

# Professional Advice, Guidance and Support

## NHS Scotland National Cleaning Compliance Report Domestic and Estates Cleaning Services Performance 2024/2025

Quarter 1: April 2024 – June 2024

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# 1. Introduction

1.1 Cleaning functions in NHS Scotland are carried out as part of the duties of a number of healthcare professionals; this includes Nurses, Domestic staff, Estates Officers, and Ambulance staff to name a few. Specific responsibilities for cleaning duties vary by Health Board and sometimes within each Health Board.

This report covers the cleaning functions carried out by Domestic staff and Estates staff.

As one part of their duties Domestic staff clean parts of the ward environment like the floors, toilets, sinks, etc. They also clean other areas of the healthcare facility such as corridors, offices, foyer, etc. They generally do not clean near patient equipment e.g., the patient bed tray, the upper half of the patient bed or drip stands, etc.

In the context of this report, 'Estates' reporting refers to issues with the fabric of the building which impede effective cleaning activity. This report does not present information on the whole of the Estates function e.g., water systems, heating, ventilation etc. across all healthcare facilities.

This report presents data on compliance with the requirements set out in the NHS Scotland National Cleaning Services Specification (NCSS). The NCSS set out the requirements for the minimum frequency and methods of cleaning carried out by Domestic staff. It sets out the same requirements for Estates staff when cleaning the Estates fabric.




The report includes data on the 18 Scottish NHS Boards that offer inpatient services or deal directly with patients, as follows:

- the 14 NHS Scotland Territorial Boards
- 4 Special Health Boards - Golden Jubilee National Hospital, The State Hospitals Board for Scotland, Scottish Ambulance Service and the Scottish Blood Transfusion Service (part of NHS National Services Scotland)

All healthcare facilities and component parts e.g., wards, treatment rooms, corridors, etc. are expected to be at least 90% compliant with the requirements set out in the NCSS. Boards, zones or major sites (A1 and A2 hospitals) which receive an Amber or Red compliance rating must develop an action plan to address the issues identified through the monitoring process.

This will be submitted to Health Facilities Scotland, and a summary of the action plan will be included in this report.

The report indicates the status of each NHS Board using a traffic light system as below:

	Colour	Description
	<b>Green</b>	compliance level 90% and above - Compliant
	<b>Amber</b>	compliance level between 70% and 90% - Partially compliant
	<b>Red</b>	compliance level below 70% - Non-compliant

## 2. Background

2.1 Healthcare Associated Infection (HAI) is a priority issue for NHS Scotland, in terms of the safety and well-being of patients, staff and the public.

The HAI Task Force was established in 2003 to take forward the Ministerial HAI Action Plan 'Preventing Infections Acquired While Receiving Healthcare' (October 2002). Cleaning services are an essential part of the multidisciplinary approach to tackling HAI. For prevention and control of infection to work effectively, critical activities such as cleaning and hand hygiene have to be embedded into everyday practice.

As part of its work programme, the HAI Task Force developed the 'NHS Scotland Code of Practice for the Local Management of Hygiene and HAI' and the 'NHS Scotland National Cleaning Services Specification'. These documents include guidance on cleanliness and hygiene, effectively setting minimum standards for the healthcare environment. They were issued to NHS Boards in May 2004.

The HAI Task Force commissioned Health Facilities Scotland (HFS) to develop a monitoring framework for the NHS Scotland National Cleaning Services Specification. This was developed in consultation with a range of stakeholders within NHS Scotland and was implemented in April 2006. The first quarterly report was published in August 2006 and covered cleaning provided by Domestic services in NHS facilities.

### Estates Monitoring

2.2 In 2009 the HAI Task Force asked HFS to look at extending the scope of the cleaning monitoring tool to cover Estates services as well as Domestic services.

HFS took forward this work in partnership with NHS Scotland Boards and built the Estates monitoring system as an extension to the existing Domestic monitoring system.

In the context of this report, 'Estates' reporting refers to issues with the fabric of the building which impede effective cleaning activity. This report does not present information on the whole of the Estates function e.g., water systems, heating, ventilation, etc. across all healthcare facilities.

### Monitoring and Improvement

2.3 Monitoring, in this context, is defined as the ongoing assessment of the outcome of cleaning and Estate's maintenance processes to assess the extent to which corrective procedures are being carried out correctly, to identify any remedial action which is required and to provide an audit trail.

