



National standards of healthcare cleanliness 2021:

Appendices

April 2021

Contents

Appendix 1: Cleaning responsibilities framework.....	3
Appendix 2: Elements, performance parameters and cleaning frequencies	7
Appendix 3: Functional risk (FR) category allocation	25
Appendix 4: High frequency touchpoints.....	27
Appendix 5: Commitment to cleanliness charter	28
Appendix 6: Star rating scores.....	30
Appendix 7: Technical audit process	32

Appendix 1: Cleaning responsibilities framework

This is an [example cleaning responsibility framework](#) with suggested cleaning frequencies and recommended responsibilities to meet safe standards. However, within each of the broad headings is a much greater range of specific items for which a national list is not appropriate.

It is a guide only. Each organisation will need to determine its own cleaning responsibilities, adding further items if required, and frequencies, completing these on the right-hand side.

Example cleaning responsibilities framework

No.	Element	Recommended	Recommended	Recommended	Organisation Agreed	Organisation Agreed	Organisation Agreed
		After Patient Use or if visibly soiled	Daily Clean Responsibility	Periodic Clean Responsibility	After Patient Use or if visibly soiled	Daily Clean Responsibility	Periodic Clean Responsibility
1	Bed pan (reusable), bed pan holder, patient wash bowls.	Ward/Dept Clinical team	Ward/Dept Clinical team	Ward/Dept Clinical team			
2	Bed pan washer / macerator.	Ward/Dept Clinical team	Ward/Dept Clinical team	Ward/Dept Clinical team			
3	Other sluice equipment including sluice sink and equipment holders.	Ward/Dept Clinical team	Ward/Dept Clinical team	Ward/Dept Clinical team			
4	Commodes.	Ward/Dept Clinical team	Ward/Dept Clinical team	Ward/Dept Clinical team			
5	Patients hoists.	Ward/Dept Clinical team	N/A	Cleaning Team			
6	Weighing scales including neonatal, seated and standing scales.	Ward/Dept Clinical team	N/A	Ward/Dept Clinical team			
7	Medical equipment e.g. intravenous infusion pumps, drip stands and pulse oximeters, medical gas bottles and stands, walking aids. Refer to local protocol for medical equipment connected to and not connected to a patient.	Ward/Dept Clinical team	Ward/Dept Clinical team	Ward/Dept Clinical team			
8	Wheelchairs (organisation owned). Refer to local protocol.	Ward/Dept Clinical team	N/A	Ward/Dept Clinical team			
9	Patient fans - with accessible blade. Refer to local risk assessment and protocol.	Ward/Dept Clinical team	N/A	Estates			
10	Patient TV and bedside entertainment systems including head pieces.	Cleaning Team	N/A	Cleaning Team			
11	Notes and drugs trolleys and patient clipboards.	Cleaning Team	Cleaning Team	Cleaning Team			
12	All chairs and couches (soft furniture).	N/A	Cleaning Team	N/A			
13	Patient beds - frame, wheels, castors, head, foot, cot sides, nurse call and control panels, including carers beds in the clinical area. Non patient beds including on-call beds - clean as per local protocol.	Cleaning Team	Cleaning Team	Cleaning Team			
14	Patient bed and trolley mattresses. Refer to local protocol for inspection of mattress integrity and ingress.	Cleaning Team	N/A	Cleaning Team			
15	Patient trolleys and treatment couches. Trolleys with x-ray storage and oxygen cylinders clean according to local protocol.	Cleaning Team	N/A	Cleaning Team			

No.	Element	Recommended	Recommended	Recommended	Organisation Agreed	Organisation Agreed	Organisation Agreed
		After Patient Use or if visibly soiled	Daily Clean Responsibility	Periodic Clean Responsibility	After Patient Use or if visibly soiled	Daily Clean Responsibility	Periodic Clean Responsibility
16	Patient toys (premises owned). Refer to local protocol and risk assessment.	Ward/Dept Clinical team	N/A	Ward/Dept Clinical team			
17	Switches, sockets and data points, trunking, handrails and wall fixtures.	N/A	Cleaning Team	Cleaning Team			
18	Walls - accessible up to 2 metres.	N/A	Cleaning Team	Cleaning Team			
19	Ceilings and walls - not accessible above 2 metres and ceiling lights.	N/A	N/A	Cleaning Team			
20	Floor - hard including skirtings.	N/A	Cleaning Team	Cleaning Team			
21	Floor - soft including skirtings.	N/A	Cleaning Team	Cleaning Team			
22	All doors including ventilation grilles.	N/A	Cleaning Team	Cleaning Team			
23	All windows including frames where accessible.	N/A	N/A	Estates			
24	All internal glazing including partitions (excluding mirrors and windows).	N/A	Cleaning Team	Cleaning Team			
25	Mirrors.	N/A	Cleaning Team	Cleaning Team			
26	Dispenser cleaning - hand wash, hand sanitisers, paper towel holders, toilet roll holders, all alcohol dispensers and hand dryers, including glove and apron dispensers. Replenish as required.	N/A	Cleaning Team	N/A			
27	All elements of showers.	N/A	Cleaning Team	Cleaning Team			
28	Toilets, bidets, urinals and toilet brushes.	Ward/Dept Clinical team	Cleaning Team	N/A			
29	Sinks and taps.	N/A	Cleaning Team	N/A			
30	Baths and taps.	Ward/Dept Clinical team	Cleaning Team	N/A			
31	Radiators including cover.	N/A	Cleaning Team	Cleaning Team			
32	Low surfaces - low level pipes and low level trunking.	N/A	Cleaning Team	Cleaning Team			
33	Middle surfaces - window sills, non patient furniture, tables, desks, shelves and ledges, work surfaces and cupboards exteriors. This does not include items covered by other elements in this list, i.e. switches & sockets.	N/A	Cleaning Team	Cleaning Team			
34	High surfaces including curtain rails, staff locker tops that are accessible, and high surfaces around patient bed areas.	N/A	Cleaning Team	Cleaning Team			
35	Bedside lockers.	Cleaning Team	Cleaning Team	Cleaning Team			

