

Version: 4 FOI Status: <b>Public</b>	Derbyshire County Council Adult Social Care & Health Cleaning Procedure in Residential Homes and Day Services	Issued: October 2025 Review Due: October 2027 Author: Quality and Compliance
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**Adult Social Care and Health**

**Cleaning Procedure in Residential Homes and Day Services**

**Version 4**

Contents	
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Aim of the Policy .....	2
Roles and Responsibilities .....	2
Training .....	2
Adult Social Care Cleaning System .....	3
Products and Equipment.....	4
Additional Manager Information .....	6
Author History .....	7

If you would like to make any comments, amendments, additions etc. please email  
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Version: 4 FOI Status: <b>Public</b>	Derbyshire County Council Adult Social Care & Health Cleaning Procedure in Residential Homes and Day Services	Issued: October 2025 Review Due: October 2027 Author: Quality and Compliance
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## Aim of the Policy

Living in a clean and pleasant environment is an important factor when considering the health and dignity of people using our services. Derbyshire County Council (DCC) direct care service workers will follow this policy to ensure suitable standards of infection prevention and control, and effective cleaning are adhered to.

This document sets out how this will be achieved, outlining the systems and instructions that workers need to follow to maintain high standards of cleanliness and how these standards are checked and maintained by the manager.

This policy has been developed from legislation and best practice as stated in:

- [Health and Safety at Work Act](#)
- [Infection prevention and control policy](#)
- [The control of substances hazardous to health \(CoSHH\) guidance](#)
- [Infection prevention and control: resource for adult social care - GOV.UK](#)
- [Regulation 15: Premises and equipment - Care Quality Commission](#)

## Roles and Responsibilities

Managers will:

- carry out induction, supervision and annual observation of practice
- have dedicated domestic staff meetings
- ensure that all workers understand the cleaning system and standards required
- monitor standards of cleaning
- ensure cleaning schedules cover all areas
- ensure up to date safety data sheets CoSHH risk assessments are available
- ensure latest wall charts are displayed
- allocate cleaning tasks

Domestic staff will:

- use and maintain equipment and products to manufacturer instructions
- follow wall charts and CoSHH regulations
- ensure the cleaning schedules are completed
- raise any concerns immediately with managers

Care staff will:

- carry out cleaning tasks in the absence of domestic staff

## Training

All workers must have completed the relevant training to ensure they are aware of the correct procedures, practices, and regulations to maintain high standards of cleanliness and infection prevention and control.

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---	---	---

## Adult Social Care Cleaning System

The manager has overall responsibility to ensure the standard and frequency of domestic cleaning, even if this is provided by a contractor. This includes ensuring all workers are instructed in the use of the cleaning schedules and are performing effectively. The cleaning system sets out the frequency a task must be undertaken as a minimum. This cleaning system is managed and updated by The Estates team in Quality and Compliance.

Managers may decide to increase cleaning frequency at their discretion.

### Domestic Hours

It is the responsibility of the manager to distribute these hours throughout the day and ensure a rota is created to allow the cleaning needs of the building to be met. If the manager considers there is an insufficient allocation of domestic hours this must be escalated to senior management.

### Cleaning System

The cleaning system consists of:

#### Wall charts

Wall charts ([Appendix 1A and Appendix 1B](#)) are supplied to establishments and must be displayed in the cleaning store for easy reference. Copies are available from the Estates team on request

If cleaning has been contracted out, the cleaning system must be provided to the contractors and their understanding of the requirements checked.

### Cleaning Schedules

**Managers are responsible for amending the cleaning schedules in this policy to reflect the areas of their building.**

Workers must record the standard cleaning throughout the establishment using the relevant daily, weekly, monthly, or annual cleaning record ([Appendix 2A and Appendix 2B](#)).

### Cleaning during outbreak of an infectious disease (see Infection Prevention & Control Policy)

When there is an outbreak of an infectious disease within an establishment, touch point cleaning should be completed using a chlorine-based product in accordance with the Infection Prevention & Control policy. During an outbreak touch point cleaning with a **chlorine-based product** should be undertaken three times a day and recorded by domestic employees using the touch point cleaning in outbreak record ([Appendix 3](#)).

During an outbreak disposable equipment e.g. mop heads, cloths etc. must be used.

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---	---	---

## Deep cleaning of bedroom

When a room is vacated or on an annual basis, a deep clean of the bedroom must be carried out. This should be recorded by workers using the bedroom deep clean check sheet ([Appendix 4](#)).

## Mattresses and Bedding change

Any person changing the bedding must complete a check of the mattress' integrity, any concerns must be relayed to the manager. The manager will then take appropriate action. This bed change and any issue identified must be recorded on the person's daily care record.

Nonpermeable mattresses must also be cleaned when the bedding is changed if there is any soiling or odour.

## Monitoring Standards

Workers will complete the relevant cleaning schedule as evidence of tasks undertaken on each day, indicating which areas have been cleaned. The worker completing the task must clearly record in the relevant box **their initials** so this can be audited by the manager. Workers must use the comments box at the bottom of each task e.g. to highlight where a task has not been completed, identify bedrooms cleaned, etc.