An essential component of any monitoring framework is the fundamental principle of continuous improvement. Therefore, the monitoring framework not only provides a reporting mechanism, but a rectification process that can be used locally to identify, prioritise and address issues of non-compliance.

Further information on the monitoring framework is available from <https://www.nss.nhs.scot/publications/national-facilities-monitoring-framework-manual-v-30/>.

The methodology behind the monitoring process is described in [Appendix 1](#).

## **Facilities Monitoring Tool**

- 2.4 In April 2012 a digital Facilities Management Tool (FMT) became operational across Scotland. The tool moved data collection from a paper and spreadsheet-based data collection to an online system that uses handheld devices and web-based data transfer. This report is produced using data from this national system.

## **Facilities Support Team**

- 2.5 The Facilities Support Team within Health Facilities Services is available to boards as an additional support mechanism, to provide day-to-day support to FMT system users, and training and guidance where needed. In addition to this activity, the support team can provide site or board specific support if areas are experiencing issues meeting the compliance levels described in this report or are seeking to improve the overall quality and consistency of audit practice.

# NHS Scotland Cleaning Compliance

## Quarter 1 2024-25 - Domestic and Estates Services

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Scottish Ambulance Service</b>	96.4	94.1
East Central Region	97.0	91.1
North Region	96.2	93.3
South East Region	98.2	94.8
West Region North	96.2	95.8
West Region South	96.2	94.5
<b>NHS State Hospital</b>	95.3	99.2
<b>NHS Golden Jubilee</b>	98.0	96.6
<b>NHS NSS – SNBTS</b>	91.6	93.6

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Shetland</b>	96.2	99.7

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Highland</b>	95.6	97.0
A&B CHP	94.6	96.9
New Craigs	99.0	99.5
North and West Highland	97.0	94.3
Raigmore	95.1	97.8
South & Mid Highland	97.1	98.8

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Orkney</b>	96.0	99.1

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Western Isles</b>	96.4	99.2

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Grampian</b>	93.1	93.2
Aberdeen Maternity Hospital, RACH & Outlying Areas	93.0	94.8
Aberdeen Royal Infirmary	93.3	94.7
Aberdeenshire North & Moray Community	94.9	90.6
Aberdeenshire South & Aberdeen City	92.4	91.3
Dr Grays Hospital	93.0	92.1
Foresterhill Campus	92.8	92.9
Royal Cornhill Hospital	92.7	92.9
Woodend Hospital	91.5	90.3

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Forth Valley</b>	95.6	94.2
Bells'dyke	94.5	86.7
Bo'ness	93.8	89.1
CCHC	95.9	97.9

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Tayside</b>	95.3	99.4
Brechin-Montrose-Links	93.8	94.9
Kings Cross Community	97.1	96.8
Kingsway Care Centre	96.2	99.8



Falkirk Community Hospital	95.8	89.3
FV North Sector	96.1	94.0
FV South Sector	95.2	94.8
FVRH	95.7	95.7
SCH	95.2	93.1

Health Board & Zones	Domestic Result	Estates Result
<b>NHS GGC</b>	<b>94.6</b>	<b>95.4</b>
Admin Bases	95.4	97.0
Hospitals	94.6	94.8
East Dunbartonshire HSCP	96.8	99.5
East Renfrewshire HSCP	95.2	100.0
Glasgow City HSCP - North East Sector	94.4	98.6
Glasgow City HSCP - North West Sector	94.2	99.3
Glasgow City HSCP - South Sector	94.9	99.3
Inverclyde HSCP	94.6	96.3
PFI and SPS Services	92.7	94.2
Renfrewshire HSCP	96.2	99.9
West Dunbartonshire HSCP - Lomond	96.3	96.4
West Dunbartonshire HSCP - Glasgow	93.7	100.0

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Lanarkshire</b>	<b>95.9</b>	<b>96.6</b>
Hairmyres	96.9	98.0
Monklands	94.3	93.3
North	97.2	97.7
South	97.0	98.6
Wishaw	96.1	97.7

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Ayr and Arran</b>	<b>95.5</b>	<b>96.9</b>
East	95.9	97.2
North	94.2	96.3
South	95.4	96.8

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Dumfries and Galloway</b>	<b>96.4</b>	<b>99.8</b>
CRH	97.1	99.9
DGRI	96.1	99.9
PCCD East	94.9	99.6
PCCD West	97.9	99.6

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Borders</b>	<b>95.8</b>	<b>98.5</b>
Borders General Hospital	95.3	98.4
Community	96.9	98.4
Mental Health	96.9	98.9
Non-Clinical	N/A	N/A

