

**NHSScotland National Cleaning  
Compliance Report  
Domestic and Estates Cleaning  
Services Performance 2024/2025**

**Quarter 3:  
Oct 2024 -  
Dec 2024**

Version 2 - January 2025

# Contents

- 1. Introduction .....1**
- 2. Background .....2**
- 3. NHSScotland Domestic and Estates Results Q3 2024/25 .....4**
- 4. Domestic services - key findings .....6**
- 5. Domestic services - quarterly data.....8**
- 6. Estates Services - Key Findings .....13**
- 7. Estates Services - Quarterly Data.....15**
- Appendix A Methodology .....19**



# 1. Introduction

- 1.1. Cleaning functions in NHSScotland 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.
- 1.2. This report covers the cleaning functions carried out by domestic staff and estates staff.
- 1.3. As one part of their duties Domestic staff clean parts of the ward environment like the floors, toilets, sinks, and so on. They also clean other areas of the healthcare facility such as corridors, offices, and foyer. They generally do not clean near patient equipment such as the patient bed tray, the upper half of the patient bed or drip stands for example.
- 1.4. 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 such as water systems, heating or ventilation across all healthcare facilities.
- 1.5. This report presents data on compliance with the requirements set out in the NHSScotland 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.
- 1.6. The report includes data on the 18 Scottish NHS boards that offer inpatient services or deal directly with patients, as follows:
  - the 14 NHSScotland 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)
- 1.7. All healthcare facilities and component parts, such as wards, treatment rooms and corridors, 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.
- 1.8. The report indicates the status of each NHS board using a traffic light system as below:
  - Green - compliance level 90% and above – 'compliant'
  - Amber - compliance level between 70% and 90% - 'partially compliant'
  - Red - compliance level below 70% - 'non-compliant'

## 2. Background

- 2.1. Healthcare Associated Infection (HAI) is a priority issue for NHSScotland, in terms of the safety and well-being of patients, staff and the public.
- 2.2. 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.
- 2.3. As part of its work programme, the HAI Task Force developed the 'NHSScotland Code of Practice for the Local Management of Hygiene and HAI' and the 'NHSScotland 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.
- 2.4. The HAI Task Force commissioned NHSScotland Assure (previously known as Health Facilities Scotland) to develop a monitoring framework for the NHSScotland National Cleaning Services Specification. This was developed in consultation with a range of stakeholders within NHSScotland 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

- 2.5. In 2009 the HAI Task Force asked NHSScotland Assure (then Health Facilities Scotland) to look at extending the scope of the cleaning monitoring tool to cover Estates Services as well as Domestic Services. This work was carried out in partnership with NHS boards to build the Estates monitoring system as an extension to the existing domestic monitoring system.
- 2.6. 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 such as water systems, heating or ventilation.

### Monitoring and improvement

- 2.7. Monitoring, in this context, is defined as the ongoing assessment of the outcome of cleaning and estates 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.

- 2.8. 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.
- 2.9. Further information on the monitoring framework is available from the [National Services Scotland website](#). The methodology behind the monitoring process is described in Appendix A.

## Facilities Monitoring Tool

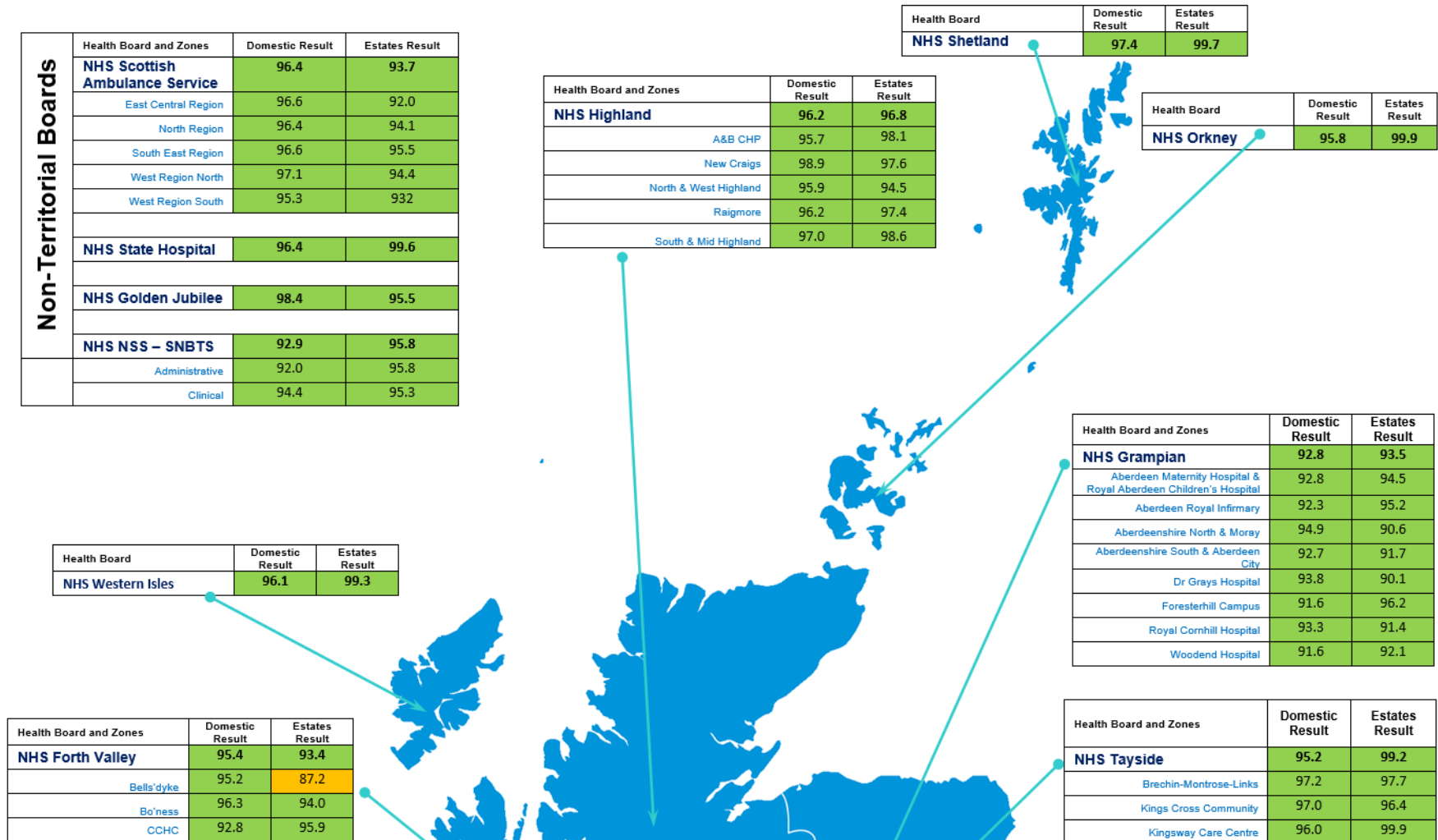
- 2.10. In April 2012 a digital Facilities Monitoring Tool (FMT) became operational across Scotland. The tool moved data collection from a paper and spreadsheet-based data collection to an online system that uses handheld devices and web-based data transfer. This report is produced using data from this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

