to the areas being worked in
16. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).
17. Finish by cleaning the drain or plug hole
18. Return items to the surface in their original position, if applicable.
19. Remove warning signs, clean & store correctly. Close ventilation as required.
20. If required, replenish toilet paper (refer to the Replenishing Consumables method statement).
21. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

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D12 Bidet – Traditional Method

D12	Standard Operating Procedure	Bidet – Traditional Method
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<h3>Purpose</h3> <p>To remove all loose/visible dirt, scale & body fat build up, stains & marks from the bidet & surrounding surfaces, leaving it clean, dry & ready for use.</p>
<h3>Fixture/Fitting</h3> <p>Bidet</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Colour coded bucket ● Disposable cloths ● Colour-Coded Gloves & PPE ● High dusting tool ● Traditional Cleaning Trolley ● Cleaning agent, correctly prepared ● Laundry net ● Warning signs
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Prepare the Cleaning trolley & cleaning solution in a well-ventilated area. 2. Display warning signs in the area, ensuring all signs are visible. 3. Wash hands and put on gloves. 4. Correctly display the warning signs in the area, ensuring all signs are visible. 5. Ventilate the area (for example, open a window). 6. Remove any hair or other items from the plug, plug hole and plug chain with the tweezers. 7. Take new disposable cloth and immerse into the cleaning solution, fold cloth into four. Place whole hand on cloth and wipe desired surface/area working from clean to dirty. <p>NOTE: Start cleaning from outside and work towards the inside.</p> <ol style="list-style-type: none"> 8. With this cloth focusing on splash back, dispensers and tap DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH <p>NOTE: Start cleaning from outside and work towards the inside.</p> <ol style="list-style-type: none"> 9. Remove any splashes or marks from the walls and wipe door handles. 10. Wipe the surrounding surfaces of the bidet, starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, and soap dispenser. 11. Polish stainless steel or chrome with the cloth.

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12. **REMOVE GLOVES, WASH HANDS AND REPLACE WITH A NEW PAIR OF GLOVES BEFORE PICKING UP THE SECOND CLOTH**
13. Take a 2nd cloth folded into 4
14. Wipe the inside of the bidet, including the plug, plug chain, taps and overflow. **DO NOT TOUCH THE TAP OR DISPENSER WITH THIS CLOTH**
15. Place used cloths into the appropriate waste according to the areas being worked in
16. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).
17. Finish by cleaning the drain or plug hole
18. Return items to the surface in their original position, if applicable.
19. Remove warning signs, clean & store correctly. Close ventilation as required.
20. If required, replenish toilet paper (refer to the Replenishing Consumables method statement).
21. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

- Replenishing Consumables Method Statement

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D13 Shower – Traditional Method

D13	Standard Operating Procedure	Shower – Traditional Method
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<h3>Purpose</h3> <p>To remove all loose/visible dirt, scale or body fat build up, stains & marks from the surfaces of the shower fittings, cubicle & surrounding areas, leaving the fitting hygienically clean, dry & ready for use.</p>
<h3>Fixture/Fitting</h3> <p>Shower and shower fittings</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> • Colour coded bucket • Disposable cloths • Colour-Coded Gloves & PPE • High dusting tool • Traditional Cleaning Trolley • Cleaning agent, correctly prepared • Laundry net • Warning signs
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Prepare the Cleaning trolley & cleaning solution in a well-ventilated area. 2. Display warning signs in the area, ensuring all signs are visible. 3. Wash hands and put on gloves. 4. Correctly display the warning signs in the area, ensuring all signs are visible. 5. Ventilate the area (for example, open a window). 6. Remove any hair or other items from the plug, plug hole and plug chain. 7. Take new disposable cloth and immerse into the cleaning solution, fold cloth into four. Place whole hand on cloth and wipe desired surface/area working from clean to dirty. <p>NOTE: Start cleaning from top and work towards the bottom of the shower.</p> <ol style="list-style-type: none"> 8. With this cloth focusing on splash back, dispensers and tap DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH <p>NOTE: Start cleaning from outside and work towards the inside.</p> <ol style="list-style-type: none"> 9. Remove any splashes or marks from the walls and wipe door handles. 10. Start with the shower head, followed by the connections and hose and working towards the floor cleaning all items in order including the shower seat and shower doors

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11. Wipe the surrounding surfaces of the shower, starting at the top & working downwards – clean to dirty - including curtain rail, shower head, hose and connection fitting, wall / tiles, ledges, seat changing cloth sides for each separate surface

REMOVE GLOVES, WASH HANDS AND REPLACE WITH A NEW PAIR OF GLOVES BEFORE PICKING UP THE SECOND CLOTH

12. Take a 2nd cloth folded into 4

13. Wipe other items within the shower cubicle, including the drain, and overflow. **DO NOT TOUCH THE TAP OR DISPENSER WITH THIS CLOTH**

14. Place used cloths into the appropriate waste according to the areas being worked in

15. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).

16. Finish by cleaning the drain or plug hole

17. Return items to the surface in their original position, if applicable.

18. Remove warning signs, clean & store correctly. Close ventilation as required.

19. If required, replenish toilet paper (refer to the Replenishing Consumables method statement).

20. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

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D14 Sluice – Traditional Method

D14	Standard Operating Procedure	Sluice – Traditional Method
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Purpose

To remove all loose/visible dirt, scale build up, stains & marks from the surfaces/surrounding surfaces of the sluice sink, leaving it clean, dry & ready for use.

Fixture/Fitting

Sluice Sink

Equipment

- Colour coded bucket
- Disposable cloths
- Colour-Coded Gloves & PPE
- High dusting tool
- Traditional Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net
- Warning signs

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Prepare the Cleaning trolley & cleaning solution in a well-ventilated area.
2. Display warning signs in the area, ensuring all signs are visible.
3. Wash hands and put on gloves.
4. Correctly display the warning signs in the area, ensuring all signs are visible.
5. Ventilate the area (for example, open a window).
6. Remove any hair or other items from the plug, plug hole and plug chain with the tweezers.
7. Take new disposable cloth and immerse into the cleaning solution, fold cloth into four. Place whole hand on cloth and wipe desired surface/area working from clean to dirty.

NOTE: Start cleaning from outside and work towards the inside.

8. With this cloth focusing on splash back, dispensers and tap **DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH**

NOTE: Start cleaning from outside and work towards the inside.

9. Remove any splashes or marks from the walls and wipe door handles.

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10. Wipe the surrounding surfaces of the sluice, starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, and soap dispenser.
11. Polish stainless steel or chrome with the cloth.
12. **REMOVE GLOVES, WASH HANDS AND REPLACE WITH A NEW PAIR OF GLOVES BEFORE PICKING UP THE SECOND CLOTH**
13. Take a 2nd cloth folded into 4
14. Wipe the inside of the bidet, including the plug, plug chain, taps and overflow. **DO NOT TOUCH THE TAP OR DISPENSER WITH THIS CLOTH**
15. Place used cloths into the appropriate waste according to the areas being worked in
16. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).
17. Finish by cleaning the drain or plug hole
18. Return items to the surface in their original position, if applicable.
19. Remove warning signs, clean & store correctly. Close ventilation as required.
20. If required, replenish toilet paper (refer to the Replenishing Consumables method statement).
21. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

Supporting Documents

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D15 Urinal – Traditional Method

D15	Standard Operating Procedure	Urinal – Microfibre Method
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<h3>Purpose</h3> <p>To remove all loose/visible dirt, scale, stains & marks from the surfaces & surrounding surfaces of the urinal, leaving them hygienically clean, dry & ready for use.</p>
<h3>Fixture/Fitting</h3> <p>Urinal</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> • Colour coded bucket • Disposable cloths • Colour-Coded Gloves & PPE • High dusting tool • Traditional Cleaning Trolley • Cleaning agent, correctly prepared • Laundry net • Warning signs
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Prepare the Cleaning trolley & cleaning solution in a well-ventilated area. 2. Display warning signs in the area, ensuring all signs are visible. 3. Wash hands and put on gloves. 4. Correctly display the warning signs in the area, ensuring all signs are visible. 5. Ventilate the area (for example, open a window). 6. Remove any hair or other items from the plug, plug hole and plug chain with the tweezers. 7. Take new disposable cloth and immerse into the cleaning solution, fold cloth into four. Place whole hand on cloth and wipe desired surface/area working from clean to dirty. <p>NOTE: Start cleaning from outside and work towards the inside.</p> <ol style="list-style-type: none"> 8. With this cloth focusing on splash back, dispensers and tap DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH <p>NOTE: Start cleaning from outside and work towards the inside.</p> <ol style="list-style-type: none"> 9. Remove any splashes or marks from the walls and wipe door handles. 10. Wipe the surrounding surfaces of the urinal, starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, and soap dispenser. 11. Polish stainless steel or chrome with the cloth.

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12. **REMOVE GLOVES, WASH HANDS AND REPLACE WITH A NEW PAIR OF GLOVES BEFORE PICKING UP THE SECOND CLOTH**
13. Take a 2nd cloth folded into 4
14. Wipe the inside of the bidet, including the plug, plug chain, taps and overflow. **DO NOT TOUCH THE TAP OR DISPENSER WITH THIS CLOTH**
15. Place used cloths into the appropriate waste according to the areas being worked in
16. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).
17. Finish by cleaning the drain or plug hole
18. Return items to the surface in their original position, if applicable.
19. Remove warning signs, clean & store correctly. Close ventilation as required.
20. If required, replenish toilet paper (refer to the Replenishing Consumables method statement).
21. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

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D16 Macerator Traditional Method

D16	Standard Operating Procedure	Urinal – Traditional Method
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Purpose

To remove all loose/visible dirt, scale, stains & marks from the surfaces & surrounding surfaces of the urinal, leaving them hygienically clean, dry & ready for use.

Fixture/Fitting

Urinal

Equipment

- Colour coded bucket
- Disposable cloths
- Colour-Coded Gloves & PPE
- High dusting tool
- Traditional Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net
- Warning signs

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Prepare the Cleaning trolley & cleaning solution in a well-ventilated area.
2. Display warning signs in the area, ensuring all signs are visible.
3. Wash hands and put on gloves.
4. Correctly display the warning signs in the area, ensuring all signs are visible.
5. Ventilate the area (for example, open a window).
6. Ensure the macerator is not in use and has been recently discharged
7. Before cleaning the macerator, clean any associated external areas of the macerator
8. Using a colour coded cloth, take the cloth that has been pre-soaked in the cleaning disinfection solution Make sure you use a cloth specifically for the macerator and associated areas and clean the handle, external fittings and the topside of lid,
9. Change your cloth
10. Clean the top of the underside of lid,

NOTE: Start cleaning from outside and work towards the inside.

11. With this cloth focusing on splash back, dispensers and tap **DO NOT TOUCH THE DRAIN OR PLUG HOLD WITH THIS CLOTH**

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NOTE: Start cleaning from outside and work towards the inside.

12. Remove any splashes or marks from the walls and wipe door handles.
13. Wipe the surrounding surfaces of the urinal, starting at the top & working downwards – clean to dirty - including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, and soap dispenser.
14. Polish stainless steel or chrome with the cloth.
15. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- To avoid risk of cross contamination always clean taps first and change gloves after cleaning using the first cloth and before starting cleaning with the second cloth

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E) Replenishing Consumables

E1 Clean and Refill Soap Dispenser

E1	Standard Operating Procedure	Clean and Refill Soap Dispenser
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Purpose

To remove all loose/visible dirt, soap build up, stains & marks from the soap dispenser & surrounding surfaces and replenish the contents.

Equipment

- Microfibre Mop Box & lid
- Microfibre Floor Mops Cloth
- Microfibre cloth box
- Microfibre cloths
- Colour-Coded Gloves & PPE
- High dusting tool
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net
- Warning signs
- Measuring Jug

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.
2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
3. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
5. Wash hands and put on gloves.
6. Correctly display warning signs, make sure they are visible.
7. Ventilate if applicable.
8. Check if the soap dispenser is empty (ask your supervisor if you are unsure).
9. If the soap dispenser needs refilling, carefully open the dispenser and remove the contents (refer to the manufacturer's instructions).
10. Damp dust/wipe and clean all surfaces of the soap dispenser to remove any grease marks or stubborn stains (refer to the Damp Dusting method statement).
11. Correctly dispose of/laundry, as applicable, the cloth when the task is completed.
12. Refill, and then close the dispenser.
13. Remove warning signs when the task is completed.
14. After use, all equipment should be checked, cleaned, dried and returned to the storage area.

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15. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Do not overfill or supply may not dispense correctly.
- Correctly display warning signs at the beginning and the end of the line of work. Make sure they are always visible.
- Beware of foreign objects inside units.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Dusting Method Statement

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E2 Clean and Refill Paper Towel Holder

E2	Standard Operating Procedure	Clean & Refill Paper Towel Holder
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Purpose

To remove all loose/visible dirt, stains & marks from the internal & external surfaces of the holder & replenish the contents.

Fixture/Fitting

Paper Towel Holder

Equipment

- Microfibre Mop Box & lid
- Microfibre Floor Mops Cloth
- Microfibre cloth box
- Microfibre cloths
- Colour-Coded Gloves & PPE
- High dusting tool
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net
- Warning signs
- Measuring Jug

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.
2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
3. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
5. Wash hands and put on gloves.
6. Correctly display warning signs, make sure they are visible.
7. Ventilate if applicable.
8. Check if the soap dispenser is empty (ask your supervisor if you are unsure).
9. If the paper towel dispenser needs refilling, carefully open the dispenser and remove the contents (refer to the manufacturer's instructions).
10. Damp dust/wipe and clean all surfaces of the dispenser to remove any grease marks or stubborn stains (refer to the Damp Dusting method statement).
11. Correctly dispose of/laundry, as applicable, the cloth when the task is completed.
12. Refill, and then close the dispenser.
13. Remove warning signs when the task is completed.

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14. After use, all equipment should be checked, cleaned, dried and returned to the storage area.

Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Do not overfill or supply may not dispense correctly.
- Correctly display warning signs at the beginning and the end of the line of work. Make sure they are always visible.
- Beware of foreign objects inside units.
- All equipment should be left clean, dry and tidy in storage area after use.

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E3 Clean and Refill Toilet Roll Dispenser

E3	Standard Operating Procedure	Clean & Refill Toilet Roll Dispenser
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Purpose

To remove all loose/visible dirt, stains & marks from the surfaces of the fitting & replenish the contents.

Equipment

- Microfibre Mop Box & lid
- Microfibre Floor Mops Cloth
- Microfibre cloth box
- Microfibre cloths
- Colour-Coded Gloves & PPE
- High dusting tool
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net
- Warning signs
- Measuring Jug

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.
2. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
3. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
4. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
5. Wash hands and put on gloves.
6. Correctly display warning signs, make sure they are visible.
7. Ventilate if applicable.
8. Check if the toilet roll dispenser is empty (ask your supervisor if you are unsure).
9. If the toilet roll dispenser needs refilling, carefully open the dispenser and remove the contents (refer to the manufacturer's instructions).
10. Damp dust/wipe and clean all surfaces of the dispenser to remove any grease marks or stubborn stains (refer to the Damp Dusting method statement).
11. Correctly dispose of/laundry, as applicable, the cloth when the task is completed.
12. Refill, and then close the dispenser.
13. Remove warning signs when the task is completed.
14. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
15. Remove gloves and wash hands.