Ninewells Hospital	94.0	99.8
Perth Royal Infirmary	96.7	100.0
Perthshire Community Hospitals & H.C	97.8	100.0
Royal Victoria Hospital	96.3	99.8
Stracathro	95.6	96.1
Strathmartine-Dudhope	97.1	99.2
Whitehills-Arbroath-Kirriemuir-Carnoustie	96.5	98.2

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Fife</b>	<b>96.3</b>	<b>96.8</b>
Central Fife	96.9	96.1
Lynebank Hospital	98.0	96.0
North East Fife	95.1	97.9
Queen Margaret Hospital	97.2	95.8
Stratheden	96.7	95.9
Victoria Hospital	95.7	97.5

Health Board & Zones	Domestic Result	Estates Result
<b>NHS Lothian</b>	<b>95.5</b>	<b>97.1</b>
East & Mid Lothian	95.8	98.2
Edinburgh Acute	95.4	96.6
Edinburgh Community	94.7	97.9
Edinburgh Royal Infirmary	95.5	97.3
External Contractors Sites	91.8	98.8
West Lothian	96.4	96.6

Compliance Key	less than 70%	between 70% - 90%	90% or higher
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## 3. Domestic Services – Key Findings for 1<sup>st</sup> Quarter

### Key Findings – Pan Scotland

- 3.1 Scotland's overall total score in Quarter 1 for 2024/25 was Green at 95.2%, which is a slight decrease from 95.3% achieved in the previous quarter.

### Health Board Level Data

- all NHS Boards have achieved an overall Green compliance rating
- all A1 sites have achieved an overall Green compliance for Domestic services
- all A2 sites have achieved an overall Green compliance for Domestic services

### Zone Level Data

- 3.2 In each NHS Board there are a number of zones reflecting how domestic cleaning is managed and reported locally across the NHS Board. In larger NHS Boards there are a number of zones, in smaller NHS Boards there may only be one zone, which covers the whole of the NHS Board.

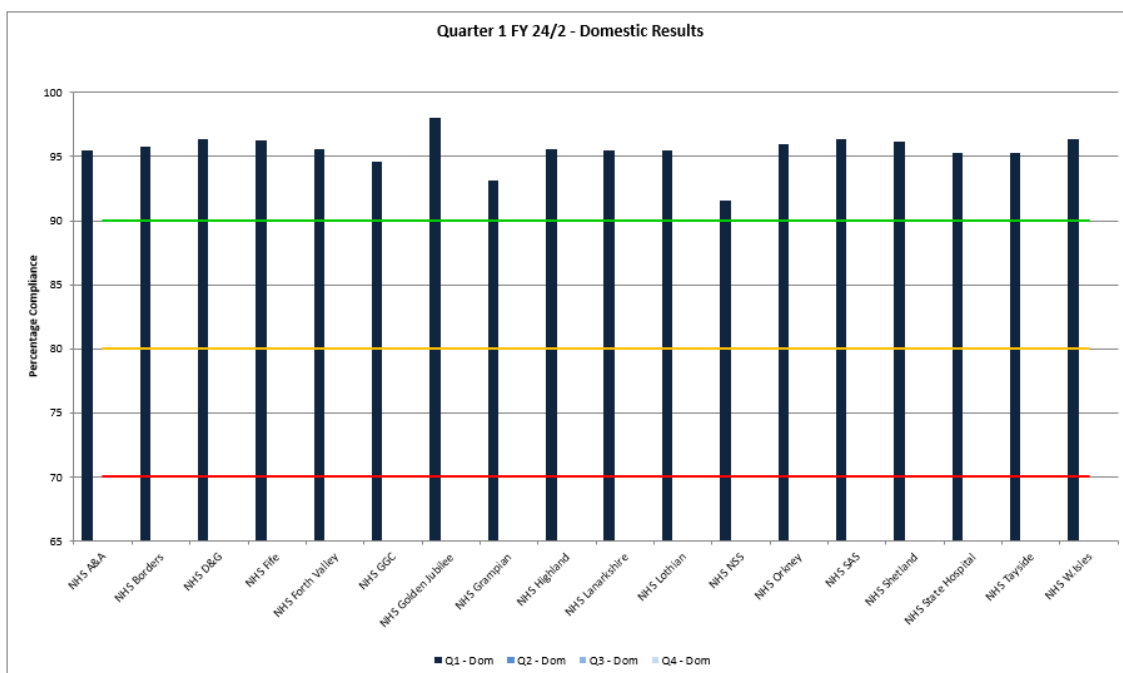
All zones across Scotland have achieved an overall Green compliance rating for Domestic Services, with the exception of the zones detailed below.