## Facilities Support Team

- 2.11. The Facilities Support Team within NHSScotland Assure 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.

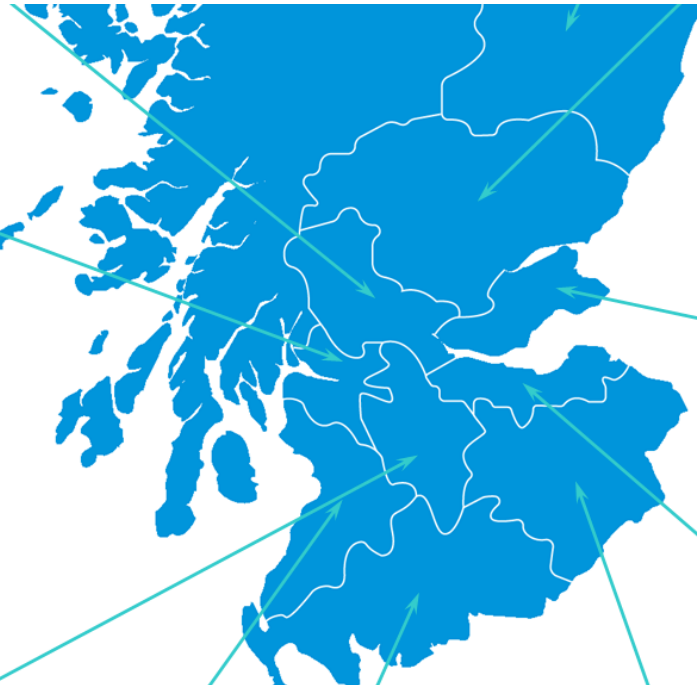
### 3. NHSScotland Domestic and Estates Results Q3 2024/25

Figure 3.1 - Map showing domestic and estates scores by board and zone



Falkirk Community Hospital	94.8	85.6
FV North Sector	96.2	93.3
FV South Sector	96.6	89.9
FVRH	95.7	96.2
SCH	94.5	93.3

Ninewells Hospital	93.9	99.8
Perth Royal Infirmary	96.2	100
Perthshire Community Hospitals & H.C	98.2	99.9
Royal Victoria Hospital	96.3	100
Stracathro	96.8	96.8
Strathmartine-Dudhope	93.2	99.6
Whitehills-Arbroath-Kirriemuir-Carnoustie	96.5	95.8



Health Board and Zones	Domestic Result	Estates Result
<b>NHS Greater Glasgow and Clyde</b>	<b>94.7</b>	<b>95.2</b>
Admin Bases	95.9	98.5
Hospitals	94.5	94.7
East Dunbartonshire HSCP	97.5	96.4
East Renfrewshire HSCP	96.4	100
Glasgow City HSCP - North East Sector	95.6	98.4
Glasgow City HSCP - North West Sector	95.4	99.3
Glasgow City HSCP - South Sector	95.4	99.5
Inverclyde HSCP	95.2	97.1
PFIs and SPS Services	92.9	94.4
Renfrewshire HSCP	96.5	99.9
West Dunbartonshire HSCP - Lomond	96.6	100
West Dunbartonshire HSCP - Glasgow	96.0	96.1

