



# Cleaning Matters



*A Housekeeping Guide on Effective  
Cleaning in Hospitals to Maintain a  
Clean Safe Environment*

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# THE HEALTH & SAFETY AT WORK ACT 1974

## INTRODUCTION

This piece of legislation lays down certain rules governing the health and safety and welfare of people at work, and anyone else who may be affected by the actions of people at work.

The Act therefore affects all hospital staff, colleagues, patients, visitors and environmental neighbours.

The employer is bound by the Act to provide, so far as is reasonably practicable for the health and safety of all employees, for safe premises and system of work. The employer must also provide for the safety of the general public.

It is part of the employer's responsibility to publish and revise as necessary, a policy for health and safety at work. This document constitutes your copy of the current policy for Dorset County Hospital. Please read it carefully, and when you have understood it, sign and tear-off slip at end of document, and return it to your Supervisor/Manager. The document itself is to be retained for your further reference.

The employee also has certain obligations under the Health and Safety at Work Act, namely, it is your duty to see that neither you nor anyone else is injured or put at risk as a result of your actions at work. You also have a duty to comply with your employers to see that prescribed safety measures are followed. A breach of these duties, or wilful damage to equipment provided to safeguard health may result in disciplinary action being taken, and also may be considered as an offence in law, for which there could be a penalty.

IT IS THEREFORE IN YOUR INTEREST TO ACT IN A RESPONSIBLE MANNER AT ALL TIMES.

THE FOLLOWING RECOMMENDATIONS ARE DESIGNED TO PROTECT ANYONE WHO CAN BE EXPECTED TO BE ON HEALTH PROPERTY AT ANY TIME.

PERSONAL HYGIENE

A high standard of personal hygiene is important not only for your own well being, but also to ensure that you yourself do not become a source of infection.

Basic Rules For Good Hygiene:

1. Regular bathing is important to remove the bacteria present on the surface of the skin.
2. It is important that hair is kept clean and tidy, and long hair tied back.
3. Fingernails must be short enough to allow the individual to thoroughly clean beneath them and artificial nails must not be worn as these have been shown to harbour harmful bacteria and present difficulty in eliminating bacteria with hand cleansing. Nail varnish is not to be worn.
4. The most important rule is that hands should be washed after every visit to the WC and after any 'dirty' cleaning operation.
5. It is also important to cover any abrasions to the hands with waterproof plaster.

SAFETY

PROTECTIVE CLOTHING

Scrub suits are issued to you for the purpose of protection - not only of yourself and your own clothing, but also of the clients/customers. These suits must only be worn in the work area.

Always make sure you have a clean suit available. Do not wear an article with flowing sleeves under or over your uniform dress, as these may become trapped in machinery and equipment, which could be dangerous. Ensure that rubber gloves are used when cleaning sanitary areas and for work which requires the use of disinfectants, alkalis and acid descalers.

## FOOTWEAR

Closed in front, flat soled shoes should be worn.

## JEWELLERY

This should be kept to a minimum. Ornate rings may harbour harmful bacteria, and long chains may become trapped in cleaning equipment. Bracelets and watches may be damaged by accidental emersion in water and cleaning solutions.

## PERSONAL HEALTH

Inform your Supervisor of any boil, cut, abscess, stomach upsets, eye/ear/throat infection you may have been in contact with. If you are unwell at work, inform your Supervisor, who will arrange for you to be examined and if necessary, for you to be sent home.

Inform your Supervisor immediately should you have an accident at work, however trivial it may seem.

## SAFETY IN THE USE, HANDLING AND STORAGE OF CLEANING MATERIALS

### USE

Use the cleaning materials only for the purpose for which they are intended. Read the instructions. Never mix cleaning compounds together as toxic fumes may be given off. In some extreme cases an explosion my result.

### HANDLING

Always use rubber gloves when dealing with cleaning materials.

Wipe up any spills immediately they occur.

If you are splashed with a solution of an acid, or any corrosive substance, rinse the affected area thoroughly with plenty of clean water and obtain medical help - particularly if the eyes are affected. Inform your Supervisor as quickly as possible.

## STORAGE

All toxic, caustic or acid compounds must be kept in a locked cupboard.

Do not decant from one container to another unless (a) it has been clearly marked, (b) it is suitable for the purpose, (c) it is clean. Keep all materials of a liquid nature in suitable lidded containers when not in use, making sure that tops are firmly screwed down - but not so tight that an accident results when reopening.

Dispose of all left over solutions after use, whether clean or not. Do not hoard old compounds as these may lose their effectiveness and become dangerous over a period of time.

Never store or leave an aerosol in warmth or direct sunlight as they may explode.

Never store combustible materials in cardboard boxes near to radiators and do not dry cleaning cloths by hanging over heaters as this may result in a fire.

## GENERAL POINTS TO REMEMBER WHEN USING ELECTRICAL EQUIPMENT

### BEFORE YOU START

Carry out a visual check to ensure that:-

- 1 The cable is not split and there are not exposed wires.
- 2 The plug is not broken and there are no loose pins.
- 3 The machine is correctly assembled.

### TO START THE MACHINE SAFELY

- 1 Ensure that your hands are dry.
- 2 Make sure the machine is switched off.
- 3 Make sure the switch socket is in the off position.
- 4 Plug in and switch on at the socket.
- 5 Switch on at the machine.

## TO OPERATE THE MACHINE

- 1 Use the machine only for the purpose it was intended.
- 2 Do not overrun the length of the cable or the plug may be wrenched from the socket.
- 3 The cable should not be allowed to lie across corridors or doorways since an accident may result through tripping or the cable being cut where a trolley has run over it.
- 4 Be aware of the activities of people around you. Do not allow any untrained person to use the machine.
- 5 Do not leave the machine unattended without first immobilising it.

## WHEN YOU HAVE FINISHED WITH THE MACHINE

- 1 Switch OFF at the machine.
- 2 Switch OFF at the socket and unplug. Never unplug by pulling on the cable as wiring may be damaged or loosened.
- 3 Clean the machine and cable well, rewinding the flex loosely where necessary to avoid kinks and to avoid straining the cable which may again damage the wires.
- 4 Take care when cleaning the machine to see that the cloth used to wipe the cable is damp rather than wet, so that no water is able to collect in the plug. Do not allow water to run into the socket.

NEVER ATTEMPT TO USE A MACHINE UNLESS YOU HAVE RECEIVED PROPER INSTRUCTION FROM A COMPETENT MEMBER OF STAFF AUTHORISED TO GIVE IT. NEVER ATTEMPT TO REPAIR A FAULT IN THE MACHINE ITSELF, OR ALLOW ANYONE OTHER THAN A MEMBER OF THE WORKS DEPARTMENT TO TAMPER WITH IT.

## LIFTING AND CARRYING

Strains and sprains together account for approximately one accident in four at work. Proper lifting and carrying positions, however, make manual handling relatively safe. Since the strongest muscles in the body area are in the legs followed by the arms, these sets of muscles should be used as much as possible for all lifting and carrying operations, and the back muscles as little as possible.

To lift an object from a low position stand close to it with the feet slightly apart. Crouch over the load by bending your legs at the knees. Lift by pushing with your leg muscles, not your weaker back muscles. Keep the load close to your body as you rise to a standing position.