NHS Board and zone level cleaning audit data is presented graphically on pages 4 and 5.



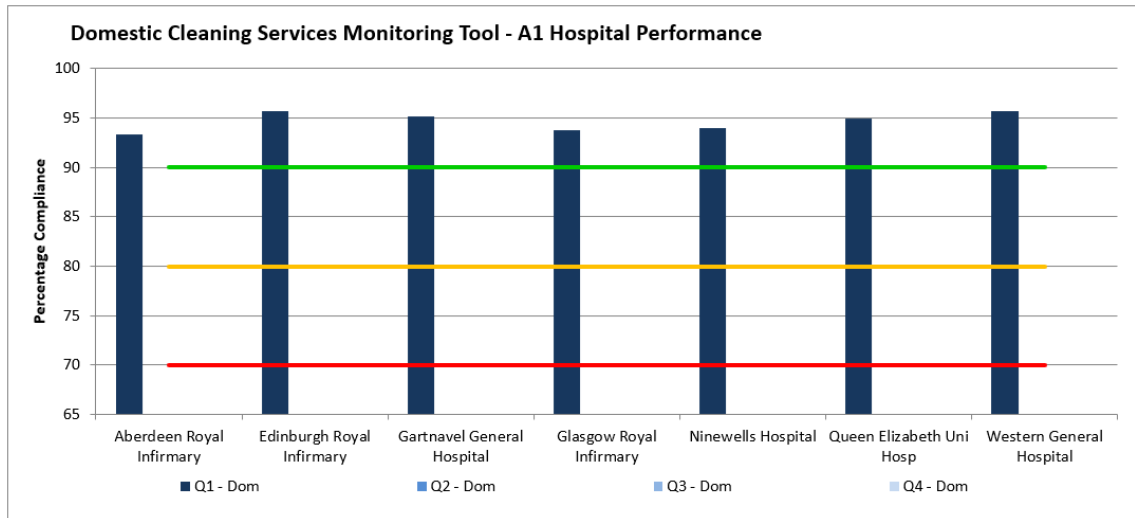
## 4. Domestic Services - Graphs

### 4.1 Domestic Cleaning Services Monitoring Tool – NHS Boards’ Performance

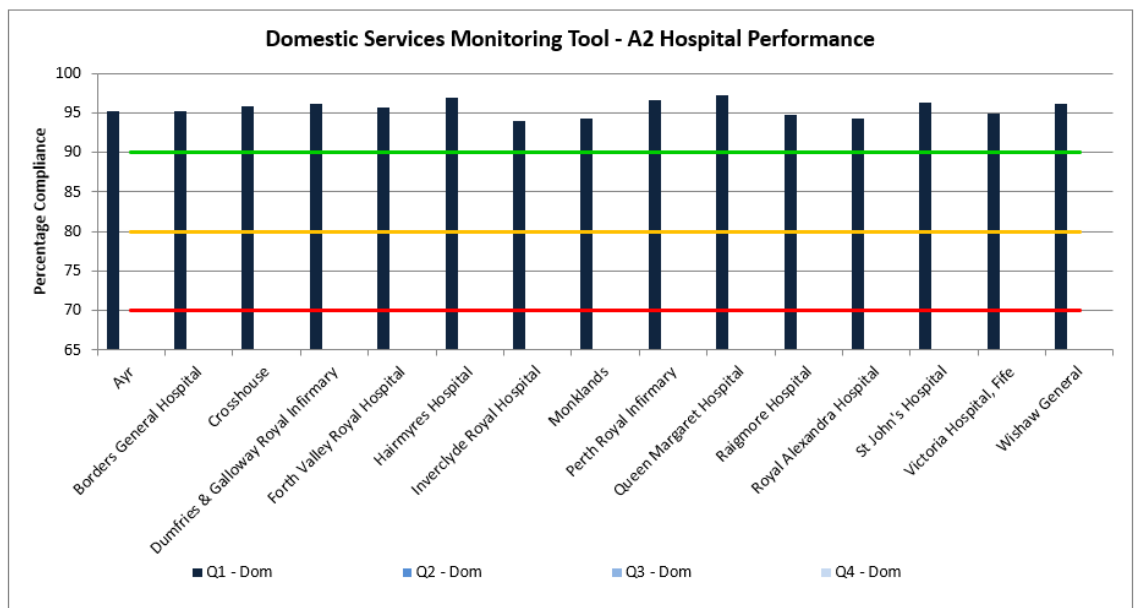


Health Board	1 <sup>st</sup> Quarter Apr - June 2024/25	2 <sup>nd</sup> Quarter July - Sept 2024/25	3 <sup>rd</sup> Quarter Oct - Dec 2024/25	4 <sup>th</sup> Quarter Jan - March 2024/25
<b>NHSSCOTLAND</b>	<b>95.2</b>			
NHS Ayrshire and Arran	95.5			
NHS Borders	95.8			
NHS Dumfries and Galloway	96.4			
NHS Fife	96.3			
NHS Forth Valley	95.6			
NHS Greater Glasgow and Clyde	94.6			
NHS Golden Jubilee	98.0			
NHS Grampian	93.1			
NHS Highland	95.6			
NHS Lanarkshire	95.9			
NHS Lothian	95.5			
NHS NSS SNBTS	91.6			
NHS Orkney	96.0			
NHS Scottish Ambulance Service	96.4			
NHS Shetland	96.2			
NHS State Hospital	95.3			
NHS Tayside	95.3			
NHS Western Isles	96.4			

## 4.2 Domestic Cleaning Services Monitoring Tool – A1 Hospital Performance



## 4.3 Domestic Cleaning Services Monitoring Tool – A2 Hospital Performance



#### 4.4 Domestic Cleaning Services Monitoring Tool – A1 Hospital performance

Hospital Type	Site	1 <sup>st</sup> Quarter Apr - June 2024/25	2 <sup>nd</sup> Quarter July - Sept 2024/25	3 <sup>rd</sup> Quarter Oct - Dec 2024/25	4 <sup>th</sup> Quarter Jan - Mar 2024/25
A1	Aberdeen Royal Infirmary	93.3			
	Edinburgh Royal Infirmary	95.7			
	Gartnavel General Hospital	95.2			
	Glasgow Royal Infirmary	93.8			
	Ninewells Hospital	94.0			
	Queen Elizabeth Uni Hosp	95.0			
	Western General Hospital	95.7			

