

Document Title:	CLEANING WITH PRESSURISED STEAM		
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Author/Contact: (Asset Administrator)	Georgina Sawyer, Domestic Service Manager Trainee		
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Consulted With:	Post/ Approval Committee/ Group:	Date:
Maggie Bayley	Interim Director of Nursing	November 2018
Sian Olivo	Interim Associate Director Infection Prevention Control	November 2018
Garry Bardsley	Estates & Facilities Site Manager	November 2018
Andy Wright	Domestics Service Manager	November 2018
Steve Lewis	H&S Manager	November 2018
Jo Mitchell	Quality Assurance Manager	November 2018

Related Trust Policies (to be read in conjunction with)	09033 Cleaning Policy 04070 Decontamination Policy 08029 Isolation Policy 04072 Hand Hygiene Policy 04088 Waste Management Policy 08021 Linen & Curtain Policy 04077 Procedure for the Control of an Outbreak of Infection in Hospital 09047 Cleaning Commodes and Bedpans Policy 09157 Strategic Cleaning Plan 10003 Mattress Policy 11023 COSHH Policy
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1.0	Ricky Cochon		25 March 2010
1.1	Ricky Cichon	Updated in accordance with site centralisation	October 2010
2.0	Vicki Chapman	Formal review	26 July 2012
3.0	Vicki Chapman	Formal Review	23 rd October 2014
3.1	Andy Wright	Extended for standardisation and review process (Success Regime)	21 November 2017
3.05draft	Georgina Sawyer	Formal Review	4 th December 2018

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1 Introduction

- 1.1 Ensuring hospitals are clean and safe is an important component in the provision of effective healthcare. Healthcare providers are expected to provide and maintain a clean and appropriate environment that facilitates the prevention and control of healthcare associated infection.
- 1.2 Cleanliness and infection control are closely linked in the public mind, however there are important distinctions to be made. Whilst cleanliness contributes to infection control, preventing infections requires more than simple cleanliness and one way of reducing this is by the use of steam cleaning.
- 1.3 Steam cleaning is becoming an essential part of our cleaning systems and methods. The Trust uses an environmentally friendly, easy to use system that is beneficial in helping to lower health care associated infections.
- 1.4 Steam cleaning enables the Trust to achieve higher standards of cleanliness and hygiene.
- 1.5 There is evidence for the effectiveness of this technology “An Integrated Approach to Hospital Cleaning: Microfibre Cloth and Steam Cleaning Technology” (Department of Health, June 2007) references some studies and further information is now widely available.

2 Scope

- 2.1 This operational procedure sets out the approach of the Trust to deliver a clean and safe environment for everyone by using the cleaning technology of pressurised steam and should be read in conjunction with the Trust’s Cleaning Policy, Decontamination Policy, and Cleaning Commodes and Bedpan Policy.
- 2.2 Recognising that cleanliness is everyone’s responsibility the aim of the Standard Operational Procedure is to:
 - Provide direction in maintaining and improving cleanliness standards across all hospital sites and premises, ensuring a clean, comfortable and safe environment for patients, clients, visitors, staff and members of the general public by the use of pressurised Steam machines;
 - Increase patient confidence whilst using the hospital facilities in relation to environmental hygiene and the organisational commitment to reduce the incidence of healthcare associated infection; and
 - Provide the opportunity to improve cleanliness standards in terms of the national specifications for cleanliness and patient environment action teams
- 2.3 This procedure applies to all domestics and nursing staff that are required to use a steam cleaner.
- 2.4 This procedure meets requirements set out within the National Specifications for Cleanliness.

3 Definitions

TERM	DEFINITION
Cleaning	A process which physically removes organic matter but does not necessarily destroy micro-organisms. It is carried out using detergent to help remove the debris
Disinfection / decontamination	The removal of micro-organisms to a safe level, carried out using either heat or a disinfectant chemical. Disinfection / decontamination cannot take place on an unclean surface as organic matter will interfere with the disinfectant. Therefore all surfaces must be cleaned before they can be disinfected.
Steam cleaning	A dry steam system that can instantly clean and dry surfaces without leaving any unhygienic residue and can be operated by both nursing and domestic staff.

