

Standard Operating Procedures Cleaning COVID-19 Offices and Outpatient Units

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What is this procedural document about?

This procedural document highlights the procedure that must be read by all Domestic Assistants responsible for cleaning the offices across the estate and environment users.

The offices are available for staff members to occupy between the hours of 0800hrs – 1700hrs. From 1700hrs to 0800hrs, the offices can be cleaned and this will also include the kitchen and beverage areas that remain out of use during the cleaning process.

Am I able to deviate from the procedure?

No, the procedure is written for the wellbeing of you and your colleagues so it **MUST** be followed in full.

When must it be read?

The procedure must be read immediately and where possible with your line manager.

Where do I get PPE for my team?

There isn't a requirement to wear PPE wrap around spectacles or infection control disposable gloves in the offices but please continue to wear the PPE when handling the cleaning chemicals, in line with the product safety data sheet information sheets and a face mask.

What if I have any further questions?

If you have questions, please contact your line manager.

Contract Cleaning

The Trust provides a cleaning service which is delivered by Trust staff and/or contract cleaning services provided by Interserve. The view of the Trust is that the relationship with Interserve and contractors is a 'one team approach' and therefore this SOP is shared equally. To prevent complications in ownership responsibilities, it is the responsibility of the Facilities Services Manager (Catering & Domestic Services) and the Interserve General Account Manager, to circulate the SOP document to sub-contractors that are working directly for them.

Introduction

This Safe Operating Procedure (SOP) provides the Domestic team, IFM and environment users with the information they need to ensure the areas of occupation are kept hygienically clean for the comfort and safety of staff. This procedure highlights the safety measures and resources which the Trust has put in place to enable this goal to be achieved.

Purpose/Scope

This SOP outlines the procedure for offices and outpatient units, beverage, kitchen, breakout, toilets and all meeting rooms.

PPE

The Domestic Team should carry on and continue to wear the normal hand protection gloves they use to provide a barrier protection against the cleaning chemicals and face masks/face visors.

Hand-Hygiene

The rules of good hand-hygiene continue in order to reduce the transmission of infection. All Domestic Assistants should decontaminate their hands with alcohol based hand rub when entering and leaving. Remember the government advice to wash hands for at least 20 seconds. Please remember to follow the hand hygiene rules which as required by the clinical team members. For more information, please refer to Action Card (A) of this document.

Social Distancing

Please follow social distancing when working across the estate. Social distancing signage is displayed across every building to remind individuals of their responsibilities.

Cleaning Chemicals (Chlorinated)

Cleaning chemicals (chlorinated) are provided to you by the Trust for LYPFT Domestic Staff. The list here provides the chemicals which must only be used. For more information, please refer to Action Card (B) of this document.

- GV Health – SoChlor Disinfectant surface wipes (or equivalent)
- GV Health - ScoChlor Disinfectant water soluble tablets (or equivalent)

Frequency of Cleaning

National guidance for the return to work within offices and call centres recommends a regular cleaning programme. As such rolling out a daily programme meets this requirement and is a 5x fold increase from pre COVID cleaning programmes from Monday to Friday.

Outpatient areas

Outpatient areas will be subjected to the cleaning programme outlined through the SOP, this will be the daily clean. Cleaning of waiting areas and clinic rooms between appointments will follow self-responsibility, with surfaces being wiped down by the environment user during the session that they occupy the work area.

Maintenance of the Team Bubble

During the week, team members must stay within their own team office workspace. However, during the weekend the Trust accepts that the team bubble is broken when individuals from other teams enter and work in the office. In order to secure the team bubble, the Trust has committed to the cleaning of the office by the Domestic Cleaners/IFM on the Friday evening, starting from 5pm, in readiness for its occupation Saturday and Sunday. The Domestic Team / IFM will return

Monday morning to carry out a new clean, in readiness for occupation of the office by team members.

Office staff self - responsibilities

We ask our staff members to use the surface anti-bacterial wipes to clean down the workstations touch points. Instructions are left on each workstation surface to remind them to wipe down the touch points before and after they have finished using it.