#### 4.5 Domestic Cleaning Services Monitoring Tool – A2 Hospital performance

Hospital Type	Site	1 <sup>st</sup> Quarter Apr - June 2024/25	2 <sup>nd</sup> Quarter July - Sept 2024/25	3 <sup>rd</sup> Quarter Oct - Dec 2024/25	4 <sup>th</sup> Quarter Jan - Mar 2024/25
A2	Ayr Hospital	95.3			
	Borders General Hospital	95.3			
	Crosshouse Hospital	95.8			
	Dumfries & Galloway Royal Infirmary	96.1			
	Forth Valley Royal Hospital	95.7			
	Hairmyres Hospital	97.0			
	Inverclyde Royal Hospital	94.0			
	Monklands Hospital	94.3			
	Perth Royal Infirmary	96.7			
	Queen Margaret Hospital	97.2			
	Raigmore Hospital	94.8			
	Royal Alexandra Hospital	94.3			
	St. John's Hospital	96.4			
	Victoria Hospital, Fife	95.7			
Wishaw General Hospital	96.1				

## 5. Estates Services - Key Findings for 1<sup>st</sup> Quarter

### Key Findings – Pan Scotland

- 5.1 Scotland’s overall total score in Quarter 1 for 2024/25 was Green at 96.4%, which is unchanged from the previous quarter.

### Health Board Level Data

- all Health Boards have achieved an overall Green compliance rating
- one A1 hospital had an amber compliance rating for Estates services
- all A2 hospitals had a green compliance rating for Estates services

### Zone Level Data

In each NHS Board there are a number of zones, reflecting how domestic cleaning is managed and reported locally across the NHS Board. In larger NHS Boards there is a number of zones, in smaller NHS Boards there may only be one zone, which covers the whole of the NHS Board.

NHS Board and zone level cleaning audit data is presented graphically on [pages 5 and 6](#).

### NHS Forth Valley

- 5.2 NHS Forth Valley has reported three zones in Amber (partially compliant) for Estates for Quarter 1.