4 Roles and Responsibilities

4.1 Role & Responsibilities of the Infection Prevention and Control Group

4.1.1 The Infection Prevention and Control Group are responsible for:

- Reviewing and supporting the implementing the Strategic Cleaning Plan and Cleaning Policy;
- Assisting in ensuring the Trust is compliant with decontamination guidance and Prevention and Control of Healthcare Associated Infections and related guidance;
- Giving assurance that local decontamination practices meet with national standards; reviewing cleaning standards audit results and cleaning operational procedures.

4.2 Role & Responsibilities of Individuals within the Trust

4.2.1 Chief Executive

The Chief Executive is responsible for:

- Ensuring that there are effective arrangements for infection control throughout the Trust;
- Ensuring sufficient resources to comply with this policy.

4.2.2 Chief Estates & Facilities Officer

The Chief Estates & Facilities Officer is responsible for:

- Ensuring hospital cleanliness is high on the corporate agenda;

4.2.3 Estates & Facilities Site Manager

The Estates & Facilities Site Manager is responsible for:

- Ensuring Hospital cleanliness is high on the corporate agenda;
- Ensuring that premises are fit for purpose, maintained and clean;
- Providing professional leadership for cleaning services;
- Providing the operational cleaning framework within which the Domestic teams operate.

4.2.4 **Director of Nursing**

The Director of Nursing is responsible for:

- Ensuring that nursing practice is in line with Trust policies and objectives;
- Ensuring that job descriptions and appraisals are in place and reflect the importance of infection control;
- Ensuring that nurses and midwives are trained effectively in key techniques.

4.2.5 **Associate Director of Operations and Clinical Directors**

The Associate Director of Operations and Clinical Directors are responsible for:

- Ensuring effective management practice and response is maintained in relation to infection control to effectively contribute to a reduction in hospital acquired infection and achievement of the MRSA and Clostridium difficile trajectories;
- Ensuring all staff in their areas are aware of and understand this Policy that it is embedded into practice locally and within their areas of responsibility;
- Investigating failures to comply with this Policy and ensure corrective action is taken to prevent a recurrence.

4.2.6 **Associate Directors of Nursing**

The Associate Directors of Nursing are responsible for:

- Supporting the performance and delivery of access targets within an environment that does not compromise clinical practice but maximises the opportunity to ensure delivery with infection free environments;
- Supporting discussion at speciality and Directorate meetings to make sure that there is a routine review of infection data and take action to maintain compliance with the Directorates;
- Ensuring that all nurses and midwives are suitable trained and that job descriptions, objectives and appraisals reflect the importance of infection control;
- Holding Lead Nurses to account for nursing/midwifery practice in their area;

4.2.7 **Matrons**

The Matrons are responsible for:

- Delivering a safe and clean care environment with direct responsibility for Ensuring that cleanliness standards are maintained throughout the shift;
- Ensuring all staff are familiar with escalation procedures for additional cleaning;
- Ensuring that all patient equipment is cleaned between patient use to standards as outlined within the National Specification for Cleanliness, April 2007;
- Ensuring that correct documentation is completed to evidence that cleaning practices have been undertaken;
- Working closely with the ward/departmental domestic staff.

4.2.8 **Nursing & Housekeeping Staff**

Nurses and Ward Housekeepers are responsible for:

- Delivering a safe and clean care environment with direct responsibility for Ensuring that cleanliness standards are maintained throughout the shift;
- Ensuring familiarisation with escalation procedures for additional cleaning;
- Ensuring that all patient equipment is cleaned between patient use to standards as outlined within the National Specification for Cleanliness, April 2007;
- Ensuring that correct documentation is completed to evidence that cleaning practices have been undertaken;
- Working closely with the ward/departmental domestic staff.

4.2.9 Infection Prevention Team

The Infection Prevention Team will work closely with the Domestic Services department to:

- Provide technical advice on specialised cleaning agents, equipment and methodology of cleaning;
- Provide advice and be consulted on all matters related to cleaning contracts and cleaning frequencies; provide appropriate infection prevention training to Trust staff.

4.2.10 Quality and Assurance Team

The Quality and Assurance Team are responsible for:

- Delivering and ensuring compliance against the cleaning auditing programme;
- Providing audit results and actions, and weekly and monthly cleaning reports to senior management (Chief Executive, Chief Estates & Facilities Officer and Site Manager, Director of Nursing, ANDs, ADO's, Matrons and Sisters) ;
- Escalating issues related to cleanliness to Senior Management.