HSE Control Measures

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- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Do not overfill or supply may not dispense correctly.
- Correctly display warning signs at the beginning and the end of the line of work. Make sure they are always visible.
- Beware of foreign objects inside units.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Dusting/Wiping Method Statement

F) Specialist Cleaning

F1 Curtain changing, - Fabric curtains

F1	Standard Operating Procedure	Curtain Changing
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Document Name	Part 1 Standard Operating Procedures – SOP's	Document No	HC.WS.SOP.001.02
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Purpose
To safely & correctly remove soiled curtains and replace with clean curtains.
Area
Curtain Changing
Equipment
<ul style="list-style-type: none"> ● Colour-Coded Gloves & PPE ● High dusting tool ● Microfibre Cleaning Trolley ● Laundry Bags ● Spare Curtain Hooks ● Warning signs ● Step Ladder
Standards of Delivery
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.
Procedure
<p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment. Follow Risk assessment for large and heavy curtains ensure 2 people complete the task.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands. 2. Correctly prepare cleaning trolley & cleaning solution (refer to manufacturer's instructions), if applicable. 3. Position warning signs correctly. 4. Assemble the equipment and check for safety. 5. Unhook curtains from rail. Carefully place curtain over shoulder and descend ladder. 6. Carefully remove curtain hooks from the curtain, put in a safe place. 7. Place soiled curtains in a laundry bag of the appropriate colour. Do not overfill. 8. Infected curtains should be placed in a red alginate stitched bag followed by a white outer bag before placing for collection 9. Ensure the curtains are correctly labelled & arrange for laundry pick up. 10. Damp Dust/wipe curtain rails (refer to the Damp Dusting method statement). 11. Correctly dispose of/laundry the cloths, as applicable/policy. 12. Wash hands. 13. Replace the curtain hooks onto a clean curtain, space evenly (for example, 3" - 4" for a window, 4" - 6" for a bed curtain). 14. Carefully place the curtain over shoulder when ascending the stepladder. 15. Re-hang the first and last hooks allowing the curtains to hold the weight of the curtain, and then hang the hooks in-between. 16. Remove, clean & correctly store warning signs. 17. After use all equipment should be checked, cleaned, dried & returned to the storage area. 18. Remove gloves and wash hands.
HSE Control Measures

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- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Wear flat, firm-soiled shoes with closed toes.
- Check that the step ladder has been well maintained & when in use is locked in the correct position and on a flat surface.
- Refer to separate instructions for working at heights.
- Ensure risk assessment for the task has been undertaken.
- Always have both feet on the ladder.
- Never stand on the top handrail to gain extra height.
- Do not lean step ladder against window.
- Do not over stretch.
- Make sure the correct curtains are hung in the right ward.
- For Health and Safety reasons, when climbing ladders ensure another person is at the foot of the ladder. **Seek assistance if the curtains are too heavy to move single-handed.**
- Display the warning signs in the area, at the beginning & end of the line of work, making sure all signs are visible.
- Beware of very hot water.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Dusting Method Statement

F2 Curtain changing, - Disposable Curtains

F1	Standard Operating Procedure	Curtain Changing
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Purpose

To safely & correctly remove soiled disposable curtains and replace with clean curtains.

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Area
Disposable Curtain Changing
Equipment
<ul style="list-style-type: none"> • Colour-Coded Gloves & PPE • High dusting tool • Microfibre Cleaning Trolley • Laundry Bags • Spare Curtain Hooks • Warning signs • Step Ladder
Standards of Delivery
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.
Procedure
<p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment. Follow Risk assessment for large and heavy curtains ensure 2 people complete the task.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands. 2. Correctly prepare cleaning trolley & cleaning solution (refer to manufacturer's instructions), if applicable. 3. Position warning signs correctly. 4. Assemble the equipment and check for safety. 5. Unhook curtains from rail. 6. Place soiled curtains in a waste bag of the appropriate colour, if the curtains have been in an infected room ensure they are bagged as accordingly. Do not overfill. 7. Ensure the curtains are correctly labelled & arrange for laundry pick up. 8. Damp Dust/wipe curtain rails (refer to the Damp Dusting method statement). 9. Correctly dispose of/laundry the cloths, as applicable/policy. 10. Wash hands. 11. Re-hang the first and last hooks allowing the curtains to hold the weight of the curtain, and then hang the hooks in-between. 12. Remove, clean & correctly store warning signs. 13. After use all equipment should be checked, cleaned, dried & returned to the storage area. 14. Remove gloves and wash hands.
HSE Control Measures
<ul style="list-style-type: none"> • Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods. • Wear flat, firm-soiled shoes with closed toes.

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- Check that the step ladder has been well maintained & when in use is locked in the correct position and on a flat surface.
- Refer to separate instructions for working at heights.
- Ensure risk assessment for the task has been undertaken.
- Always have both feet on the ladder.
- Never stand on the top handrail to gain extra height.
- Do not lean step ladder against window.
- Do not over stretch.
- Make sure the correct curtains are hung in the right ward.
- For Health and Safety reasons, when climbing ladders ensure another person is at the foot of the ladder. **Seek assistance if the curtains are too heavy to move single-handed.**
- Display the warning signs in the area, at the beginning & end of the line of work, making sure all signs are visible.
- Beware of very hot water.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Dusting Method Statement

F3 Cleaning of Blinds - without the use of access equipment

F3	Standard Operating Procedure	Cleaning of Blinds (Vertical/Venetian & Roller to Hand Height, without the use of access equipment)
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Purpose

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To remove loose & ingrained dirt from blinds leaving a satisfactory, clean appearance free from soil, stains and marks.

Area of Use

To remove dirt and debris from blinds.

Equipment

- Colour-Coded Gloves
- Vacuum Cleaner (Tub, Cylinder or Upright) & attachment e.g. upholstery tool & extension tubes
- Hand brush & pan
- Refuse bag
- Damp wipe/dust system (refer to damp wipe/dust method statement)
- Colour coded hand spray or bucket
- Warning Signs
- PPE & cleaning trolley
- Cleaning agent (correctly prepared to manufacturer's instructions)
- Colour coded Disposable/Microfibre Cleaning Cloths

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.
2. Display the warning signs in the area, making sure all signs are visible.
3. Correctly prepare the cleaning agent, if applicable, in a well ventilated area (refer to manufacturer's instructions).
4. Correctly prepare the cleaning trolley, if required.
5. Ventilate the area if appropriate.
6. Carefully lower Venetian & roller blinds, close vertical blinds. Remove items from the sills, if applicable, & store safely. Test blinds for colour fastness.
7. Attach the appropriate tool/brush and extension tubes onto the vacuum cleaner (refer to manufacturer's instructions).
8. Unwind/check cable and plug into a mains socket and a circuit breaker if appropriate.
9. Switch the vacuum cleaner on and keep the cable behind the line of work, never over the shoulder.
10. Start vacuuming the blinds at a furthest point of reach, paying particular attention to edges and corners.
11. Vacuum all the area/blind systematically, in parallel, overlapping lanes, do not over stretch.
12. Damp wipe/dust the blind to remove any stains/spillages/ingrained soil/marks (refer to damp wipe/dust method statement).
13. Return blind to original position, remove warning signs & store correctly.
14. On completion, re-wind, check & clean the electricity cable/plug.
15. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
16. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.

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- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- Ensure hands are dry when plugging or unplugging electrical machinery. Do not plug/unplug patient/medical equipment Never plug/unplug patient or medical equipment.
- When plugging a machine into an electric socket, make sure the switch is in the off position.
- Always make sure to plug the machine into a free plug socket. If not available, ask a supervisor before unplugging any other machines.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, do not use, remove and report to supervisor/manager, do not use, label as faulty and remove from use.
- Do not adjust or change the fittings on the machine when it is plugged in.
- Before starting, check the internal dust bag is not full. If it is full, replace it with a new dust bag and check the internal filters are clean and free from debris.
- Always keeps cable behind the machines when suction cleaning.
- Do not place cable over shoulder at any time.
- Place a safety sign over the lead/cable, at the beginning & end of the line of work, making sure the signs are always visible.
- Report any issues/faults with work area and/or equipment.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Test fabrics for colour fastness, in a least obvious place.
- All equipment should be left clean, dry and tidy in storage area after use.
- If the blinds cannot be cleaned to a satisfactory standard they may have to be removed and cleaned off site. Ask your supervisor if you are not sure.

Supporting Documents

- Damp Wipe/Dust Method Statement

F4 Clean an Isolated Room, during occupation

F4	Standard Operating Procedure	Clean an isolation Clean during occupation
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Purpose

To clean an area/ room occupied by an individual with an infection, using procedures, which will help confine the infection to the one area/room/individual.

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Area
Cleaning of a room housing a patient with a known infection
Equipment
<ul style="list-style-type: none"> ● Microfibre Cloth Box & lid ● Microfibre Cloths Cloth ● Colour-Coded Gloves & PPE ● Warning sign ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Measuring Jug ● Laundry net ● Waste sacks for the appropriate waste stream ● Waste tags
Standards of Delivery
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.
Procedure
<p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Do Not take cleaning trolley into the isolation room</p> <p>Before entering the room check the signage, clean hands and don the appropriate PPE detailed on the room signage</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands, put on gloves & additional PPE, as required. 2. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area. 3. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box. 4. Using the measuring jug, dampen the dry cloths with recommended quantity of water. 5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths. 6. Display the warning signs in the area, making sure all signs are visible. 7. High Dust the area (refer to the High Dusting method statement). 8. Place the buckets, if applicable, onto the cleaning trolley. 9. Remove waste correctly according to policy (refer to waste removal method statement). 10. Traditional method: dampen or rinse a cloth in the cleaning solution and wring out well. Microfibre system: using pre-dampened cloths, re-fold as instructed & put to launder when all surfaces are soiled and use another cloth. <p>NOTE: Traditional method: frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled. Microfibre method: as above point 6.</p> <ol style="list-style-type: none"> 11. Damp Dust/wipe all ledges, surfaces and fixed equipment; lamps, chairs, lockers, bedside table / desk, radiator (refer to the Damp Dust/wipe method statements). 12. Hand wash the wall to hand height if visibly soiled (refer to the Wall Washing method statement). 13. Clean the basin (refer to hand wash basin method statement). 14. Replace consumables, as applicable, (refer to replacing consumables method statements). 15. Using microfibre mop damp mop the floor area (refer to the Damp Mopping method statement). 16. Dispose of/laundry, as applicable, the cloth when the task is completed.

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17. Remove, clean & store warning signs correctly.
18. Before leaving the isolation room all equipment should be cleaned and disinfected
19. After use, all equipment should be correctly disposed of, as is policy, or checked, cleaned, dried and returned to the storage area.
20. Remove and dispose of disposable gloves and apron.
21. **Remove other PPE and dispose of in the room**
22. **Remove gloves and wash hands.**

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Report daily, to the nurse in charge, before entering the isolation clean area, to make sure it is convenient to carry out cleaning and to receive any additional special update information.
- All equipment used for Isolation Cleans should be stored in the isolated area.
- All equipment used for isolation cleans should be correctly disposed of/launched after use, according to policy and never used in other areas.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Work in small square sections to prevent over stretching when mopping.
- Work systematically in a clockwise direction, high to low, clean to dirty, making sure all areas are correctly cleaned.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work, making sure the signs are always visible.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Dusting Method Statement
- Damp Mopping Method Statement
- Dust Controlling Method Statement
- High Dusting Method Statement
- Waste Removal Method Statement
- Damp Dust/Wipe Method Statements
- Wall Washing Method Statement
- Replacing Consumables Method Statements

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F5 Terminal Clean of Vacated patient Room (no infection present)

F5	Standard Operating Procedure	Terminal Clean of Vacated Room (no infection)
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<h3>Purpose</h3> <p>To clean a vacated room/area and its contents, leaving it hygienically clean, dry and free from dirt, smears & marks ready for re-occupation.</p>
<h3>Area</h3> <p>Terminal Clean of Vacated Room</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Cloth Box & lid ● Microfibre Cloths Cloth ● Colour-Coded Gloves & PPE ● Warning sign ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Measuring Jug ● Laundry net ● Waste sacks for the appropriate waste stream ● Waste tags ● Laundry bag
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment. Prior to entering the room ensure the patients belongings have been removed, beds have been stripped and all medication and medicine containers have been removed.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands, put on gloves & additional PPE, as required. 2. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area. 3. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box. 4. Using the measuring jug, dampen the dry cloths with recommended quantity of water. 5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths. 6. Display the warning signs in the area, making sure all signs are visible. 7. Prepare the cleaning solution if applicable, and cloths in a well-ventilated area (refer to manufacturer's instructions). 8. Clean areas following high to low clean to dirty principles and cleaning all furniture fixtures and fittings within the area High Dust the area (refer to the High Dust method statement). 9. Clean en-suite bathroom first followed by the patients room (if applicable)

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10. Traditional method: dampen or rinse a cloth in the cleaning solution and wring out well. Microfibre method: using pre-dampened cloths, re-fold as directed, put to launder when all surfaces are soiled and use another cloth.
11. Damp Dust/wipe the beds, tables/desks, chairs, lockers lamps, radiator, bedside lockers (inside, outside and base), walls to hand height (refer to the Damp Dust/wipe method statement).
12. Damp Dust/wipe all ledges, surfaces and fixed equipment (refer to the Damp Dust/wipe method statement).
13. Move furniture and equipment and clean under and behind. Replacing in original position when complete
14. Clean the wash hand basin (refer to wash hand basin method statement).
15. Replace consumables as applicable (refer to replacing consumables method statement).
16. Dust Control the area (refer to the Dust Controlling method statement).
17. Damp mop the floor area, (refer to the Damp Mopping method statement) take the opportunity to scrub and spray clean if instructed by a Supervisor.
18. Remove refuse/waste correctly according to policy/method statement, tag as per local policy
19. Clean waste bins and replace bags with bag of correct colour and grade
20. Dispose of the cloths / for traditional cleaning, place cloth for laundry for microfibre cleaning methodology when the task is completed.
21. Remove, clean and store correctly all warning signs used, when the task is completed & the area is dry.
22. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
23. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- All equipment used for terminal cleans should be correctly disposed of/laundered after use, according to policy.
- Work in small square sections to prevent over stretching when mopping.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work, making sure the signs are visible at all times.
- Work systematically in a clockwise direction, high to low, clean to dirty, making sure all areas are correctly cleaned.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Dust/Wipe Method Statement
- Dust Controlling Method Statement
- Damp Mopping Method Statement
- High Dust Method Statement

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F6 Terminal Clean of Vacated patient Room (Infection Clean)

F6	Standard Operating Procedure	Terminal Clean of a vacant room – infection clean without HPV or UVC decontamination processes
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Purpose

To clean a vacated room/area and its contents, leaving it hygienically clean, dry and free from dirt, smears & marks ready for re-occupation.

Area

Clinical Clean of Vacated Room

Equipment

- Microfibre Cloth Box & lid
- Microfibre Cloths Cloth
- Colour-Coded Gloves & PPE
- Warning sign
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Measuring Jug
- Laundry net
- Waste sacks for the appropriate waste stream
- Waste tags
- Laundry bag
- Curtains (if type of clean requires curtains to be changed)
- Ladders

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Check the type of terminal clean required, if HPV or UVC decontamination are required then the pre cleaning process should be used followed by the decontamination cleaning procedure

Prior to entering the room ensure the patients belongings have been removed, beds have been stripped and all medication and medicine containers have been removed.

Method

1. Wash hands, put on gloves & additional PPE, as required.
2. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.
3. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
4. Using the measuring jug, dampen the dry cloths with recommended quantity of water / chemical.
5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
6. Display the warning signs in the area, making sure all signs are visible.
7. Prepare the cleaning solution if applicable, and cloths in a well-ventilated area (refer to manufacturer's instructions).