Health Board and Zones	Domestic Result	Estates Result
<b>NHS Fife</b>	<b>96.1</b>	<b>96.6</b>
Central Fife	96.3	95.5
Lynebank Hospital	97.6	95.4
North East Fife	94.8	97.9
Queen Margaret Hospital	96.9	95.9
Stratheden	95.9	95.6
Victoria Hospital	95.9	97.3

Health Board and Zones	Domestic Result	Estates Result
<b>NHS Lanarkshire</b>	<b>97.0</b>	<b>95.8</b>
Hairmyres	97.6	98.8
Monklands	96.5	92.7
North	97.6	98.4
South	97.4	99.0
Wishaw	96.6	94.4

Health Board and Zones	Domestic Result	Estates Result
<b>NHS Lothian</b>	<b>95.7</b>	<b>96.6</b>
East & Mid Lothian	96.6	98.8
Edinburgh Acute	96.0	96.3
Edinburgh Community	94.9	97.0
Edinburgh Royal Infirmary	95.5	96.2
External Contractors Sites	91.5	98.6
West Lothian	96.5	97.4

Health Board and Zones	Domestic Result	Estates Result
<b>NHS Dumfries and Galloway</b>	<b>95.8</b>	<b>99.6</b>
CRH	96.3	99.7
DGRI	95.8	99.7
PCCD East	93.1	98.2
PCCD West	96.3	99.5

Health Board and Zones	Domestic Result	Estates Result
<b>NHS Ayr and Arran</b>	<b>95.7</b>	<b>97.2</b>
East	96.0	97.1
North	95.2	96.6
South	95.7	97.9

Health Board and Zones	Domestic Result	Estates Result
<b>NHS Borders</b>	<b>95.0</b>	<b>98.2</b>
Borders General Hospital	94.5	98.4
Community	96.4	97.8
Mental Health	97.5	97.7
Non-Clinical	82.3	97.3

<b>Compliance Key</b>	<b>less than 70%</b>	<b>between 70% - 90%</b>	<b>90% or higher</b>
-----------------------	----------------------	--------------------------	----------------------

## 4. Domestic services - key findings

### Key Findings - Pan Scotland

- 4.1. Scotland’s overall total score in Quarter 3 for 2024/25 was Green at 95.3%, which is the same as the score achieved in the previous quarter.

### Health Board Level Data

- all NHS boards have achieved an overall Green compliance rating for Domestic Services
- all A1 sites have achieved an overall Green compliance rating for Domestic Services
- all A2 sites have achieved an overall Green compliance for Domestic Services

### Zone Level Data

- 4.2. 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.
- 4.3. All zones across Scotland have achieved an overall Green compliance rating for Domestic Services with the exception of the zone detailed below in NHS Borders.
- 4.4. NHS board and zone level cleaning audit data is presented graphically in Section 3.

### NHS Borders

- 4.5. NHS Borders has reported one zone in Amber (partially compliant) for domestic in Quarter 3.

Table 4.1 - The last three quarters results for the Amber scoring area

Zone	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25
Non-Clinical	N/A	96.0	82.3

- 4.6. NHS Borders has provided the following explanation  
*This was due to a non-clinical area which is not being fully utilised at the moment, and sickness/ absence has led to this area not being audited as frequently.*  
*Going forward this will be carried out more frequently.*



## NHSScotland Assure Perspective - NHS Borders

- 4.7. After investigation, Borders have identified the reason for a drop in audit scores for this quarter which includes a non-clinical area not being fully utilised and staffing availability. Moving into the next quarters, they will be auditing the area in line with the audit schedule. There is the assumption that this will improve their audit performance in the next quarter.