4.2.11 Domestic Services Manager

The Domestic Services Manager is responsible for:

- Managing the day to day service delivery of the Domestic cleaning service within the Trust. Responsibilities include:
- Setting standards;
- Selecting equipment, products, methods of cleaning and ensure equipment is maintained;
- Compiling work schedules and outcomes;
- Setting staffing levels within budget;
- Establishment and ongoing review of Strategic Cleaning Plan and Cleaning Policy;
- Quarterly Cleaning Report on cleaning standards.

4.2.12 Domestic Team Leaders

The Domestic Team Leaders are responsible for:

- Working with the ward/department and undertaking cleaning monitoring of the ward/department in accordance with the national specifications;
- Leading a team of Domestic Staff and ensuring that the day to day cleaning duties are completed in accordance with the service specifications determined within the ward/department.

4.2.13 Domestic Staff/Team

The Domestic staff are responsible for:

- Working with the ward/department and undertaking cleaning duties in accordance with service specifications determined within the ward/department.
- When using steam cleaning equipment, to ensure that the appropriate training is received and procedures are followed correctly.
- Reporting issues that occur as a result of using steam cleaning equipment in accordance with the Trust's Risk Strategy and Policy, and Health and Safety Policy.

4.2.14 **All staff**

All staff have a duty to maintain a clean environment. Cleaning is everyone's responsibility and staff should ensure their work does not have a negative impact on the work of the housekeeping teams.

5 **Cleaning with Pressurised Steam**

5.1 Steam cleaning uses superheated dry steam delivered under pressure. It has a dual cleaning and disinfectant function: the high temperature of the steam is very efficient at killing micro-organisms, while the pressurised steam loosens dirt and greasy deposits, which are then pulled into the machine using vacuum suction.

5.2 It is suggested that correct use of the machines is at least as effective as conventional cleaning at removing soiling from surfaces, and will be better than conventional cleaning at cleaning crevices and other difficult to reach surfaces.

5.3 Correct training in the use of steam cleaners is particularly important. As soon as steam is released into the atmosphere for cleaning it will rapidly, in less than one second, condense into minute water droplets. Through evaporation, the water droplets will cool very quickly. Moist heat above 80°C will kill all hospital pathogens except bactericidal spores. If the steam nozzle is too far away from the surface being treated, or passes over it too quickly, this temperature will not be reached. The achievement of an effective level of performance, therefore, depends entirely on the skill and training of the user, in ensuring that the steam nozzle remains the optimum distance from the treated surface and that each part of the surface receives optimum length of exposure.

5.4 An operating procedure can be seen in Appendix 2 which can be displayed in the sluice room.

5.6 **Equipment and materials required**

- Protective gloves
- Masks & goggles
- Colour-coded cloths
- Plastic apron
- Pressurised steam cleaner
- Steam cleaner accessories
- Warning signs / no entry notice

5.7 **Location** - identify a suitable work area close to a drain for disposal of the dirty water. It is necessary to work in an isolated area and also free from any obstacles. Examples of isolated areas are within sluice rooms, unused bathrooms and unoccupied patient areas.

5.8 **Method**

- Plan work route and area, e.g. sluice room. When necessary, temporarily move items that may obstruct you to a new, safe location. Identify a suitable drain for disposal of the dirty water.
- Wash hands and dry thoroughly, put on gloves, masks, goggles and aprons.
- Display warning signs and no entry notice on door to prevent anyone accessing whilst using the steam cleaners (refer to Appendix 3).

- Fill the steam cleaner with clean water, following the manufacturer's instructions and your prior training.
- Attach the general purpose nozzle head.
- Unwind the cable, plug into a mains socket and turn on the machine.
- Wait for the water to reach the required temperature, following the manufacturer's instructions and your training. This will normally take between 4 and 8 minutes depending on the machine used.
- When the machine is ready to use, begin cleaning. Starting with the highest areas and moving to the lowest, clean ledges and surfaces in a 1-2 metre section, taking care not to overstretch. Use the suction cleaning function following the manufacturer's instructions and your training.
- When necessary, turn off the machine, fit the crevice cleaning attachment, or the smallest directional nozzle and turn the machine back on. Clean all the joints and any other awkward areas.
- When completed, turn off the machine and with dry hands, remove the plug from the mains socket and rewind the electricity cable.
- Empty the dirty water tank in identified drain / sluice.
- Collect all accessories.
- Clean the steam cleaner and accessories.
- Clean the main surface of the floor and any other equipment used, e.g. warning signs, etc.
- Store the cleaned equipment safely and tidily in the correct storage area.
- Return any items moved to their original positions.
- Remove PPE and wash hands.
- Clean goggles with general detergent and dispose of mask and apron in clinical waste
- Complete Steam Cleaning Checklist in ward / department Cleaning Folder (Appendix 1).