The best way to carry an object is to hold it as close as possible to your body with the arms relaxed and the shoulders well back. The weight of the object to be carried is then acting as nearly as possible straight down through your back and legs so that the strain on your back is minimal. Divide the weight between your two hands and if necessary lean back slightly to counterbalance the weight of the load.

Always use your leg and arm muscles as much as possible, never your back muscles, when pulling or pushing or performing any manual job.

Never attempt to lift objects which are too heavy for you - ask for assistance. Common sense and experience will be your guide.

## ADDITIONAL PROTECTIVE MEASURE FOR SPECIFIC TASKS

### CLEANING IN HIGH RISK AREAS

No cleaning equipment must be taken from a high risk area for use in another.

### FLOOR MAINTENANCE WORK

Floor maintenance work of any description may be a source of danger. Always use a 'Cleaning in Progress' or 'Caution Wet Floor' sign in a strategic position.

### COLLECTION AND DISPOSAL OF RUBBISH

Always take care to see that plastic sacks are sealed as well as possible and never put your hands inside. This is particularly important in the case of sacks containing contaminated waste, and also because there is always the possibility of a medical sharp being present.

## HIGH CLEANING WORK

Do not attempt to work above hand height unless you can do so safely. If it is necessary to climb, use a step ladder and not a piece of furniture. Check the step ladder to ensure it is secure and fully extended and do not climb higher than three rungs unless you have someone steadying the base.

## WHAT YOU SHOULD REPORT TO YOUR SUPERVISOR

1. Any damage to the fabric of the building - especially in respect of floor, carpets, doors and windows.
2. Any accident to yourself, even the slightest accident must be reported.
3. Damage to cleaning equipment.
4. All faulty equipment, in particular:
  - (a) If the machine breaks down.
  - (b) If the performance of the machine becomes poor.
  - (c) If the machine becomes noisy.
  - (d) If the smell of burning becomes apparent.
  - (e) The cable or plug is damaged.
  - (f) If you receive a shock or tingling sensation from either the machine or the socket.
  - (g) It is apparent that the machine has been wrongly used.
  - (h) If the machine starts to cut out.

All of these faults must be put right before you use the equipment and no one but an authorised member of the Works Department must be allowed to do this.

5. Anything you consider to be at risk to the health, safety and welfare of the users of the building(s).
6. Any lost property found. Do not touch and report immediately to your Supervisor.

### FIRE PRECAUTIONS

1. The Trust operates a no smoking policy throughout its Premises in line with legal requirements. Observe the no smoking signs.
2. Keep your areas free from clutter.
3. Keep the aerosol materials out of direct sunlight and away from the heat.
4. Never dry cleaning cloths by hanging them over or near heaters.
5. Know where the fire alarms and extinguishers are and be aware of which extinguisher to use on which type of fire.
6. Attend the fire lectures arranged by your Manager and Fire Prevention Officer.
7. Never prop or wedge open a fire door.
8. Raise the alarm immediately should you suspect that a fire has started.

### WHAT YOU SHOULD NOT DO

1. Do not run anywhere.
2. Do not block entrances, exits or corridors with equipment.
3. Be aware of overhead hazards and people approaching from behind you when using equipment.
4. Smoking is only permitted in designated areas.

## THE COLOUR CODE SYSTEM

All Hospital cleaning procedures must emphasise the importance of controlling the spread of infection. Our task is not only to "clean up" the dirt, but to clean in such a way as to minimise the danger of cross-infection. The method we use is known as the COLOUR CODE SYSTEM.

# Red

Bathrooms, washrooms,  
showers, toilets, sluices,  
basins and bathroom floors

# Blue

General areas including  
wards, departments, offices  
and basins in public areas

# Green

Catering departments, ward  
kitchen areas and patient  
food service at ward level

# Yellow

Isolation areas (Cubicles)

# Floor Cleaning

## Hard and Semi-Hard Floors

### a) Dust Controlling

#### Task

Dust Controlling (used where ONLY directed)

#### Equipment Required

- Dustpan and Brush
- Dust Control System Floor Cloth
- Colour-Coded Gloves
- Coloured Apron
- Scraper
- Dust Control System Applicator Tool for example, Static Mop/Impregnated Mop
- Warning Signs

#### Health and Safety

- Refer to Trust policy for guidance on all cleaning processes (COSHH), colour coding equipment, protective clothing, fluids and methods
- Several floor mops should be used for the ward, a clean mop for each bed area
- Never use a sweeping brush in a patient area
- All equipment should be left clean, dry and tidy in storage area after use

#### Method

1. Wash hands and put on gloves
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
5. Use a scraper to remove any chewing gum from the floor area
6. Starting with the edges, dust the area using an overlapping figure-of-eight (8) pattern
7. Dust from the furthest point and work towards the door

**NOTE The floor cloth should be kept in contact with the floor at all times**

8. When the floor cloth/mop is full, remove and dispose
9. Replace with a new floor cloth/mop and continue the process
10. Use a dustpan and brush to remove remaining particles
11. Dispose of the cloth when the task is completed
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area
13. Remove gloves and wash hands



## **b) Mopping**

### **Task**

#### **Mopping**

##### **Equipment Required**

- Colour-Coded Bucket with Compatible Wringer
- Colour-Coded Gloves
- Coloured Apron
- Mop Handle
- Colour-Coded Mop Head
- Cleaning Trolley
- Dust Control System (refer to the Dust Controlling Method Statement)
- Clear plastic Bag
- Suction Cleaner (refer to Suction Cleaning Method Statement)
- Warning Signs
- Floor Cleaner or General Purpose Detergent

##### **Health and Safety**

- Refer to Trust policy for guidance on all cleaning processes, colour coding, equipment, protective clothing, fluids and methods
- Work in small square sections to prevent over stretching
- Ensure the area is first Dust Controlled or Suction Cleaned
- 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

##### **Method**

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible
3. Dust control the floor (refer to the Dust Controlling method statement) or suction clean (refer to the Suction Cleaning method statement).
4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' 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 1-2 metre square sections
  8. Mop edges of the floor with a straight stroke, use a figure-of-eight (8) pattern, turning the mop frequently, leaving the floor as dry as possible after cleaning the rest of the section.
  9. Avoid splashing other surfaces and remove any splashes that do occur
- NOTE Regularly replace the mop head and water.**
10. On completion, remove mop head and place in a clear plastic bag.
  11. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
  12. Remove gloves and wash hands



## **C) Spillage Procedure**

### **Task**

**Spillage Procedure: Small / Non-Hazardous**

### **Equipment Required**

- Colour-Coded Bucket
- Colour-Coded Gloves
- Coloured Apron
- Mop Handle
- Colour-Coded Mop Head
- Warning signs
- Floor cleaner, General Purpose Detergent or ActiChlor plus-clean tablets

### **Health and Safety**

- Work in small square sections to prevent overstretching
- Always use a warning sign in position to be effective
- Do not over wet the floor
- All equipment should be left clean, dry and tidy in storage area after use

### **Method**

- Wash hands and put on gloves
- Display warning signs in the area, ensuring all signs are visible
- Prepare the cleaning solution in a well ventilated area
- Attach the mop head to the mop handle
- Submerge the mop into the cleaning solution and remove excess water from the mop in the wringer
- Spot mop the floor to remove stains/ spillages, leaving the floor as dry as possible
- After use, all equipment (including signs) should be checked, cleaned dried and returned to storage area
- Remove gloves and wash hands