## 5. Domestic services - quarterly data

### Domestic Services Monitoring - board performance

Figure 5.1 - Cumulative quarterly domestic scores by board

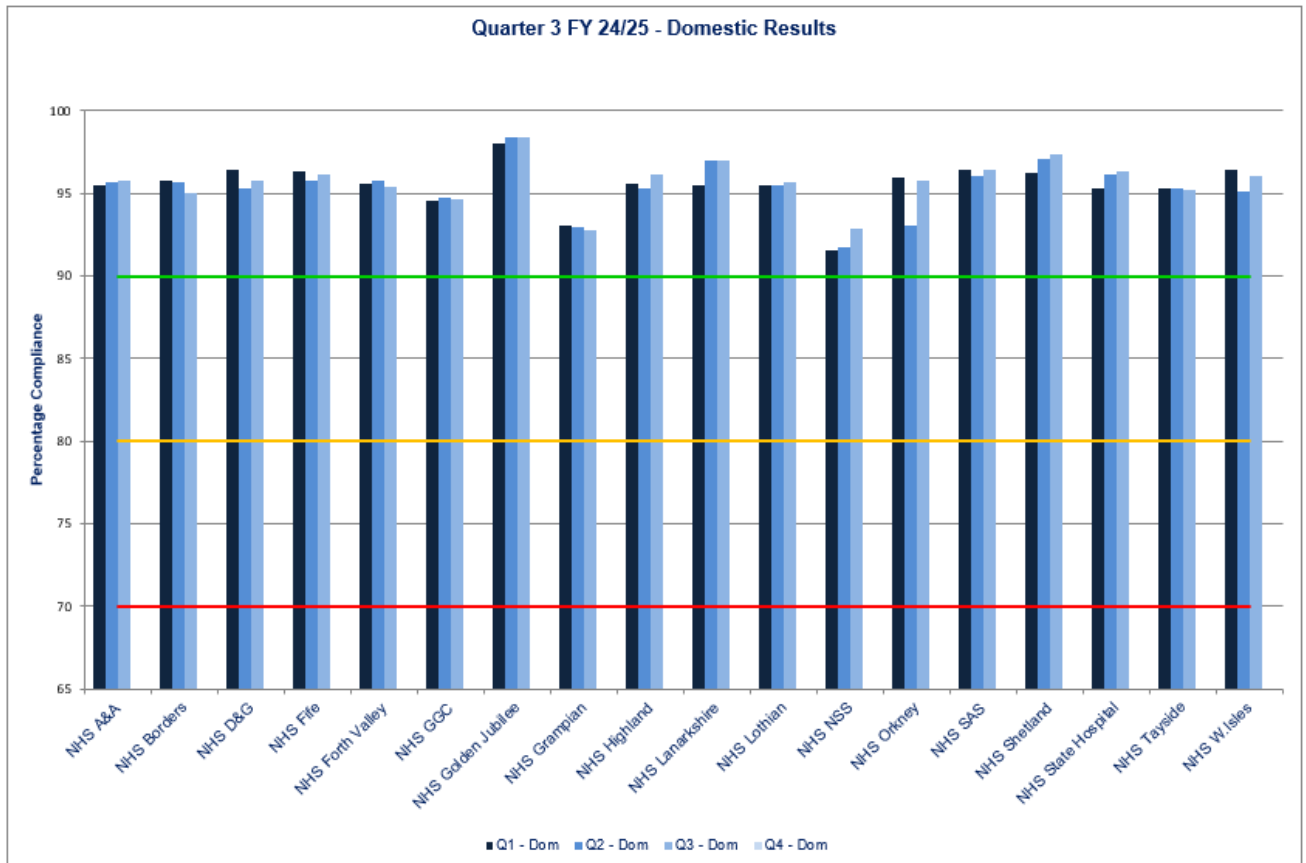


Figure 5.2 - Table showing cumulative quarterly domestic scores by board

Health Board	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
<b>NHS Scotland National Score</b>	<b>95.2</b>	<b>95.3</b>	<b>95.3</b>	
NHS Ayrshire and Arran	95.5	95.7	95.7	
NHS Borders	95.8	95.6	95.0	
NHS Dumfries and Galloway	96.4	95.4	95.8	
NHS Fife	96.3	95.8	96.1	
NHS Forth Valley	95.6	95.7	95.4	
NHS Greater Glasgow and Clyde	94.6	94.7	94.7	
NHS Golden Jubilee	98.0	98.4	98.4	
NHS Grampian	93.1	92.9	92.8	
NHS Highland	95.6	95.3	96.2	
NHS Lanarkshire	95.5	97.0	97.0	
NHS Lothian	95.5	95.5	95.7	
NHS NSS – SNBTS	91.6	91.8	92.9	
NHS Orkney	96.0	93.1	95.8	
NHS Scottish Ambulance Services	96.4	96.1	96.4	
NHS Shetland	96.2	97.1	97.4	
NHS State Hospital	95.3	96.2	96.4	
NHS Tayside	95.3	95.3	95.2	
NHS Western Isles	96.4	95.1	96.1	