It is important that management regularly observe workers performing their duties to ensure appropriate performance. ([Appendix 5](#)). Any unsatisfactory outcome from observation or monitoring must be addressed immediately to the appropriate worker.

Completed records brought to the office for the manager to check and to be uploaded. These schedules must be retained for 2 years.

Managers need to ensure they regularly conduct visual spot checks of the environment and immediately address any areas of improvement that are required. Managers must also complete a monthly environmental cleanliness audit tool ([Appendix 6](#)).

Compliance with requirements set out in this policy will be monitored through the operational bi-monthly process and via the audits completed by Quality and Compliance and Estates team.

All workers must be made aware they have a responsibility to keep the premises clean and tidy and help to support domestic employees, and that tasks may be allocated to other colleagues in the absence of domestic employees or due to timing e.g. as more appropriate to carry out at night.

## Products and Equipment

### General Product Guidance

Cleaning products are subject to a competitive tendering process; therefore, it may be that they change every 2-4 years. Details of the current suppliers can be found in the [corporate procurement suppliers' catalogue](#).

Specific instructions on the use of each product are detailed on the wall chart.

Version: 4 FOI Status: <b>Public</b>	Derbyshire County Council Adult Social Care & Health Cleaning Procedure in Residential Homes and Day Services	Issued: October 2025 Review Due: October 2027 Author: Quality and Compliance
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## **CoSHH** [The control of substances hazardous to health \(CoSHH\) guidance](#)

All cleaning products must be approved by the Health and Safety COSHH group and no other cleaning products must be brought and used on the premises.

All chemical risk assessment sheets (CoSHH) for all cleaning agents are stored in Our Derbyshire. In case of accidents these may be required to find out the chemical composition of the product.

### **Storage**

All cleaning products must be safely stored and not accessible to people using the service.

A stock control system for cleaning products must be operated by the manager to ensure there is an adequate level of cleaning supplies.

### **Equipment – non - mechanical**

All workers must be trained in the use of all non - mechanical cleaning equipment, which may be used during their working day.

### **Equipment – mechanical**

Mechanical equipment must bear a CE mark. All powered cleaning equipment must be recorded in the establishment inventory.

Electrical equipment requires testing once a year and the [6 monthly Formal Visual Inspection Checklist for Electrical Items](#) must be completed.

Mechanical equipment must be regularly serviced, and this documentation must be kept in [section 6 of the health and safety portfolio](#).

Any defects in equipment must be reported to the manager and be clearly labelled 'not to be used' stating who this was reported to and when. The manager is responsible for ensuring the repairs are organised and carried out. Details of the contractors to use are available in the [corporate procurement suppliers catalogue](#).

It is important to ensure that sufficient and suitable cleaning equipment is available.

Only workers who have received relevant instruction on the use of the mechanical equipment should use this. Workers must follow the manufacturer's instructions to ensure the equipment is used safely.

Equipment suppliers will demonstrate the safe use of equipment at the point of delivery.

Further information on maintaining equipment can be found in [Appendix 7](#).

### **Colour coding scheme**

To prevent the spread of infection and cross contamination each area must have its own colour coded pieces of non - mechanical cleaning materials and equipment.

Version: 4 FOI Status: <b>Public</b>	Derbyshire County Council Adult Social Care & Health Cleaning Procedure in Residential Homes and Day Services	Issued: October 2025 Review Due: October 2027 Author: Quality and Compliance
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Equipment must be colour coded and comply with the information on the wall charts, as follows:

Colour Code	Level	Area
RED	High Risk	Toilets, sluice, commodes
BLUE	General	General areas, Bathrooms, lounges, etc.
YELLOW	Infectious/ outbreak	Body Spillages
GREEN	Catering	Kitchens, kitchenettes, dining

At the end of each working session all equipment must be thoroughly cleaned, dried, and stored correctly.

### **Carpet Cleaning**

Daily, workers must inspect all carpets and spot clean any marks. Carpets must also be deep cleaned on a rolling program; some bedroom carpets may need to be cleaned more frequently.

A carpet cleaning contract is in place, which provides carpet cleaning for large, carpeted areas, such as lounges and corridors. This will be done 3 times per year.

Where a room is unavailable for over 24 hours because of the carpet being cleaned the CQC should be notified.

### **Additional Manager Information**

#### **Fire Safety**

All soft furnishings must be fire retardant. Ensure that only DCC approved suppliers are used to purchase these items.

Items bought by residents or families will need to be checked to determine whether they are suitable for use and they meet the required safety standards.

#### **Laundry**

Duvets and pillows which are wiped clean must not be put in a washing machine but cleaned in accordance with the appropriate wall chart directive. For those that have requested a non - wipeable pillow and/or duvet then this must be washed on an annual basis and replaced if heavily stained. Details can be found in the [Laundry Procedure](#).

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<b>Author History</b>
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**Change History**

Version	Date	Name	Reason
Version 1	March 2019	Sheila Murdoch	New document
Version 2	March 2022	Quality and Compliance	Review and Update
Version 3	September 2023	Quality and Compliance	Review and Update
Version 4	October 2025	Quality and Compliance	Review and Update