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8. If the specific organism requires remove the curtains following the curtain cleaning SOP
9. Remove paper products from dispensers, paper towels and toilet rolls and dispose of the products.
10. Clean areas following high to low clean to dirty principles and cleaning all furniture fixtures and fittings within the area High Dust the area (refer to the High Dust method statement).
11. Clean en-suite bathroom first followed by the patient's room (if applicable)
12. Replace with fresh toilet rolls soap and hand towels as required.
13. Traditional method: dampen or rinse a cloth in the cleaning solution and wring out well. Microfibre method: using pre-dampened cloths, re-fold as directed, put to launder when all surfaces are soiled and use another cloth.
14. Damp Dust/wipe the beds, tables/desks, chairs, lockers lamps, radiator, bedside lockers (inside, outside and base), walls to hand height (refer to the Damp Dust/wipe method statement).
15. Damp Dust/wipe all ledges, surfaces and fixed equipment (refer to the Damp Dust/wipe method statement).
16. Move furniture and equipment and clean under and behind. Replacing in original position when complete
17. Clean the wash hand basin (refer to wash hand basin method statement).
18. Replace consumables as applicable (refer to replacing consumables method statement).
19. Damp mop the floor area, (refer to the Damp Mopping method statement) take the opportunity to scrub and spray clean if instructed by a Supervisor.
20. Rehang clean or new curtains using the curtain cleaning SOP if applicable
21. Remove refuse/waste correctly according to policy/method statement, tag as per local policy
22. Clean waste bins and replace bags with bag of correct colour and grade
23. Dispose of the cloths / for traditional cleaning, place cloth for laundry for microfibre cleaning methodology when the task is completed.
24. Remove, clean and store correctly all warning signs used, when the task is completed & the area is dry.
25. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
26. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Check with nurse regarding special precautions depending on infection, if barrier-nursed.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- All equipment used for terminal cleans should be correctly disposed of/laundered after use, according to policy.
- Work in small square sections to prevent over stretching when mopping.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work, making sure the signs are visible at all times.
- Work systematically in a clockwise direction, high to low, clean to dirty, making sure all areas are correctly cleaned.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Dust/Wipe Method Statement
- Dust Controlling Method Statement
- Damp Mopping Method Statement
- Microfibre High Dust Method Statement
- Sanitary Ware Method Statement
- Consumables Method Statement
- Microfibre Damp Mopping Method Statement
- Scrubbing Method Statement
- Spray Clean Method Statement

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F7 Terminal Clean of Vacated patient Room (Infection Clean) - HPV

F7	Standard Operating Procedure	Terminal Clean of a vacant room – infection clean with HPV
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Purpose

To clean a vacated room/area and its contents, leaving it hygienically clean, dry and free from dirt, smears & marks ready for re-occupation.

Area

Clinical Clean of Vacated Room

Equipment

- Microfibre Cloth Box & lid
- Microfibre Cloths Cloth
- Colour-Coded Gloves & PPE
- Warning sign
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Measuring Jug
- Laundry net
- Waste sacks for the appropriate waste stream
- Waste tags
- Laundry bag
- Curtains (if type of clean requires curtains to be changed)
- Ladders

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

1. Follow the procedure for terminal cleaning a vacant room
2. Remove curtains using curtain changing SOP
3. Follow steps 1 to 19 when complete dress the room
4. Remove all absorbent materials from the room
5. Dress the room by opening cupboard doors, opening bins and laying towards the HPV processing machines, prop up the mattress so maximum area is exposed, lift toilet seats and open all dispensers
6. Follow HPV processes detailed in the separate procedures document
7. On completion of the process and when it is safe to enter the room redress the room by closing cupboard doors, closing bins, putting toilet seats down refilling dispensers and placing mattresses flush onto the bed
8. Rehang curtains and replace waste bin liners.

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HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Check with nurse regarding special precautions depending on infection, if barrier-nursed.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- All equipment used for terminal cleans should be correctly disposed of/laundered after use, according to policy.
- Work in small square sections to prevent over stretching when mopping.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work, making sure the signs are visible at all times.
- Work systematically in a clockwise direction, high to low, clean to dirty, making sure all areas are correctly cleaned.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Dust/Wipe Method Statement
- Dust Controlling Method Statement
- Damp Mopping Method Statement
- Microfibre High Dust Method Statement
- Sanitary Ware Method Statement
- Consumables Method Statement
- Microfibre Damp Mopping Method Statement
- Scrubbing Method Statement
- Spray Clean Method Statement

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F8 Terminal Clean of Vacated patient Room (Infection Clean) - UVC

F7	Standard Operating Procedure	Terminal Clean of a vacant room – infection clean with HPV
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<h3>Purpose</h3> <p>To clean a vacated room/area and its contents, leaving it hygienically clean, dry and free from dirt, smears & marks ready for re-occupation.</p>
<h3>Area</h3> <p>Clinical Clean of Vacated Room</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Cloth Box & lid ● Microfibre Cloths Cloth ● Colour-Coded Gloves & PPE ● Warning sign ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Measuring Jug ● Laundry net ● Waste sacks for the appropriate waste stream ● Waste tags ● Laundry bag ● Curtains (if type of clean requires curtains to be changed) ● Ladders
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <ol style="list-style-type: none"> 1. Follow the procedure for terminal cleaning a vacant room 2. Follow steps 1 to 19 when complete dress the room 3. Dress the room by opening cupboard doors, opening bins and laying towards the HPV processing machines, prop up the mattress so maximum area is exposed, lift toilet seats and open all dispensers 4. Follow UVC processes detailed in the separate procedures document 5. On completion of the process and when it is safe to enter the room redress the room by closing cupboard doors, closing bins, putting toilet seats down refilling dispensers and placing mattresses flush onto the bed 6. Rehang curtains if required and replace waste bin liners.

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HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Check with nurse regarding special precautions depending on infection, if barrier-nursed.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- All equipment used for terminal cleans should be correctly disposed of/laundered after use, according to policy.
- Work in small square sections to prevent over stretching when mopping.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work, making sure the signs are visible at all times.
- Work systematically in a clockwise direction, high to low, clean to dirty, making sure all areas are correctly cleaned.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Dust/Wipe Method Statement
- Dust Controlling Method Statement
- Damp Mopping Method Statement
- Microfibre High Dust Method Statement
- Sanitary Ware Method Statement
- Consumables Method Statement
- Microfibre Damp Mopping Method Statement
- Scrubbing Method Statement
- Spray Clean Method Statement

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F9 Steam Cleaning

F9	Standard Operating Procedure	Steam Cleaning
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Purpose

To remove ingrained soils & substances using pressurised steam, leaving the surface clean, dry and free from soil, smears & marks.

Area

To remove ingrained dirt and soiling

Equipment

- Microfibre Cloth Box & lid
- Microfibre Cloths Cloth
- Colour-Coded Gloves & PPE
- Warning sign
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Measuring Jug
- Laundry net
- Waste sacks for the appropriate waste stream
- Waste tags
- Laundry bag
- Safety Glasses
- Steam Cleaner & Suction unit combined with Accessories (Wand, hose, attachments etc).

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Check whether patients are in the area where Steam Cleaning is to be undertaken and review risks accordingly

Method

1. Plan work route, when necessary, remove/protect furniture and equipment. (Protect electrical sockets if applicable).
2. Wash hands and put on gloves and safety glasses.
3. Ventilate the area if appropriate & display the warning signs in the area, making sure all signs are visible.
4. Test the surface to be steam cleaned for colour fastness, if applicable.
5. Fill the Steam Cleaner with water (refer to manufacturer's instructions).
6. Attach the appropriate accessories onto the Steam Cleaner, dependent on the item to be cleaned.
7. Unwind & check cable/plug and plug into a mains socket and a circuit breaker if appropriate and switch on. (Refer to manufacturer's instructions).
8. Wait for the water to get to the correct temperature (refer to manufacturer's instructions).
9. The Steam Cleaner is now ready for use.

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10. To operate the Steam Cleaner, refer to manufacturer's instructions.
11. If necessary, use maximum steam power, paying particular attention to heavily soiled areas.
NOTE: If the dirt is very heavy/ingrained it may be necessary to use a cleaning agent to help loosen the soil. This must not be placed in the machine, but used independently, according to manufacturer's instructions.
12. Use the wet-suction cleaner accessory to remove water if necessary.
13. Unplug, empty and clean the dirty water/suction tank.
14. Unplug, wipe and clean all surfaces of the Steam Cleaner, remove and wash all accessories.
15. Collect all accessories and place them back on the trolley.
16. Check plug/cable & re-wind electricity cable around the connector on the handle.
17. When the area is completely dry, remove tape from electrical sockets and return the furniture to original position.
18. Remove, clean & correctly store warning signs when the task is completed and the area/furniture/fitting is dry.
19. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
20. Wash hands and remove gloves.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- This procedure should not be attempted until training is completed and competency is tested.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position. Check if an independent circuit breaker is required.
- Do not adjust or change the fittings on the machine when it is plugged in.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, report to supervisor.
- When using the Steam Cleaner, safety glasses and safety gloves must be worn.
- Avoid placing open skin near the steam pressure nozzle.
- All equipment should be clean and dry before use.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work, making sure signs are always visible.
- Be aware that excess steam may activate fire/smoke detectors.
- Avoid steam cleaning any electrical equipment.
- Protect surrounding areas/surfaces if applicable.
- If wall cleaning, cover electrical plug sockets.
- If it is necessary to use a cleaning agent it should not be placed within the machine but used independently.
- The correct contact time should be allowed for the cleaning agent (refer to manufacturer's instructions).
- After the cleaning solution has been agitated & time allowed to soften the soil, the solution should be completely removed to avoid the possibility of vaporising the solution causing a health hazard.
- All equipment should be left clean dry and tidy in storage area after use.

Supporting Documents

Document Name	Part 1 Standard Operating Procedures – SOP's	Document No	HC.WS.SOP.001.02
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F10 Pressure Washing

F10	Standard Operating Procedure	Pressure Washing
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<h3>Purpose</h3> <p>To remove ingrained dirt from the surface, using water under pressure, leaving it clean, dry free from marks, smears & dirt.</p>
<h3>Area of Use</h3> <p>To remove ingrained dirt and soiling, this task is usually carried out in a service yard or external to the building.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Cloth Box & lid ● Microfibre Cloths Cloth ● Colour-Coded Gloves & PPE ● Warning sign ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Measuring Jug ● Laundry net ● Waste sacks for the appropriate waste stream ● Waste tags ● Laundry bag ● Additional PPE Mask & Goggles ● Cleaning agent (correctly prepared, (as manufacturer's instructions) ● Safety Glasses ● Pressure Washer & Suction unit combined with Accessories (Wand, hose, attachments etc) ● Warning Signs ● Masking tape
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment. Check Risk Assessment and ensure there aren't any patients, member of the public or staff in the vicinity of the area to be pressure washed</p> <p>Method</p> <ol style="list-style-type: none"> 1. Plan work route, when necessary, remove/protect furniture and equipment. (Protect electrical sockets if applicable). 2. Wash hands and put on gloves and safety glasses. 3. Ventilate the area if appropriate & display the warning signs in the area, making sure all signs are visible. 4. Test the surface to be pressure washed for colour fastness & suitability of cleaning process, if applicable. 5. Fill the pressure water with water/connect to water (refer to instructions).

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6. Attach the appropriate accessories onto the Pressure Washer, dependent on the item to be cleaned.
7. Unwind & check cable/plug and plug into a mains socket and a circuit breaker if appropriate and switch on. (Refer to manufacturer's instructions).
8. Wait for the water to warm up, if applicable (refer to instructions).
9. The Pressure Washer is now ready for use.
10. To operate the Pressure washer, refer to manufacturer's instructions.
11. If necessary, use maximum pressure power/temperature, paying particular attention to heavily soiled areas.

NOTE: If the dirt is very heavy/ingrained it may be necessary to use a cleaning agent to help loosen the soil. This may be placed in the machine, or used independently, according to instructions.

12. Use the wet-suction cleaner/unit accessory to remove water if necessary.
13. Unplug, empty and clean the dirty water/suction tank.
14. Unplug, wipe and clean all surfaces of the Steam Cleaner, remove and wash all accessories.
15. Collect all accessories and place them back on the trolley.
16. Check plug/cable & re-wind electricity cable around the connector on the handle.
17. When the area is completely dry, remove tape from electrical sockets and return the furniture/fittings to original position, if applicable.
18. Remove, clean & correctly store warning signs when the task is completed and the area/furniture/fitting is dry.
19. After use, all equipment should be checked, cleaned, dried and stored.
20. Wash hands and remove gloves.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- This procedure should not be attempted until training is completed and competency is tested.
- This task is for routine cleaning procedures only, **which do not exceed pressures of 1500psi**. Sand or steam, are not to be used.
- Ensure hands are dry when plugging or unplugging electrical machinery. Do not plug/unplug patient/medical equipment.
- When plugging a machine into an electric socket, make sure the switch is in the off position. Check if an independent circuit breaker is required.
- Do not adjust or change the fittings on the machine when it is plugged in.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, report to supervisor.
- When using the Pressure Washer, safety glasses and safety gloves must be worn.
- Avoid placing open skin near the pressure nozzle.
- Always direct the nozzle in a low, safe position during the switch on procedure. Use the appropriate spray angle & optimum distance to remove soil/clean safely.
- All equipment should be clean and dry before use.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work, making sure signs are always visible.
- Make sure the surface to be pressure washed can withstand the cleaning process. Ask if unsure.
- If the pressure washer uses a heating system, make sure the correct temperature is chosen for the surface & soil (refer to instructions).

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- Protect surrounding areas/surfaces if applicable.
- If wall cleaning, cover electrical plug sockets.
- If it is necessary to use a cleaning agent it can be used within the machine or independently.
- The correct contact time should be allowed for the cleaning agent (refer to manufacturer's instructions).
- Take care to avoid splash back from the pressure washer.
- All equipment should be left clean dry and tidy in storage area after use.

Supporting Documents

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F11 Removal of Chewing Gum using Steam Cleaner

F11	Standard Operating Procedure	Removal of Chewing Gum using steam cleaner
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Purpose

To remove all visible chewing gum, and similar substances, from the surface, leaving it dry and free from soil, marks or smears.

Area of Use

Horizontal and Vertical Surfaces

Equipment

- Colour-Coded Gloves & PPE (mask & goggles)
- Colour coded disposable Cloths
- Hand brush & Dust pan
- Warning signs
- Colour coded scraper
- Steam clean machine (refer to steam clean method statement)
- Suction/vacuum clean machine & attachments (refer to suction Standard Operating Procedure)
- Cleaning Trolley
- Cleaning agent, correctly prepared
- Chewing gum freeze spray or alternative
- Colour coded bucket/hand spray
- Paper towel
- Non-abrasive pad

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Check Risk Assessment and ensure there aren't any patients, member of the public or staff in the vicinity of the area where chewing gun is being removed

Method

1. Wash hands and put on gloves & additional PPE.
2. Prepare the Trolley & chewing gum remover & cleaning solution, as applicable, in a well-ventilated area (refer to manufacturer's instructions). Carefully & correctly prepare the cleaning solution into the hand bucket or hand spray.
3. Display warning signs in the area, ensuring all signs are visible.
4. Hand brush or vacuum/suction the area (refer to vacuum/suction clean method statement).
5. Check for colour fastness of the surface if applicable.
NOTE: If using the steam clean machine method replace step 6 with the steam clean method statement, but continuing steps 6 to 13 following this method statement.
6. Using the scraper carefully scrape the hardened/frozen gum from the surface, without damaging the surface. Work from the outside of the gum deposit to the centre. Wipe the scraper with paper towel if necessary. Place the gum deposit into the refuse sack.

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7. Repeat steps 5 & 6 until all the chewing gum deposit has been removed.
8. Use the cleaning solution & disposable cloth to clean any residue/ sugar deposits away. Do not over wet the surface. Gently agitate with a non-abrasive pad if necessary.
9. Gently wipe over the area with a damp, clean disposable cloth if necessary.
10. Allow to dry.
11. Remove warning signs, clean & store correctly. Close ventilation as required.
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
13. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Check with the supervisor that the removal of chewing gum is your responsibility.
- This procedure should not be attempted until training is completed and competency is tested.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position. Check if an independent circuit breaker is required. Do not plug/unplug patient/medical equipment.
- Do not adjust or change the fittings on the machine when it is plugged in.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, report to supervisor.
- When using the Steam Cleaner, safety glasses and safety gloves must be worn.
- Avoid placing open skin near the steam pressure nozzle.
- All equipment should be clean and dry before use.
- Be aware that excess steam may activate fire/smoke detectors.-Avoid steam cleaning any electrical equipment.
- Protect surrounding areas/surfaces if applicable. If wall cleaning, cover electrical plug sockets.
- If it is necessary to use a cleaning agent it should not be placed within the machine but used independently.
- The correct contact time should be allowed for the cleaning agent (refer to manufacturer's instructions).
- After the cleaning solution has been agitated & time allowed to soften the soil, the solution should be completely removed to avoid the possibility of vaporising the solution causing a health hazard.
- Always use a warning sign "cleaning in progress" and position at the beginning and the end of the line of work, making sure signs are always visible.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Steam Clean Method Statement
- Suction Standard Operating Procedure
- Vacuum/Suction Clean Method Statement

F12 Removal of Chewing Gum using Chemical

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F12	Standard Operating Procedure	Removal of Chewing Gum using Chemical
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<h2>Purpose</h2> <p>To remove all visible chewing gum, and similar substances, from the surface, leaving it dry and free from soil, marks or smears.</p>
<h2>Area of Use</h2> <p>Horizontal and Vertical Surfaces</p>
<h2>Equipment</h2> <ul style="list-style-type: none"> • Colour-Coded Gloves & PPE (mask & goggles) • Colour coded disposable Cloths • Hand brush & Dust pan • Warning signs • Colour coded scraper • Chewing Gun removing chemical • Cleaning Trolley • Cleaning agent, correctly prepared • Chewing gum freeze spray or alternative • Colour coded bucket/hand spray • Paper towel • Non-abrasive pad
<h2>Standards of Delivery</h2> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h2>Procedure</h2> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment. Check Risk Assessment and ensure there aren't any patients, member of the public or staff in the vicinity of the area where chewing gun is being removed</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves & additional PPE. 2. Prepare the Trolley & chewing gum remover & cleaning solution, as applicable, in a well-ventilated area (refer to manufacturer's instructions). Carefully & correctly prepare the cleaning solution into the hand bucket or hand spray. 3. Display warning signs in the area, ensuring all signs are visible. 4. Hand brush 5. Check for colour fastness of the surface if applicable. 6. Using the chewing gum freeze spray, spray carefully/directly on to the gum deposit for approximately 3-5 seconds. 7. Using the scraper carefully scrape the hardened/frozen gum from the surface, without damaging the surface. Work from the outside of the gum deposit to the centre. Wipe the scraper with paper towel if necessary. Place the gum deposit into the refuse sack. 8. Repeat steps 5 & 6 until all the chewing gum deposit has been removed.