## Domestic Services Monitoring - A1 Hospital Performance

Figure 5.3 - Chart showing cumulative quarterly domestic scores for A1 Hospitals

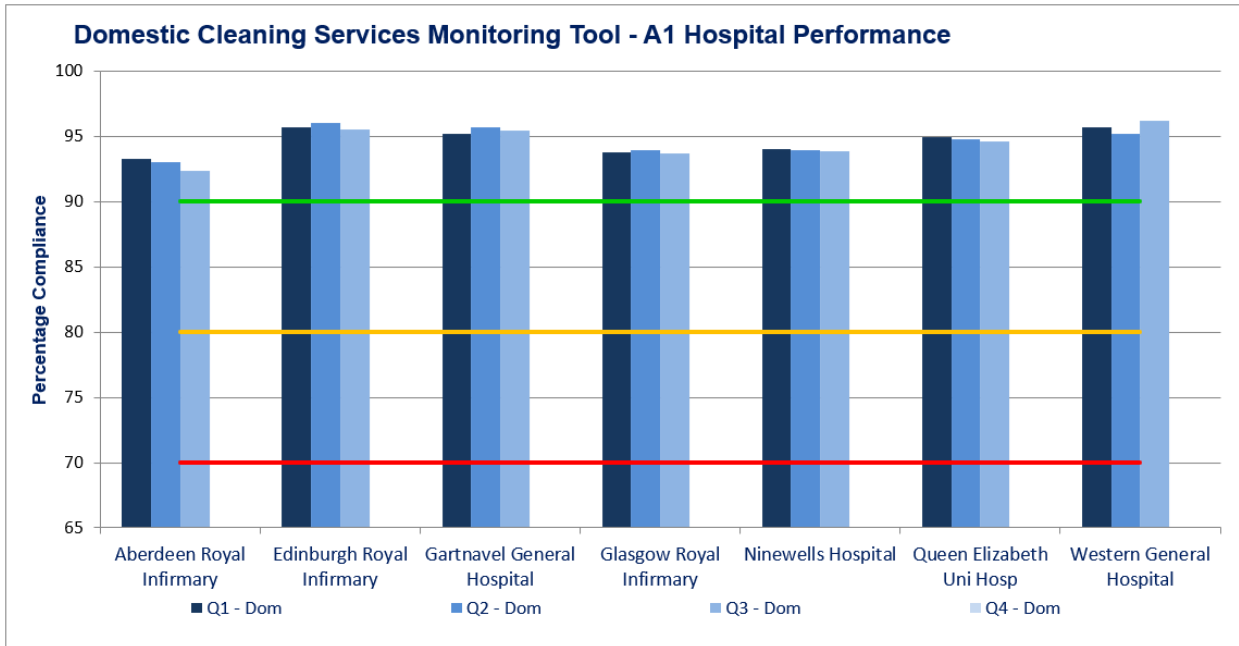


Figure 5.4 - Table showing cumulative quarterly domestic scores for A1 Hospitals

A1 Hospital	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
Aberdeen Royal Infirmary	93.3	93.0	92.3	
Edinburgh Royal Infirmary	95.7	96.0	95.5	
Gartnavel General Hospital	95.2	95.7	95.4	
Glasgow Royal Infirmary	93.8	93.9	93.7	
Ninewells Hospital	94.0	94.0	93.9	
Queen Elizabeth University Hospital	95.0	94.8	94.6	
Western General Hospital	95.7	95.2	96.2	

## Domestic Services Monitoring - A2 Hospital Performance

Figure 5.5 - Chart showing cumulative quarterly domestic scores for A2 Hospitals

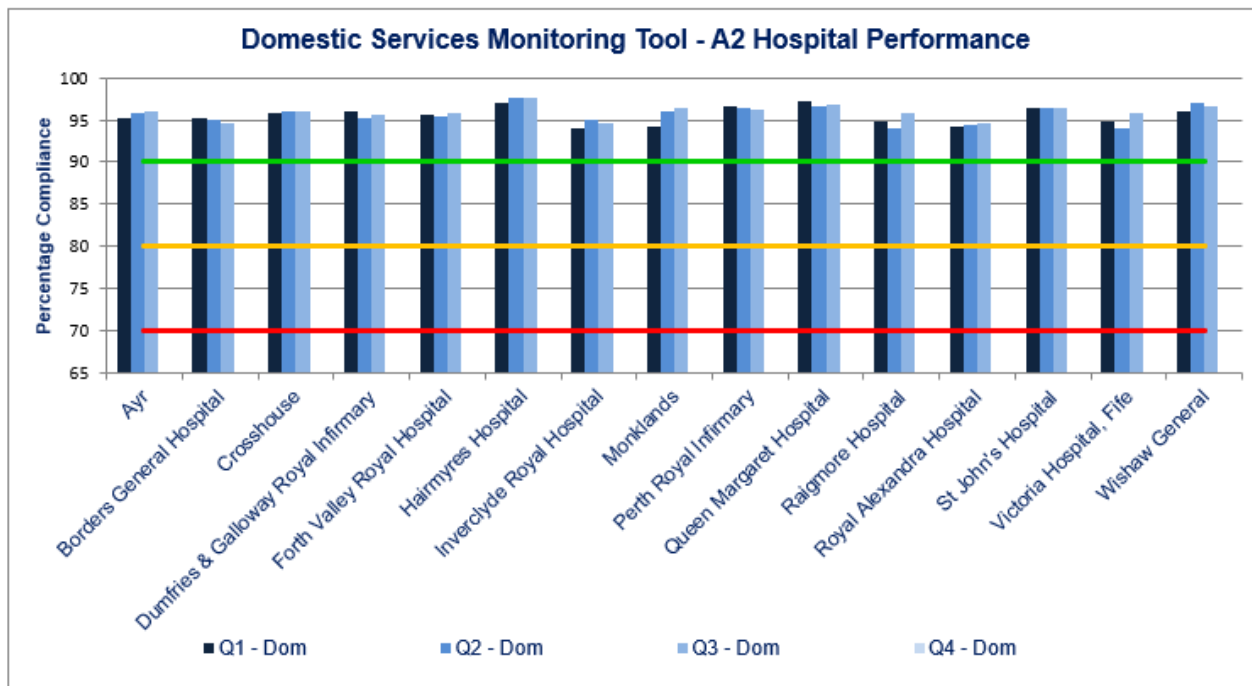


Figure 5.6 - Table showing cumulative quarterly domestic scores for A2 Hospitals

A2 Hospital	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
Ayr Hospital	95.3	95.9	96.0	
Borders General Hospital	95.3	95.0	94.5	
Crosshouse Hospital	95.8	96.0	96.0	
Dumfries and Galloway Royal Infirmary	96.1	95.2	95.7	
Forth Valley Royal Hospital	95.7	95.4	95.7	
Hairmyres Hospital	97.0	97.7	97.6	
Inverclyde Royal Hospital	94.0	95.0	94.6	
Monklands Hospital	94.3	96.0	96.4	
Perth Royal Infirmary	96.7	96.3	96.2	
Queen Margaret Hospital	97.2	96.7	96.9	
Raigmore Hospital	94.8	94.0	95.9	
Royal Alexandra Hospital	94.3	94.3	94.6	
St John's Hospital	96.4	96.5	96.4	

A2 Hospital	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
Victoria Hospital (Fife)	94.9	93.9	95.9	
Wishaw General Hospital	96.1	97.0	96.6	

## 6. Estates Services - Key Findings

### Key Findings - Pan Scotland

- 6.1. Scotland’s overall total score in Quarter 3 for 2024/25 was Green at 96.2%, which is a slight decrease from 96.3% achieved in the previous quarter.