No.	Element	Recommended	Recommended	Recommended	Organisation Agreed	Organisation Agreed	Organisation Agreed
		After Patient Use or if visibly soiled	Daily Clean Responsibility	Periodic Clean Responsibility	After Patient Use or if visibly soiled	Daily Clean Responsibility	Periodic Clean Responsibility
36	Over bed tables and dining tables.	Cleaning Team	Cleaning Team	Cleaning Team			
37	All waste receptacles (does not include euro/wheelie bin).	Cleaning Team	Cleaning Team	Cleaning Team			
38	Linen and general-purpose trolleys.	N/A	N/A	Cleaning Team			
39	Replenishment of consumables.	N/A	Cleaning Team	Cleaning Team			
40	Ventilation grilles extracts and inlets.	N/A	N/A	Cleaning Team			
41	Lighting including overhead, bedside, wall mounted examination lights both fixed and portable.	Cleaning Team	Cleaning Team	Cleaning Team			
42	Electrical items in multi-use areas - specifically computers and phones for example at nurses' station, computers on wheels (COWs) and workstations on wheels (WOWs), computer casing only.	Ward/Dept Clinical team	Ward/Dept Clinical team	Ward/Dept Clinical team			
43	Curtains and blinds (disposable and fabric).	Cleaning Team	N/A	Cleaning Team			
44	Dishwashers. Descale as per local protocol.	N/A	Cleaning Team/Catering (to be determined locally)	Cleaning Team/Catering (to be determined locally)			
45	Fridges and freezers (patient and staff areas).	N/A	Cleaning Team/Catering (to be determined locally)	Cleaning Team/Catering (to be determined locally)			
46	Fridges and freezers clinical (including but not limited to bloods fridges, medicine fridges, ice freezers for physio departments)	Ward/Dept Clinical team	Ward/Dept Clinical team	Ward/Dept Clinical team			
47	Ice machines, hot water boilers and cold-water machines including drip trays. Follow local Infection Prevention and Control guidelines. Follow local protocol for descaling.	N/A	Cleaning Team/Catering (to be determined locally)	Cleaning Team/Catering (to be determined locally)			
48	Kitchen cupboards.	N/A	Cleaning Team/Catering (to be determined locally)	Cleaning Team/Catering (to be determined locally)			
49	Microwaves and traditional cookers/ovens.	N/A	Cleaning Team/Catering (to be determined locally)	Cleaning Team/Catering (to be determined locally)			
50	All cleaning equipment including cleaning trolley.	N/A	Cleaning Team	N/A			

Appendix 2: Elements, performance parameters and cleaning frequencies

For cleaning frequency definitions refer to the *National standards of healthcare cleanliness: risk categories and standards for functional areas* ([Section 5 – 5.3](#))

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
1	Bed pan (reusable), bed pan holder, patient wash bowls	All parts should be clean with no blood and bodily substances, dust, dirt, debris, or spillages.	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling Full clean weekly even if not used	Full clean daily and after each use including touch points, and remove any visible soiling Full clean weekly even if not used
2	Bed pan washer/ macerator	All parts should be clean with no blood and bodily substances, dust, dirt, debris, or spillages.	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling Full clean weekly even if not used	Full clean daily and after each use including touch points, and remove any visible soiling Full clean weekly even if not used

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
3	Other sluice equipment including sluice sink and equipment holders	All items should be clean with no blood and bodily substances, dust, dirt, debris, or spillages.	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling	Full clean daily and after each use including touch points, and remove any visible soiling
4	Commodes	All parts including underneath should be clean with no blood and bodily substances, dust, dirt, debris, or spillages.	Full clean daily and after each use including touch points, and remove any visible soiling Disassemble and full clean weekly	Full clean daily and after each use including touch points, and remove any visible soiling Disassemble and full clean weekly	Full clean daily and after each use including touch points, and remove any visible soiling Disassemble and full clean weekly	Full clean daily and after each use including touch points, and remove any visible soiling Disassemble and full clean weekly	Full clean daily and after each use including touch points, and remove any visible soiling Disassemble and full clean weekly even if not used	Full clean daily and after each use including touch points, and remove any visible soiling Disassemble and full clean weekly even if not used
5	Patients hoists	All parts including underneath should be visibly clean with no blood and bodily substances, dust, dirt, debris, or spillages.	Full clean daily and after each use to remove any visible soiling Full clean weekly even if not used	Full clean daily and after each use to remove any visible soiling Full clean weekly even if not used	Full clean daily and after each use to remove any visible soiling Full clean fortnightly even if not used	Full clean daily and after each use to remove any visible soiling Full clean fortnightly even if not used	N/A	N/A
6	Weighing scales including neonatal, seated, and standing scales	All parts including underneath should be visibly clean with no blood and bodily substances,	Full clean daily and after each use to remove any visible soiling	Full clean daily and after each use to remove any visible soiling	Full clean daily and after each use to remove any visible soiling	Full clean daily and after each use to remove any visible soiling	Full clean daily and after each use to remove any visible soiling	N/A

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
		dust, dirt, debris, or spillages.	Full clean weekly even if not used	Full clean weekly even if not used	Full clean fortnightly even if not used	Full clean fortnightly even if not used	Full clean monthly even if not used	
7	Medical equipment e.g. intravenous infusion pumps, drip stands and pulse oximeters, medical gas bottles and stands, walking aids Refer to local protocol for medical equipment connected and not connected to a patient	All parts including underneath should be visibly clean with no blood and bodily substances, dust, dirt, debris, or spillages.	Full clean weekly regardless of use including those in storage Check clean before use Clean after each use	Full clean weekly regardless of use including those in storage Check clean before use Clean after each use	Full clean weekly regardless of use including those in storage Check clean before use Clean after each use	Full clean weekly regardless of use including those in storage Check clean before use Clean after each use	Full clean weekly regardless of use including those in storage Check clean before use Clean after each use	Full clean weekly regardless of use including those in storage Check clean before use Clean after each use
8	Wheelchairs (organisation owned) Refer to local protocol	All parts should be visibly clean with no blood and bodily substances, dust, dirt, debris, stains, or spillages.	Full clean weekly After each use carry out touch point clean and remove any visible soiling	Full clean weekly After each use carry out touch point clean and remove any visible soiling	Full clean weekly After each use carry out touch point clean and remove any visible soiling	Full clean weekly After each use carry out touch point clean and remove any visible soiling	Full clean weekly After each use carry out touch point clean and remove any visible soiling	Full clean weekly After each use carry out touch point clean and remove any visible soiling
9	Patient fans – with accessible blade Refer to local risk assessment and protocol	All parts including the blades/fins and the underside should be visibly clean with no blood and bodily substances,	Frequency determined by local risk assessment and protocol	Frequency determined by local risk assessment and protocol	Frequency determined by local risk assessment and protocol	Frequency determined by local risk assessment and protocol	Frequency determined by local risk assessment and protocol	Frequency determined by local risk assessment and protocol