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9. Use the cleaning solution & disposable cloth to clean any residue/ sugar deposits away. Do not over wet the surface. Gently agitate with a non-abrasive pad if necessary.
10. Gently wipe over the area with a damp, clean disposable cloth if necessary.
11. Allow to dry.
12. Remove warning signs, clean & store correctly. Close ventilation as required.
13. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
14. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Check with the supervisor that the removal of chewing gum is your responsibility.
- This procedure should not be attempted until training is completed and competency is tested.
- Ensure hands are dry when plugging or unplugging electrical machinery.
- When plugging a machine into an electric socket, make sure the switch is in the off position. Check if an independent circuit breaker is required. Do not plug/unplug patient/medical equipment.
- Do not adjust or change the fittings on the machine when it is plugged in.
- Check the power supply cables and plug for damage, report and label if necessary, remove and do not use.
- Ensure that portable appliance testing (PAT) has been undertaken in the last 12 months. If not, report to supervisor.
- When using the Steam Cleaner, safety glasses and safety gloves must be worn.
- Avoid placing open skin near the steam pressure nozzle.
- All equipment should be clean and dry before use.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work, making sure signs are always visible.
- Be aware that excess steam may activate fire/smoke detectors.
- Avoid steam cleaning any electrical equipment.
- Protect surrounding areas/surfaces if applicable.
- If wall cleaning, cover electrical plug sockets.
- If it is necessary to use a cleaning agent it should not be placed within the machine but used independently.
- The correct contact time should be allowed for the cleaning agent (refer to manufacturer's instructions).
- After the cleaning solution has been agitated & time allowed to soften the soil, the solution should be completely removed to avoid the possibility of vaporising the solution causing a health hazard.
- Always use a warning sign "cleaning in progress" and position at the beginning and the end of the line of work, making sure signs are always visible.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Steam Clean Method Statement
- Suction Standard Operating Procedure
- Vacuum/Suction Clean Method Statement

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F13 Metal cleaning

F13	Standard Operating Procedure	Metal Cleaning
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Purpose
To remove all visible, loose dirt & tarnish from the metal surface, leaving it dry and free from soil, marks or smears.
Area of Use
Used for deep cleaning brass and copper ware, to improve condition and shine.
Equipment
<ul style="list-style-type: none"> • Colour-Coded Disposable Cloth • Soft disposable polishing cloth • Colour-Coded Gloves & PPE • Warning signs • Cleaning Trolley • Metal Cleaning Agent/Chemical (correctly prepared, if applicable) colour coded hand spray (if applicable)
Standards of Delivery
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.
Procedure
<p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the metal cleaning agent, if applicable, in a well-ventilated area (refer to manufacturer's instructions). 3. Use a correctly prepared cleaning trolley if applicable. 4. Display warning signs in the area, ensuring all signs are visible. 5. Ventilate the area where cleaning is to take place, if applicable. 6. Remove items from the surface to be cleaned, if applicable. 7. Carefully spray or apply the metal cleaning agent directly onto the cloth, not the surface, and remove tarnish/soil from the metal. 8. Buff the metal to a shine & to remove cleaning agent if applicable. 9. Return items to the surface in their original position, if applicable. 10. Remove warning signs, clean & store correctly. Close ventilation as required. 11. After use, all equipment should be checked, cleaned, dried and returned to the storage area or disposed of as policy. 12. Remove gloves and wash hands.
HSE Control Measures
<ul style="list-style-type: none"> • Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.

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- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer’s instructions).
- Do not climb on chairs or overreach.
- Always use a warning sign “cleaning in progress” and position at the beginning and end of the line of work.
- Metal items may be cleaned in situ’ if fixed or in a suitable cleaning store area if movable, whichever is applicable.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

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F14 Removal of Bodily Spillages – Urine

F14	Standard Operating Procedure	Removal of Body Spillages Urine and Vomit
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Purpose

To remove all visible body spillage from the surface, leaving it hygienically clean, dry, free from body spillage, soil, marks or smears.

Equipment

- Urine and vomit spillage kit
- Disposable gloves, apron & PPE (mask & goggles)
- Colour coded disposable Cloths
- Warning signs
- Colour coded scraper
- Colour coded Clinical Waste sack
- Sharps bin & tweezers
- Cleaning Trolley
- Cleaning agent, correctly prepared
- Colour coded bucket/hand spray
- Paper towel
- Non-abrasive pad
- Damp mop system (refer to damp mop method statement)
- Damp wipe/dust system (refer to damp wipe/dust method statement)

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves & additional PPE.
2. Prepare the Trolley, Urine and vomit bodily fluid spillage kit & cleaning solution, as applicable, in a well-ventilated area (refer to manufacturer's instructions). Carefully & correctly prepare the cleaning solution in the hand bucket or hand spray.
3. Display warning signs in the area, ensuring all signs are visible.
4. Check for colour fastness of the surface if applicable.
5. Absorb the body spillage with paper towels & dispose of waste in the clinical waste bag.
6. Place sharps and needle sticks, if applicable, carefully & correctly, using tweezers, into the sharps bin and seal.
7. Sprinkle granules from the spillage kit on to the spillage or damp wipe with cleaning solution, as applicable. Make sure the solution/granules have sufficient contact time to absorb/loosen spillage.

Do Not use chlorine products with urine as it will react with the urine and create a poisonous gas

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8. Using the scraper carefully scrape the ingrained spillage & granules, if applicable, without damaging the surface. Work from the outside of the spillage to the centre. Wipe the scraper with paper towel if necessary. Place the waste into the clinical waste sack, using a brush & pan if necessary.
9. If necessary damp wipe away the spillage, (refer to damp wipe/dust method statement).
10. Repeat steps 5, 6, 7, 8 & 9 until all the body spillage has been removed.
11. Do not over wet the surface. Gently agitate with a non-abrasive pad if necessary.
12. Gently wipe over/damp mop the area, if necessary (refer to damp wipe & damp mop method statements).
13. Allow to dry.
14. Remove warning signs, clean & store correctly. Close ventilation as required.
15. After use, all equipment should be disposed of in the clinical waste bag & clinical waste bin, as applicable. Items not for disposal should be checked, cleaned with hypo chlorite solution, dried and returned to the storage area as applicable.
16. Remove gloves & dispose of in a clinical waste bag and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Check with the supervisor that the removal of body spillages is your responsibility.
- This procedure should not be attempted until training is completed and competency is tested.
- All equipment should be clean and dry before use.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work, making sure signs are always visible.
- Protect surrounding areas/surfaces if applicable.
- **Do not use chlorine on urine or vomit, as this will result in the release of poisonous fumes.**
- Absorb spillages of body fluids using paper towels.
- The correct contact time should be allowed for the cleaning agent (refer to manufacturer's instructions).
- All equipment should be left clean dry and tidy in storage area after use.
- Remove warning signs and close ventilation after the task has been completed.
- All waste used for the removal of body spillages must be disposed of in colour coded clinical waste bags.
- Any exposure to blood/blood stained body fluids or inoculation injuries requires immediate attention must be reported.
- All equipment should be left clean, dry and tidy in storage area after use.
- Always wash hands after the task is completed and PPE has been removed.

Supporting Documents

- Damp Mop Method Statement
- Damp Wipe/Dust Method Statement

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F15 Removal of Bodily Spillages – Blood and Faeces

F15	Standard Operating Procedure	Removal of Body Spillages Blood and Faeces
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Purpose

To remove all visible body spillage from the surface, leaving it hygienically clean, dry, free from body spillage, soil, marks or smears.

Equipment

- Blood and Faeces spillage kit
- Disposable gloves, apron & PPE (mask & goggles)
- Colour coded disposable Cloths
- Warning signs
- Colour coded scraper
- Colour coded Clinical Waste sack
- Sharps bin & tweezers
- Cleaning Trolley
- Cleaning agent, correctly prepared
- Colour coded bucket/hand spray
- Paper towel
- Non-abrasive pad
- Damp mop system (refer to damp mop method statement)
- Damp wipe/dust system (refer to damp wipe/dust method statement)

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves & additional PPE.
2. Prepare the Trolley, Blood and Faeces bodily fluid spillage kit & cleaning solution, as applicable, in a well-ventilated area (refer to manufacturer's instructions). Carefully & correctly prepare the cleaning solution in the hand bucket or hand spray.
3. Display warning signs in the area, ensuring all signs are visible.
4. Check for colour fastness of the surface if applicable.
5. Absorb the body spillage and remove any bulk with paper towels & dispose of waste in the clinical waste bag.
6. Place sharps and needle sticks, if applicable, carefully & correctly, using tweezers, into the sharps bin and seal.
7. Sprinkle granules from the spillage kit on to the spillage or damp wipe with cleaning solution, as applicable. Make sure the solution/granules have sufficient contact time to absorb/loosen spillage.
8. Using the scraper carefully scrape the ingrained spillage & granules, if applicable, without damaging the surface. Work from the outside of the spillage to the centre. Wipe the scraper with paper towel if necessary. Place the waste into the clinical waste sack, using a brush & pan if necessary.
9. If necessary damp wipe away the spillage, (refer to damp wipe/dust method statement).
10. Repeat steps 5, 6, 7, 8 & 9 until all the body spillage has been removed.
11. Do not over wet the surface. Gently agitate with a non-abrasive pad if necessary.

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12. Gently wipe over/damp mop the area, if necessary (refer to damp wipe & damp mop method statements).
13. Allow to dry.
14. Remove warning signs, clean & store correctly. Close ventilation as required.
15. After use, all equipment should be disposed of in the clinical waste bag & clinical waste bin, as applicable. Items not for disposal should be checked, cleaned with hypo chlorite solution, dried and returned to the storage area as applicable.
16. Remove gloves & dispose of in a clinical waste bag and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Check with the supervisor that the removal of body spillages is your responsibility.
- This procedure should not be attempted until training is completed and competency is tested.
- All equipment should be clean and dry before use.
- Always use a warning sign 'cleaning in progress', position at the beginning & end of the line of work, making sure signs are always visible.
- Protect surrounding areas/surfaces if applicable.
- **Do not use chlorine on urine or vomit, as this will result in the release of poisonous fumes.**
- Absorb spillages of body fluids using paper towels.
- The correct contact time should be allowed for the cleaning agent (refer to manufacturer's instructions).
- All equipment should be left clean dry and tidy in storage area after use.
- Remove warning signs and close ventilation after the task has been completed.
- All waste used for the removal of body spillages must be disposed of in colour coded clinical waste bags.
- Any exposure to blood/blood stained body fluids or inoculation injuries requires immediate attention must be reported.
- All equipment should be left clean, dry and tidy in storage area after use.
- Always wash hands after the task is completed and PPE has been removed.

Supporting Documents

- Damp Mop Method Statement
- Damp Wipe/Dust Method Statement

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F16 Cleaning of ceilings and ceiling fittings

F16	Standard Operating Procedure	Cleaning of Ceilings, Ceiling Fittings
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<h3>Purpose</h3> <p>To remove all dust & dirt, insects, stains & marks from ceilings, ceiling fittings & ceiling light covers.</p>
<h3>Area of Use</h3> <p>Ceilings, ceiling fittings and ceiling light covers</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Mop Box & lid ● Microfibre Mops Cloth ● Microfibre cloth box ● Microfibre cloths ● Colour-Coded Gloves & PPE ● High dusting tool ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Laundry net ● Warning signs ● Measuring Jug ● High Dusting Equipment (Refer to the High Dusting Method Statement) ● Warning signs ● Masking Tape (To Cover Electrical Sockets) ● Plastic Sheeting Dust sheets (if required) ● Ceiling Washing Machine: steam or power cleaner with Circuit Breaker (refer to steam/power washer method statements) ● Step ladders or scaffolding – refer to Risk Assessment ● Approved Cleaning agent – correctly diluted
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on PPE including gloves. 2. Put on goggles. 3. Correctly display the warning signs in the area, ensuring all signs are visible. 4. Assemble the equipment and check for safety. 5. Cover the electric sockets with masking tape. 6. Place dust sheets or plastic sheeting on floors, to protect from spillages. 7. Remove furniture or cover with dust sheets.

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8. Prepare the cleaning solution in a well-ventilated area & cleaning trolley if required (refer to manufacturer's instructions).
9. Ventilate the area.
10. High dust to remove loose dust and dirt (refer to the High Dusting method statement).
11. If cleaning light/lamp covers not in situ, carefully remove the lamp/light covers and take to point of cleaning.
12. Clean the ceiling and lights in situ' by:

Either:

Damp dust/wipe the ceiling, paying particular attention to edges & corners, (refer to damp wipe/dust method statement). Use a non-abrasive pad on any stubborn marks. Rinse-wipe the ceiling if necessary, leaving it as dry as possible.

Or:

If the ceiling materials allow Insert a circuit breaker into a power socket keeping the cable behind, plug in a ceiling washing machine: steam or power washer (Refer to steam/power washer method statements)

13. Remove drips and runs as they occur.
14. With dry hands, remove the plug from the mains socket and re-wind, check & clean the electricity cable/plug when task is completed.
15. Carefully replace light/lamp covers when clean & dry.
16. Remove warning signs & close ventilation, when the task is completed & the area is dry.
17. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
18. Remove gloves and wash hands.

Light/Lamp covers, (refer to damp wiping method statement). Clean in

Situ' or suitable cleaning room/area.

19. Preparation as above (1-12 in situ' & 1-3 other situations).
20. Wipe the inside & outside of the cover, as applicable.
21. Rinse with clean water if necessary.
22. Correctly dispose of/laundry the cloth when the task is completed.
23. Carefully replace the clean, dry lamp/light covers.
24. When the area is completely dry, remove warning signs, return the furniture to original position, and close ventilation if applicable.
25. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
26. Remove wash/dry gloves and wash hands.

HSE Control Measures

- Refer to the Health & Safety Management System & completed Risk Assessments.
- If possible, work from ground level rather than use access equipment. Do not use access equipment unless you have been trained.
- Check access equipment carefully before use and when moving from one area to another.
- Cover electric sockets with masking tape.
- Take extra care when cleaning near electrical points and ceiling fittings. Ask if unsure.
- Check with estates for any issues/information needed with regard to cleaning ceilings, ceiling fittings & ceiling lights.

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- Ceiling lights should not be removed, for cleaning, by Domestic staff - consult with Estates staff.
- The exterior surface of ceiling lights can be damp wiped in situ'. Cleaning internal surfaces of the lights will require the lamp covers to be removed, by estates staff, & cleaning to take place in a suitable room/area.
- Check the condition of the ceiling/fittings, paint or finish to ensure suitability of cleaning agent.
- Avoid splashes of Cleaning chemical on furniture, curtains or floor.
- Report any damage or faults to your supervisor.
- Do not over stretch.

