



Adult Social Care

Residential Domestic and Cleaning Policy

Version 3

Version: 3 FOI Status: Public	Derbyshire County Council Adult Social Care Residential Domestic and Cleaning Policy	Originally issued: March 2022 V3 Issued: September 2023 Review Due: September 2025 Author: Quality and Compliance
----------------------------------	--	--

Contents

1. Aim of the Policy 2

2. Care Quality Commission (CQC) Regulation – Premises and Equipment..... 2

3. Training..... 2

4. Part A – Adult Social Care Cleaning System 2

4.1 Domestic Hours 3

4.2 Adult Social Care Cleaning System..... 3

4.3 Frequency..... 4

4.4 Monitoring Standards..... 4

5. Part B – Products and Equipment..... 5

5.1 General Product Guidance 5

5.2 Equipment – Non-Mechanical..... 5

5.3 Equipment – Mechanical 5

5.4 Good Hygiene Practice 6

5.5 Carpet Cleaning..... 6

6. Additional Manager Information 7

6.1 Fire Safety 7

6.2 Laundering..... 7

Author History..... 7

If you would like to make any comments, amendments, additions etc please email ASCH.adultcare.policy@derbyshire.gov.uk

Version: 3 FOI Status: Public	Derbyshire County Council Adult Social Care Residential Domestic and Cleaning Policy	Originally issued: March 2022 V3 Issued: September 2023 Review Due: September 2025 Author: Quality and Compliance
----------------------------------	---	--

1. Aim of the Policy

Living in a clean and pleasant environment is an important factor when considering the health and dignity of our residents. All our residents have a right to live in a clean and safe environment, with suitable standards of infection prevention and control, and effective cleaning arrangements are essential to this.

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

This policy has been developed from legislation and best practice as stated in [Health and Safety at Work Act](#), the council's [Infection Prevention and Control Policy and CoSHH guidance](#).

2. Care Quality Commission (CQC) Regulation – Premises and Equipment

Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 sets out the requirements to ensure all premises and equipment used by the service provider must be clean, secure, suitable for the purpose for which they are being used, properly used and properly maintained and that the registered person must, in relation to the premises and equipment, maintain standards of hygiene appropriate for the purposes for which they are being used. The full regulation and guidance issued by the CQC is available at Regulation 15 of the Health and Social Care Act 2008.

Regulation 12(2)(h) of the 2008 regulations sets out that registered person must provide care in a safe way. This includes the assessment of the risk of, and preventing, detecting, and controlling the spread of, infections, including those that are health care associated. Full information and guidance issued by the CQC is available on its website

Effective cleaning is critical for this.

3. Training

All employees who may undertake domestic duties 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 control.

4. Part A – Adult Social Care Cleaning System

The unit 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 employees are properly trained, are performing effectively, and in accordance with the cleaning schedules stipulated in the cleaning system. The minimum standards in

Version: 3 FOI Status: Public	Derbyshire County Council Adult Social Care Residential Domestic and Cleaning Policy	Originally issued: March 2022 V3 Issued: September 2023 Review Due: September 2025 Author: Quality and Compliance
----------------------------------	---	--

terms of the frequency of cleaning are set out below along with the essential monitoring. Compliance with these minimum standards will be audited.

Where managers consider more frequent cleaning is required – this should be undertaken at their instruction.

4.1 Domestic Hours

Each of the premises has an allocated number of domestic hours; it is important that cleaning is organised, and the hours allocated are used effectively. It is the responsibility of the unit 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 unit manager considers there is an insufficient allocation of domestic hours this must be escalated through the Service Manager.

4.2 Adult Social Care Cleaning System

Adult Social Care use a cleaning system to direct the cleanliness of residential homes. The system provides detailed information about each cleaning task including contamination risk category, colour coded equipment needed, relevant safety information, product use and dilution, instructions on how to carry out the task, frequency, and the standard to be achieved.

If necessary, where appropriate, managers can increase the set frequency and add additional items for cleaning based on the individual requirements of the premises; managers must ensure that this is reviewed should any changes occur, or if checks highlight a fall in standards.

Unit managers must ensure all domestic employees are trained on the in-house cleaning system and standards required and will be supported to do so by the central Estates team.

The Adult Social Care cleaning system consists of two aspects:

Wall charts

These outline the tasks that need to be carried out in each specific area and the frequency those tasks need to be completed.

Task cards

These are available from the Estates team or the cleaning product supplier and provide detailed instructions on how to clean areas or equipment. These will detail the safety equipment needed, the products and how to use them, and instructions to the domestic employees.

Version: 3 FOI Status: Public	Derbyshire County Council Adult Social Care Residential Domestic and Cleaning Policy	Originally issued: March 2022 V3 Issued: September 2023 Review Due: September 2025 Author: Quality and Compliance
----------------------------------	---	--

Both wall charts and task cards are supplied to establishments and must be displayed in the cleaning store for easy reference. Copies are available from the supplier on request, at an additional charge.