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
	Refer to CAS alert	dust, dirt, debris, or spillages.						
10	Patient TV and bedside entertainment systems including head pieces	All parts of the patient TV and entertainment systems should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive tape, or stains.	Full clean after discharge 1 check clean daily Additionally, for multi-user equipment clean touch points daily, e.g. remote controls	Full clean after discharge 1 check clean daily Additionally, for multi-user equipment clean touch points daily, e.g. remote controls	Full clean after discharge 1 check clean daily Additionally, for multi-user equipment clean touch points daily, e.g. remote controls	Full clean after discharge 1 check clean daily Additionally, for multi-user equipment clean touch points daily, e.g. remote controls	Full clean after discharge 1 check clean daily Additionally, for multi-user equipment clean touch points daily, e.g. remote controls	Full clean after discharge 1 check clean daily Additionally, for multi-user equipment clean touch points daily, e.g. remote controls
11	Notes and drugs trolleys and patient clipboards	All parts including underneath and inside of the notes trolley should be visibly clean with no blood and bodily substances, dust, dirt, debris, or spillages.	Full clean weekly and following discharge Clean touch points daily	Full clean weekly and following discharge Clean touch points daily	Full clean fortnightly and following discharge Clean touch points daily	Full clean fortnightly and following discharge Clean touch points daily	Full clean fortnightly and following discharge Clean touch points daily	Full clean fortnightly and following discharge Clean touch points daily
12	All chairs and couches (soft furniture)	All parts should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive tape, stains, or spillages.	Full clean daily 1 check clean daily of touch points (chair arms and seat)	Full clean daily including touch points (chair arms and seat)	Full clean daily including touch points (chair arms and seat)	Full clean weekly	Full clean monthly	Full clean monthly

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
13	<p>Patient beds – frame, wheels, castors, head, foot, cot sides, nurse call and control panels, including carers beds in the clinical area</p> <p>Non-patient beds, including on-call beds – clean as per local protocol</p>	<p>Frame (top and bottom), wheels, castors, head, foot, cot sides, nurse call and control panels should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive tape, or spillages.</p>	<p>Full clean frame top daily including touch points (bed rails and nurse call button)</p> <p>Full clean frame bottom weekly</p> <p>+ Full clean on patient discharge</p>	<p>Full clean frame top daily including touch points (bed rails and nurse call button)</p> <p>Full clean frame bottom weekly</p> <p>+ Full clean on patient discharge</p>	<p>Full clean frame top weekly including touch points (bed rails and nurse call button)</p> <p>Full clean frame bottom weekly</p> <p>+ Full clean on patient discharge</p>	<p>Full clean frame top weekly including touch points (bed rails and nurse call button)</p> <p>Full clean frame bottom weekly</p> <p>+ Full clean on patient discharge</p>	<p>Full clean frame top fortnightly including touch points (bed rails and nurse call button)</p> <p>+ Full clean on patient discharge</p>	<p>Full clean frame top monthly including touch points (bed rails and nurse call button)</p> <p>+ Full clean on patient discharge</p>
14	<p>Patient bed and trolley mattresses</p> <p>Refer to local protocol for inspection of mattress integrity and ingress</p>	<p>Mattress should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive tape, or spillages.</p>	<p>Clean in line with local protocol</p> <p>+ Full clean on patient discharge</p>	<p>Clean in line with local protocol</p> <p>+ Full clean on patient discharge</p>	<p>Clean in line with local protocol</p> <p>+ Full clean on patient discharge</p>	<p>Clean in line with local protocol</p> <p>+ Full clean on patient discharge</p>	<p>Clean in line with local protocol</p> <p>+ Full clean on patient discharge</p>	<p>Clean in line with local protocol</p> <p>+ Full clean on patient discharge</p>
15	<p>Patient trolleys and treatment couches</p> <p>Trolleys with X-ray storage and oxygen cylinders clean according to local protocol</p>	<p>Patient trolleys and treatment couches should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive tape, stains, or spillages.</p>	<p>Full clean daily</p> <p>+ Full clean between patient use</p>	<p>Check clean daily</p> <p>+ Full clean between patient use</p>	<p>Full clean weekly</p> <p>+ Patient touch points between each use</p>	<p>Check clean weekly</p> <p>+ Full clean between patient use</p>	<p>Check clean weekly</p> <p>+ Full clean between patient use</p>	<p>Check clean weekly</p> <p>+ Full clean between patient use</p>

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
16	Patient toys (premises owned) Refer to local protocol and risk assessment	Patient toys should be visibly clean with no blood and bodily substances, dust, dirt, debris, stains, or spillages.	Recommend cleaning weekly using an appropriate cleaning solution and following local protocol	Recommend cleaning weekly using an appropriate cleaning solution and following local protocol	Recommend cleaning weekly using an appropriate cleaning solution and following local protocol	Recommend cleaning weekly using an appropriate cleaning solution and following local protocol	Recommend cleaning weekly using an appropriate cleaning solution and following local protocol	Recommend cleaning weekly using an appropriate cleaning solution and following local protocol
17	Switches, sockets and data points, trunking, handrails, and wall fixtures	All wall fixtures, e.g. switches, sockets and data points should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive tape, or spillages.	Full clean daily including touch points (light switches/pulls, handrails, lift buttons/ plates and hand dryer buttons) + 1 check clean daily	Full clean daily including touch points (light switches/pulls, handrails, lift buttons/plates and hand dryer buttons)	Full clean twice weekly + daily check clean of touch points (light switches/pulls, handrails, lift buttons/plates and hand dryer buttons)	Full clean weekly including touch points (light switches pulls, handrails, lift buttons/plates and hand dryer buttons)	Full clean monthly + weekly check clean of touch points weekly (light switches/pulls, handrails, lift buttons/plates and hand dryer buttons)	Full clean monthly + weekly check clean of touch points weekly (light switches/pulls, handrails, lift buttons/plates and hand dryer buttons)
18	Walls – accessible up to 2 metres	All wall surfaces including skirting should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive tape, or spillages.	Full clean annually + 1 check daily (leading to a clean of soiled areas only)	Full clean annually 1 check daily (leading to a clean of soiled areas only)	Full clean annually 1 check daily (leading to a clean of soiled areas only)	Full clean annually 1 check daily (leading to a clean of soiled areas only)	Full clean annually 1 check bi-monthly patient areas (leading to a clean of soiled areas only)	Full clean annually 1 check 6 monthly (leading to a clean of soiled areas only)
19	Ceilings and walls – not accessible above 2 metres	All ceilings and wall surfaces including coving should be visibly clean	Full clean annually + Check clean as required	Full clean annually	Full clean annually	Full clean every 2 years	Full clean every 3 years (patient areas only)	Full clean every 3 years (patient areas only)