Supporting Documents

- High Dusting Method Statement
- Steam/Power Washer Method Statements
- Damp Wipe/Dust Method Statement

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F17 Cleaning of patient medical equipment – not connected

F17	Standard Operating Procedure	Cleaning of Patient/Medical Equipment – not connected
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<h3>Purpose</h3> <p>To remove all dust, dirt & soil from the surface of the patient/medical equipment, leaving it dry and free from soil, marks or smears.</p>
<h3>Fixture/Fitting</h3> <p>Cleaning of Patient/Medical Equipment</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Mop Box & lid ● Microfibre Mops Cloth ● Microfibre cloth box ● Microfibre cloths ● Colour-Coded Gloves & PPE ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Laundry net ● Warning signs ● Measuring Jug ● Damp wipe/dust system (Refer to Traditional or Microfibre method statement)
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the cleaning solution in a well-ventilated area and cleaning/Microfibre trolley as applicable (refer to manufacturer's instructions). 3. Place the bucket/hand spray onto the cleaning trolley, if applicable. 4. Display warning signs in the area, ensuring all signs are visible & ventilate area 5. Dampen or rinse the clean cloth in the cleaning solution. Wring out well. If using a hand spray, spray the cleaning solution directly onto the cloth not the surface. If using a Microfibre system use the pre-dampened cloths. 6. Remove items from the surface to be cleaned, if applicable. 7. Damp wipe the main surfaces in systematic straight, over-lapping strokes, clean to dirty, without the creation of dust showers, (vertical surfaces top to bottom). Pay attention to corners, edges & underneath items, where applicable. 8. Microfibre system: turn & re-fold the cloth as each side becomes dirty. When all sides have been used, place cloth in the laundry net for launder & use a clean cloth. 9. Use the approved cleaning solution & non abrasive pad to remove any grease marks or stubborn stains. 10. Return items to the surface in their original position, if applicable.

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11. Remove warning signs, clean & store correctly. Close ventilation as required.
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area or disposed of as policy.
13. Remove wash/dry gloves and wash hands.

HSE Control Measures

- Refer to Health & Safety Management System & completed Risk Assessments.
- ***Seek advice from your supervisor or nurse in charge if you are unsure whether the cleaning of certain items of patient equipment is your responsibility.**
- **Only clean patient equipment that is NOT connected to the patient**
- Do not carry out the cleaning of patient/medical equipment unless you have been properly trained.
- Seek the advice of your supervisor or Infection Control if you are unsure about the cleaning methods/frequencies to be used for patient equipment.
- Spillages of Body Fluids may need to be removed prior to cleaning. You must confirm responsibility for this part of the process. If you are unsure (see Body Spillage method statement).
- Patient equipment used by infectious patients may require added precautions/different treatment, ask for guidance from your supervisor/nurse in charge.
- Inform the patient/nurse in charge of the process being carried out, if applicable.
- Do not plug in/unplug any patient or medical equipment unless instructed to do so by the nurse in charge.
- Use a clean/separate cloth for each item of patient equipment.

Supporting Documents

- Traditional Or Microfibre Method Statement

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F18 Cleaning Barrier Matting

F18	Standard Operating Procedure	Cleaning Barrier Matting
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Purpose

To remove dust, dirt & litter from Barrier Matting leaving a satisfactory, litter-free, clean appearance.

Area of Use

Cleaning of Barrier Matting

Equipment

- Colour-Coded Gloves
- Vacuum Cleaner (Tub, Cylinder or Upright)
- Hand brush & pan
- Refuse bag
- Water Extraction Shampoo System (refer to method statement)
- Vacuum Cleaner Attachment for example, furniture, Crevice Tool, Floor Tool
- Warning Signs
- PPE
- Chewing Gum /Stain remover (refer to method statements)

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.

Working in situ:

2. Display the warning signs in the area, ensuring all signs are visible.
3. Ventilate area & switch off automatic door system, if appropriate.
4. Pick up all large items for example, crisp packets, tissues and place in the refuse sack. Remove furniture (if applicable). Remove stains/chewing gum, if applicable (refer to stain removal method statement).
5. Attach the appropriate tool onto the vacuum cleaner (refer to manufacturer's instructions).
6. For floor cleaning, adjust the floor tool so that the bristles are:
 - a) Hard floor – Bristles down
 - b) Soft floor – Bristles up
7. Unwind checking cable and plug into a mains socket and a circuit breaker if appropriate.
8. Switch the vacuum cleaner on and keep the cable behind the line of work, not over the shoulder.
9. Start vacuuming the floor at the furthest point, paying particular attention to edges and corners, and traffic lanes.
10. Vacuum all the Barrier Matting areas systematically, in parallel, overlapping lanes, do not over stretch.

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11. Return furniture to original position, if applicable, remove warning signs, clean & store correctly.
12. On completion, re-wind the electricity cable & plug, checking for cuts & faults.
13. Carry out shampooing of Barrier Matting if applicable (refer to shampoo water extraction method statement).
14. Switch on automatic doors if applicable.
15. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
16. Remove gloves and wash hands.

aning barrier matting not in situ:

1. Wash hands & put on gloves
2. Carefully remove from situ', without the creation of dust/dirt showers.
3. Place warning signs if applicable & make sure they are always visible.
4. Ventilate the area, if applicable.
5. Carry out as above: steps 5-16, (step 14 n/a) in suitable cleaning area.

HSE Control Measures

- Refer to the Health & Safety Management System & completed Risk Assessments
- Report any issues with work area and/or equipment.
- Fixed barrier Mats require cleaning in situ', loose mats can be cleaned in situ' or removed to a suitable area/room to be cleaned.
- If cleaning barrier matting in situ' at an entrance point it may be necessary to take extra precautions, ask if unsure.
- Automatic entrance doors may need to be switched off to enable satisfactory cleaning, ask your supervisor for advice.
- Barrier matting, dependent on type, is usually maintained by vacuuming only however, some types can be shampooed (ask your supervisor for advice, if you are not sure).

Supporting Documents

- Stain Removal Method Statement
- Shampoo Water Extraction Method Statement

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F19 Waste Removal & Cleaning Waste Receptacle Bins

F19	Standard Operating Procedure	Waste Removal & Cleaning Waste Bins/Receptacles
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<h3>Purpose</h3> <p>To correctly remove & dispose of all waste/litter & waste bags. Additionally, clean the waste bin, removing all dust, dirt & litter from the surfaces, leaving the bin clean, dry and free from marks or smears.</p>
<h3>Task</h3> <p>Waste Removal & Cleaning of Waste Bins/Receptacles</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Mop Box & lid ● Microfibre Mops Cloth ● Microfibre cloth box ● Microfibre cloths ● Colour-Coded Gloves & PPE ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Laundry net ● Warning signs ● Measuring Jug ● Damp wipe/dust system (Refer to Traditional or Microfibre method statement) ● Measuring Jug ● Colour Coded Waste/Refuse bags & Bin Liners ● Approved Cleaning Agent (correctly prepared) ● Damp wipe/dust system (Refer to Traditional or Microfibre method statement) ● Sack Ties/Tags ● Body Spillage Kit & Tweezers ● Non abrasive pad
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the cleaning solution in a well-ventilated area and cleaning/Microfibre trolley as applicable (refer to manufacturer's instructions). 3. Place the bucket/hand spray onto the cleaning trolley, if applicable. 4. Display warning signs in the area, ensuring all signs are visible & ventilate area if applicable.

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5. Carefully remove the waste sack, tag if appropriate (clinical/infected waste). Place into the correct refuse sack on the trolley (black or yellow as applicable). Wrongly disposed of waste must be reported & body spillages dealt with correctly before cleaning.
6. Dampen or rinse the clean cloth in the cleaning solution. Wring out well. If using a hand spray, spray the cleaning solution directly onto the cloth not the surface. If using a Microfibre system use the pre-dampened cloths.
7. Remove items from the surface to be cleaned, if applicable.
8. Damp wipe the main surfaces in systematic straight, over-lapping stokes, clean to dirty, without the creation of dust showers, (vertical surfaces top to bottom). Pay attention to corners, edges, underneath & around the bins, where applicable.
9. Microfibre system: turn & re-fold the cloth as each side becomes dirty. When all sides have been used, place cloth in the laundry net for launder & use a clean cloth.
10. Use the chosen cleaning solution & non-abrasive pad to remove any grease marks or stubborn stains.
11. Dry the bin with paper roll.
12. Replace with the correct coloured bin liner/ refuse sack.
13. Return items to the surface in their original position, if applicable.
14. Remove warning signs, clean & store correctly. Close ventilation as required.
15. After use, all equipment should be checked, cleaned, dried and returned to the storage area or disposed of as policy.
16. Remove wash/dry gloves and wash hands.

NOTE: Waste bins may be cleaned in situ' or taken to the cleaning room/area to clean.

HSE Control Measures

- Refer to Health & Safety Management System & completed Risk Assessments.
- Do not carry out waste removal & cleaning of waste bins unless you have been properly trained.
- Spillages of Body Fluids may need to be removed prior to waste removal & cleaning of bins. You must confirm responsibility for this part of the process; if you are unsure (see Body Spillage method statement).
- Waste to be removed & waste bins may be contaminated, therefore take extra care.
- Inform the nurse in charge/supervisor if any needle/sharps or waste is found which has been disposed of incorrectly.
- Glass, tins & other such potentially harmful waste must be handled carefully as stated in the Health & Safety policy/risk assessments.
- Use a clean/separate cloth for cleaning each waste bin.

Supporting Documents

- Traditional Or Microfibre Method Statement

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F20 Setting up & Cleaning of microfibre cleaning trolley after use

F20	Standard Operating Procedure	Setting Up & Cleaning of a Microfibre Trolley after use
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Purpose

To correctly set up the Microfibre Trolley & after use clean down correctly removing all dust & dirt from the surface of the equipment, leaving it clean, dry and free from marks or smears.

Fixture/Fitting

Setting up a Microfibre Trolley & Cleaning of the trolley after use

Equipment

- Microfibre Mop Box & lid
- Microfibre Mops Cloth
- Microfibre cloth box
- Microfibre cloths
- Colour-Coded Gloves & PPE
- Microfibre Cleaning Trolley
- Approved Cleaning agent, correctly prepared
- Laundry net
- Warning signs
- Measuring Jug
- Damp wipe/dust system (Refer to Traditional or Microfibre method statement)
- Damp wipe/dust system (Refer to Traditional or Microfibre method statement)
- Colour coded waste refuse sacks
- Non-abrasive pad
- Microfibre 'spanky'

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

See pictorial set up contained in Part

Method

1. Wash hands and put on gloves.
2. Place all the correct waste sacks, boxes, wracks & buckets on to the trolley and in the correct place.
3. Make sure all the lids are in working order and the trolley is clean & not damaged
4. Prepare the clean Microfibre Cleaning Cloths.
5. Remove from the laundry net, fold into quarters & place in the clean cloth box. Using measuring jug & dampen dry cloths according to manufacturer's instructions (10 cloths 0.5 litre of water/20 cloths 1 litre water- cleaning agent as applicable & according to manufacturer's instructions) Replace lid & keep closed to maintain moisture in the cloths. Allow 15 minutes, before use, for water to be absorbed in to the cloths.
6. Prepare the clean Microfibre Damp mops.

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7. Remove the clean mops from the laundry net & place in the clean mop prep' box blue side up. Using the measuring jug, dampen the mops with recommended quantity of water (cleaning agent, as applicable, according to manufacturer's instructions) Replace the lid and keep closed to maintain moisture in the mops. Allow 15 minutes for water to be absorbed into the mops. Tip the grey prep' box upside down over the blue mop box. Place the blue mop box into the grey box & replace the lid.
 8. Place spare paper rolls/toilet rolls & refuse bags into the wracks & cleaning agents, if applicable, into the lockable buckets/containers.
 6. Collect & correctly place the mopping tool & non-abrasive pads on to the trolley.
 7. Collect the Microfibre 'spanky' & make sure it has a clean head. Place correctly onto the trolley.
 9. Using a clean Microfibre cloth Damp wipe the surfaces of the trolley in systematic straight, over-lapping stokes, clean to dirty, without the creation of dust showers, (vertical surfaces top to bottom). Pay attention to corners, edges & underneath items, where applicable.
- NOTE: Microfibre system: turn & re-fold the cloth as each side becomes dirty. When all sides have been used, place cloth in the laundry net for launder & use a clean cloth.**
10. Use the chosen cleaning solution & non-abrasive pad to remove any grease marks or stubborn stains. Dry with paper roll if necessary.
 11. Return items to the trolley in their original position, if applicable.
 12. Remove warning signs, clean & store correctly. Close ventilation as required.
 13. After use, all equipment should be checked, cleaned, dried and returned to the storage area or disposed of as policy.
 14. Remove wash/dry gloves and wash hands.

HSE Control Measures

- Refer to Health & Safety Management System & completed Risk Assessments

Supporting Documents

- Traditional Or Microfibre Method Statement

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F21 Cleaning Stairs, Landings, Balustrades and Handrails

F21	Standard Operating Procedure	Cleaning of Stairs, Landings, Balustrades and Handrails
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<h3>Purpose</h3> <p>To remove all dust & dirt from the surfaces of the, fittings, leaving them clean, dry and free from soil, marks or smears.</p>
<h3>Fixture/Fittings</h3> <p>Stairs, landings, balustrades and handrails</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Mop Box & lid ● Microfibre Mops Cloth ● Microfibre cloth box ● Microfibre cloths ● Colour-Coded Gloves & PPE ● Microfibre Cleaning Trolley ● Approved Cleaning agent, correctly prepared ● Laundry net ● Warning signs ● Measuring Jug ● Damp wipe/dust system (Refer to Traditional or Microfibre method statement) ● Damp wipe/dust system (Refer to Traditional or Microfibre method statement) ● Suction/vacuum cleaning system (refer to suction Standard Operating Procedure) ● Dust Control system (refer to dust control method statement)
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the cleaning solution in a well-ventilated area and cleaning/Microfibre trolley as applicable (refer to manufacturer's instructions). 3. Place the bucket/hand spray onto the cleaning trolley, if applicable. 4. Display warning signs in the area, ensuring all signs are visible & ventilate area. Additional signage may be required on floors between flights of stairs. 5. Check for, & correctly remove if necessary, Chewing Gum (refer to chewing gum removal method statement). 6. Dampen or rinse the clean cloth in the cleaning solution. Wring out well. If using a hand spray, spray the cleaning solution directly onto the cloth not the surface. If using a Microfibre system use the pre-dampened cloths. 7. Carefully dust control/suction clean the areas & stairs from top to bottom paying particular attention to corners & edges (refer to dust control/suction Standard Operating Procedure s).

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8. Pick up large pieces of litter & place into the refuse sack; remove to the trolley for disposal.
9. Remove items from the surface to be cleaned, if applicable.
10. Damp wipe the main surfaces in systematic straight, over-lapping strokes, clean to dirty, without the creation of dust showers, (vertical surfaces top to bottom). Pay attention to corners, edges & underneath items, where applicable.

NOTE: Traditional method: frequently turn the cloth and rinse in the cleaning solution. Change the cleaning solution when it becomes soiled. Microfibre system: turn & re-fold the cloth as each side becomes dirty. When all sides have been used, place cloth in the laundry net for launder & use a clean cloth.

11. Use the chosen cleaning solution & non abrasive pad to remove any grease marks or stubborn stains.
12. Return items to the surface in their original position, if applicable.
13. Carefully damp mop the area/stairs (refer to the damp mopping method statement).
14. Remove warning signs when dry, clean & store correctly. Close ventilation as required.
15. After use, all equipment should be checked, cleaned, dried and returned to the storage area or disposed of as policy.
16. Remove & wash/dry gloves and wash hands.

HSE Control Measures

- Refer to Health & Safety Management System & completed Risk Assessments.
- Preferably use the Microfibre system for damp wiping/mopping if available.
- Preferably use Dust Control/Suction & Vacuuming systems not brushes.
- On stairs use as little water as possible.
- Do not use soaps as this will make the floor slippery.
- Avoid/take care not to splash any cleaning agent, particularly if the stairway is of an open plan design.
- Wipe away any spillages immediately.
- Make sure the bucket on the landing is behind the line of work.
- Be aware of the potential trip/fall hazard whilst working backwards towards & down stairs.