If the kitchen(s) are open, a notice is also displayed for staff members to read which is a reminder to clean down any touch points and a pack of wipes is provided for them to use.

Cleaning the office environment

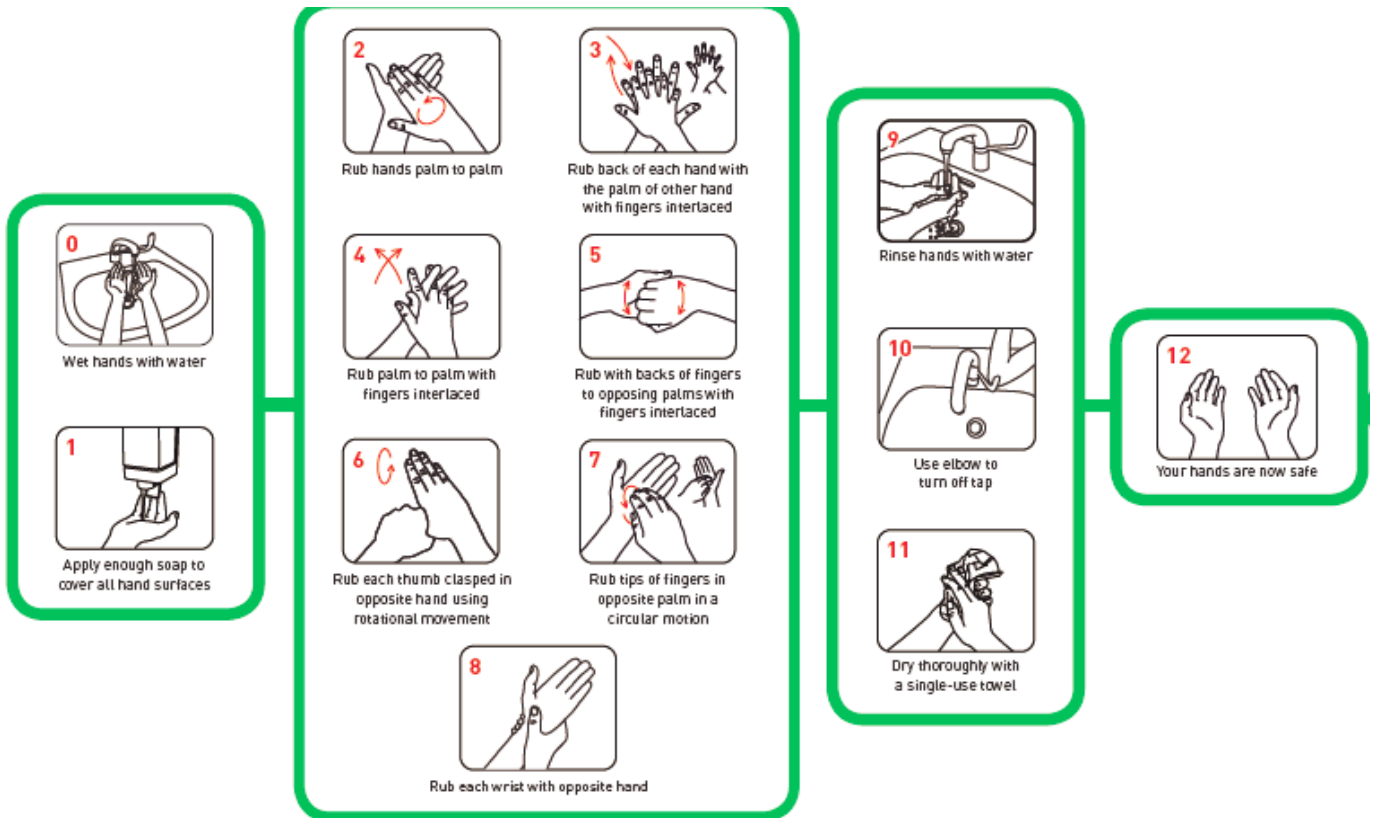
The cleaning of the office workspace is completed daily. As a **minimum** the following should be included in the list of items to be cleaned. Please also include any fixtures and fitting which would normally be done as part of the daily cleaning service;