### Health Board Level Data

- all NHS boards have achieved an overall Green compliance rating for Estates Services
- all A1 sites have achieved an overall Green compliance rating for Estates Services
- all A2 sites have achieved an overall Green compliance for Estates Services

### Zone Level Data

- 6.2. 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.
- 6.3. All zones across Scotland have achieved an overall Green compliance rating for Estates Services, except for the zones detailed below.
- 6.4. NHS board and zone level cleaning audit data is presented graphically in Section 3.

### NHS Forth Valley

- 6.5. NHS Forth Valley has reported three zones in Amber (partially compliant) for Estates in Quarter 3.

*Table 6.1 - Table showing the last three quarters results for the Amber scoring areas*

Zone	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25
Bells’dyke	86.7	89.2	87.2
Falkirk Community Hospital	89.3	90.0	85.6
FV South Sector	94.8	96.2	89.9

6.6. NHS Forth Valley has provided the following explanation:

*Falkirk Community Hospital master plan is paused which presents a significant risk due to both this site and the low level of capital investment to come both next year (24/25) and the coming years, but items have been included within the Scottish Government Business Continuity Plan (BCP) to address some of these issues. Again, as reported previously Falkirk Community Hospital and Bellsdyke sites are our amber reporting sites due to the age and fabric of the buildings in relation to Estates matters. 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.*

*Estates continue to focus and resolve the higher risk items as well as a focus on improving some of the environments of these wards/areas with redecoration and general improvement works. We remain focused on the High priority items and emergency works during a very busy time for our maintenance team.*

*Within FV South Sector, the drop in percentage was due to a new auditor completing many of the audits within this area. Retraining has now been carried with the auditor.*

## **NHSScotland Assure Perspective - NHS Forth Valley**

6.7. NHS Forth Valley continue to communicate the pressures they are experiencing with the low level of capital investment and the master plan being paused. The Estates Teams continue to focus on higher risk areas. There is the expectation that the Bells'dyke and Falkirk Community Hospital audit scores will fluctuate between compliant and partial complaint scores over the coming quarters due to the age and fabric of the buildings. NHS Forth Valley will continue to focus on their high-level priority items during this time.

Retraining has been carried out within the FV South Sector and there is the assumption that a complaint score will be reported in the next quarter.