5.9 **Steam Cleaner Injury**- it is recognised that there are safety risks associated with using steam cleaning equipment and this is supported by the need for only trained employees to use the equipment. However, in the event of injury caused by steam the following steps should be taken:

- Ensure that the machine is switched off and is not causing an obstruction or hazard whilst seeking medical attention.
- Immerse the injured area in cold water, or hold under cold water for at least 10 mins. Carefully remove any clothing or jewellery from the injured area, unless stuck to the injury.
- Seek medical attention from nearest nurse/doctor or go straight to A&E Department.
- Complete Web datix information with assistance from ward / department staff or Domestic Team Leader/Domestic Services Manager.

5.10 **Contact Information**

If you experience any difficulties or concerns regarding the use of steam cleaning machines, the numbers below may be able to help.

- Senior Domestic Team Leader on extension 4047/4515 or Bleep #6555 280

5 Training Requirements

- 5.1 All staff with responsibility for cleaning must be adequately trained and made aware of the importance of high standards of cleanliness, this is essential for both service excellence and staff safety. Training programmes are systematically applied and include both “classroom” and “on-the-job” training; and refresher training should be routinely provided as and when appropriate. Refresher training would be given where a specific area does not maintain the expected standard of cleanliness. Monthly observations are undertaken by Domestic Team Leaders to ensure that staff continue to adhere to the correct standards and practices.
- 5.2 A comprehensive local induction programme ensures that domestic staff are fully aware of appropriate policies and procedures, which include COSHH, Health & Safety, Infection Control and colour coding.
- 5.3 It is important to ensure that staff responsible for cleanliness has the ability and support to do a good job through:
- Induction training;
 - On-the-job support;
 - Customer service training;
 - Supervisory, managerial and leadership development training;
 - Infection Prevention Training
- 5.4 Specific training for using steam cleaning equipment is provided via the Domestic Services department and arranged locally for both domestic and nursing staff.
- 5.5 Records of staff training in the use of steam cleaning equipment is maintained by the Domestic Services department. Local details should be managed as part of annual appraisals.

6 Monitoring and Audit

- 6.1 As part of the Domestic Services Department continual review of working practices, Team Leaders will conduct periodic observational checks of Domestic Services staff undertaking a specific cleaning activity, including the use of Steam Cleaners in accordance with this SOP, using the relevant checklist (refer to Appendix 4). This information is retained on individual staff training records and any issues highlighted are escalated within the Domestic Services Department.
- 6.2 The effectiveness of steam cleaning and adherence to this operational guideline will be monitored through the results of National Cleanliness Specification Audits as outlined within the Cleaning Policy in table 1 (refer to page 11).

Table 1: Cleaning Policy

Aspect of compliance or effectiveness being monitored	Monitoring Method	Individual department responsible for the monitoring	Frequency of the monitoring activity	Group / Committee / forum which will receive the findings/monitoring report	Committee / individual responsible for ensuring the actions are completed
Standard of Cleanliness	Technical Audit	Domestic Team Leaders	In accordance with the National Specifications for Cleanliness and risk category frequency (Auditing schedule implemented)	Ward/ Department Matrons, Sisters and Domestic staff; Infection Prevention Control Group; Domestic Service Manager	Ward/ Department Matrons, Sisters and Domestic staff;
Standard of Cleanliness	Managerial Audit	Quality Assurance Team	In accordance with the National Specifications for Cleanliness and risk category frequency (Auditing schedule implemented)	Ward/ Department Matrons, Sisters and Domestic staff; Infection Prevention Control Group; Domestic Service Manager	Ward/ Department Matrons, Sisters and Domestic staff;

7 Approval and Implementation

- 7.1 The procedure will be made available on the Trust's intranet & website.
- 7.2 The Domestic Manager will be responsible for issuing copies to senior operational managers for them to disseminate within their wards and departments.
- 7.3 The Domestic Manager will be responsible for ensuring all Domestic staff read and fully understand the policy and is read in conjunction with the Cleaning Policy.