| Domestic/IFM Team Responsibilities | Office Staff Responsibilities |
|---|--|
| <ul style="list-style-type: none">• Door edges• Door handles• Door push plates• workstation surfaces• Light switches• Light pull cords• Toilet seat• Shower heads• Shower screen• Bin Lid• Toilet Seat• Meeting room table surface | <ul style="list-style-type: none">• Keyboard• Phone handset• Water cooler touch points• Computer mouse• Printer touch points• Confidential waste post box surrounding• Kettle, toaster, microwave handle• Levers of the chairs (which increases the chair height and backrest) and arm-rest• Touch points on the workstation fan• Consultation rooms between appointments |
| <ul style="list-style-type: none">• Window handles• Toilet handles• Taps• Toilet door locks• Room temperature adjustment wall touch points• Wall mounted power socket on/off touch switches• Kitchen work-surface• Door/fridge/dishwasher/cupboard handles | |

Soft Furnishings

Every operator's chairs which as a soft furnishing covering should be steamed cleaned at 77°C. This process should be done for a minimum of 5 minutes. If there are any other soft furnishing chairs within the office workspace that are being used, then these too should be steam cleaned and could include soft furnishing chairs within any break-out areas, meeting rooms and reception spaces etc. and the Trust is committed to cleaning of the soft furnishing every 8 - weeks.

Action Card (A) Hand-Hygiene



Action Card (B) Essential Chlorine Chemicals

SoChlor™ TABS

GV health

Environmental Disinfection

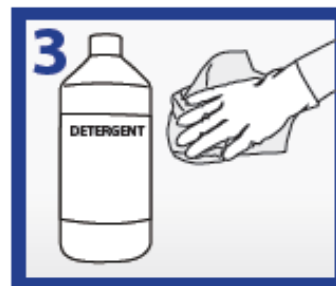
Cleaning with Detergent Procedure



1
Wear disposable gloves and apron. If risk of splashing wear eye protection.



2
Remove any gross contamination before applying SoChlor™, including urine & vomit.



3
Clean area with detergent until visibly clean.

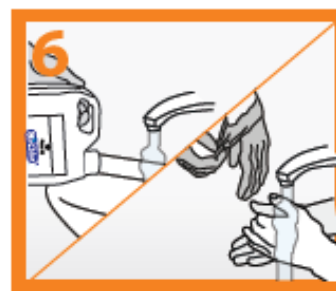
Disinfection Steps



4
Dissolve SoChlor™ tablets (according to dilution instructions below) in water. If solution is older than 24hrs make new solution.



5
Use solution according to your hospital policy. Rinse commodes & mattress covers after use.



6
Dispose of remaining solution into drains with running water. Wash your hands after removing gloves.

Dilution Instructions

| Dilution Rates per 1 litre of water | | | |
|-------------------------------------|-------------|-------------|-------------|
| Chlorine | 0.5g Tablet | 1.7g Tablet | 2.5g Tablet |
| 1,000ppm | 4 | 1 | 1 |
| 5,000ppm | 20 | 5 | 4 |
| 10,000ppm | 36 | 10 | 7 |

Warnings and precautions



DON'T take internally, avoid eye and direct skin contact.



DON'T mix directly with acids* or caustic detergents *eg. urine, vomit.



AVOID **PROLONGED** contact with stainless steel or clothing.



ALWAYS keep out of the reach of children & vulnerable patients.



ALWAYS dispose used materials as clinical waste.



ALWAYS make fresh solution if solution date is not known.