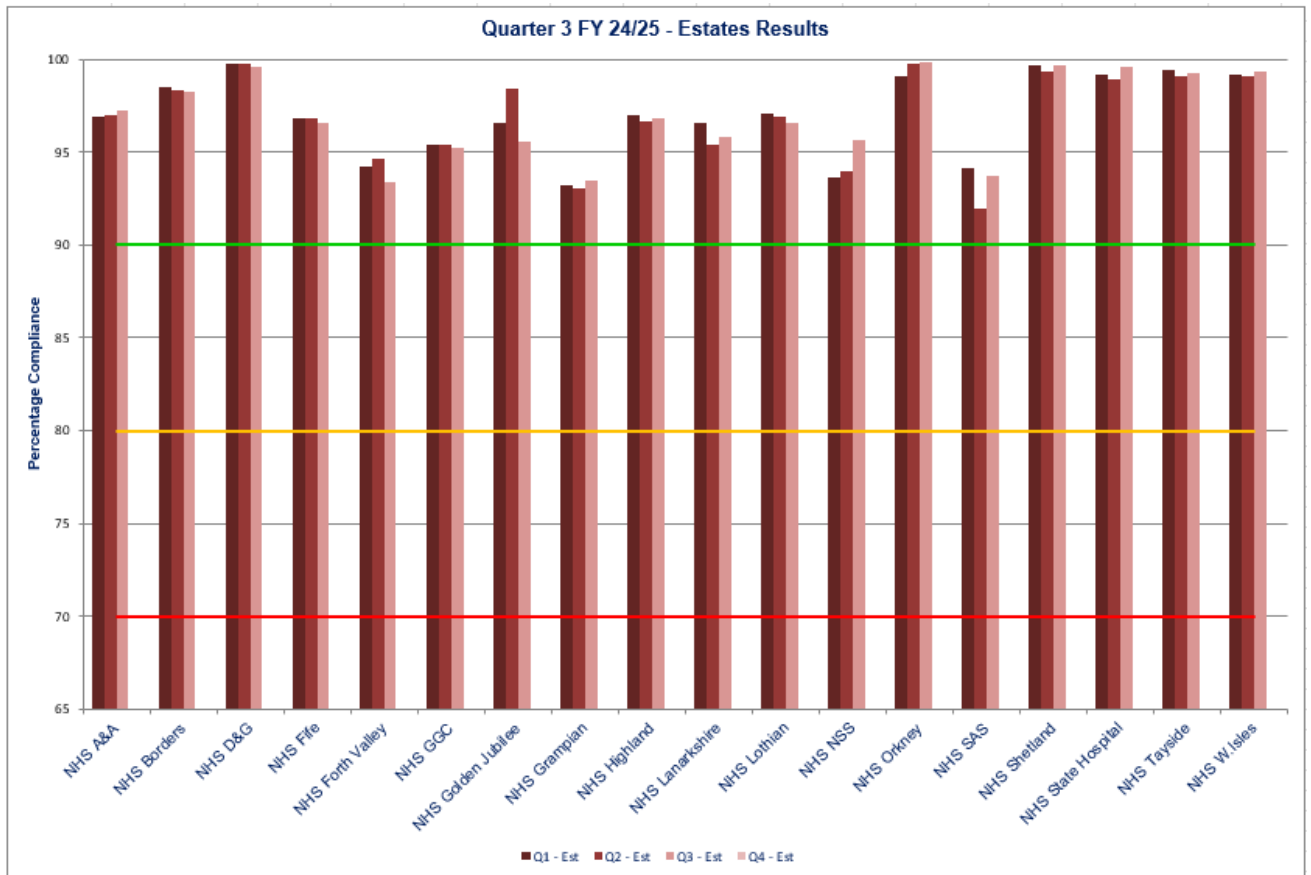


## 7. Estates Services - Quarterly Data

### Estates Services Monitoring - board performance

7.1. The following bar chart shows the quarterly estates scores for each health board.

Figure 7.1 - Chart showing cumulative quarterly estates scores for boards



7.2. The following table shows the quarterly estates scores for each health board.

*Figure 7.2 - Table showing cumulative quarterly estates scores for boards*

Health Board	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
<b>NHS Scotland National Score</b>	<b>96.4</b>	<b>96.3</b>	<b>96.2</b>	
NHS Ayrshire and Arran	96.9	97.0	97.2	
NHS Borders	98.5	98.3	98.2	
NHS Dumfries and Galloway	99.8	99.8	99.6	
NHS Fife	96.8	96.8	96.6	
NHS Forth Valley	94.2	94.6	93.4	
NHS Greater Glasgow and Clyde	95.4	95.4	95.2	
NHS Golden Jubilee	96.6	98.4	95.5	
NHS Grampian	93.2	93.0	93.5	
NHS Highland	97.0	96.7	96.8	
NHS Lanarkshire	96.6	95.4	95.8	
NHS Lothian	97.1	96.9	96.6	
NHS NSS – SNBTS	93.6	94.0	95.6	
NHS Orkney	99.1	99.8	99.9	
NHS Scottish Ambulance Services	94.1	92.0	93.7	
NHS Shetland	99.7	99.3	99.7	
NHS State Hospital	99.2	98.9	99.6	
NHS Tayside	99.4	99.1	99.2	
NHS Western Isles	99.2	99.1	99.3	