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
	and ceiling lights	with no blood and bodily substances, dust, dirt, debris, adhesive tape, or spillages.	(leading to a clean of soiled areas only)					
20	Floor – hard including skirtings	The complete floor including all edges and corners should be visibly clean with no blood and bodily substances, dust, dirt, debris, or spillages. Machine-clean at a frequency to maintain the standard.	Full clean daily + 2 check cleans daily	Full clean daily + 1 check clean daily	Full clean daily	Full clean daily	Full clean weekly	Full clean fortnightly
21	Floor – soft including skirtings	The complete floor including all edges and corners should be visibly clean with no blood and bodily substances, dust, dirt, debris, or spillages.	Full clean daily + 2 check cleans Carpet shampooing should be carried out at a frequency to maintain the standard	Full clean daily + 1 check clean Carpet shampooing should be carried out at a frequency to maintain the standard.	Full clean daily Carpet shampooing should be carried out at a frequency to maintain the standard	Full clean daily Carpet shampooing should be carried out at a frequency to maintain the standard.	Full clean fortnightly Carpet shampooing should be carried out at a frequency to maintain the standard	Full clean monthly Carpet shampooing should be carried out at a frequency to maintain the standard
22	All doors including ventilation grilles	All parts of the door structure should be visibly clean so	Full clean daily, including handles and touch points	Full clean daily, including handles and touch points	Full clean daily, including handles and touch points	Full clean weekly	Full clean monthly	Full clean monthly

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
		that all door surfaces, vents, frames, and jambs have no blood or bodily substances, dust, dirt, debris, adhesive tape, or spillages.						
23	All windows, including frames where accessible	All windows should be visibly clean and smear-free with no blood and bodily substances, dust, dirt, debris, adhesive tape, or spillages. They should have a uniform shine and appearance.	Full clean every 6 months	Full clean every 6 months	Full clean every 6 months	Full clean every 6 months	Full clean every 6 months	Full clean every 6 months
24	All internal glazing including partitions (excluding mirrors and windows)	All internal glazed surfaces should be visibly clean and smear-free with no blood and bodily substances, dust, dirt, debris, adhesive tape, or spillages. They should have a uniform	Full clean daily	Full clean weekly	Full clean weekly	Full clean fortnightly	Check clean monthly	Check clean bi-monthly

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
		shine and appearance.						
25	Mirrors	Mirrors should be visibly clean and smear-free with no blood and bodily substances, dust, dirt, debris, adhesive tape, or spillages.	Full clean daily + 1 check clean daily	Full clean daily	Full clean daily	Full clean daily	Full clean daily in sanitary areas and all other areas weekly	Full clean daily in sanitary areas and all other areas weekly
26	Dispenser cleaning – hand wash, hand sanitisers, paper towel holders, toilet roll holders, all alcohol dispensers, and hand dryers, including glove and apron dispensers Replenish as required	All parts of the surfaces of hand soap, paper towel containers should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive tape, or spillages.	Full clean external surfaces daily Full clean internally on replenishment, a minimum of weekly	Full clean external surfaces daily Full clean internally on replenishment, a minimum of weekly	Full clean external surfaces daily Full clean internally on replenishment, a minimum of weekly	Full clean external surfaces daily Full clean internally on replenishment, a minimum of weekly	Full clean external surfaces daily Full clean internally on replenishment, a minimum of weekly	Full clean external surfaces daily Full clean internally on replenishment, a minimum of weekly
27	All elements of showers	All shower elements and shower chairs, should be visibly clean with no blood and bodily substances, scum, dust,	Full clean daily including touch points (tap/shower handles) + 1 check clean daily including touch points	Full clean daily including touch points (tap/shower handles) + 1 check clean daily including touch points	Full clean daily including touch points (tap/shower handles) + descale as local protocol.	Full clean daily including touch points (tap/shower handles) + descale as local protocol	Full clean daily including touch points (tap/shower handles) + descale as local protocol	Full clean weekly including touch points (tap/shower handles) + descale as local protocol

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
		lime scale, stains, deposit, or smears.	(tap/ shower handles) + descale as local protocol	(tap/ shower handles) + descale as local protocol				
28	Toilets, bidets, urinals and toilet brushes	All surfaces of toilets, bidets, urinals, and toilet brushes should be visibly clean with no blood and bodily substances, scum, dust, lime scale, stains, deposit, or smears. Toilet brushes to be replaced in line with local protocol.	Full clean daily including touch points (flush handles) + 2 check cleans daily including touch points (flush handles) + Descale as local protocol NB: during outbreaks consideration should be given together with IPC guidance to cleaning / wipe down of patient sanitary ware after each use	Full clean daily including touch points (flush handles) + 1 check clean daily including touch points (flush handles) + Descale as local protocol NB: during outbreaks consideration should be given together with IPC guidance to cleaning / wipe down of patient sanitary ware after each use	Full clean daily including touch points (flush handles) + 1 check clean daily including touch points (flush handles) + Descale as local protocol. NB: during outbreaks consideration should be given together with IPC guidance to cleaning / wipe down of patient sanitary ware after each use	Full clean daily including touch points (flush handles) + Descale as local protocol NB: during outbreaks consideration should be given together with IPC guidance to cleaning / wipe down of patient sanitary ware after each use	Full clean daily including touch points (flush handles) + Descale as local protocol NB: during outbreaks consideration should be given together with IPC guidance to cleaning / wipe down of patient sanitary ware after each use	Full clean daily including touch points (flush handles) + Descale as local protocol NB: during outbreaks consideration should be given together with IPC guidance to cleaning / wipe down of patient sanitary ware after each use
29	Sinks and taps	Sinks and taps should be visibly clean with no blood and bodily substances, dust, dirt, debris, lime	Full clean daily including touch points (tap handles) + 2 check cleans daily including touch	Full clean daily including touch points (tap handles) + 1 check cleans daily including touch	Full clean daily including touch points (tap handles) + 1 check cleans daily including touch	Full clean daily including touch points (tap handles) + Descale as local protocol	Full clean daily including touch points (tap handles) + Descale as local protocol	Full clean daily including touch points (tap handles) + Descale as local protocol