## **d) Floor Scrubbing - Hard Floors**

### **Task**

Floor Scrubbing (to be used in conjunction with Water Extraction Method Statement)

### **Equipment Required**

- Colour-Coded Bucket
- Colour-Coded Gloves
- Coloured Apron
- Mop Handle
- Colour-Coded Mop Head
- Dust Control System (refer to the Dust Controlling Method Statement)
- Edge Cleaning Tool and pad
- Floor Pad and Drive Disk/Board (Or Polypropylene Brush)
- Clear Plastic Bag
- Scouring Pad
- Standard Speed Rotary Machine including Tank
- Suction Cleaner (refer to Suction Cleaning Method Statement)
- Warning Signs
- Floor Cleaner or General Purpose Detergent

### **Health and Safety**

- Refer to Trust policy for guidance on all cleaning processes (COSHH), 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
- 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.
- 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 to be effective
- 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 mis-handles, check 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

### **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 floor (refer to the Dust Controlling method statement) or suction clean (refer to the Suction Cleaning method statement).
5. Clean and prepare the floor edges using the Edge Cleaning Tool and pad, if necessary
6. Attach the floor pad or polypropylene brush to the Rotary Scrubbing Machine (refer to manufacturers' instructions)
7. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions) and add to the Scrubbing Machine tank
8. Unwind 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 is held firmly in contact with the body and the cable is behind.
11. Switch the machine on (beware of initial "kick")
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 skirting boards and walls.
14. When cleaning a large area, always check floor pad regularly

**NOTE Regularly replace the floor pad. For stubborn stains use a scouring pad/abrasive pad**

15. On completion, remove the floor pad and place in a laundry bag.
16. With dry hands, remove the plug from the mains socket and re-wind the electricity cable.
17. Empty the water tank (refer to manufacturers' instructions)
18. If necessary, mop the floor with clean water.
19. When the area is completely dry, return the furniture to original position.
20. After use, all equipment should be checked, cleaned, dried and returned to the storage area
21. Remove gloves and wash hands



## e) Water Extraction

### Task

Water Extraction (normally used in conjunction with scrubbing and stripping procedures or if flooding occurs)

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Gloves
- Coloured Apron
- Mop Handle
- Colour-Coded Mop Head
- Attachment for example, Hose Wand
- Warning Signs
- Wet Pick Up Machine

### Health and Safety

- Refer to Trust 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.
- 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.

## Method

1. Plan work route, 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. 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 an 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
11. When the area is completely dry, return the furniture to original position.
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area. Make sure the lid of the Water Extraction machine is left open or taken off as appropriate to allow air to circulate and avoid smells.
13. Remove gloves and wash hands



## f) Soft Floors

### Carpet Shampoo

#### Task

Carpet Shampoo

#### Equipment Required

- Colour-Coded Cloth
- Colour-Coded Gloves
- Coloured Apron
- Labelled Spray Bottle
- Carpet Shampoo Machine
- Carpet Stain Remover
- Suction Cleaner with Crevice Tool (refer to Suction Cleaning Method Statement)
- Warning Signs
- Carpet Shampoo and or Chewing Gum Remover

#### Health and Safety

- Refer to Trust 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 manufacturers' 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 to be effective
- 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 the Carpet Shampoo machine 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.

### Method

1. Plan work route, 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. Suction clean the floor (refer to the Suction Cleaning method statement).
5. Test an area of carpet first for colour fastness, by spraying a small amount of Carpet Stain Remover 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 manufacturers' instructions) in a well-ventilated area and add to the Carpet Shampooing machine tank.  
**Note If there is an odour in the carpet, Carpet Deodoriser can be added to the carpet shampoo solution. Pre-spray traffic lanes or heavy traffic areas.**
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
9. Start shampooing the carpet from the furthest edge, moving the Carpet Shampooing machine slowly forwards and backwards in a straight line on the area to be cleaned.
10. Move the Carpet Shampooing machine across the carpet in parallel overlapping movements.
11. Carry out 1 or 2 further passes over the same section using suction only
12. For areas inaccessible to the carpet machine, use the crevice tool attachment
13. When the area has been shampooed or if the dirty water tank of the Carpet Shampooing machine is full, empty the dirty water tank in to a sluice (refers to the manufacturers' instructions).
14. On completion of shampooing, allow the area to dry.
15. With dry hands, remove the plug from the mains socket and re-wind the electricity cable.
16. Suction clean the carpet (refer to the Suction Cleaning method statement)
17. When the area is completely dry, return the furniture to original

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

19. Remove gloves and wash hands.



## **g) Suction Cleaning**

### **Task**

Suction Cleaning Hard and Semi Hard Floors

### **Equipment Required**

- Colour-Coded Gloves
- Coloured Apron
- Suction Cleaner (Cylinder or Upright)
- Suction Cleaner Attachment for example, Crevice Tool, Floor Tool
- Warning Signs

### **Health and Safety**

- Refer to Trust 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.
- 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 non-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, carefully check the internal dust bag is not full and does not contain potentially dangerous items, for example sharps. If it is full, replace it with a new dust bag and check the internal filters are clean and free from debris.

Always keep cable 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.

## Method

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible.
3. Move furniture so the area to be cleaned is freely available. Manually pick up all large items for example, crisp packets, tissues
4. Attach the appropriate tool onto the vacuum cleaner (refer to manufacturers' instructions)
5. Unwind cable and plug into a mains socket
6. For floor cleaning, adjust the floor tool so that the bristles are:
  - a. Hard floor - Bristles down
  - b. Soft floor - Bristles up
7. Switch the vacuum cleaner on.
8. Start vacuuming the floor at a point furthest from the door, paying particular attention to edges and corners in busy areas
9. Suction clean the floor in parallel, overlapping lanes all the floor area. Several passes may be needed
10. Always finish in the same direction that the carpet pile runs.
11. On completion, re-wind the electricity cable
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area
13. Remove gloves and wash hands



# General Cleaning

## a) Damp Dusting

### Task

Horizontal and Vertical Surfaces

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloth
- Colour-Coded Gloves
- Coloured Apron
- Cleaning Trolley
- General Purpose Detergent or General Surface Cleaner

### Health and Safety

- Refer to Trust 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 manufacturers' instructions)
- Do not climb on furniture or overreach
- All equipment should be left clean, dry and tidy in storage area after use.

### Method

1. Wash hands and put on gloves
  2. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
  3. Place the bucket onto a cleaning trolley
  4. Dampen or rinse a cloth in the cleaning solution
  5. Remove items from the surface to be cleaned
  6. To Damp Dust flat surfaces, wipe in straight lines cleaning the edges first
  7. If cleaning a bedside table, extend it and wipe underneath
  8. Wipe the main surfaces in a figures of eight (8) pattern
- NOTE Frequently turn the cloth and rinse in the cleaning solution. Change the cleaning solution when it becomes soiled/dirty.**

9. Use the chosen cleaning solution to remove any grease marks or stubborn stains
10. Replace items on to the clean surface after use, all equipment should be checked, cleaned, dried and returned to the storage area. Dispose of cloth.
11. Remove gloves and wash hands



## Task

Chair/Settee

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloth
- Colour-Coded Gloves
- Coloured Apron
- Cleaning Trolley
- Suction Cleaner with Crevice tool (refer to Suction Cleaning Method Statement)
- General Purpose Detergent or General Surface Cleaner

### Health and Safety

- Refer to Trust 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 manufacturers' instructions)
- Beware of manual handling techniques when moving chair/settee
- All equipment should be left clean, dry and tidy in storage area after use.