Zone	Quarter 3 2023/24	Quarter 4 2023/24	Quarter 1 2024/25
Bells'dyke	85.1	85.2	86.7
Bo'ness	92.9	90.8	89.1
Falkirk Community Hospital	86.7	86.7	89.3

NHS Forth Valley provided the following explanation:

*“As previously reported the master plan being collated for Falkirk Community Hospital has now been paused which presents a significant risk due to both this and the low level of capital investment to come both next year 24/25 and the coming years. Again, as reported previously this will most likely cause the reporting figures at Bellsdyke and Falkirk sites to remain static or even decline slightly as we will be keeping the buildings going through maintenance and reactive tasks only, while our revenue budgets are stretched even further. Bo'ness site scores have also fell slightly to amber, but there is no major*

concern for this site, and this should improve within the next reporting quarter, but we will monitor this going forward.

*The Estates team continue to review and resolve the higher risk items and we still have some gaps in our team due to recruitment and staff sickness issues but are now near to full strength. We remain focused on the High priority items and emergency works during a very busy time for our stretched and limited maintenance team.”*

## HFS Perspective - NHS Forth Valley

- 5.2.1 NHS Forth Valley have completed their capital plan for 23/34, however, their master plan has been paused which will result in a significant risk to the low level of capital investment for 24/25 and the future. NHS Forth Valley have identified that the reporting figures, for Bellsdyke and Falkirk Community Hospital, may remain static or decline as high-risk maintenance and reactive tasks are being given priority. As previously reported, there is now the expectation that both these sites will continue to report a partial-complaint score in the coming quarters, with the understanding that high risk issues are being managed accordingly.

Bo’ness does not cause concern as their partial complaint score was due to staff shortages and this should be resolved within the next quarter with the assumption that a complaint score will be reported.

## NHS Greater Glasgow & Clyde

- 5.3 NHS Greater Glasgow & Clyde has reported one A1 hospital zone in Amber (partially compliant) for Estates for Quarter 1.

Zone	Quarter 3 2023/24	Quarter 4 2023/24	Quarter 1 2024/25
Glasgow Royal Infirmary	86.7	89.8	88.7

NHS Greater Glasgow & Clyde provided the following explanation:

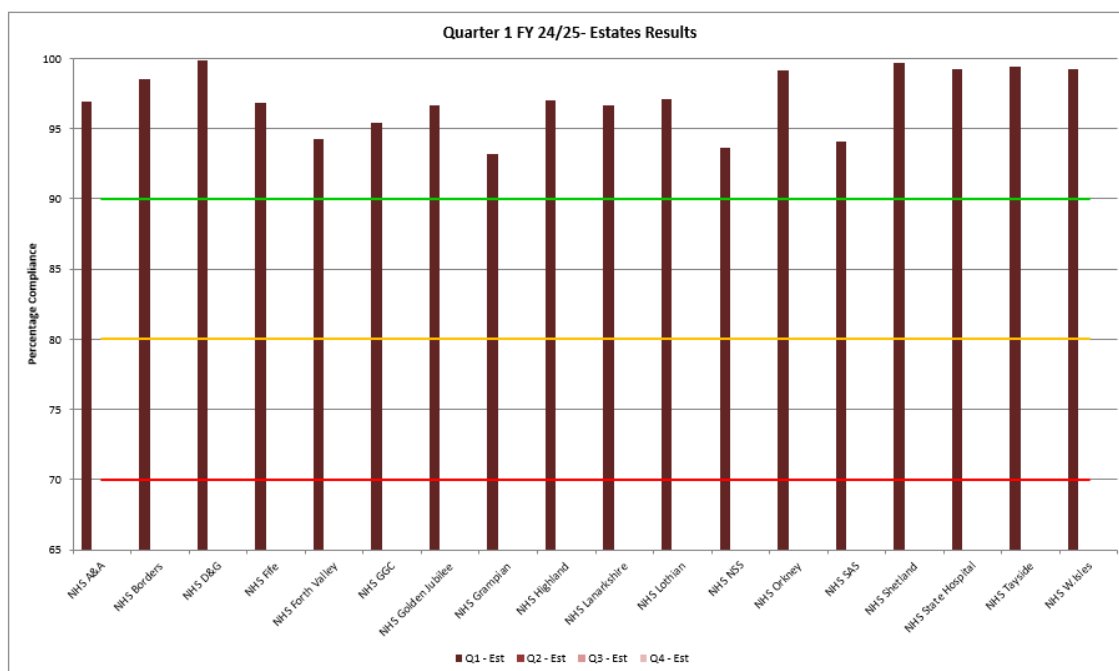
*“GRI Estates has a priority-based program for painting and decorating work covering wards and theatres. This plan will be implemented in year 2024/25 based on funding availability and clinical requirements. In addition, proposals have been submitted for capital improvement programs across the hospital.”*

## HFS Perspective – NHS Greater Glasgow & Clyde

- 5.3.1 Within Glasgow Royal Infirmary (GRI) there is a priority-based program of work taking place in wards and theatres. The plan will be based on funding availability across the site for 24/25. Until this work is completed, there is the assumption that GRI will continue to report a partial complaint score in the coming quarters.