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
		scale, stains, or spillages. Plugholes and overflows should be free from build-up.	points (tap handles) + Descale as local protocol	points (tap handles) + Descale as local protocol	points (tap handles) + Descale as local protocol			
30	Baths and taps	Whole surface of the bath and taps should be visibly clean with no blood and bodily substances, dust, dirt, debris, lime scale, stains, or spillages. Plugholes and overflow should be free from build-up.	Full clean daily including touch points (tap handles) + 1 check clean daily + Between patients + Descale as local protocol	Full clean daily including touch points (tap handles) + Between patients + Descale as local protocol	Full clean daily including touch points (tap handles) + Between patients + Descale as local protocol	Full clean daily including touch points (tap handles) + Between patients + Descale as local protocol	Full clean daily including touch points (tap handles) + Between patients + Descale as local protocol	Full clean weekly including touch points (tap handles) + Between patients + Descale as local protocol
31	Radiators including cover	All parts of the radiator including covers (including between panels) should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive, tape, or spillages.	Full clean daily external only Inside cover – full clean as local protocol	Full clean weekly external only Inside cover – full clean as local protocol	Full clean weekly external only Inside cover – full clean as local protocol	Full clean fortnightly external only Inside cover – full clean as local protocol	Full clean monthly external only Inside cover – full clean as local protocol	Full clean quarterly external only Inside cover – full clean as local protocol

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
32	Low surfaces - low level pipes and, low level trunking.	All surfaces should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive tape, or spillages.	Full clean daily	Full clean weekly 1 check clean daily	Full clean weekly	Full clean fortnightly 1 check clean weekly	Full clean monthly	Full clean 6 monthly
33	Middle surfaces – windowsills, non-patient furniture, tables, desks, shelves and ledges, work surfaces and cupboard exteriors This does not include items covered by other elements in this list, i.e. switches and sockets	All surfaces should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive tape, or spillages	Full clean daily including touch points Patient dining tables full clean after each meal service	Full clean weekly including touch points Patient dining tables full clean after each meal service	Full clean weekly including touch points Patient dining tables full clean after each meal service	Full clean fortnightly Patient dining tables full clean after each meal service	Full clean monthly including touch points Patient dining tables full clean after each meal service	Full clean bi-monthly including touch points Patient dining tables full clean after each meal service
34	High surfaces including curtain rails, staff locker tops that are accessible, and high surfaces around patient bed areas	All surfaces should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive tape, or spillages.	Full clean daily	Full clean weekly	Full clean weekly	Full clean fortnightly	Full clean monthly	Full clean monthly

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
35	Bedside lockers	All parts of the interior and exterior locker, including wheels, castors and inside should be visibly clean with no blood and bodily substances, dust, dirt debris adhesive tape stains or spillages.	Full exterior clean daily including touch points (locker handles) + 1 check clean daily Full exterior and interior clean on discharge	Full exterior clean daily including touch points (locker handles) + 1 check clean daily Full exterior and interior clean on discharge	Full exterior clean weekly including touch points (locker handles) Full exterior and interior clean on discharge	Full exterior clean weekly including touch points (locker handles) Full exterior and interior clean on discharge	Full exterior and interior clean on discharge	Full exterior and interior clean on discharge
36	Over bed tables and dining tables	All parts of the table (including wheels, castors, and underneath) should be visibly clean with no blood and bodily substances, dust, dirt, debris, adhesive tape, stains, or spillages.	Full clean daily including touch points Wipe top after each meal Full clean weekly wheels/castors Full clean on patient discharge	Full clean daily including touch points Wipe top after each meal Full clean weekly wheels/castors Full clean on patient discharge	Full clean weekly including touch points Wipe top after each meal Full clean weekly wheels/castors Full clean on patient discharge	Full clean weekly including touch points Wipe top after each meal Full clean weekly wheels/castors Full clean on patient discharge	Full clean monthly including touch points, wheels and castors Wipe top after each meal	Full clean monthly including touch points, wheels and castors Wipe top after each meal
37	All waste receptacles (does not include euro/wheelie bin)	The waste receptacle should be visibly clean including lid and pedal with no blood and bodily substances,	Full clean daily of external surfaces + 1 check clean daily	Full clean daily of external surfaces + 1 check clean daily	Full clean daily of external surfaces + 1 check clean daily	Full clean weekly of external surfaces + 1 check clean daily	Full clean weekly of external surfaces + 1 check clean daily	Full clean monthly of external surfaces + 1 check clean daily

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
		<p>dust, dirt, debris, stains, or spillages.</p> <p>Receptacles should be emptied frequently and not allowed to overflow.</p> <p>Bags should be replaced/ changed as necessary.</p>						
38	Linen and general-purpose trolleys	All parts including underneath of the linen trolley should be visibly clean with no blood and bodily substances, dust, dirt, debris, or spillages.	Full clean weekly to include wheels + Touch points daily	Full clean weekly to include wheels	Full clean weekly to include wheels	Full clean weekly to include wheels	Full clean monthly to include wheels	Full clean monthly to include wheels
39	Replenishment of consumables	Always adequate quantity of consumable products, including hand hygiene products and toilet paper	Check and replenish 3 x daily	Check and replenish 3 x daily	Check and replenish 3 x daily	Check and replenish daily	Check and replenish daily	Check and replenish daily