### Method

1. Wash hands and put on gloves
  2. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions)
  3. Place the bucket onto a cleaning trolley
  4. Use a crevice tool attachment to clean debris between cushions (refer to Suction Cleaning method statement)
  5. Dampen or rinse a cloth in the cleaning solution
  6. To Damp Dust flat surfaces, wipe in straight lines cleaning the edges first. Start from the top of the chair working towards the base.
  7. Wipe the main surfaces in a figures of eight (8) pattern
- NOTE frequently turn the cloth and rinse in the cleaning solution. Change the cleaning solution when it becomes soiled/dirty.**
8. Use the chosen cleaning solution to remove any grease marks or stubborn stains.
  9. Dispose of the cloth (refer to Trust policy) when the task is completed

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

11. Remove gloves and wash hands



## Task

Radiator

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloth
- Colour-Coded Gloves
- Coloured Apron
- Cleaning Trolley
- Radiator Tool
- General Purpose Detergent or General Surface Cleaner

### Health and Safety

- Refer to Trust 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 manufacturers' instructions)
- Radiator covers should be removed prior to cleaning as required (Liaise with a Supervisor to have these removed)
- All equipment should be left clean, dry and tidy in storage area after use.

### Method

1. Wash hands and put on gloves
2. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions)
3. Place the bucket onto a cleaning trolley
4. Dampen or rinse a cloth in the cleaning solution.
5. To Damp Dust flat surfaces wipe in straight lines cleaning edges first
6. Wipe main surfaces in a figures of eight (8) pattern.
7. Use a Radiator Tool to clean behind the radiator

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

**Change the cleaning solution when it becomes soiled.**

8. Use the chosen cleaning solution to remove any grease marks or stubborn stains.
9. Dispose of the cloth (refer to Trust waste policy) when the task is completed.
10. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
11. Remove gloves and wash hands



## Task

### Beds

#### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloth
- Colour-Coded Gloves
- Coloured Apron
- Cleaning Trolley
- Knee Pads
- General Purpose Detergent or General Surface Cleaner

#### Health and Safety

- Refer to Trust 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 manufacturers' instructions)
- If patient on bed seek permission from nurse in charge to pump up bed, always ensure cot side up and explain to patient what you are doing.
- Use Knee Pads if required to kneel on the floor when cleaning under the bed
- All equipment should be left clean, dry and tidy in storage area after use.

#### Method

1. Wash hands and put on gloves
2. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions)
3. Place the bucket onto a cleaning trolley.
4. Raise/ lower the bed to a convenient cleaning height
5. Dampen or rinse a cloth in the cleaning solution
6. Wipe the bed framework, starting from the top working downwards to the base and to the castor/ wheels

**NOTE Frequently turn the cloth and rinse in the cleaning solution. Change the cleaning solution when it becomes soiled/dirty.**

7. Use the chosen cleaning solution to remove any grease marks or stubborn stains
8. Leave to dry
9. Lower/ raise the bed to the original position

10. Dispose of the cloth (refer to Trust waste policy) when the task is completed
11. After use, all equipment should be checked, cleaned, dried and returned to the storage area
12. Remove gloves and wash hands



## b) Glass

### Task

Internal Glass and Mirrors

### Equipment Required

- Colour-Coded Cloths x 2
- Colour-Coded Gloves
- Coloured Apron
- Labelled Spray Bottle
- Glass Cleaner
- General Purpose Detergent or General Surface Cleaner

### Health and Safety

- Refer to Trust 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 manufacturers' instructions)
- External window cleaning procedure can be used for internal glass
- Report any defects to your supervisor.
- If cleaning an electric-movable door, then switch it off.
- All equipment should be left clean/dry and tidy in storage area after use.

### Method

1. Wash hands and put on gloves
2. Prepare the cleaning solution in a well ventilated area (refer to manufacturers' instructions)
3. Spray the Glass Cleaner or cleaning solution onto the cloth.
4. Wipe the glass surface, starting from the top and working down in a figure-of-eight (8) pattern covering the entire surface.
5. Buff to a shine with a second cloth to remove smears.
6. Dispose of the cloth (refer to Trust policy) when the task is completed
7. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
8. Remove gloves and wash hands.



## C) Dusting

### High Dusting

#### Task

High Dusting

#### Equipment Required

- Colour-Coded Static Head or Cloth
- Colour-Coded Gloves
- Coloured Apron
- Clear Plastic Bag
- Telescopic Tool

#### Health and Safety

- Refer to Trust 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
- All equipment should be left clean, dry and tidy in storage area after use.

#### Method

1. Wash hands and put on gloves
2. Place the cloth or static head on the High Dusting tool and adjust to the correct height.
3. Hold the telescopic tool and draw the cloth /static head along top surfaces; pipes, ledges around light fittings and window ledges ensuring no dust falls down.
4. Replace the cloths/static heads when they become dirty/soiled
5. Dispose of the cloths (refer to Trust policy) when the task is completed or if re-usable heads, place in a clear bag.
6. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
7. Remove gloves and wash hands.



## d) Walls

### Task

Wall Washing

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloth
- Colour-Coded Gloves
- Coloured Apron
- Labelled Spray Bottle
- Abrasive Pad
- Access Equipment for example, Platform Steps
- High Dusting Equipment (Refer to the High Dusting Method Statement)
- Warning Signs
- General Surface Cleaner or General Purpose Detergent

### Health and Safety

- Refer to Trust policy for guidance on all cleaning processes, colour coding, equipment, protective clothing, fluids and methods.
- Always use a warning sign 'cleaning in progress', position to be effective
- If possible, work from ground level rather than use access equipment
- Check access equipment carefully before use and when moving from one area to another
- Check the condition of the wall, paint or finish to ensure suitability of cleaning agent
- Avoid splashes of General Surface Cleaner on furniture, curtains or floor.
- Report any damage to surfaces to your supervisor.
- Do not over stretch.
- All equipment should be left clean, dry and tidy in storage area after use

### Method

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible.
3. Assemble the equipment and check for safety.
4. Cover the electric sockets with masking tape
5. Place dust sheets or plastic sheeting on floors, to protect from spillages
6. Remove furniture or cover with dust sheets

7. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
8. Ventilate the area
9. High dust to remove loose dust and dirt (refer to the High Dusting method statement)

Clean the wall by applying the cleaning solution to the wall wiping from bottom to top, allowing a short time for the cleaning agent to work. Then rinse-wipe the wall from top to bottom, to leave the wall as dry as possible.

10. Remove drips and runs as they occur.
11. With dry hands, remove the plug from the mains socket and re-wind the electricity cable when task is completed
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area
13. Remove gloves and wash hands.



## e) Ventilation Grilles

### a) Ventilation Grilles

#### **Task**

Ventilation grilles

#### *Frequency*

Ventilation grilles should be cleaned weekly or when there is visible contamination. Estates should be contacted when internal cleaning of the vents is required or when the vents are inaccessible.