## 6. Estates Services - Graphs

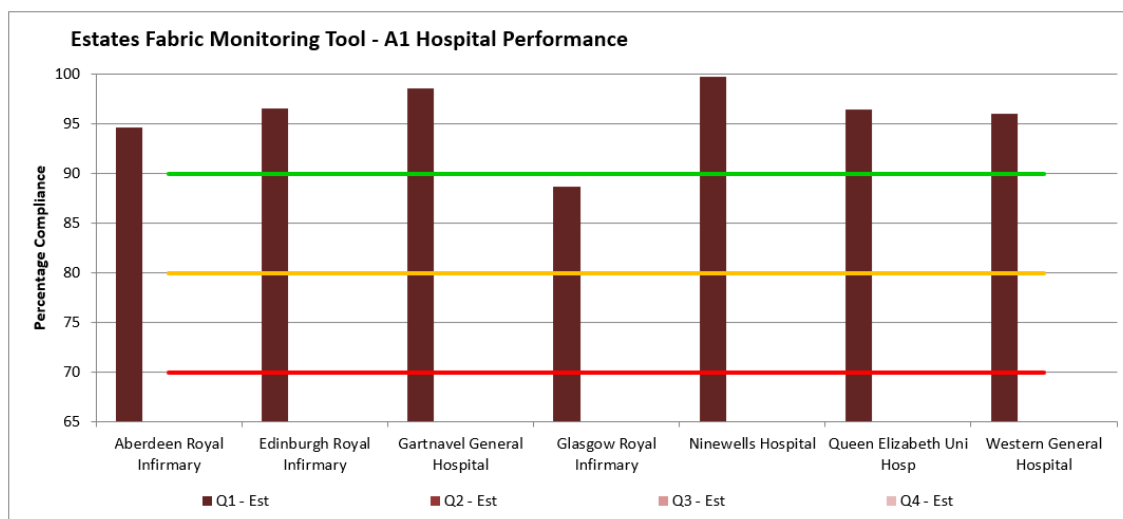
### 6.1 Estates Fabric Monitoring Tool – NHS Boards' Performance



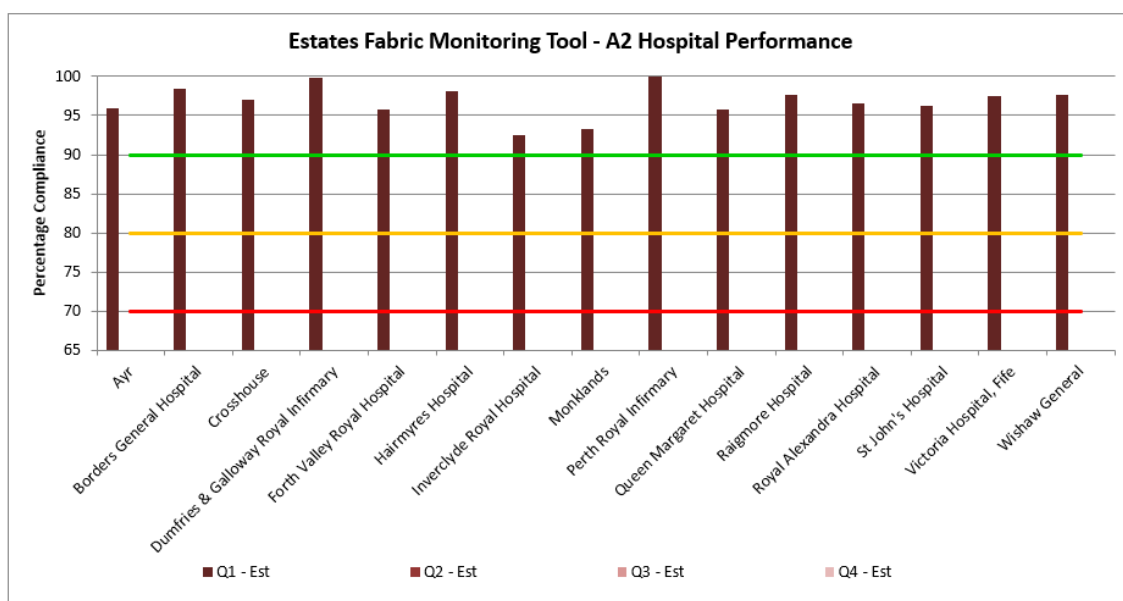
Health Board	1 <sup>st</sup> Quarter Apr - June 2024/25	2 <sup>nd</sup> Quarter July - Sept 2024/25	3 <sup>rd</sup> Quarter Oct - Dec 2024/25	4 <sup>th</sup> Quarter Jan - Mar 2024/25
<b>NHSSCOTLAND</b>	<b>96.4</b>			
NHS Ayrshire and Arran	96.9			
NHS Borders	98.5			
NHS Dumfries and Galloway	99.8			
NHS Fife	96.8			
NHS Forth Valley	94.2			
NHS Greater Glasgow and Clyde	95.4			
NHS Golden Jubilee	96.6			
NHS Grampian	93.2			
NHS Highland	97.0			
NHS Lanarkshire	96.6			
NHS Lothian	97.1			
NHS NSS	93.6			
NHS Orkney	99.1			
NHS Scottish Ambulance Service	94.1			
NHS Shetland	99.7			
NHS State Hospital	99.2			
NHS Tayside	99.4			
NHS Western Isles	99.2			