Supporting Documents

- Damp Mop Method Statement
- Traditional Or Microfibre Method Statement
- Suction Standard Operating Procedure
- Dust Control Method Statement
- Chewing Gum Removal Method Statement

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F22 Cleaning of & Storage within Cleaning Rooms or Cleaning Cupboards

F22	Standard Operating Procedure	Cleaning of & Storage within Cleaning Room/Cupboard
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<h3>Purpose</h3> <p>To remove dust & dirt from all surfaces within the cleaning room leaving them clean, dry and free from soil, marks or smears. To store all equipment correctly, within the cleaning room, and provide a healthy, hygienic environment/ first impression when entering the cleaning room.</p>
<h3>Fixture/Fittings</h3> <p>Cleaning of and storage within the Cleaning Room/Cupboard</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Mop Box & lid ● Microfibre Mops Cloth ● Microfibre cloth box ● Microfibre cloths ● Colour-Coded Gloves & PPE ● Microfibre Cleaning Trolley ● Approved Cleaning agent, correctly prepared ● Laundry net ● Warning signs ● Measuring Jug ● Damp wipe/dust system (Refer to Traditional or Microfibre method statement) ● Damp wipe/dust system (Refer to Traditional or Microfibre method statement) ● Approved Cleaning Agents (correctly prepared) ● Suction/vacuum cleaning system (refer to suction Standard Operating Procedure) ● Dust Control system (refer to dust control method statement) ● High dusting system (refer to high Dusting method statement)
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves when carrying out any cleaning/ related task. 2. Remove any large items of litter, empty cartons, containers etc & dispose of correctly (refer to waste disposal method statement). 3. Remove any chewing gum/stains as applicable (refer to stain & chewing gum removal method statements). 4. Carefully high dust the cleaning room (refer to high dust method statement). 5. Clean any windows if applicable (refer to window Standard Operating Procedure). 6. Spot clean/ damp wipe/wash walls as applicable (refer to method statements). 7. Carefully damp wipe all surfaces within the cleaning room.

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8. Clean all washroom/sanitary fittings as applicable – sluice, wash hand basin etc (refer to method statements).
9. Dust control & damp mop the cleaning room floor (refer to method statements).
10. Clean the Microfibre trolley correctly.
11. Do not leave any mops of cloths soaking in cleaning solutions: dispose of after use or send to the laundry as applicable (Invert mop heads if applicable to assist air drying).
12. Clean cloths & mops should be stored tidily on shelves as applicable Do not stock pile.
13. Dust control mop heads must be disposed of/launched as applicable.
14. All items of cleaning equipment must be cleaned, dried & stored correctly including hand brush & pan.
15. Broken equipment/unused equipment dispose of straight away, ask your supervisor if you are unsure.
16. Damaged/faulty equipment should be labelled, reported & sent to maintenance immediately.
17. Store cleaning materials correctly: do not stock pile or store too high. Store the most used items in the most accessible position.
18. Clean, dry & store mop buckets upside down.
19. Do not store heavy items on shelves; do not store anything in use above head height.
20. Shelving should be kept clean & tidy.
21. Floor Machine drive plates, brushes & pads must be removed during storage.
22. Floor machine pads must be cleaned, left to drip dry & stored correctly (flat).
23. Floor warning signs must be cleaned, dried & stored after use.
24. Spray guns must be clearly marked, cleaned after use & left empty to air dry, if applicable.
25. Cleaning agent/chemical containers must be wiped down after use
26. Chemical solutions should be made fresh for use & not stored, if applicable. Only dilute sufficient chemical for use in one shift.
27. All Electrical equipment (vacuum cleaners/ floor maintenance machines etc) must be dismantled, (as appropriate), cleaned & stored correctly.
28. All disposable items (toilet rolls, hand towels, soap etc) must be stored tidily & correctly.
29. All Microfibre items must be sent to the laundry every day.
30. Remove & wash & dry gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare Health & Safety Management System & completed Risk Assessments.
- Preferably use the Microfibre system for damp wiping/mopping if available.
- Preferably use Dust Control/Suction & Vacuuming systems not brushes.
- All cleaning Rooms/Cupboards must be kept locked at all times whilst unattended.
- All cupboards containing chemicals and cleaning agents, within the cleaning room must be kept locked at all times whilst unattended.
- Make sure the correct COSHH notices are posted within the cleaning room at all times.
- Make sure up to date copies of all COSHH data sheets are kept within the cleaning room.
- All personal items left in cleaning rooms/cupboards are the responsibility of the individual. The company will not accept any liability for loss or damage to personal items left in the cleaning rooms/cupboards. Where facilities exist, all personal items must be stored elsewhere.
- Cleaning rooms & the equipment/materials stored within, must be kept clean & tidy at all times.
- Cleaning rooms/cupboards are not to be used for taking breaks, eating or drinking within. Food must not be stored within these areas.
- All company notices must be correctly displayed as instructed.

Supporting Documents

- Damp Mop Method Statement
- Floor Maintenance Method Statement

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- Suction Standard Operating Procedure
- Dust Control Method Statement
- High Dusting Method Statement
- Waste Disposal Method Statement
- Stain & Chewing Gum Removal Method Statements

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F23 Stain Removal

F23	Standard Operating Procedure	Stain Removal
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Purpose

To remove any stains & marks from, leaving the surface clean & attractive in appearance.

Area of Use

Use to remove marks and all stains from the floor furniture, fixtures and fittings.

Equipment

- Colour-Coded Cloth/ Paper/Microfibre
- Colour-Coded Gloves & PPE
- Colour-Coded Scraper/Abrasive pad
- Stain Removal Kit
- Warning Signs
- Approved Cleaning Chemical or Chewing Gum/Graffiti/Adhesive Remover

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

Types of stains include:

- Chewing gum
- Oil and water based stains
- Sticky residue from tape, decorations etc.

There are two types of stain removal:

- a) Physical method
- b) Chemical method

Physical method

Absorption water based stains

1. Wash hands and put on gloves. Ventilate the area if necessary.
2. Correctly position warning signs & display over the stained area, until area has dried.
3. Use a clean cloth or paper towel to absorb the liquid.
4. Always start from the outer edge of the stain and work towards the middle. This prevents the spreading of the stain.
5. Correctly dispose of the cloth or paper towel when the task is completed.

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6. Remove warning signs when the task is completed & make sure the area is dry & clean, and that the warning signs are stored correctly.
7. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
8. Remove gloves and wash hands.

Friction removal water staining

1. Wash hands and put on gloves. Ventilate the area if necessary.
2. Correctly position warning 'cleaning in progress signs'.
3. This method involves scraping, brushing, rubbing or scrubbing to remove dried-on stains.
4. It is important to rub/agitate, gently to avoid damage to the surface.
5. Always start from the outer edge of the stain and work towards the middle.
6. Remove warning signs when the task is completed and the area is dry, clean & store correctly.
7. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
8. Remove gloves and wash hands.

NOTE: Never rub the stain into the carpet/fabric.

Should the friction method not work use the chemical method:

Chemical method

1. Wash hands and put on gloves. Ventilate the area if necessary.
2. Correctly display the warning sign over the stained area, until the area has dried.
3. Prepare the cleaning solution in a well-ventilated area (refer to manufacturer's instructions) in a well-ventilated area.
4. Pour a small amount of the chosen cleaning solution onto the stain.
5. Allow the cleaning solution to have contact time with the stain.
6. Using a scraper and cloth, start from the outer edge of the stain and work towards the middle until stain is removed.
7. Correctly dispose of the cloth/laundry as necessary, when the task is completed.
8. Remove warning signs when the task is completed and the area is dry, clean & store correctly.
9. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
10. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Try to remove stain before cleaning takes place.
- Check fabric for colour fastness, test in a less obvious patch.
- Always use the mildest treatment first.
- Warning signs should be placed at the beginning & end of the line of work & visible at all times during the cleaning process.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

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F24 Descaling Sanitary Ware

F24	Standard Operating Procedure	Descaling of Sanitary Ware
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<h3>Purpose</h3> <p>To remove ingrained dirt & lime scale build up from sanitary ware, leaving it hygienically clean, dry and free from soil, smears & marks.</p>
<h3>Fixture/Fitting</h3> <p>Sanitary Ware</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Mop Box & lid ● Microfibre Mops Cloth ● Microfibre cloth box ● Microfibre cloths ● Colour-Coded Gloves & PPE ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Laundry net ● Warning signs ● Measuring Jug ● Approved Descaling Agent (correctly prepared) ● Masks & Goggles – additional PPE ● Non-Abrasive Pad ● Supply of Consumables e.g. Toilet Paper (to replace used items) ● Toilet Brush ● Warning Signs ● Descaling agent ● Cleaning agent ● Hand brush & Dust pan
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment. Take care not to use chlorine products with limescale remover as they will react causing poisonous gas to be released.</p> <p>Method Descaling toilet urinal and sluice</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Don PPE required for this task refer to Risk assessment for the correct PPE

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3. Assemble the equipment and check for safety.
4. Display the warning signs in the area, ensuring all signs are visible.
5. Check for occupancy & ventilate the area (for example, open a window).
6. Remove all debris with hand brush & pan.
7. Flush the toilet with the seat lid down.
8. Lower the water level using the toilet brush by pushing the water back down the U-bend to expose the water line.
9. Carefully apply the descaling agent to the inside of bowl, including under the rims and allow contact time (leave the toilet brush in the bowl).
10. Scrub the toilet bowl with a toilet brush, particularly any stains, and water lines and under rims.
11. Flush the toilet/urinal, rinsing the brush in clean flushing water.
12. If necessary wipe around the outside of the toilet bowl, including the toilet roll holder, pipe work, sanitary bins, cistern, toilet seat lid, top and underneath and hinges, (including sanitary bins), if necessary, (refer to toilet /urinal & bidet Standard Operating Procedure s).
13. Wipe the brush holder and replace the brush.
14. Wipe the toilet seat and flush handle with the cloth, and then close the lid.
15. Check and replenish toilet paper, if necessary.
16. Damp mop the area if necessary (refer to damp mopping method statement).
17. Correctly dispose of/laundry the cloth when the task is completed.
18. Remove warning signs, clean & correctly store, when the task is completed.
19. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
20. Remove gloves and wash hands.

Method Descaling wash hand basin, shower, bath, bidet.

21. Wash hands and put on gloves.
22. Don PPE required for this task refer to Risk assessment for the correct PPE
23. Assemble the equipment and check for safety.
24. Display the warning signs in the area, ensuring all signs are visible.
25. Check for occupancy & ventilate the area (for example, open a window).
26. Remove all debris with hand brush & pan.
27. Carefully apply the descaling agent to the taps over flow, or shower head and areas where lime scale is visible,).
28. Allow sufficient contact time to ensure the limescale can be easily dissolved by the chemical.
29. Use non abrasive pad to agitate the limescale
30. Rinse dry and buff with a clean soft cloth
31. Repeat the process until all the limescale is removed
32. If necessary wipe around the outside of the sanitary ware,
33. Remove warning signs, clean & correctly store, when the task is completed.
34. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
35. Remove gloves and wash hands.

HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions).
- Do not splash walls and fixtures.
- Take care when cleaning behind toilet and underneath pipes and beware of foreign objects and sharps.
- Take care when cleaning inside toilet bowl to avoid splashes caused by use of toilet brush.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults and damage to your supervisor immediately.

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- Display warning signs correctly, at the beginning and end of the line of work, making sure they are visible at all times during the cleaning process.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Mopping Method Statement

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F25 Cleaning Mattresses

F24	Standard Operating Procedure	Cleaning Mattresses
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<h3>Purpose</h3> <p>To remove all visible & loose dirt , blood and bodily fluids from the surface, leaving it dry and free from soil, marks or smears.</p>
<h3>Fixture/Fitting</h3> <p>Mattress</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Mop Box & lid ● Microfibre Mops Cloth ● Microfibre cloth box ● Microfibre cloths ● Colour-Coded Gloves & PPE ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Laundry net ● Warning signs ● Measuring Jug ● Non-Abrasive Pad ● Toilet Brush ● Warning Signs ● Cleaning agent
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method Descaling toilet urinal and sluice</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Don PPE required for this task refer to Risk assessment for the correct PPE 3. Assemble the equipment and check for safety. 4. Display the warning signs in the area, ensuring all signs are visible. 5. Check for occupancy & ventilate the area (for example, open a window). 6. Ensure the bed has had all the linen and pillows removed prior to cleaning 7. Take the folded cloth that has been pre-dosed in the approved chemical 8. Ensuring the bed of the bed has previously been cleaned refer to the bed cleaning SOP 9. Lift the end of the mattress and fold in half clean the underside surface of the mattress, when the full surface has been cleaned place the folded half back onto the bed base

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10. Repeat the process with the other half of the underside of the mattress
11. Clean the tip and the four sides of the mattress, leave to air dry before making up with clean linen.
12. Remove warning signs, clean & correctly store, when the task is completed.
13. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
14. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults and damage to your supervisor immediately.
- Display warning signs correctly, at the beginning and end of the line of work, making sure they are visible at all times during the cleaning process.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Mopping Method Statement

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F26 Cleaning portable screens and clear disposable curtains

F26	Standard Operating Procedure	Cleaning portable screens and clear disposable curtains
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<h3>Purpose</h3> <p>To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.</p>
<h3>Area of Use</h3> <p>Disposable screens and transparent curtains</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Microfibre Cloth Box & lid ● Microfibre Cloths Cloth ● Colour-Coded Gloves & PPE ● Warning signs ● Measuring Jug ● Laundry net ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Microfibre high-dusting tool
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area. 3. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box. 4. Using the measuring jug, dampen the dry cloths with recommended quantity of water. 5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths. 6. Display warning signs in the area, ensuring all signs are visible. 7. Take folded cloth out of the box. Place whole hand on cloth and wipe area working from clean to dirty. 8. Starting at the top surface of the screen and using systematic overlapping stokes, clean the whole surface of the transparent curtain or screen, 9. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom). 10. Clean both sides of the curtain or screen <p>NOTE: Frequently turn the cloth, once one side is dirty. Repeat until all 8 sides are dirty. Change to a clean cloth when fully soiled or when moving to new patient areas.</p> <ol style="list-style-type: none"> 11. Remove warning signs, clean & store correctly. Close ventilation as required. 12. After use, all equipment should be checked, cleaned, dried and returned to the storage area. 13. Remove gloves and wash hands.

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HSE Control Measures

- Refer to **Compass Healthcare** policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not climb on chairs or overreach.
- Always use a warning sign “cleaning in progress” and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

F27 Cleaning portable Ready rooms

F27	Standard Operating Procedure	Cleaning portable ready rooms
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Purpose
To remove all visible & loose dirt from the surface, leaving it dry and free from soil, marks or smears.
Area of Use
Portable Ready Rooms
Equipment
<ul style="list-style-type: none"> ● Microfibre Mop Box & lid ● Microfibre Mops Cloth ● Microfibre cloth box ● Microfibre cloths ● Microfibre mop box ● Microfibre mops ● Colour-Coded Gloves & PPE ● Microfibre Cleaning Trolley ● Cleaning agent, correctly prepared ● Laundry net ● Warning signs ● Measuring Jug ● Non-Abrasive Pad ● Cleaning agent, correctly prepared ● Microfibre high-dusting tool
Standards of Delivery
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.
Procedure
<p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area. 3. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box. 4. Using the measuring jug, dampen the dry cloths with recommended quantity of water. 5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths. 6. Display warning signs in the area, ensuring all signs are visible. 7. Remove the clean mops from the laundry net bag and place in a clean mop prep' box, sideways. 8. Using the measuring jug, dampen the dry mops with the recommended quantity of water; follow manufacturer's instructions & the graduations on the jug. 9. Replace the lid of the box & keep closed to maintain moistness. Allow 15 minutes for water to absorb into the mops. 10. Take folded cloth out of the box. Place whole hand on cloth and wipe area working from clean to dirty. 11. Starting at the top surface of the screen inside the ready room, using systematic overlapping stokes, clean the whole surface of the portable room, 12. Damp wipe the main surfaces in systematic straight, over-lapping strokes without the creation of dust showers, (vertical surfaces top to bottom).