#### **Equipment Required**

- Colour-Coded Bucket
- Colour-Coded Cloths
- Colour-Coded Gloves
- Apron (disposable)
- Damp Dust System (Refer to the Damp Dusting Method Statement)
- Step Ladder
- General Purpose Detergent or General Surface Cleaner

#### **Health and Safety**

- Refer to Trust policy for guidance on all cleaning processes, colour coding, equipment, protective clothing, fluids and methods
- Wear flat, firm, soled shoes
- Check that the step ladder is locked in the correct position
- 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.
- For Health and Safety reasons, when climbing ladders ensure another person is at the foot of the ladder
- Display the warning signs in the area, ensuring all signs are visible
- Beware of very hot water
- All equipment should be left clean, dry and tidy in storage area after use

#### **Method**

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible.
3. High Dust the area (refer to the High Dust method statement).

4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
  5. Place the bucket onto the cleaning trolley.
  6. Dampen or rinse a cloth in the cleaning solution and wring out well
- NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.**
7. Dispose of the cloth (refer to Trust policy) when the task is completed
  8. After use, all equipment should be checked, cleaned, dried and returned to the storage area
  9. Remove and dispose disposable gloves and apron.
  10. Wash hands

# Kitchen Cleaning

## a) Microwave

### Task

Microwave

### Equipment Required

- All equipment should be left clean, dry and tidy in storage area after use
- Colour-Coded Bucket
- Colour-Coded Cloth
- Colour-Coded Gloves
- Coloured Apron
- Paper Towel Roll
- General Purpose Detergent General Surface Cleaner or Degreaser

### Health and Safety

- Refer to Trust 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 manufacturers' instructions)
- Ensure hands are dry when plugging or unplugging electrical machinery.
- Ensure all areas contaminated by cleaning are thoroughly cleaned
- Report any malfunction or damage of equipment to supervisor/manager

### Method

1. Wash hands and put on gloves
  2. Disconnect the microwave from the mains socket
  3. Remove all detachable parts to a safe cleaning area
  4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
  5. Thoroughly clean all detachable parts, rinse and dry.
  6. Remove excess soil and food debris from the interior of the microwave
  7. Dampen or rinse a cloth in the cleaning solution and wring out well
  8. Clean all internal and external surfaces of the microwave, paying particular attention to the corners and top
- NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.**
9. Rinse with clear water and dry with a paper towel roll.
  10. Re-assemble the detachable parts correctly

11. Plug the microwave into the mains socket
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
13. Dispose of the cloth (refer to Trust waste policy) when the task is completed.
14. Remove gloves and wash hands



## b) Refrigerator

### Task

Refrigerator

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloths
- Colour-Coded Gloves
- Coloured Apron
- Non-Abrasive Pad
- General Purpose Detergent

### Health and Safety

- Refer to Trust policy for guidance on all cleaning processes, colour coding, equipment, protective clothing, fluids and methods.
- Report any items of damage, heavy soiling and disrepair.
- Report any signs of infestation.
- Clean areas contaminated by your cleaning.
- Mop up any spillages on floor.
- All equipment should be left clean, dry and tidy in storage area after use.

### Method

1. Wash hands and put on gloves.
  2. Remove food to another suitable storage area **NOTE Discard any out-of-date or unlabelled food**
  3. Remove all loose debris and excess soiling.
  4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
  5. Dampen or rinse a cloth in the cleaning solution and wring out well
  6. Remove and clean all shelves, hanging rails and drip trays and take to a cleaning area to dry.
  7. Clean accessible fan parts, door seals and handles
- NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.**
8. Return the shelves, hanging rails and drip trays to the correct position.
  9. Replace food in the correct order.
  10. Check the refrigerator temperature is correct. If it is not report to a supervisor.
  11. After use, all equipment should be checked, cleaned, dried and returned to the storage area.

12. Dispose of the cloth (refer to Trust waste policy) when the task is completed.

13. Remove gloves and wash hands



## c) Sinks

### Task

Sinks

### Equipment Required

- Colour-Coded Cloths
- Colour-Coded Gloves
- Coloured Apron
- Scraper
- Abrasive Pads
- General Purpose Detergent

### Health and Safety

- Refer to Trust policy for guidance on all cleaning processes, colour coding, equipment, protective clothing, fluids and methods.
- Mop up any spillages on floor
- All equipment should be left clean, dry and tidy in storage area after use.

### Method

1. Wash hands and put on gloves
2. Empty the sink and remove debris.
3. Thoroughly rinse the sink and drainer before cleaning.
4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
5. Dampen or rinse a cloth in the cleaning solution and wring out well.
6. Wipe clean the framework of the sink and pipework.
7. Clean the sink, drainer and taps.

**NOTE frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.**

8. Replenish soap dispenser (refer to the Soap Dispenser method)
9. Clean any splash back and surrounding areas.
10. Rinse the sink and drainer with clean water.
11. After use, all equipment should be checked, cleaned, dried and returned to the storage area..
12. Dispose of the cloth (refer to Trust waste policy) when the task is completed.
13. Remove gloves and wash hands.



# Sanitary Cleaning

## a) Sluice

### Task

Sluice

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloths
- Colour-Coded Gloves
- Coloured Apron
- Labelled Spray Bottle
- Abrasive Pad
- Warning Signs
- Bottle Brush
- Toilet Brush
- General Purpose Detergent General Surface Cleaner

### Health and Safety

- Refer to Trust 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 manufacturers' instructions)
- Do not splash walls and fixtures
- Do not scratch with abrasive items as scratches may harbour harmful bacteria
- Report faults and damages to your supervisor immediately
- Display warning signs and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.

### Method

1. Wash hands and put on gloves
2. Assemble the equipment and check for safety.
3. Display the warning signs in the area, ensuring all signs are visible
4. Ventilate the area (for example, open a window)
5. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions)
6. Fill a spray bottle with the cleaning solution and spray internal surfaces.
7. Remove any hair or other items from the plug, plug hole and plug chain.

8. Dampen or rinse a cloth in the cleaning solution and wring out well  
**NOTE Start cleaning at the highest point and work towards the lowest, from outside to the inside and from clean to dirty.**
9. Wipe the surrounding areas including external surfaces and pipe work.
10. Rinse the cloth in the cleaning solution and wipe internal surfaces, pay particular attention to water marks and drains.
11. To remove any build-up of soap and grease, repeat steps 8 and 9 applying further cleaning solution and use a non abrasive pad.  
**NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.**
12. Rinse the bidet with clear water.
13. Channelled urinal splash backs should be carefully sprayed with the cleaning solution and wiped clean with clear water.
14. If required, replenish toilet blocks with toilet paper (refer to the Replenishing Consumables method statement).
15. Dispose of the cloth (refer to Trust waste policy) 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.



## b) Toilet

### Task

Toilet

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloths
- Colour-Coded Gloves
- Coloured Apron
- Labelled Spray Bottle
- Non-Abrasive Pad
- Supply of Toilet Paper (to replace used items) General Purpose Detergent
- Toilet Brush
- Warning Signs
- General Surface Cleaner or Toilet Bowl Cleaner

### Health and Safety

- Refer to Trust 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 manufacturers' instructions).
- Do not splash walls and fixtures.
- Take care when cleaning behind the toilet and underneath pipes and beware of foreign objects.
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults and damages to your supervisor immediately.
- Ensure warning signs are displayed.
- All equipment should be left clean, dry and tidy in storage area after use.