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
40	Ventilation grilles extracts and inlets	All external visible parts of the ventilation grill should be visibly clean with no blood and bodily substances, dust, dirt, debris, or cobwebs	Full clean weekly Visual check daily Internal cleaning as local protocol	Full clean weekly Visual check daily Internal cleaning as local protocol	Full clean monthly Visual check weekly Internal cleaning as local protocol	Full clean monthly Visual check weekly Internal cleaning as local protocol	Full clean 6 monthly Visual check quarterly Internal cleaning as local protocol	Full clean 6 monthly Visual check quarterly Internal cleaning as local protocol
41	Lighting including overhead, bedside, wall-mounted examination lights both fixed and portable.	All surfaces of the lights should be visibly clean with no blood and bodily substances, dust, dirt, debris, or cobwebs.	Full clean daily Patient bedside lights to be cleaned on discharge	Full clean daily Patient bedside lights to be cleaned on discharge	Full clean daily Patient bedside lights to be cleaned on discharge	Full clean weekly	Full clean monthly	Full clean monthly
42	Electrical items in multi-use areas – specifically computers and phones, e.g. at nurses' station, computers on wheels (COWs) and workstations on wheels (WOWs), computer casing only	Casing of electrical items should be visibly clean with no blood and bodily substances, dust, dirt, debris, or adhesive tape.	Full clean daily of touch points Weekly clean of COWs and WOWs	Full clean daily of touch points Weekly clean of COWs and WOWs	Full clean weekly of touch points Monthly clean of COWs and WOWs	Full clean weekly of touch points Monthly clean of COWs and WOWs	Full clean of fortnightly of touch points	Full clean monthly of touch points
43	Curtains and blinds	Curtains/blinds should be visibly clean	As per local curtain changing	As per local curtain changing	As per local curtain changing	As per local curtain changing	As per local curtain changing	As per local curtain changing

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
	(disposable and fabric)	with no blood and bodily substances, dust, dirt, debris, stains, or spillages.	programme or change/clean when visibly soiled 6-monthly as a minimum	programme or change/clean when visibly soiled 6-monthly as a minimum	programme or change/clean when visibly soiled Annually as a minimum	programme or change/clean when visibly soiled 2-yearly as a minimum	programme or change/clean when visibly soiled 2-yearly as a minimum	programme or change/clean when visibly soiled 2-yearly as a minimum
44	Dishwashers Descale as per local protocol	Dishwashers should be visibly clean with no dust, dirt, debris, stains, spillages, or food debris. Catering department areas must comply with their local catering policy.	Full clean weekly Check clean after each use + Periodic descale	Full clean weekly + Periodic descale	Full clean weekly + Periodic descale	Full clean weekly + Periodic descale	Full clean monthly + Periodic descale	Full clean monthly + Periodic descale
45	Fridges and freezers (patient and staff areas)	Fridges and freezers should be visibly clean, dust, dirt, debris, spillages, food debris or build-up of ice. Catering department areas must comply with their local catering policy.	Full clean weekly 1 check clean daily including touch points (handles) Defrost according to manufacturer's instructions	Full clean weekly 1 check clean daily including touch points (handles) Defrost according to manufacturer's instructions	Full clean weekly 1 check clean daily including touch points (handles) Defrost according to manufacturer's instructions	Full clean fortnightly 1 check clean weekly including touch points (handles) Defrost according to manufacturer's instructions	Full clean monthly 1 check clean weekly including touch points (handles) Defrost according to manufacturer's instructions	Full clean bi-monthly 1 check clean weekly including touch points (handles) Defrost according to manufacturer's instructions
46	Fridges and freezers clinical	Fridges and freezers should	Full clean weekly	Full clean weekly	Full clean weekly	Full clean fortnightly	Full clean monthly	Full clean bi-monthly

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
	(including but not limited to blood fridges, medicine fridges, ice freezers for physio departments)	be visibly clean, dust, dirt, debris, blood and bodily substance spillages, food debris or build-up of ice.	1 check clean daily including touch points (handles) Defrost according to manufacturer's instructions	1 check clean daily including touch points (handles) Defrost according to manufacturer's instructions	1 check clean daily including touch points (handles) Defrost according to manufacturer's instructions	1 check clean weekly including touch points (handles) Defrost according to manufacturer's instructions	1 check clean weekly including touch points (handles) Defrost according to manufacturer's instructions	1 check clean weekly including touch points (handles) Defrost according to manufacturer's instructions
47	Ice machines, hot water boilers and cold-water machines including drip trays Follow local IPC guidelines Follow local protocol for descaling	Ice machines, hot water boilers and cold-water machines should be visibly clean dust, dirt, debris, or spillages or limescale. Catering department areas must comply with their local catering policy.	Full clean weekly 1 check clean daily of external areas including drip trays and touch points (buttons and levers) + Periodic descale Defrost according to manufacturer's instructions.	Full clean weekly 1 check clean daily of external areas including drip trays and touch points (buttons and levers) + Periodic descale Defrost according to manufacturer's instructions	Full clean weekly 1 check clean daily of external areas including drip trays and touch points (buttons and levers) + Periodic descale Defrost according to manufacturer's instructions	Full clean fortnightly 1 check clean daily of external areas including drip trays and touch points (buttons and levers) + Periodic descale Defrost according to manufacturer's instructions	Full clean monthly 1 check clean weekly of external areas including drip trays and touch points (buttons and levers) + Periodic descale Defrost according to manufacturer's instructions	Full clean monthly 1 check clean weekly of external areas including drip trays and touch points (buttons and levers) + Periodic descale Defrost according to manufacturer's instructions
48	Kitchen cupboards	Kitchen cupboards should be visibly clean with no dust, dirt, debris, stains, spillages, or food debris. Catering department	Full clean monthly to include internal 1 check clean daily of external surfaces	Full clean monthly to include internal 1 check clean daily of external surfaces	Full clean monthly to include internal 1 check clean daily of external surfaces	Full clean bi-monthly to include internal 1 check clean daily of external surfaces	Full clean quarterly clean to include internal 1 check clean weekly of touch points (handles)	Full clean 6 monthly clean to include internal 1 check clean weekly of touch points (handles)

No	Element	Performance parameter	FR1	FR2	FR3	FR4	FR5	FR6
		areas must comply with their local catering policy.						
49	Microwaves and traditional cookers/ovens	All microwave and oven surfaces (inside and out) should be visibly clean with no dust, dirt, spillages, or food debris. Catering department areas must comply with their local catering policy.	Full clean daily including touch points (handles and buttons) Check clean following each mealtime Cooker/oven full clean as local protocol	Full clean weekly 1 check clean daily including touch points (handles and buttons) Check clean following each mealtime Cooker/oven full clean as local protocol	Full clean weekly 1 check clean daily including touch points (handles and buttons) Check clean following each mealtime Cooker/oven full clean as local protocol	Full clean weekly including touch points (handles and buttons) Check clean following each mealtime Cooker/oven full clean as local protocol	Full clean fortnightly touch points (handles and buttons) Check clean following each mealtime Cooker/oven full clean as local protocol	Full clean monthly touch points (handles and buttons) Check clean following each mealtime Cooker/oven full clean as local protocol
50	All cleaning equipment including cleaning trolley	Cleaning equipment should be visibly clean with no blood and bodily substances, dust, dirt, debris, or moisture.	Full clean after each use	Full clean after each use	Full clean after each use	Full clean after each use	Full clean after each use	Full clean after each use

Note: The list of elements provided is not an exhaustive list and organisations may add or remove elements not relevant to their organisation or an area of their organisation.