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13. Clean both sides of the ready room
14. Clean all furniture fixtures and fittings within the portable ready room following the appropriate SOP's according to the contents of the ready room
15. Attach the mop head to the mop handle until head clicks into position.
16. Adjust the mop handle to chest level. Loosen handle by turning handle lock a quarter of a turn to the left and pulling handle upwards. Lock handle in position by turning handle lock half a turn to the right.
17. Mop edges of the floor with a straight continuous stroke.
18. Mop the remainder of the floor, keeping the same leading edge, starting at the cleanest/furthest point from the exit, using a continuous, figure of 8, side-to-side, action. Use the non-abrasive pad to remove stubborn marks

NOTE: Frequently turn the cloth, once one side is dirty. Repeat until all 8 sides are dirty. Change to a clean cloth when fully soiled or when moving to new patient areas.

19. Remove warning signs, clean & store correctly. Close ventilation as required.
20. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
21. Remove gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- All operators constructing the ready room to be trained and signed off by qualified trainers for appliance
- Operators to follow instructions to construct and destruct the room ensuring all wires and tubes are clear from the sides during process.
- Operators to be aware of any edges or pinch points to avoid catching hands and feet in construction.
- Do not climb on chairs or overreach.
- Always use a warning sign "cleaning in progress" and position at the beginning and end of the line of work.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

F28 Safe removal of sharps

F28	Standard Operating Procedure	Safe removal of sharps
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Purpose
To remove ingrained dirt & lime scale build up from sanitary ware, leaving it hygienically clean, dry and free from soil, smears & marks.
Fixture/Fitting
Safe removal of sharps
Equipment
<ul style="list-style-type: none"> • Caution signs if the object can be accessed by other users • Appropriate PPE such as sharp resistant gloves • i.e. litter pickers Toilet Brush
Standards of Delivery
Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.
Procedure
<p>Method of working – removal in a waste container</p> <ol style="list-style-type: none"> 1. Make sure the work area is safe, 1. Visually check the waste bag for any protruding objects, if seen, refer to clinical teams to remove the sharp item and dispose of in the sharp waste container. 2. Report the incident on the Datix system so an investigation can be completed to identify the root cause of incorrect disposal. 3. Remove bag into the correct waste stream 4. Erect caution signs if necessary 5. Locate the sharps bin close to the object 6. Using the correct tool, carefully remove the sharp item(s) and tip into the sharps container 7. Check any residue or fragments, clean using the appropriate methodology. 8. Return the sharps container to its correct location. <p>NOTE: If injured by a sharp object, report immediately, keep hold of the sharp object if possible and follow local protocols for reporting and potential treatment</p>
HSE Control Measures
<ul style="list-style-type: none"> • Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods. • Never mix cleaning agents, as poisonous gases could result (refer to manufacturer’s instructions). • Do not splash walls and fixtures. • Take care when cleaning behind toilet and underneath pipes and beware of foreign objects and sharps. • Take care when cleaning inside toilet bowl to avoid splashes caused by use of toilet brush. • Do not scratch with abrasive items as scratches may harbour harmful bacteria. • Report faults and damage to your supervisor immediately.

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- Display warning signs correctly, at the beginning and end of the line of work, making sure they are visible at all times during the cleaning process.
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- Damp Mopping Method Statement

F29 Cleaning an MRI Scanner

F29	Standard Operating Procedure	Cleaning an MRI scanner
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Purpose

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To remove all loose/visible dirt, stains & marks from all surfaces and leaving them hygienically clean, dry and free of soil, marks and smears

Equipment

- Microfibre Mop Box & lid
- Microfibre Floor Mops Cloth
- Colour-Coded Gloves & PPE
- High dusting tool
- Warning signs
- Measuring Jug
- Microfibre Cleaning Trolley
- Cleaning agent, correctly prepared
- Laundry net

Standards of Delivery

Standards of service delivery are reflected in this OSP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.
2. Prepare the Microfibre Trolley & cleaning solution in a well-ventilated area.
3. Remove the clean Microfibre cloths from laundry net and fold into quarters. Place in clean cloth box.
4. Using the measuring jug, dampen the dry cloths with recommended quantity of water.
5. Replace lid & keep closed to maintain moistness in cloths. Allow 15 minutes for water to absorb into cloths.
6. Display warning signs in the area, ensuring all signs are visible.
7. Empty the bins, clean them and replace the liner.
8. Using the high duster clen all high surfaces.
9. Take a folded cloth out off the box. Place whole hand on cloth and wipe the surface/area from clean to dirty.
10. Damp wipe in systematic straight, over-lapping strokes (vertical surface top to bottom).
11. Frequently turn the cloth, ones one side is dirty, until all 8 sides are dirty.
12. Place the dirty cloths into the net bag ready to be laundered.
13. Damp mop the floors and ensure the corners and edges are clean.
14. Place the dirty mop in the in a separate net bag form the cloths, ready to be laundered.
15. When the floor is dry remove warning signs and store correctly.
16. Remove gloves and wash your hands.
17. After use, all equipment should be checked, cleaned, dried and returned to the storage area.

HSE Control Measures

- Refer to Medirest policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Do not use abrasive pads s as they may harbour harmful bacteria.
- Report faults for example, cracked or broken items or any build-up of scale to your supervisor.
- Correctly display warning signs at the beginning & end of the line of work and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.
- **ACCESS TIMES FOR CLEANING MRI MUST BE AGREED WITH THE DEPARTMENTAL MANAGER.**
- **AREAS THAT ARE TO BE CLEAN WITHIN THE AREA WILL BE AGREED BEFORE THE CLEANING COMENCE.**
- **THE USE OF MECHANICAL EQUIPMENT WITHIN THE MRI SCANNING ROOM MUST ONLY TAKE PLACE UNDER THE INSTRUCTION OF THE MRI SUPERVISOR**
- **ONLY USE NON METALIC CLEANING EQUIPMENT WHEN CLEANING THE MRI SCANNER AND ASSOCIATED AREAS**
- **REMOVE ALL JEWELRY AND METAL ITEMS FROM THE BODY PRIOR TO ENTERING THE MRI SCANNER AND AREA**

EMPLOYEES WITH PACE MAKER MUST NEVER BE ALLOWED IN THE MRI AND ASSOCIATED AREA.

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Supporting Documents

F30 BioCair® RADS-1000 Rapid Aerial Disinfection System

F30	Standard Operating Procedure	BioCair® RADS-1000 Rapid Aerial Disinfection System
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<h3>Purpose</h3> <p>To ensure the safe, effective, and consistent use of the BioCair® RADS-1000 Rapid Aerial Disinfection System for the rapid disinfection of healthcare environments</p>
<h3>Area of Use</h3> <p>Clinical and non-clinical healthcare areas</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> • BioCair® RADS-1000 unit • BioCair® Professional BC-65™ Biocide • Electrical Power supply (100–240VAC) • Warning signage • PPE – gloves
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and Risk Assessment</p>
<h3>Procedure</h3> <p>Safety First - before starting any task refer to HSE precautions</p> <p>Method:</p> <ol style="list-style-type: none"> 12. Display the warning signs in the area, ensuring all signs are visible 13. Inspect equipment before use for any visible damage 14. Place the RADS-1000 in a suitable central location, ensuring a Medirest operative is in the vicinity of the machine during operation at all times 15. Attach mist tube if required (especially for high ceilings) 16. Check the machine has sufficient chemical 17. Ensure spare bottles are available if required 18. Plug in and switch on the unit 19. Select the appropriate setting via touchscreen: Pre-programmed room size or Manual operation (if required) 20. Start the disinfection cycle 21. When cycle is finished – switch off and unplug the unit 22. Remove warning signage 23. Move machine in designated area 24. Clean the exterior of the machine 25. Replace chemical bottles if required – Refer to Glove usage policy

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26. Store machine safely with wheels locked and cable secured

HSE Control Measures

- Refer to Health & Safety Management System & completed Risk Assessments
- Refer to Compass Healthcare policy for guidance on all cleaning processes, colour-coding, equipment, protective clothing, fluids and methods.
- Inspect equipment prior to use and report faults immediately
- Always use a warning sign
- All equipment should be left clean, dry and tidy in storage area after use.

Supporting Documents

- BC-65™ Biocide COSHH assessment
- Glove usage policy

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G) Kitchen Cleaning

G1 Cleaning an Ice Making machine

G1	Standard Operating Procedure	Ice-Making Machine
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<h3>Purpose</h3> <p>To remove all dust, dirt & waste ice from the surfaces of the ice machine, leaving it clean, and free from odours, soil, marks or smears.</p>
<h3>Equipment</h3> <ul style="list-style-type: none"> ● Colour-Coded Bucket ● Colour-Coded Cloths/Microfibre Cloths ● Scoop ● Colour-Coded Gloves & PPE ● Non-Abrasive Pad ● Cleaning agent ● Damp wipe system (refer to method statement)
<h3>Standards of Delivery</h3> <p>Standards of service delivery are reflected in this SOP and should be aligned with the SLA and work schedule document.</p>
<h3>Procedure</h3> <p>Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.</p> <p>Method</p> <ol style="list-style-type: none"> 1. Wash hands and put on gloves. 2. Prepare the cleaning solution & cleaning trolley (if appropriate) in a well-ventilated area (refer to the manufacturer's instructions). 3. Disconnect the Ice-Making machine from the mains socket. 4. Empty the ice bin and dispose of the ice. 5. Remove all detachable parts. 6. Dampen or rinse a cloth in the cleaning solution and wring out well or use pre-dampened Microfibre cloths. 7. Clean all surfaces of the bin including the dispensing area and drainage area. <p>Note: Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.</p> <ol style="list-style-type: none"> 8. Rinse with clean water.

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9. Pour some of the cleaning solution down the drain of the machine to clean.
10. Clean the overflow of the Ice-Making machine.
11. Re-assemble the detachable parts correctly.
12. With dry hands plug the Ice-Making machine into the mains socket and test for correct operation.
13. After use, all equipment should be checked, cleaned/disposed of/laundered (as applicable) & dried and returned to the storage area.
14. Remove, wash & dry gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare Health & Safety Management System & all completed Domestic Risk Assessments.
- Do not carry out the cleaning task until you have been trained & assessed.
- Ask your supervisor if you are unsure.
- Report any faults, damages or breakages.

Supporting Documents

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G2 Manual Washing Up

G2	Standard Operating Procedure	Manual Washing Up
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Purpose

To remove all food waste, food stains and deposits from all surfaces of the crockery, cutlery & utensils and in addition the sink unit, leaving them clean, dry and free from food, marks or smears.

Equipment

- Colour-Coded Cloth/disposable Cloth & Paper
- Colour-Coded Gloves & PPE
- Colour-Coded Scraper
- Abrasive Pad
- Polypropylene Scrubbing Brush
- Disinfecting washing up liquid

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.
2. Remove all residual waste and place in a waste container.
3. Empty the sink of any utensils.
4. Sort the items for washing into soil categories, (cleanest to dirtiest).
5. Pre-wash heavily soiled items first.
6. Fill the sink 2/3 full with hot water, adding recommended washing up liquid/cleaning agent (refer to manufacturer's instructions).
7. Immerse soiled items into the hot cleaning solution water (pre-wash heavily soiled items).
8. Transfer clean items to a rinsing sink and disinfect.
9. Rinse all items thoroughly and wipe with cloth/paper or leave to dry.
10. Clean sink, drainers, splash backs, taps and plugs thoroughly, (refer to the sink cleaning method).
11. Ensure all surrounding areas are clean and uncontaminated.
12. Dispose of the cloth (as applicable) when the task is completed.
13. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
14. Remove, wash & dry gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare Health & Safety management System & all completed Risk Assessments.
- Report any faults, damage or breakages.

Supporting Documents

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G3 Mechanical Waste Disposal Unit

G3	Standard Operating Procedure	Mechanical Waste Disposal Unit
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Purpose

To remove all food waste, dirt and food debris from the surfaces of the waste disposal unit, leaving it clean, and free from odours, soil, marks or smears.

Equipment

- Colour-Coded Bucket
- Microfibre Trolley
- Colour-Coded Cloths/Microfibre Cloths
- Colour-Coded Gloves & PPE
- Non-Abrasive Pad
- Warning Signs
- Washing up liquid/cleaning agent
- Damp wipe method system (refer to damp wipe method statement)

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands, put on gloves & place warning signs (if appropriate).
2. Operate the waste unit to dispose of any residual waste.
3. Disconnect equipment from the mains socket.
4. Dismantle the waste disposal unit, (follow manufacturer's instructions).
5. Prepare the cleaning solution (if applicable) in a well-ventilated area (refer to manufacturer's instructions).
6. Dampen cloth in the cleaning solution and wring out well or use pre-dampened.
7. Thoroughly wipe clean all detachable parts, rinse and dry allowing the disinfectant solution sufficient contact time to ensure disinfection
8. Clean all the outer casing, pipes and cable thoroughly.
9. Clean the surrounding area and avoid further contamination.

NOTE: Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

10. Re-assemble the Waste Unit.
11. With dry hands plug the Waste Unit into the mains socket and test.
12. After use, all equipment should be checked, cleaned, dried and stored correctly.
13. Remove, wash & dry gloves and wash hands.

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HSE Control Measures

- Refer to Compass Healthcare Health & Safety Management System & all completed Risk Assessments.
- Only carry out this task if you have been trained & competently assessed.
- Ask your supervisor if you are unsure.

Supporting Documents

- Damp Wipe Method Statement

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G4 Cleaning a Microwave Oven

G4	Standard Operating Procedure	Cleaning a Microwave Oven
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Purpose

To remove all food spillages, dust & dirt and ingrained food from the surfaces of the microwave, leaving it clean, dry and free from soil, marks or smears.

Equipment

- Colour-Coded Bucket/Microfibre Trolley
- Colour-Coded Cloth/Microfibre Cloth
- Colour-Coded Gloves & PPE
- Paper Towel Roll
- Washing up liquid/cleaning agent
- Damp wipe system (refer to damp wipe method statement)

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.
2. Prepare the cleaning solution & Microfibre Trolley (if appropriate) in a well-ventilated area (refer to manufacturer's instructions).
3. Dampen cloth in the cleaning solution and wring out well or use pre-dampened Microfibre cloths.
4. Disconnect the microwave from the mains socket.
5. Remove all detachable parts to a safe cleaning area.
6. Thoroughly clean all detachable parts rinse and dry ensuring the correct contact time for the product to achieve disinfection.
7. Remove excess soil and food debris from the interior of the microwave.
8. Clean all internal and external surfaces of the microwave, paying particular attention to the corners, underneath, behind and top.

NOTE: Traditional damp wipe method: Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled. Microfibre method: Turn the cloth over, once a side has become dirty, and wipe with clean side. Repeat until all 8 sides are dirty then change to a clean cloth.

9. Re-assemble the detachable parts correctly.
10. Plug the microwave into the mains socket.
11. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
12. Remove wash & dry gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare health & Safety Management System & all completed Risk Assessments.

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- Report any malfunction or damage of equipment to supervisor/manager.

Supporting Documents

- Damp Wipe Method Statement

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G5 Cleaning an Oven

G5	Standard Operating Procedure	Cleaning an Oven
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Purpose

To remove all dust, dirt & spilt and ingrained food from the internal & external surfaces of the oven, leaving it clean, dry and free from soil, marks or smears.

Equipment

- Colour-Coded Cloths
- Colour-Coded Gauntlet Gloves or Safety Gloves & PPE
- Colour-Coded Labelled Spray Bottle
- Colour-Coded Scraper
- Goggles
- Mask
- Non-Abrasive Pads
- Plastic Sheeting (if required)
- Warning Signs
- Cleaning Agent and/or Oven Cleaner
- Microfibre Trolley
- Damp wipe system (refer to damp wipe method statement)

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment, ensure the oven is completely cold prior to starting cleaning.