### Method

1. Wash hands and put on gloves.
2. Assemble the equipment and check for safety.
3. Display the warning signs in the area, ensuring all signs are visible.
4. Ventilate the area (for example, open a window).
5. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
6. Flush the toilet with the seat lid down.
7. Lower the water level using the toilet brush by pushing the water back down the U-bend to expose the water line.

8. Apply the cleaning agent to the inside of bowl, including under the rims and allow to soak (leave the toilet brush in the bowl).

9. Remove any splashes or marks from the wall.

10. Dampen or rinse a cloth in the cleaning solution and wring out well.

**NOTE Start cleaning at the highest point and work towards the lowest, from outside to the inside and from clean to dirty.**

11. Wipe outside and around the toilet bowl, including the toilet roll holder, pipework, sanitary bins, cistern, and toilet seat lid, top and underneath and hinges, (including sanitary bins).

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

12. Scrub the toilet bowl with a toilet brush, particularly any stains, and water lines and under rims.

13. Flush the toilet, rinsing the brush in flushing water.

14. Wipe the brush holder and replace the brush.

15. Wipe the toilet seat and flush handle with the cloth, and then close the lid.

16. Check and replenish toilet paper, if necessary.

17. Dispose of the cloth (refer to Trust waste policy) when the task is completed.

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

19. Remove gloves and wash hands.



## c) Urinal

### Task

Urinal

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloths
- Colour-Coded Gloves
- Coloured Apron
- Labelled Spray Bottle
- Bottle Brush
- Non Abrasive Pad
- Supply of Toilet Paper (to replace used items)
- Toilet Brush
- Warning Signs
- General Purpose Detergent

### Health and Safety

- Refer to Trust policy for guidance on all cleaning processes, colour coding, equipment, protective clothing, fluids and methods.
- Do not splash walls and fixtures.
- Never mix cleaning agents, as poisonous gases could result (refer to manufacturers' instructions).
- Do not scratch with abrasive items as scratches may harbour harmful bacteria.
- Report faults and damages to your supervisor immediately.
- Ensure warning signs are displayed
- All equipment should be left clean, dry and tidy in storage area after use.

### Method

1. Wash hands and put on gloves.
2. Assemble the equipment and check for safety.
3. Display the warning signs in the area, ensuring all signs are visible.
4. Ventilate the area (for example, open a window).
5. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
6. Fill a spray bottle with the cleaning solution and spray internal surfaces.
7. Remove any hair or other items from the plug, plug hole and plug chain.
8. Dampen or rinse a cloth in the cleaning solution and wring out well.

**NOTE Start cleaning at the highest point and work towards the lowest,**

**from outside to the inside and from clean to dirty**

9. Wipe the surrounding areas including external surfaces and pipe work.

10. Rinse the cloth and wipe internal surfaces, pay particular attention to water marks and drains.

11. To remove any build-up of soap and grease, repeat steps 8 and 9 applying the cleaning solution and using a non abrasive pad.

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

12. Rinse the urinal with clear water.

13. Channelled Urinal splash backs should be carefully sprayed with the cleaning solution and wiped clean with clear water.

14. Dispose of the cloth (refer to Trust waste policy) when the task is completed

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

16. Remove gloves and wash hands



# Washroom Cleaning

## a) Bathroom

### Task

Bath

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloth
- Colour-Coded Gloves
- Coloured Apron
- Bottle Brush
- Non-Abrasive Pad/Cloth
- Supply of Soaps/Paper Towels and Waste Bags (to replenish stock)
- Warning Signs
- General Purpose Detergent General Surface Cleaner or Bath/Washbasin/Shower/Bidet Cleaner

### Health and Safety

- Refer to Trust 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 manufacturers' instructions).
- Throughout the cleaning, regularly clean the cloth and rinse in cleaning solution.
- 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.
- Display warning signs and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use

### Method

1. Wash hands and put on gloves.
2. Display the warning signs in the area, ensuring all signs are visible.
3. Ventilate the area (for example, open a window).
4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).

5. Remove any objects from the bath (for example, soap).
  6. Remove any hair or other items from the plug, plug-hole and plug chain.
  7. Dampen or rinse a cloth in the cleaning solution and wring out well.
- NOTE Start cleaning from outside and work towards the inside.**
8. Wipe the surrounding surfaces of the bath, including wall tiles, ledges, pipes, underneath the bath, paper towel dispenser, soap dispenser.
  9. Polish stainless steel or chrome with the cloth.
  10. Wipe the inside of the bath, including the plug, plug chain, taps and overflow.
  11. With running tap water, rinse the bath thoroughly, directing water into the overflow. Clean the overflow with a bottlebrush.
  12. To remove any build-up of soap and grease, repeat steps 10 and 11 applying the cleaning solution and using a non abrasive pad.
- NOTE frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.**
13. Remove any splashes or marks from the walls and wipe door handles.
  14. Dispose of the cloth (refer to Trust waste policy) when the task is completed.
  15. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
  16. Remove gloves and wash hands



## b) Hand Wash Basin

### Task

Hand Wash Basin

### Equipment Required

- Colour-Coded Bucket or Labelled Spray Bottle
- Colour-Coded Cloth
- Colour-Coded Gloves
- Coloured Apron
- Bottle Brush
- Non-Abrasive Pad
- Supply of Soaps/Paper Towels and Waste Bags (to replenish stock)
- Warning Signs
- General Purpose Detergent General Surface Cleaner

### Health and Safety

- Refer to Trust 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 manufacturers' instructions)
- Throughout the cleaning, regularly clean the cloth and rinse in cleaning solution.
- 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.
- Display warning signs and ensure they are clearly visible
- All equipment should be left clean, dry and tidy in storage area after use

### Method

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible
3. Ventilate the area (for example, open a window)
4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
5. Remove any objects from the basin, (for example, patient personal items)
6. Remove any hair or other items from the plug, plug-hole and plug chain.
7. Dampen or rinse a cloth in the cleaning solution and wring out well

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

8. Wipe the surrounding surfaces of the bowl, including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, soap dispenser
  9. Wipe the inside of the bowl, including the plug, plug chain, taps and overflow with a cloth rinsed and wrung out in the cleaning solution..
  10. With running tap water, rinse the basin thoroughly, directing water into the overflow. Clean the overflow with a bottlebrush.
  11. To remove any build-up of soap and grease, repeat steps 10 and 11 applying the cleaning solution and using a non abrasive pad.
- NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.**
12. Polish stainless steel or chrome
  13. Replace items removed to original position, replenish soap and paper towels (refer to the Replenishing Consumables method statements)
  14. Dispose of the cloth (refer to Trust waste policy) when the task is completed
  15. After use, all equipment should be checked, cleaned, dried and returned to the storage area
  16. Remove gloves and wash hands



## c) Replenishing Consumables

### Task

Soap Dispenser

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloth
- Colour-Coded Gloves
- Damp Dusting (refer to the Damp Dusting Method Statement)
- Dispenser Key (if required)
- Hand Soap Refills
- General Purpose Detergent or General Surface Cleaner

Soap Dispenser

### Health and Safety

- Refer to Trust 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 manufacturers' instructions).
- Do not overfill or supply may not dispense correctly.
- Beware of foreign objects inside units.
- All equipment should be left clean, dry and tidy in storage area after use.