8 References

National Specifications for Cleanliness in the NHS:

https://www.rdehospital.nhs.uk/docs/patients/services/housekeeping_services/2007%20National%20Spec%20for%20cleanliness%20in%20the%20NHS.pdf

An Integrated Approach to Hospital Cleaning: Microfibre Cloth and Steam Cleaning Technology” (Department of Health, June 2007)

9 Equality Impact Assessment

The Trust is committed to the provision of a service that is fair, accessible and meets the needs of all individuals. Each procedural must go through an Equality Impact Assessment (EIA); refer to Appendix 5 (page 18)

Appendix 1: Steam Cleaning Checklist

Steam Cleaning checklists must be followed, signed by Nursing and Domestic staff and kept within the Cleaning Folder.

Ward:	Room/Bay:	Date:
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	Description/Task	Duty	Tick Box
1	Replace Isolation Sign on door with "DO NOT ENTER - Steam Cleaning in Progress"	N	
2	Where necessary temporarily move equipment to another location to prevent obstruction	N/D	
3	Wash and dry hands then wear PPE: gloves, apron, masks and goggles.	N/D	
4	Fill steam cleaner with clean water according to manufacturer's instruction	N/D	
5	Attach general purpose nozzle head	N/D	
6	Unwind cable, plug into electrical socket and turn on machine	N/D	
7	Wait for water to reach required temperature in accordance with manufacturers guidelines	N/D	
8	Starting cleaning the highest areas and moving to the lowest, clean ledges and surfaces in a 1-2 metre section, taking care not to overstretch. Use the suction cleaning function following the manufacturer's instructions	N/D	
9	When necessary, turn off the machine, fit the crevice cleaning attachment, or the smallest directional nozzle and turn the machine back on. Clean all the joints and any other awkward areas	N/D	
10	When completed, turn off the machine and with dry hands, remove the plug from the mains socket and rewind the electricity cable	N/D	
11	Empty the dirty water tank in identified drain / sluice	N/D	
12	Collect all accessories and clean machine and accessories	N/D	
13	Clean the main surface of the floor and any other equipment used, e.g. warning signs, etc	N/D	
14	Store the cleaned equipment safely and tidily in the correct storage area	N/D	
15	Return any items moved to their original positions	N/D	
16	Remove PPE and wash hands	N/D	
17	Clean goggles with general detergent and dispose of mask and apron in clinical waste	N/D	

COMPLETION SIGN OFF:

DATE _____

Print Name _____

Signature _____

Appendix 2: Steam Cleaning Operating Procedure

OPERATING PROCEDURE

The following rules **must** be observed when using the **Steam & Vac Pro—Digital**

- **Always** Check daily before use that the power supply cable, plug and sockets are in good condition, check for visible signs of damage (do not use if damaged)
- **Always** Follow the correct procedure when filling the water reservoirs and waste tank
- **Always** Wear full PPE when working in confined spaces - mask, goggles, gloves, overalls
- **Never** allow any part of the **Steam & Vac Pro** to be immersed in water
- **Never** allow children, inexperienced, untrained or unauthorised people access to the **Steam & Vac Pro**

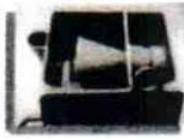
Operating Procedures on the Steam & Vac Pro—Digital



Lift off removable Drum Cover



Remove Drum cover sealing element



Pour cold tap water into the waste



Fill up to the minimum mark



Close by inserting the sealing element



Replace drum cover housing



Unscrew the reservoir tank cap



Fill with cold tap water only



Replace the cap without tightening to much



Plug the power cable into a suitable electric socket. Press the bottom section of the on/off switch



The minimum yellow LED light will come on, after a few minutes the a green LED Light will come on. The machine is now ready for use.

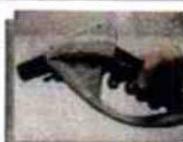


Open the front panel and connect the steam hose with the red button facing upwards

Operating Steam & Vac Pro—Continued:



Press the red steam switch on the pistol grip. By keeping the switch pressed you move through the three different steam levels, when you have reached the level required release the switch.



Press the trigger on the pistol grip to release the steam



If vacuum is required press the white vacuum switch on the pistol grip. By keeping the switch pressed you move through the three different vacuum levels. When you have reached the vacuum level required, release the white vacuum



Note: if not used for 5 minutes Switch on/off switch on to reset steam switch.