Method

1. Wash hands and put on gloves.
2. Put on goggles and mask.
3. Prepare the cleaning solution (if appropriate) in a well-ventilated area (refer to manufacturer's instructions).
4. Proceed to the oven area & display the warning signs in the area, at the beginning & end of the line of work, making sure they are visible at all times.
5. If necessary place plastic sheeting on to the floor, to protect from spillages. Ventilate the area.
6. Switch the gas/electricity off.
7. Ensure the equipment is at the correct temperature for the task, ask your supervisor if unsure.
8. Remove all detachable parts to a safe cleaning area (or soak tank).
9. Remove internal shelves and panels.
10. Remove excess soil and dispose of correctly.
11. Dampen the cloth in the cleaning solution and wring out well or use pre-dampened cloths, for heavily soiled ovens with ingrained dirt it may be necessary to use an oven cleaning agent that is applied directly to all surfaces of the oven, this agent should be used following manufacturers instructions
12. Thoroughly wipe clean all detachable parts, rinse and dry.
13. For stubborn stains/soil use oven cleaner/degreaser, (refer to manufacturer's instructions).

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NOTE: Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled. Never mix the oven cleaning chemical with other cleaning chemicals

14. Pay particular attention cleaning inside of the oven, especially where a hot oven is required.
15. Allow sufficient contact time for the cleaning solution to soften soil.
16. Remove all cleaning solution from the surface, rinse and leave to dry.
17. Clean inside and outside of the oven and its immediate environment systematically. Wipe up any spillages on the floor area.
18. Re-assemble the detachable parts correctly
19. Re-connect the gas/electricity. Test for correct operation. Re-ignite, pilot lights where necessary.
20. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
21. Remove warning signs when the task is complete/floor area dry, clean, dry & store correctly.
22. Remove wash & dry gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare Health & Safety Management System and all completed Risk Assessments.
- Report any damage, faults or malfunction immediately in the correct manner.

Supporting Documents

- Damp Wipe Method Statement

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G6 Cleaning a Refrigerator

G6	Standard Operating Procedure	Cleaning a Refrigerator
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Purpose

To remove all ice, dust, dirt & waste food, from the internal & external surfaces of the refrigerator, (where applicable), leaving it clean, dry and free from soil, marks or smears.

Equipment

- Colour-Coded Bucket
- Colour-Coded Cloths
- Colour-Coded Gloves & PPE
- Warning signs
- Non-Abrasive Pad
- Washing up liquid/Cleaning Agent
- Damp wipe system (refer to damp wipe method statements)
- Damp mop system (refer to damp mop method statement)

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.
2. Check storage temperature before removing food then remove food to another suitable storage area.
3. Switch off electrical supply if appropriate, ask if unsure.

NOTE: Discard any out-of-date or unlabelled food correctly.

4. Remove all loose debris and excess soiling.
5. Prepare the cleaning solution & Microfibre trolley, if applicable, in a well-ventilated area (refer to manufacturer's instructions).
6. Dampen the cloth in the cleaning solution and wring out well or use a pre-dampened Microfibre cloth.
7. Remove and clean all shelves, hanging rails and drip trays and take to a cleaning area to dry.
8. Damp wipe all accessible fan parts, door seals, casings and handles, paying particular attention to edges, corners, behind & sides of the refrigerator.

NOTE: Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

9. Return the shelves, hanging rails and drip trays to the correct position.
10. Remove any spillages from the floor area correctly (refer to damp mopping method statement).
11. Replace food in the correct order (but only when the correct refrigerator temperature has been reached) Ask if unsure.

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12. Check the refrigerator temperature is correct. If it is not report to a supervisor along with any faults, damage or malfunctions.
13. Remove warning signs, if applicable, clean & store correctly.
14. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
15. Remove wash & dry gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare t Health & Safety Management System and all completed Risk Assessments.
- Report any faults, items of damage, heavy soiling and disrepair.
- Report any signs of infestation.
- Mop up any spillages on floor.

Supporting Documents

- Damp Wipe Method Statements
- Damp Mop Method Statement

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G7 Cleaning a kitchen sink

G7	Standard Operating Procedure	Cleaning a Kitchen Sink
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Purpose

To remove all dust & dirt from the surfaces of the, fittings, leaving the sink clean, dry and free from soil, marks or smears.

Equipment

- Colour-Coded Cloths/Microfibre cloths
- Colour-Coded Gloves & PPE
- Colour-Coded Scraper
- Consumables (soap, towels etc) (refer to replenishing method statement)
- Warning signs
- Non-abrasive Pads
- Washing up liquid/cleaning agent
- Microfibre trolley
- Damp wipe system (refer to damp wipe method statement)
- Damp mop system (refer to damp mop method statement)

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves.
2. Prepare the cleaning solution
3. Place warning signs, if applicable, at the beginning & end of the work area, making sure they are always visible.
4. Ventilate room; empty the sink and remove debris (dispose of debris correctly).
5. Thoroughly rinse the sink and drainer before cleaning.
6. Dampen the cloth in the cleaning solution and wring out well
7. Damp wipe sink, drainer and taps, surrounding wall area, and pipe work (refer to Method Statement). Use non-abrasive pad for stubborn marks/stains, allow the cleaning solution sufficient contact time to ensure disinfection is achieved.
8. Replenish soap dispenser (refer to Method Statement). Damp wipe any splash back and surrounding areas.

NOTE: Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

9. Rinse the sink & drainer with clean water, dry, as appropriate, with paper towel.
10. Remove all spillages/splashes from the floor area.
11. Remove warning signs when the floor is dry, clean, and dry & store correctly.
12. After use, all equipment should be checked, cleaned, dried and stored correctly.

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13. Remove wash & dry gloves and wash hands.

HSE Control Measures

- Refer to Health & Safety Management System and completed Risk Assessments.

Supporting Documents

- Replenishing Method Statement
- Damp Wipe Method Statement
- Damp Mop Method Statement

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G8 Cleaning a Pergal Milk Refrigerator

G8	Standard Operating Procedure	Cleaning a 'Pergal' Milk Refrigerator
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Purpose

To remove all dust, dirt & waste ice & milk from the surfaces of the milk machine, leaving it clean, and free from odours, soil, marks or smears.

Equipment

- Colour-Coded Bucket
- Colour-Coded Cloths
- Colour-Coded Gloves & PPE
- Damp mop system (refer to damp mop method statement)
- Non-Abrasive Pad
- Cleaning agent
- Damp wipe system (refer to damp wipe method statement)
- Paper roll
- Warning signs

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment. Clean the Pergal fridge to coincide with it being empty or close to empty

Method

1. Wash hands and put on gloves.
2. Prepare the cleaning solution & cleaning trolley (if appropriate) in a well-ventilated area (refer to the manufacturer's instructions).
3. Disconnect the Pergal milk machine from the mains socket.
4. Empty the milk container into a clean jug & place in refrigerator
5. Discard the box that had contained the milk
6. Protect the work surface under/around the Pergal machine with paper roll/towel. This will collect any defrosting ice water.
7. Remove all detachable parts, clean, rinse & dry.
8. Dampen or rinse a cloth in the cleaning solution and wring out well or use pre-dampened Microfibre cloths (refer to damp wipe method statement).
9. Clean all internal & external surfaces of the machine including the dispensing area/nozzle and drainage area tray & lid. Pay particular attention to seals, corners, edges, sides and underneath as well as plugs and cables.

NOTE: Traditional Method: Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

Microfibre System: Turn the cloth over once a side becomes dirty, and use a clean side to wipe; repeat until all sides become dirty.

10. Rinse all surfaces with clean water & dry with paper roll.
11. Re-assemble the detachable parts correctly.

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12. With dry hands, plug the milk machine into the mains socket.
13. Insert new Pergal (check manufacturer's instructions).
14. Test the machine for correct operation.
15. Mop any spillages/splashes from the floor (refer to damp mop method statement).
16. Remove floor signs when the floor is clean and dry and store the floor signs correctly.
17. After use, all equipment should be checked; cleaned/disposed of/launched (as applicable) & dried and returned to the storage area.
18. Remove, wash & dry gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare Health & Safety Management System & all completed Domestic Risk Assessments.
- Do not carry out the cleaning task until you have been trained & assessed for competence.
- Ask your supervisor if you are unsure.
- Report any Faults, Damages, Breakages or malfunctions in the correct manner.
- Mop up any splashes/spillages to the floor.

Supporting Documents

- Damp Mop Method Statement
- Damp Wipe Method Statement

G9 Cleaning a water boiler

G9	Standard Operating Procedure	Cleaning a Water Boiler
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Purpose

To remove all dust, dirt, waste beverage & scale from the external surfaces of the water boiler, leaving it clean, dry and free from soil, marks/stains or smears.

Equipment

- Colour-Coded Bucket
- Colour-Coded Cloths/
- Colour-Coded Gauntlet Gloves/Safety Gloves (arm protectors)& PPE
- Warning signs
- Non-Abrasive Pad
- Washing up liquid/Cleaning Agent
- Damp wipe system (refer to damp wipe method statements)
- Damp mop system (refer to damp mop method statement)

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves/arm protectors.
2. Prepare the cleaning solution in a well-ventilated area (refer to manufacturer's instructions).
3. Dampen the cloth in the cleaning solution and wring out well

NOTE: Take particular care as the boiler may be hot and its contents boiling water.

4. Carefully damp wipe all accessible parts, casings, nozzles and handles, paying particular attention to spillage tray, edges, corners, behind & sides of the water boiler. Remove the spillage tray lid and clean. Use a non-abrasive pad on the machine to remove stubborn stains or scale, particularly around the nozzle head. (Ask your supervisor for advice if necessary).

NOTE:: Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

5. Remove any spillages from the floor area correctly (refer to damp mopping method statement) or on work surfaces around the water boiler.
6. Replace any parts removed for cleaning correctly.
7. Report to a supervisor any faults, damage or malfunctions.
8. Remove warning signs, if applicable, clean & store correctly.
9. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
10. Remove wash & dry gloves and wash hands.

HSE Control Measures

- Refer to Compass Healthcare Health & Safety Management System and all completed Risk Assessments.

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- Report any faults, items of damage, heavy soiling and disrepair.
- Report any signs of infestation.
- Mop up any spillages on floor.
- Do not clean pressurised boilers. Refer to supervisor.

Supporting Documents

- Damp Wipe Method Statements
- Damp Mop Method Statement

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G10 Cleaning a Beverage Trolley

G10	Standard Operating Procedure	Cleaning a Beverage Trolley
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Purpose

To remove all dust, dirt, waste beverage & scale from the external surfaces of the water boiler, leaving it clean, dry and free from soil, marks/stains or smears.

Equipment

- Colour-Coded Bucket
- Colour-Coded Cloths/
- Colour-Coded Gauntlet Gloves/Safety Gloves (arm protectors)& PPE
- Warning signs
- Non-Abrasive Pad
- Washing up liquid/Cleaning Agent
- Damp wipe system (refer to damp wipe method statements)
- Damp mop system (refer to damp mop method statement)

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves/arm protectors.
2. Prepare the cleaning solution in a well-ventilated area (refer to manufacturer's instructions).
3. Dampen the cloth in the cleaning solution and wring out well
4. Empty the contents of the beverage trolley, placing the contents for reuse following clearing

NOTE: Take particular care as the boiler may be hot and its contents boiling water.

5. Carefully damp wipe all accessible parts, casings, nozzles, drawers, internal surfaces and handles, paying particular attention to spillage tray, edges, corners, behind & sides of the beverage trolley. Remove the spillage tray lid and clean. Use a non-abrasive pad on the machine to remove stubborn stains or scale, particularly around the nozzle head.

NOTE:: Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

6. Remove any spillages from the floor area correctly (refer to damp mopping method statement) or on work surfaces around the water boiler.
7. Replace any parts removed for cleaning correctly.
8. Report to a supervisor any faults, damage or malfunctions.
9. Remove warning signs, if applicable, clean & store correctly.
10. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
11. Remove wash & dry gloves and wash hands.

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HSE Control Measures

- Refer to Compass Healthcare Health & Safety Management System and all completed Risk Assessments.
- Report any faults, items of damage, heavy soiling and disrepair.
- Report any signs of infestation.
- Mop up any spillages on floor.
- Do not clean pressurised boilers. Refer to supervisor.

Supporting Documents

- Damp Wipe Method Statements
- Damp Mop Method Statement

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G11 Cleaning a water boiler

G11	Standard Operating Procedure	Cleaning plumbed in Water coolers
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Purpose

To remove all dust, dirt, waste beverage & scale from the external surfaces of the water cooler, leaving it clean, dry and free from soil, marks/stains or smears.

Equipment

- Colour-Coded Bucket
- Colour-Coded Cloths
- Warning signs
- Non-Abrasive Pad
- Food Safe Cleaning Agent correctly diluted
- Damp wipe system (refer to damp wipe method statements)
- Damp mop system (refer to damp mop method statement)

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document

Procedure

Safety First-before starting any task refer to HSE precautions below Protective including complying with the standard cart set up and proper use of Proper Protective Equipment.

Method

1. Wash hands and put on gloves/arm protectors.
2. Prepare the food safe cleaning solution in a well-ventilated area (refer to manufacturer's instructions).
3. Dampen the cloth in the cleaning solution and wring out well

NOTE: Take particular care as the boiler may be hot and its contents boiling water

4. Carefully damp wipe all accessible parts, casings, nozzles and handles, paying particular attention to spillage tray, edges, corners, behind & sides of the water boiler. Remove the spillage tray lid and clean. Use a non-abrasive pad on the machine to remove stubborn stains or scale, particularly around the nozzle head. (Ask your supervisor for advice if necessary).

NOTE:: Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

5. Clean the overflow tray, clean and replace the filter.
6. Remove any spillages from the floor area correctly (refer to damp mopping method statement) or on work surfaces around the water boiler.
7. Replace any parts removed for cleaning correctly.
8. Report to a supervisor any faults, damage or malfunctions.
9. Remove warning signs, if applicable, clean & store correctly.
10. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
11. Remove wash & dry gloves and wash hands.

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HSE Control Measures

- Refer to Compass Healthcare Health & Safety Management System and all completed Risk Assessments.
- Report any faults, items of damage, heavy soiling and disrepair.
- Report any signs of infestation.
- Mop up any spillages on floor.
- Do not clean pressurised boilers. Refer to supervisor.

Supporting Documents

- Damp Wipe Method Statements
- Damp Mop Method Statement

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G12 Stripping and making a bed

G12	Standard Operating Procedure	Stripping and making a bed
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Purpose

Soiled linen and replace with clean linen in a safe and efficient manner

Area of Use

Patient beds, on call rooms, residential accommodation

Equipment

- Linen bag of appropriate colour according to linen policy document
- Linen trolley to place soiled linen into
- Clean linen sheets, pillowcases, blankets, duvet cover.
- Disposable plastic apron

Standards of Delivery

Standards of service delivery are reflected in this SOP and should be aligned with the SLA and **work schedule** document.

Procedure

Preparing for Bed Making:

1. Remove soiled bed linen from the bed, piece by piece and placing the soiled linen into the correctly coloured laundry bag, soiled and infected linen should be double bagged, firstly placed into a red soluble bag then the bag of the correct colour
2. Make sure you have the correct size sheets.
3. Do not use a stained or torn sheet. Place them immediately in your solid linen bag.
4. Take three fresh sheets and pillow slips as per the bed size.

Making the bed:

5. Pull the bed a little away from the wall / headboard

Do not shake the linen

6. Spread the 1st bed sheet and tuck the bottom side of the bed except for the four corners.
7. Take the loose end of the sheet, about a foot from the corner at the head of the bed and pull it straight out, foaming a flap. Pull up the flap so it is [flat](#).
8. Tuck in the free part of the corner.
9. Pull the flap out toward you and down over the side of the bed. Tuck the flap in.
10. Move to the corner at the foot of the bed on the same side of the bed and repeat the procedure.
11. Spread the second sheet the wrong side up, from the edge of mattress.
12. Put Quilt or blanket 6" lower than the 2nd sheet.
13. [Fold](#) the second sheet above the quilt and make a fold approximately 6" to 8".

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14. Tightly tuck the sheets under the mattress.
15. Go towards the foot of the bed and tightly tuck the second sheet blanket, bedspread or quilt together.
16. Mitre the corners.
17. Inset the pillows into the new pillowcase and tuck in the loose ends.
18. Repeat this process for the other pillows.
19. Place the pillow on the bed with the tucked edges facing the centre and the tucked flaps on the other side of the pillows.
20. Push back bed towards the side of headboard in the exact position.
21. All the four corners of the bed is mitred properly. Bed linen is stain free and properly pressed.
22. Distance of the pillow from Headboard to the fold of the bed is approximately 20”.

Supporting Documents

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