Appendix 3: Functional risk (FR) category allocation

The table is a guide on functional risk category allocation. The list is not exhaustive, and organisations should assign additional areas not listed through a risk assessed approach.

We recommend that communal areas (e.g. public corridors and public toilets) directly associated with all the areas listed under each functional risk should be categorised as the same FR level.

Each FR category has its own audit target score. However, even if a functional area achieves its audit target score (or above), unless it scores 100% it is still likely to generate remedial actions. In these instances, the activity generated through rectification will serve to enhance the focus on the functional area and provide assurance. (Please refer to [Section 9.4 Table 4](#) in the national standards.)

Functional risk category	Suggested functional areas
FR1 (audit target score 98%, audit frequency weekly)	<ul style="list-style-type: none"> Intensive care units Operating theatres Chemotherapy/immunocompromised units A&E/resus/minor injuries/major trauma Delivery suites Augmented care Pharmacy aseptic
FR2 (audit target 95%, audit frequency monthly)	<ul style="list-style-type: none"> Acute and community wards Dementia wards Treatment rooms where invasive procedures take place Endoscopy units Cardiology intervention suites Cardiac catheterisation units Sterile service units X-ray (interventional) Dialysis units
FR3 (audit target 90%, audit frequency bi-monthly)	<ul style="list-style-type: none"> Mental health and learning disabilities wards Urgent care centres Dental outpatient departments Sexual health (GUM) clinics Mortuary Emergency patient transport vehicles (ambulance/air ambulance)

Functional risk category	Suggested functional areas
FR4 (audit target 85%, audit frequency quarterly)	Treatment rooms where invasive procedures do not take place X-ray (non-invasive)/MRI/CT rooms 136 suite/seclusion/place of safety rooms Entrances, receptions, and public corridors Waiting areas Consulting/therapy rooms Departure/discharge lounges Rehabilitation units and day centres Pharmacies Pathology Laboratories General outpatient departments/clinics Physio outpatient departments Fracture clinics Occupational therapy Pre-op assessment units Linen and laundry departments* Occupational health
FR5 (audit target 80%, audit frequency 6-monthly)	Electrical and biomedical engineering/medical physics Chapel/prayer area Family/visiting rooms where not directly associated with a ward/department on this list Main receptions Non-emergency patient transport vehicles
FR6 (audit target 75%, audit frequency annually)	Administration/offices Medical records Education/postgrad and training centres Stores department, with exception of catering which is covered by the catering teams

* Please note that when determining the FR category for linen and laundry departments other appropriate guidance may need to be considered, such as Health Technical Memoranda (HTMs).

Appendix 4: High frequency touchpoints

Wards and departments:

- light switches/plastic pulls
- taps, dispensers, toilet flush handles
- door handles and push plates
- over-bed table and trays
- bed rails
- grab rails
- patient chair arms and seat
- relevant parts of notes, linen, drug and general-purpose trolleys
- nurse call buttons
- TV remote control
- bedside drawers and locker handles
- kitchen cupboard handles
- patient entertainment system, including any TV remote controls
- patient area multi-user phones and computer buttons and receivers
- fridge and freezer handles
- ice machines, hot water boiler and cold-water machine buttons/levers
- cooker and microwave handles and buttons.

Public areas:

- elevator plates and call buttons
- light switches/plastic pulls
- door handles and push plates – all areas
- grab rails
- taps, toilet flush handles, dispensers, and hand dryers in public toilets
- chair arms and chair seat in waiting areas.

Note that the list above focuses on environmental cleaning and is not intended to capture items (i.e. patient equipment) that require cleaning between use, e.g. blood pressure cuffs. For a full list of items that require cleaning between patient use, please refer to local protocols/policies.

Appendix 5: Commitment to cleanliness charter

Heading	Completion of charter
Our commitment to cleanliness charter	Title automatically populated on template, not editable
Cleaning summary	Editable, suggested wording provided as an example
We will	Title automatically populated on template, not editable
We will commitments	Editable, suggested wording provided as an example
We ask patients, visitors and the public to:	Title automatically populated on template, not editable
We ask patients, visitors and the public to:	Editable, suggested wording provided as an example
Chairman	Title automatically populated on template, not editable
Chairman details	Editable to insert name details
Chief executive	Title automatically populated on template, not editable
Chief executive details	Editable to insert name details
Isolation areas	Title automatically populated on template, not editable
Isolation area details	Editable to insert narrative
Protected mealtimes	Automatically populated on template, editable
NHS logo	Editable to insert organisation details
Functional risk area	Title automatically populated on template, not editable
Functional risk area details	Editable to insert details of area
Cleaning task	Title automatically populated on template
Cleaning task areas	Editable to insert details

Heading	Completion of charter
Cleaning frequency	Title automatically populated on template
Cleaning frequency for each task area	Editable to insert details
Responsibility	Title automatically populated on template
Responsibility for cleaning each task area	Editable to insert details
National colour coding scheme – national patient safety agency	Automatically populated on template, not editable
If you require further information regarding cleaning or wish to comment about the cleanliness of this area, please contact:	Editable to insert details
Blank space left hand side	Optional to insert trust values etc
Printing of the charters	The charters are formatted to print as an A3 document, to print A4 please convert to a PDF

[Worked examples of cleaning responsibility displays.](#)