Emptying the Waste Bucket:

The waste bucket must be emptied upon hearing the audible alarm & vacuum cut off. Switch off & disconnect from mains



Lift of removable drum cover



Remove Drum



Empty waste bucket & clean thoroughly



Close by inserting the sealing element



Replace drum cover housing

Appendix 3: Steam Cleaning in Progress Signage

Mid Essex Hospital Services 
NHS Trust



STEAM CLEANING IN PROGRESS

Appendix 4: Team Leader Observation Checklist

NAME:				
DATE:				
NAME OF TEAMLEADER:				
	DATE PASSED	PASSED BY TEAMLEADER	AGREED BY EMPLOYEE	REASON
Temporarily move items that may obstruct you to a safe location				
Wash hands put on gloves, apron and goggles. Display warning signs.				
Check the PAT test is in date and the lead for any exposed wires. Fill the steam cleaner with clean water, following the manufacturer's instructions and your training.				
Attach the general purpose nozzle head then plug into mains and switch on				
Wait for the water to reach the required temperature, following the manufacturer's instructions and your training. This will normally take 4 -8 minutes depending on the machine used.				
Starting with the highest areas and moving to the lowest. Clean all ledges make sure you do not overstretch. Use the suction cleaning function following the manufacturer's instructions and your training				
Repeat the process systematically moving around the room section by section				
Once completed turn off the machine and fit the crevice cleaning attachment. Turn the machine back on				
Clean the joint between the wall and the floor and any other awkward areas which have resisted the steam clean				

Once completed turn off the machine, fit the floor cleaning attachment and turn the machine back on				
Clean the main surface of the floor beginning at the furthest point from the door and work towards it.				
With dry hands remove the plug from the mains socket and rewind the lead. Empty the dirty water into the sluice or the cleaning cupboard				
Collect all the accessories. Clean both the machine and accessories. Store back in the original cupboard neatly and tidily				
Replace any items back to their original position				
Remove apron, gloves and goggles then wash hands				

Appendix 5: Preliminary Equality Analysis

This assessment relates to: 10047 Cleaning with Pressurised Steam SOP

A change in a service to patients		A change to an existing policy	X	A change to the way staff work	
A new policy		Something else (please give details)			
Questions		Answers			
1. What are you proposing to change?		This is a formal review of the Cleaning with Presurised Steam Standard Operating Procedure (SOP). This SOP has also been transferred from the MEHT template to the MSB template. a. Changes to the roles and responsibilities have been included to highlight structure changes. b. There are changes to the training requirements for staff using pressurised steam.			
2. Why are you making this change? (What will the change achieve?)		These changes are required in order to ensure the document is reflective of the current procedure, and that all staff are aware of their responsibilities to the process. Training requirements have been included to ensure that specific training needs are complied with before staff are permitted to use pressurised steam. These changes have also been made to ensure that the standards of cleanliness and the correct CQC regulations are maintained.			
3. Who benefits from this change and how?		The procedure is mainly providing benefit to Domestic Staff and staff with responsibility for cleaning with pressurised steam. The SOP clearly outlines the process for staff groups involved with hospital cleanliness.			
4. Is anyone likely to suffer any negative impact as a result of this change? If no, please record reasons here and sign and date this assessment. If yes, please complete a full EIA.		No- there is no negative impact sustained from these changes. The changes are highlighting responsibility changes due to staff structures, and includes further details regarding the standards for hospital cleanliness and specific processes.			

<p>5. a) Will you be undertaking any consultation as part of this change? b) If so, with whom?</p>	<p>Yes- consultation will be completed with the following individuals</p> <table border="0"> <tr> <td>Maggie Bayley</td> <td>Interim Director of Nursing</td> </tr> <tr> <td>Sian Olivo</td> <td>Interim Associate Director Infection Prevention Control</td> </tr> <tr> <td>Garry Bardsley</td> <td>Estates & Facilities Site Manager</td> </tr> <tr> <td>Andy Wright</td> <td>Domestics Service Manager</td> </tr> <tr> <td>Jo Mitchell</td> <td>Quality Assurance Manager</td> </tr> <tr> <td>Steve Lewis</td> <td>H&S Manager</td> </tr> </table>	Maggie Bayley	Interim Director of Nursing	Sian Olivo	Interim Associate Director Infection Prevention Control	Garry Bardsley	Estates & Facilities Site Manager	Andy Wright	Domestics Service Manager	Jo Mitchell	Quality Assurance Manager	Steve Lewis	H&S Manager
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Preliminary analysis completed by:

Name	Georgina Sawyer	Job Title	Domestic Service Manager Trainee	Date	22/11/2018
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