

Improving cleanliness standards at our hospitals for patients, their families and carers

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Agenda

- Transfer of Services
- Journey of improvement (2016 onwards)
- Staff leading changes
- Next steps
- Questions

Transfer of services

- 1 April 2017, Estates & Facilities services transferred from Carillion back to NUH, including Cleaning Services
 - Car parking and traffic management are the only services that remain Carillion's under responsibility
- Circa 1,100 staff transferred back
- Temporary management structure in place
 - Review of future requirements underway

Cleaning - background

- External cleanliness audit concluded in October 2016 that standards were unacceptable
- Concern from our regulator, who rated NUH 'RED' for cleaning standards after inspections/visits
- The NUH Board listened to & acted on the growing concerns of patients & staff

Actions taken

- Termination of the Trust's contract with Carillion
- 49 additional cleaners recruited (346 to 385)
- Cleaners welcomed into NUH ward teams
- New equipment to support Trust-wide deep cleaning programme
- Deputy Chief Nurse – leadership

Staff leading changes

- 'Cleaning Collaborative'
 - Cleaners, clinical staff, patients and their families working together to drive improvement
 - 1st of its kind in the country (nationally-recognised)
 - 5 project Teams: staff engagement & empowerment
 - Staff ideas influencing change and improvements, supporting by in-house service improvement experts
 - Impressive results across NUH

Results

- NUH internal audits and patient cleanliness surveys show that standards have improved since April 2017
- July 2017, our Regulator rated NUH 'GREEN' for cleaning standards
- Significantly fewer patient and staff complaints/concerns

Next steps

- 2nd independent cleanliness audit (27-30 Nov '17)
 - We will publish the results early 2018
- External review of Soft Facilities Management Services, including Cleaning, to inform future requirements (including management structure)

Questions