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

4.3 Frequency

Standard cleaning throughout the establishment

Domestics should record the standard cleaning throughout the home using the relevant daily, weekly, monthly, or annual [cleaning record](#).

Regular touch point cleaning

Regular **touch point** cleaning in **communal areas** with a **virucidal disinfectant** should be undertaken three times per day as a minimum, after breakfast, lunch, and dinner, in addition to the regular cleaning regime. This should be recorded by domestic employees using the [touch point cleaning record](#).

Regular touch point 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 chlorine should be undertaken up to seven times a day and recorded by domestic employees using the touch point cleaning in outbreak record but completing the greyed-out areas in addition to the requirements above.

Deep cleaning of bedroom

When a room is vacated a deep clean of the bedroom must be carried out. This should be recorded by domestics using the [bedroom deep clean](#).

4.4 Monitoring Standards

Domestics will complete a cleaning record as evidence of tasks undertaken on each day, indicating which areas have been cleaned using the records linked to above.

It is important that management regularly observe domestic employees performing their duties to ensure appropriate performance and that essential training is maintained. Any unsatisfactory outcome from observation or monitoring must be addressed immediately with the appropriate employee or contractor.

Version: 3 FOI Status: Public	Derbyshire County Council Adult Social Care Residential Domestic and Cleaning Policy	Originally issued: March 2022 V3 Issued: September 2023 Review Due: September 2025 Author: Quality and Compliance
----------------------------------	--	--

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](#).

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.

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.

5. Part B – Products and Equipment

5.1 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 will be on the task cards.

All cleaning products must be approved by the Health and Safety COSHH group and no other cleaning products must be brought into the premises. There are generic product COSHH assessments for all products available in the [COSHH product directory](#).

All chemical safety data sheets (COSHH) for all cleaning agents will be stored on the ASCH Direct Care Residential team on Microsoft Teams within the catering and domestic channel. 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 residents.

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

5.2 Equipment – Non-Mechanical

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

5.3 Equipment – Mechanical

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

Version: 3 FOI Status: Public	Derbyshire County Council Adult Social Care Residential Domestic and Cleaning Policy	Originally issued: March 2022 V3 Issued: September 2023 Review Due: September 2025 Author: Quality and Compliance
----------------------------------	--	--

Electrical equipment requires testing once a year and a quarterly check must be carried out on all electrical floor cleaning equipment. 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 if equipment is not to be used pending repair it must be clearly labelled. The manager is responsible for ensuring the repairs are organised, details of the contractor to use are available in the [corporate procurement suppliers catalogue](#).

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

All employees must be trained in the use of all cleaning equipment. Employees must be competent in the use of these appliances and must use them effectively and safely.

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

General risk assessments must be in place for the equipment and reviewed as required.

5.4 Good Hygiene Practice

In order to prevent the spread of infection and cross contamination each area must have its own pieces of non-mechanical cleaning equipment that must not be used in any areas other than the designated area.

Equipment must be colour coded and comply with the information on the task cards, as follows:

RED	High Risk	Toilets, sluice, commodes, Body Spillages
BLUE	Medium Risk	General areas, Bathrooms, lounges, etc
YELLOW	Low Risk	Damp Dusting
GREEN	Catering	Kitchens, kitchenettes, dining

At the end of each working session all equipment must be thoroughly cleaned, dried, and stored correctly. Wherever possible easy to clean and quick drying equipment should be purchased.

5.5 Carpet Cleaning

On a daily basis domestic employees 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, in some circumstances such as where a resident is incontinent.

Version: 3 FOI Status: Public	Derbyshire County Council Adult Social Care Residential Domestic and Cleaning Policy	Originally issued: March 2022 V3 Issued: September 2023 Review Due: September 2025 Author: Quality and Compliance
----------------------------------	--	--

A carpet cleaning contract is in place, which provides carpet cleaning for large, carpeted areas, such as lounges and corridors. This will be done 2 to 3 times per year,
Where a room is unavailable for over 24 hours as a result of the carpet being cleaned the CQC should be notified.

6. Additional Manager Information

6.1 Fire Safety

Furniture, curtains, blinds, cushions, covers and bed throws must be fire retardant. Ensure that only DCC approved suppliers are used to purchase these items.

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

6.2 Laundering

Duvets and pillows which are wipe clean must not be put in a washing machine but cleaned in accordance with the appropriate task card. Further information can be found in the [Laundry and Linen Hire Procedure](#).

Author History

Approval and Authorisation History

Name	Job Title	Date
Authored by Sheila Murdoch	Catering & Domestic Services Manager	March 2019
	Assistant Director	March 2019
	Quality and Compliance	March 2019
	Quality and Compliance	August 2023

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