Appendix 6: Star rating scores

Audit target score	Functional risk category	Actual score	Star rating
98%	FR1	98%	5 stars
98%	FR1	97–95%	4 stars
98%	FR1	94–92%	3 stars
98%	FR1	91–89%	2 stars
98%	FR1	≤88%	1 star
95%	FR2	95%	5 stars
95%	FR2	94–92%	4 stars
95%	FR2	91–89%	3 stars
95%	FR2	88–86%	2 stars
95%	FR2	≤85%	1 star
90%	FR3	90%	5 stars
90%	FR3	89–87%	4 stars
90%	FR3	86–84%	3 stars
90%	FR3	83–81%	2 stars
90%	FR3	≤80%	1 star
85%	FR4	85%	5 stars
85%	FR4	84–82%	4 stars
85%	FR4	81–79%	3 stars
85%	FR4	78–76%	2 stars
85%	FR4	≤75%	1 star

Audit target score	Functional risk category	Actual score	Star rating
80%	FR5	80%	5 stars
80%	FR5	79–77%	4 stars
80%	FR5	76–74%	3 stars
80%	FR5	73–71%	2 stars
80%	FR5	≤70%	1 star
75%	FR6	75%	5 stars
75%	FR6	74–72%	4 stars
75%	FR6	71–69%	3 stars
75%	FR6	68–66%	2 stars
75%	FR6	≤65%	1 star

Audit target score	Functional risk category	Actual score	Star rating
Determined locally	FRB	At target or above	5 stars
Determined locally	FRB	1–3% below target	4 stars
Determined locally	FRB	4–6% below target	3 stars
Determined locally	FRB	7–9% below target	2 stars
Determined locally	FRB	10% below target	1 star

Appendix 7: Technical audit process

We recommend that healthcare organisations review the scenarios listed below and agree their response, which may be the same as the model guidance. The agreed organisation response should be detailed against each scenario if different from the guidance and scenarios added or deleted as appropriate.

It is important that all staff carrying out the audit agree on the process and criteria at the beginning of audit. When auditing, consideration should be given to the time and/or progress of the healthcare cleaning services in the ward/area i.e. before/after the start of cleaning services. Ideally, auditing should be undertaken as soon after cleaning as possible. Where this is not possible the time at which cleaning was performed should be taken into consideration.

No	Technical audit – clarity/understanding	Model guidance	Organisation agreed process
1	Example: washroom area – all elements clean and evidence of good day-to-day practice.	If there is wet toilet paper on the floor, does that look like a recent event? Would the floor fail? No.	
2	Example: six curtains in a bay – all curtains are dated and correctly hanging except one that has one hook missing or has been recently soiled. Does the curtain element fail?	If the one bed area was inaccessible for cleaning, the area would not fail (however the rectification should be recorded, and action taken on the one curtain that does not meet the standard).	
3	Is the auditing schedule and planning undertaken by the stakeholder responsible for cleaning?	The stakeholder responsible for cleaning should be involved in the auditing.	
4	Wherever possible, are the technical audits carried out by three stakeholders (supplier, facilities, and nursing)? If there is a difference of opinion, is there scope for a 2 to 1 vote to ensure a judgement is made?	Wherever possible, a consensus should be sought.	
5	Is there a review process to validate the technical audits (i.e. IPC, matron, etc)?	This should form part of the assurance programme.	

No	Technical audit – clarity/understanding	Model guidance	Organisation agreed process
6	Example: six beds in a bay – five are free from dirt and dust but one has one day’s dust. Do all the beds fail?	If the one bed area is inaccessible for cleaning, the area would not fail.	
7	Example: a floor is free from grit and dust but is dull/lacks shine (maybe in high traffic areas). Does the floor fail?	The floor should have a uniform finish in line with the specification and requirements, taking account of dementia requirements.	
8	Example: a wall in a side room is visibly clean but has one black scuff mark. Does the wall fail?	This area should not fail.	
9	Example: a floor area is clean and free from grit and dust but has two black scuff marks. Does the floor fail?	Consider whether this will affect confidence and decide based on that criterion.	
10	Should the hospital be clean 24 hours a day, i.e. same standard at 6am as at 3pm (bearing in mind minimum cleaning frequencies as set out in the national standards)?	Consider the cleaning frequency, area type and elements cleaned.	
11	Is there external benchmarking to verify standards, ie cross-site and neighbouring healthcare organisation benchmarking?	This is good practice.	
12	Example: six windows in a bay – five are clean, but one has a handprint on the glass. Do all windows fail?	Consider whether this will affect confidence and decide based on that criterion.	
13	Example: 15 patient lockers are clean, but two have sticky tape residue left by clinical staff. Do all lockers fail?	Consider whether this will affect confidence and decide based on that criterion.	
14	Example: towel dispensers – when opened, there is a small amount of white dust inside the unit. Does the dispenser fail?	This area should not fail, but a note should be made for this area to be cleaned.	
15	Example: ward kitchen – the dishwasher is visibly clean, but inside there is some evidence of limescale. Does the dishwasher fail?	This area should not fail, but a note should be made for it to receive remedial treatment.	
16	There are two sticky tape marks on a wall where evidently there was once a sign. This was not noticed on previous audits. Does the wall fail?	Consider whether this will affect confidence and decide based on that criterion.	

No	Technical audit – clarity/understanding	Model guidance	Organisation agreed process
17	If an audit is not carried out within the agreed timeframe/frequency (i.e. weekly), will a score of 0% be automatically awarded?	If an audit is not carried out, no score can be given.	
18	Example: six beds inspected and four have white lint dust. Do the beds fail?	Revert to the cleaning frequency for the functional area to determine if this is a failure.	
19	Is the rectification process clearly defined and consistent, i.e. immediate action or as soon as practical only on advice from IPC?	Rectification will depend on the risk category for the area and the IPC, to be agreed in discussion with IPC and based on the specification.	
20	Is the cleaning provider aware more than 24 hours in advance of the audit and its location?	The audit locations should not be pre-scheduled and publicised. However, the date and time that audits are to be undertaken is likely to be publicised to ensure the personnel required to audit are available.	
21	Example: small amount of limescale inside the tap spout. Is this a fail?	Dependent on the agreed cleaning frequency (this may also initiate a review in line with the healthcare organisation's water policy).	
22	Is equal emphasis placed on nursing and healthcare cleaning items?	Yes, the same emphasis needs to be placed on all items to be cleaned.	

Contact us: nhsi.estatesandfacilities@nhs.net

NHS England and NHS Improvement
Skipton House
80 London Road
London
SE1 6LH

This publication can be made available in a number of other formats on request.

Publication approval reference: PAR271