### Method

1. Wash hands and put on gloves.
2. Check if the soap dispenser is empty.
3. If the soap dispenser needs refilling, open the dispenser and remove the contents (refer to manufacturers' instructions).
4. Damp Dust and clean all surfaces of the soap dispenser to remove any grease marks or stubborn stains (refer to the Damp Dusting method statement).
5. Dispose of the cloth (refer to Trust waste policy) when the task is completed
6. Refill, and then close the dispenser.
7. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
8. Remove gloves and wash hands.



## Task

### Paper Towel Holder

#### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloth
- Colour-Coded Gloves
- Coloured Apron
- Damp Dusting (refer to the Damp Dusting Method Statement)
- Dispenser Key (if required)
- Hand Towels
- General Purpose Detergent or General Surface Cleaner

#### Health and Safety

- Refer to Trust 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 manufacturers' instructions).
- Do not overfill or supply may not dispense correctly
- Do not open new pockets of paper towels until required and do not place on the floor or on the shelf.
- Beware of foreign objects inside units
- All equipment should be left clean, dry and tidy in storage area after use.

#### Method

1. Wash hands and put on gloves.
  2. Check if the hand towel dispenser is empty.
  3. If the hand towel dispenser needs refilling, open the dispenser and remove the contents (refer to manufacturers' instructions).
  4. Damp Dust and clean all surfaces of the hand towel dispenser to remove any grease marks or stubborn stains (refer to the Damp Dusting method statement).
  5. Dispose of the cloth (refer to Trust waste policy) when the task is completed.
  6. Refill, and then close the dispenser.
- Do not overfill dispenser as this causes blockages and wastage.**
7. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
  8. Remove gloves and wash hands.



## Task

Toilet Roll/Tissue

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloth
- Colour-Coded Gloves
- Damp Dusting (refer to the Damp Dusting Method Statement)
- Dispenser Key (if required)
- Toilet Roll/Tissue
- General Purpose Detergent or General Surface Cleaner

### Health and Safety

- Refer to Trust 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 manufacturers' instructions).
- Do not overfill dispenser or supply may not dispense correctly
- Do not open new pockets of toilet roll until required and do not place on the floor or on the shelf.
- Beware of foreign objects inside units.
- All equipment should be left clean dry and tidy in storage area after use.

### Method

1. Wash hands and put on gloves.
2. Check if the toilet tissue/roll dispenser is empty.
3. If toilet tissue/roll dispenser needs refilling, open the dispenser and remove the contents (refer to manufacturers' instructions).
4. Damp Dust and clean all surfaces of the toilet tissue/roll dispenser to remove any grease marks or stubborn stains (refer to the Damp Dusting method statement).
5. Dispose of the cloth (refer to Trust waste policy) when the task is completed.
6. Refill, and then close the dispenser.
7. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
8. Remove gloves and wash hands.

**Note: would recommend the use of disposable plastic aprons for sanitary cleaning because of the risk of splashing uniform.**



## d) Shower Room

### Task

Shower

### Equipment Required

- Colour-Coded Buckets or Labelled Spray Bottle
- Colour-Coded Cloth
- Colour-Coded Gloves
- Coloured Apron
- Bottle Brush
- Non-Abrasive Pad
- Warning Signs
- General Purpose Detergent General Surface Cleaner

### Health and Safety

- Refer to Trust 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 manufacturers' instructions).
- Throughout cleaning operation regularly clean cloth and rinse in cleaning solution.
- 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.
- Display warning signs and ensure they are clearly visible.
- All equipment should be left clean, dry and tidy in storage area after use.

### Method

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible
3. Ventilate the area (for example, open a window)
4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
5. Empty waste bins
6. Remove any objects from the bath, bowl and shower (for example, soap and rubber mats)
7. Remove any hair or other items from the plug, plug-hole and plug.
8. Dampen or rinse a cloth in the cleaning solution and wring out well

**NOTE Start cleaning at the highest point and work towards the lowest, from outside to the inside and from clean to dirty**

9. Clean the curtain rail, then starting at the highest point of the shower, wipe the wall tiles from clean to dirty areas.

10. Check the shower curtain; wipe clean and dry; change if necessary.

11. Wipe the showerhead, hose, taps and soap tray.

12. If a shower tray is present, clean the inside and outside with a wrung out cloth.

13. Wipe around the inside of the shower cubicle.

14. Clean the overflow with a bottlebrush.

15. To remove any build-up of soap and grease, repeat steps 13 and 14 applying the cleaning solution and using a non abrasive pad.

**NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled/dirty.**

16. Rinse the shower cubicle thoroughly with clean water, swilling the water into the overflow.

17. Where rubber mats are present, thoroughly clean and dry (for example, by airing)

18. Polish stainless steel or chrome

19. Dispose of the cloth (refer to Trust waste policy) when the task is completed.

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

21. Remove gloves and wash hands.



# Specialist Cleaning

## a) Curtain Changing

### Task

Curtain Changing

### Frequency

Curtains should be cleaned at least six monthly or when there is visible contamination. Infection control teams should be consulted following discharge/death of a patient with infection.

### Equipment Required

- Colour-Coded Bucket
- Colour-Coded Cloths
- Colour-Coded Gloves
- Apron (disposable)
- Damp Dust System (Refer to the Damp Dusting Method)
- Laundry Bags
- Spare Curtain Hooks
- Step Ladder
- General Purpose Detergent or General Surface Cleaner

### Health and Safety

- Refer to Trust policy for guidance on all cleaning processes, colour coding, equipment, protective clothing, fluids and methods
- Wear flat, firm, soled shoes
- Check that the step ladder is locked in the correct position
- 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
- Display the warning signs in the area, ensuring all signs are visible
- Beware of very hot water
- All equipment should be left clean, dry and tidy in storage area after use

## Method

1. Wash hands and put on gloves
2. Prepare cleaning solution (refer to manufacturers' instructions)
3. Assemble the equipment and check for safety
4. Remove curtain hooks from the curtain
5. Fold and place the curtains in a laundry bag
6. Damp Dust curtain rails (refer to the Damp Dusting method statement)
7. Remove gloves and wash hands
8. Replace the curtain hooks onto a clean curtain, space evenly (for example, 3" - 4" for a window, 4" - 6" for a bed curtain)
9. Place the curtain over shoulder when ascending the step ladder.
10. Re-hang the curtains starting from one end, ensuring the curtain is on the correct way round.
11. Wash hands



## **b) Isolation Clean**

### **CLEANING CHECKLIST FOR ISOLATION ROOMS**

Report daily to the Nurse in Charge **BEFORE** entering the room/area to

ensure that it is convenient for cleaning to be carried out and to receive any special additional instructions; checklist in Appendix 3 should be completed by the Nurse in Charge to indicate precautions required.

#### **Task**

Isolation Clean (during and after occupancy by an infected individual)

#### **Equipment Required**

- Colour-Coded Bucket
- Colour-Coded Cloth (Disposable)
- Colour-Coded Mop Handle
- Colour-Coded Mop Head
- Colour-Coded Mop Roll
- Cleaning Trolley
- Damp Dust System (Refer to the Damp Dusting Method)
- Damp Mop System (Refer to the Damp Mopping Method)
- Disposable Apron
- Disposable Gloves
- Dust Control System Applicator Tool (refer to the Dust Controlling Method)
- Facial Protection/Mask
- High Dusting Mop
- High Dusting Tool
- Ladder
- Safety Goggles
- Warning Signs
- General Purpose Detergent or General Surface Cleaner

#### **Health and Safety**

- Refer to Trust policy for guidance on all cleaning processes, colour coding, equipment, protective clothing, fluids and methods
- All equipment used for Isolation Cleans should be stored in a suitable, secure area separate from any other equipment and not in the isolation room.