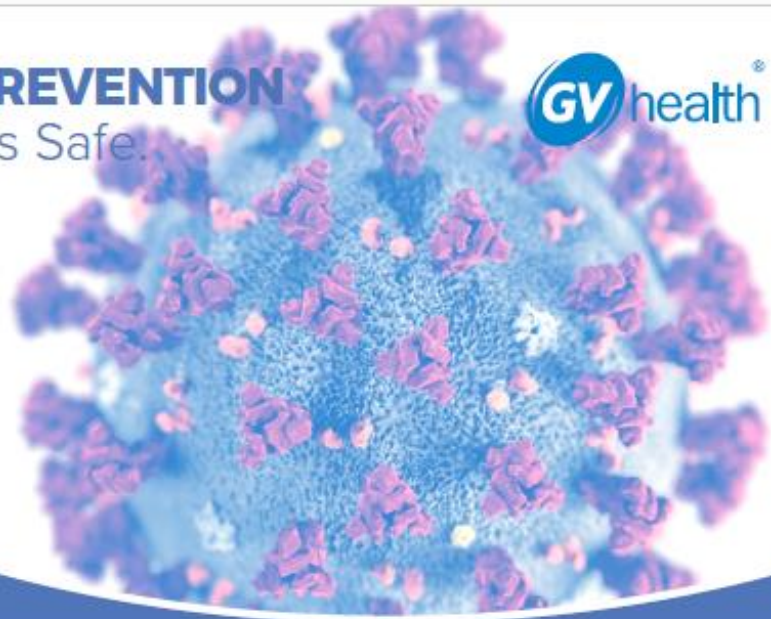
ALWAYS replace lid after use and store in a secure dry place.



WHENEVER POSSIBLE ensure good ventilation when using all chlorine products.

INFECTION PREVENTION

Make Surfaces Safe.



WHAT IS CORONAVIRUS ?

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). A novel coronavirus (COVID-19) is a new strain that has not been previously identified in humans.

Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

WHAT CAN WE DO ?

Lessons from previous coronavirus outbreaks such as MERS-CoV and SARS6:



Decontaminate Surfaces regularly. Full daily clean & disinfect should be carried out of all areas.



Practice good hand hygiene regularly. Especially before preparing & eating food and after coughing, sneezing or using tissues.



Use a disposal tissue when coughing, sneezing, wiping & blowing nose. Dispose of as soon as possible.



Wear appropriate Personal Protective Equipment (PPE) when dealing with patients or carrying out environmental decontamination.

PROTECT FROM COVID-19

Make Surfaces Safe.

- ✔ Dual-action / Clean & Disinfect. No pre-clean required.
- ✔ NaDCC recommended by CDC, WHO & UK Department of Health for effective disinfection of Coronavirus.
- ✔ EN 14476 certified.

Fully Effective Against Coronavirus



Keep Hands & Devices Safe.

- ✔ Quick & easy to use on the go.
- ✔ Travel sized packaging.
- ✔ EN 14476 compliant.

Fully Effective Against Coronavirus



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SAFER HUMAN
ENVIRONMENTS**

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CORONAVIRUS: SURFACES WITH DST

Studies suggest COVID-19 may persist on surfaces for up to several days. Public Health England recommend, either a combined detergent disinfectant solution (DST) at a dilution of 1,000 parts per million (ppm) available chlorine (av.cl.). At 1,000 ppm, DST ensures inactivation of COVID-19 is just a few minutes. There is evidence for other coronaviruses of the potential for widespread contamination of patient rooms/environments, so effective cleaning and decontamination is vital.



HOW TO MAKE SOLUTION



Preparation

Wearing protective gloves, add 1 tablet to 1 litre of cold or tepid water (not hot) to create a 1,000ppm solution. Allow 5mins to dilute.



| Application | Chlorine concentration parts per million (ppm) | Tablet Dilution per 1 litre |
|--------------------------|--|-----------------------------|
| Clean Disinfect Surfaces | 1,000 | 1 |

Floors

Mop all hard floor areas. Apply the solution to surface and leave to dry.



HOW TO USE

At 1,000 ppm, the contact time for inactivation of Coronavirus on surface is just a few minutes (apply the solution to surface and leave it to dry). Always use gloves to wipe or mop.

Where to use:

DST can be used on almost any hard surface; eg kitchen/bathroom floors, worktops, sinks, handrails and stainless steel fittings throughout the house such as door handles and taps etc. But not for use on things such as computers or devices such as mobile phones or metals such as brass. For these use the 70% IPA wipes.

Disposal:

Do not keep a DST solution for longer than 24 hours. Solution can be poured down sink with running water. Then make new solution when required.



Surfaces

Apply the solution with cloth to surface and leave to dry.