## 6.2 Estates Fabric Monitoring Tool – A1 Hospital performance



## 6.3 Estates Fabric Monitoring Tool – A2 Hospital Performance



#### 6.4 Estates Fabric Monitoring Tool – A1 Hospital performance

Hospital Type	Site	1 <sup>st</sup> Quarter Apr - June 2024/25	2 <sup>nd</sup> Quarter July - Sept 2024/25	3 <sup>rd</sup> Quarter Oct - Dec 2024/25	4 <sup>th</sup> Quarter Jan - Mar 2024/25
A1	Aberdeen Royal Infirmary	94.7			
	Edinburgh Royal Infirmary	96.6			
	Gartnavel General Hospital	98.6			
	Glasgow Royal Infirmary	88.7			
	Ninewells Hospital	99.8			
	Queen Elizabeth Uni Hosp	95.6			
	Western General Hospital	96.1			

#### 6.5 Estates Fabric Monitoring Tool – A2 Hospital performance

Hospital Type	Site	1 <sup>st</sup> Quarter Apr - June 2024/25	2 <sup>nd</sup> Quarter July - Sept 2024/25	3 <sup>rd</sup> Quarter Oct - Dec 2024/25	4 <sup>th</sup> Quarter Jan - Mar 2024/25
A2	Ayr Hospital	96.0			
	Borders General Hospital	98.4			
	Crosshouse Hospital	97.0			
	Dumfries & Galloway Royal Infirmary	99.9			
	Forth Valley Royal Hospital	95.7			
	Hairmyres Hospital	98.1			
	Inverclyde Royal Hospital	92.5			
	Monklands Hospital	93.3			
	Perth Royal Infirmary	100.0			
	Queen Margaret Hospital	95.8			
	Raigmore Hospital	97.6			
	Royal Alexandra Hospital	96.6			
	St. John's Hospital	96.3			
	Victoria Hospital, Fife	97.5			
	Wishaw General Hospital	97.7			

## Appendix 1 - Methodology

Over the year, NHS Boards will monitor all facilities. Each Quarterly report covers monitoring of a proportion of the facilities/areas within an NHS Board area.

Compliance is assessed within NHS Boards using a standardised monitoring system, available online or offline on a handheld device.

There are two components to the monitoring:

- audits carried out on a routine basis by Domestic Services Managers
- audits carried out by Peer Review teams, incorporating a Public Involvement element

Cleanliness and the state of the Estate fabric are assessed using an observational process and according to the technical requirements set out in the NHS Scotland National Cleaning Services Specification. The requirements vary depending on the type of area being assessed and the scores are weighted to reflect risk. For example, an operating theatre receives a higher weighting.

The rooms to be audited within the audit areas are selected at random in accordance with the monitoring framework guidance.

NHS Boards results are available to Health Facilities Scotland via the live online system. This data is used to compile the national Quarterly report and for local NHS Board reporting.