## Estates Services Monitoring – A1 Hospital Performance

Figure 7.3 - Chart showing cumulative quarterly estates scores for A1 Hospitals

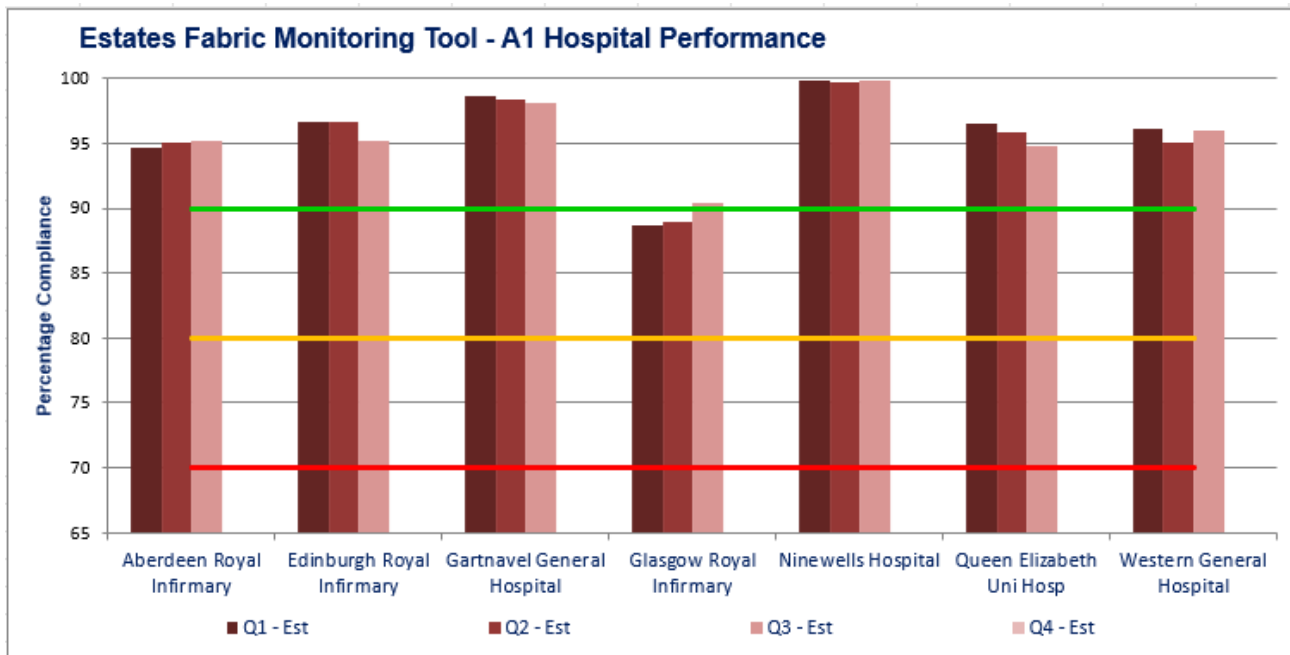


Figure 7.4 - Table showing cumulative quarterly estates scores for A1 Hospitals

A1 Hospital	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
Aberdeen Royal Infirmary	94.7	95.0	95.2	
Edinburgh Royal Infirmary	96.6	96.6	95.2	
Gartnavel General Hospital	98.6	98.4	98.2	
Glasgow Royal Infirmary	88.7	88.9	90.4	
Ninewells Hospital	99.8	99.7	99.8	
Queen Elizabeth University Hospital	96.5	95.9	94.7	
Western General Hospital	96.1	95.0	95.9	

## Estates Services Monitoring - A2 Hospital Performance

Figure 7.5 - Chart showing cumulative quarterly estates scores for A2 Hospitals

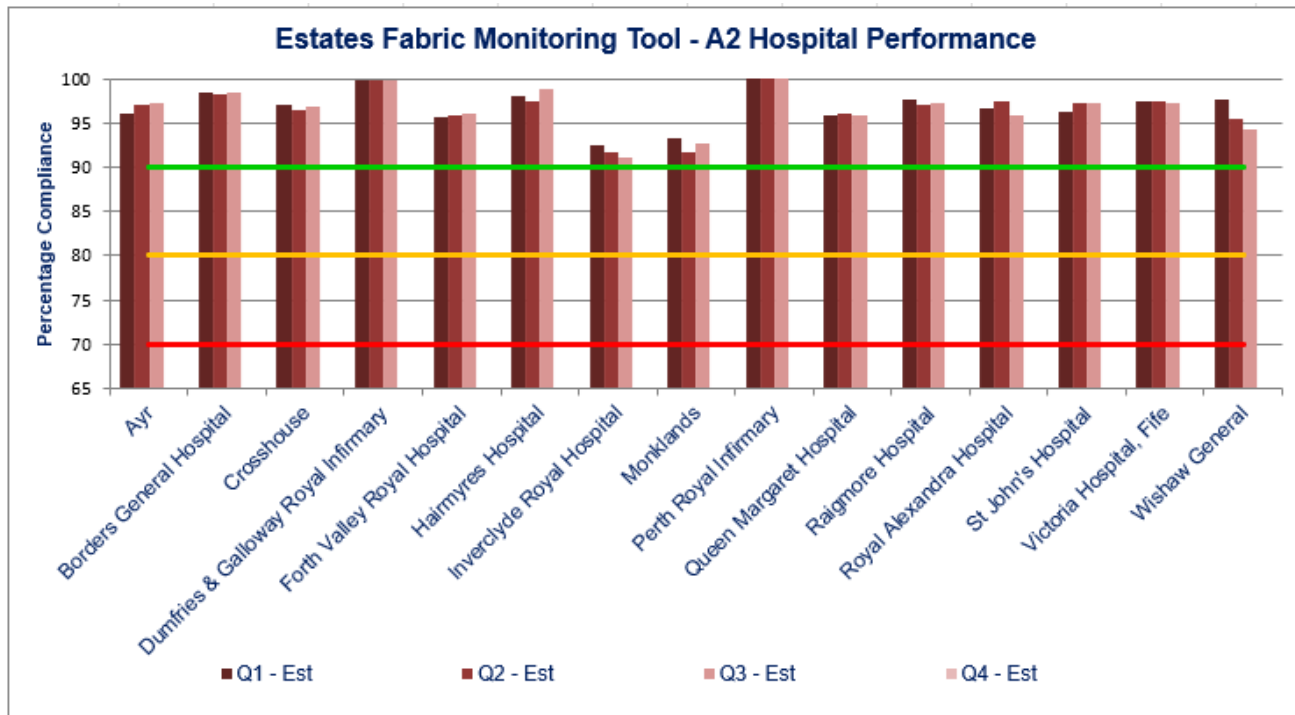


Figure 7.6 - Table showing cumulative quarterly estates scores for A2 Hospitals

A2 Hospital	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
Ayr Hospital	96.0	97.1	97.2	
Borders General Hospital	98.4	98.3	98.4	
Crosshouse Hospital	97.0	96.4	96.9	
Dumfries and Galloway Royal Infirmary	99.9	99.9	99.9	
Forth Valley Royal Hospital	95.7	96.0	96.2	
Hairmyres Hospital	98.1	97.4	98.8	
Inverclyde Royal Hospital	92.5	91.7	91.0	
Monklands Hospital	93.3	91.6	92.7	
Perth Royal Infirmary	100	100	100	
Queen Margaret Hospital	95.8	96.1	95.9	
Raigmore Hospital	97.6	97.1	97.2	
Royal Alexandra Hospital	96.6	97.4	95.9	
St John's Hospital	96.3	97.3	97.2	
Victoria Hospital (Fife)	97.5	97.5	97.3	
Wishaw General Hospital	97.7	95.6	94.3	

## Appendix A 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 NHSScotland 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 by the monitoring system in accordance with the monitoring framework guidance.

NHS board results are available to NHSScotland Assure via the live online system. This data is used to compile the national Quarterly report and for local NHS board reporting.