- Never mix cleaning agents, as poisonous gases could result (refer to manufacturers' instructions)
- Work in small square sections to prevent over stretching when mopping
- Always use a warning sign 'cleaning in progress', position to be effective
- All equipment should be left clean, dry and tidy in storage area after use.
- Check with a supervisor before commencing cleaning in an isolation room.

### Method

1. Wash hands and put on disposable gloves and apron
  2. Display the warning signs in the area, ensuring all signs are visible.
  3. High Dust the area (refer to the High Dusting method statement)
  4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions)
  5. Place the bucket onto the cleaning trolley
  6. Dampen or rinse a cloth in the cleaning solution and wring out well
- NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.**
7. Damp Dust all ledges, surfaces and fixed equipment ; lamps, chairs, lockers, bedside table / desk, radiator (refer to the Damp Dust method statement)
  8. If visibly soiled, hand wash the wall to hand height (refer to the Wall Washing method statement)
  9. Clean the basin
  10. Dust Control the floor area (refer to the Dust Controlling method)
  11. Damp mop the floor area (refer to the Damp Mopping method)
  12. Dispose of the cloth (refer to Trust waste policy) when the task is completed
  13. After use, all equipment should be checked, cleaned, dried and returned to the storage area
  14. Remove and dispose disposable gloves and apron.
  15. Wash hands



**NOTE Disposable Single Use Gloves**

## c) Steam Cleaning

### Task

Steam Cleaning

### Equipment Required

- Colour-Coded Cloths
- Colour-Coded Gauntlet Gloves or Safety Gloves
- Coloured Apron
- Steam Cleaner with Accessories
- Warning Signs

### Health and Safety

- Refer to Trust 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
- 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 to be effective
- Be aware that excess steam may activate fire/smoke detectors
- Avoid steam cleaning any electrical equipment.
- If wall cleaning, cover electrical plug sockets
- All equipment should be left clean dry and tidy in storage area after use

### Method

1. Plan work route, 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. Fill the Steam Cleaner with water (refer to manufacturers' instructions).
5. Attach the appropriate accessories onto the Steam Cleaner, dependent on the item to be cleaned.

6. Unwind cable and plug into a mains socket and a circuit breaker if appropriate and switch on. (refer to manufacturers' instructions)
7. Wait for the water to warm up (refer to manufacturers' instructions)
8. The Steam Cleaner is now ready for use.
9. To operate the Steam Cleaner, refer to manufacturers' instructions
10. If necessary, use maximum steam power
11. Use the suction cleaner accessory to remove water if necessary
12. Empty and clean the dirty water tank
13. Wipe and clean all surfaces of the Steam Cleaner, remove and wash all accessories
14. Collect all accessories and place them back on the trolley
15. Re-wind electricity cable around the connector on the handle.
16. When the area is completely dry, return the furniture to original position.
17. After use, all equipment should be checked, cleaned, dried and returned to the storage area
18. Wash hands and remove gloves



## **d) Terminal Clean of Vacated Room**

### **Task**

Terminal Clean of Vacated Room

### **Equipment Required**

- Colour-Coded Bucket
- Colour-Coded Mop Handle
- Colour-Coded Mop Head
- Colour-Coded Mop Roll
- Cleaning Trolley
- Damp Mop System (Refer to the Damp Mopping Method)
- Disposable Apron
- Disposable Cloth
- Disposable Gloves
- Dust Control System Applicator Tool (refer to the Dust Controlling Method)
- Facial Protection/Mask
- High Dusting Tool
- High Dusting Mop Head
- Safety Goggles
- Warning Signs
- General Purpose Detergent

### **Health and Safety**

- Refer to Trust 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 manufacturers' instructions).
- Work in small square sections to prevent over stretching when mopping.
- Always use a warning sign 'cleaning in progress', position to be effective.
- All equipment should be left clean, dry and tidy in storage area after use.

### **Method**

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible.
3. High Dust the area (refer to the High Dust method statement).
4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
5. Place the bucket onto the cleaning trolley.
6. Strip the beds.
7. Dispose of waste correctly.

8. Dampen or rinse a cloth in the cleaning solution and wring out well.
9. Damp Dust the beds, tables/desks, chairs, lockers lamps, radiator, bedside lockers (inside, outside and base) and any other furniture, fixtures and fittings (refer to the Damp Dusting method statement).
10. Clean all clinical equipment for example, monitors and suction apparatus (use Damp Dusting method statement).
11. Damp Dust all ledges, surfaces and fixed equipment (refer to the Damp Dusting method statement)
12. Remove furniture and equipment from the room
13. Clean the basin
14. Dust Control the area (refer to the Dust Controlling method statement)
15. 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.
16. Replace all furniture and inform ward staff that the room is ready for occupation.
17. Dispose of the cloth (refer to Trust policy) when the task is completed
18. When the area is completely dry, 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



**NOTE Disposable Single Use Gloves**

## CLEANING A SINGLE ROOM

All single rooms will be cleaned daily using the following method unless the Nurse in Charge of the Ward advises the housekeeper otherwise.

### EQUIPMENT REQUIRED:

(All equipment should be colour coded yellow)

### PERSONAL PROTECTIVE EQUIPMENT (BEFORE ENTRY)

Apron



Gloves



Face Masked if advised



Safety goggles must be worn where there is a risk of splashing to the eyes

o Bucket



o Mop Head



o Cleaning Trolley



o High Dusting Tool and mop head



o J Cloth



o Warning signs



o Actichlor plus solution(1 tablet per litre of cold water)



o Clinical Waste Bag (orange)



## CLEANING METHOD FOR A SINGLE ROOM

1. Wash hands and put on disposable gloves, apron, and mask if required. Safety goggles must be worn if there is a risk of splashing the cleaning solution into the eyes.
2. Check it is convenient with the patient to clean the room.
3. Prepare the Actichlor plus cleaning solution in ventilated area. 1 tablet per litre of cold water.
4. Display the warning signs outside the room.
5. High dust the room.
6. Using the Yellow J cloth dampen the cloth with the Actichlor plus solution.
7. Damp dust all ledges, surfaces and fixed equipment: lamps, chairs, lockers, bedside table, radiator and door handles. **Note: Frequently rinse the cloth in cleaning solutions. Change the solution if it becomes soiled/dirty.**
8. Clean the wash hand basin and toilet.
9. Dust control the floor area.
10. Damp mop the floor area.
11. Dispose of the cloth into the clinical waste bag.
12. **Before** leaving the room remove gloves, apron, safety goggles and mask if worn.
13. Wash hands using soap and water and dry thoroughly.
- 14. CLOSE THE DOOR**
15. Return equipment to store cupboard and using the facilities in store cupboard:
  - a. Put on gloves and apron.
  - b. Using a fresh solution of Actichlor plus clean and dry the inside and outside of the buckets inverted and store dry.
  - c. Place the mop head into a plastic bag and place in collection bin for laundering.
  - d. Remove gloves, apron and safety goggles if worn
16. Wash hands and dry thoroughly