CORONAVIRUS: DEVICES & HANDS WITH 70% IPA WIPES

Coronavirus (COVID-19) can remain on contaminated plastic and stainless surfaces for up to 72 hours. This includes your smartphone and other devices. So the aim should be to increase the frequency of clean/disinfect of commonly used hand-touched surfaces.



Use 70% IPA wipes for items you are in contact with regularly such as mobile phones, tablets, laptops, PC mice/keyboards etc.

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Keep washing hands

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Consulting with our Partners

The Board recognises the valuable contribution our IFM partner and others make to providing a clean environment for our staff and service users and their view is a 'one-team approach'.

This SOP aligns with the service output specification (Appendix 3) from the PFI contract and incorporates the contractual obligations required to be undertaken by IFM.

Clear Workstation (Personal Responsibility)

The surface of the workstation must remain clear of items by the individual before leaving at the end of the working day. This means that the only items left on the workstation will be the handset, keyboard, monitor and mouse.

Any personal items must not be left under the workstation by the individual.

Please remember, it is not the responsibility of IFM or LYPFT Domestic Staff to clear items of the workstation.

Office Cleanng Programm – PFI Sites

| | | | |
|------------------------|--|---|---------------------|
| *Becklin Centre | Monday..... Tuesday..... Wednesday..... Thursday..... Friday (Twilight Clean)..... | x1 Early Morning clean x1 Daily clean x1 Daily Clean x1 Daily Clean x1 Twilight Clean | Interserve Cleaners |
| *Asket Croft | Monday..... Tuesday..... Wednesday..... Thursday..... Friday..... | x1 Daily Clean x1 Daily clean x1 Daily Clean x1 Daily Clean x1 Daly Clean | Interserve Cleaners |
| *Asket House | Monday..... Tuesday..... Wednesday..... Thursday..... Friday..... | x1 Daily Clean x1 Daily clean x1 Daily Clean x1 Daily Clean x1 Daly Clean | Interserve Cleaners |
| *Little Woodhouse Hall | Monday..... Tuesday..... Wednesday..... Thursday..... Friday..... | x1 Daily Clean x1 Daily clean x1 Daily Clean x1 Daily Clean x1 Daly Clean | Interserve Cleaners |
| *Parkside Lodge | Monday..... Tuesday..... Wednesday..... Thursday..... Friday..... | x1 Daily Clean x1 Daily clean x1 Daily Clean x1 Daily Clean x1 Daly Clean | Interserve Cleaners |
| *The Becklin Centre | Monday..... Tuesday..... Wednesday..... Thursday..... Friday..... | x1 Daily Clean x1 Daily clean x1 Daily Clean x1 Daily Clean x1 Daily Clean | Interserve Cleaners |
| *The Mount | Monday..... Tuesday..... Wednesday..... Thursday..... Friday..... | x1 Daily Clean x1 Daily clean x1 Daily Clean x1 Daily Clean x1 Daly Clean | Interserve Cleaners |
| *The Newsam Centre | Monday..... Tuesday..... Wednesday..... Thursday..... Friday..... | x1 Daily Clean x1 Daily clean x1 Daily Clean x1 Daily Clean x1 Daly Clean | Interserve Cleaners |

* Staff members using the workstations are personally responsible for wiping down their workstation before and after use. A notice is placed on each desk to remind individuals.

Office Cleanng Programm – Trust Owned and Leased Sites

| | | |
|------------|-----------------------------|--|
| *Monday | Daily and Twilight Cleaning | LYPFT Trust Domestic Staff/ Contract Cleaners |
| *Tuesday | Daily and Twilight Cleaning | LYPFT Trust Domestic Staff/ Contract Cleaners |
| *Wednesday | Daily and Twilight Cleaning | LYPFT Trust Domestic Staff/ Contract Cleaners |
| *Thursday | Daily and Twilight Cleaning | LYPFT Trust Domestic Staff/ Contract Cleaners |
| *Friday | Daily and Twilight Cleaning | LYPFT Trust Domestic Staff/ Contract Cleaners |

* Staff members using the workstations are presonably responsible for wiping down their workstation before and after use. A notice is placed on each desk to remind individuals.