

Cleaning Policy and Procedure

1.0 Purpose

121 Supports Hunter Pty Ltd will provide cleaning services for home care participants safely and effectively to ensure participants' environments support infection control, dignity and personal choice. Correct and timely floor cleaning is a major part of reducing slips

2.0 Scope

121 Supports Hunter Pty Ltd will assist participants in undertaking and developing cleaning skills to maintain their home environment, and staff to clean the participant's homes as required.

3.0 Policy

Cleaning is undertaken as part of our care and services. Both participants and staff are always to be safe, so risk assessment is undertaken, and we will ensure that:

- floors are fully dry and can be accessed
- spills and contaminants are attended to
- a build-up of cleaning product residues does not occur
- cleaning equipment and cords are clear of walkways
- cleaning is planned and active
- good quality, appropriate or cleansed equipment used
- correct cleaning products and procedures.
- maintain the slip-resistant properties of the floor/surface (if non-slip flooring)
- are based on advice from the flooring supplier
- are tailored to the specific flooring and contaminants – i.e. type and concentration of chemicals etc. For example, the time detergent is on the floor has significantly affected cleanliness. It is also noted that slip-resistant flooring can be cleaned to be as hygienic as other floorings

All cleaning activities are to be undertaken professionally and in a manner that ensures no cross-contamination. The support plan directs cleaning activities for each participant. Any equipment issues - lack of or faulty must be reported to Director.

4.0 Procedures

Different colour cloths will be used for each area, e.g. pink for the bathroom, green for the kitchen, yellow for laundry. At no stage are these mixed, and clothes must be washed at the end of each use.

4.1 Safety Procedures

- A review of the environment is undertaken before any cleaning activity and recorded in the Support Plan.
- Risks are identified, and strategies put in place to reduce risk or harm to a participant or staff member through cleaning activities
- Activities required/ requested are placed in the participant support plan, and the participant/advocate will sign off to ensure they approve of the cleaning schedule
- 121 Supports Hunter Pty Ltd will ensure that chemicals are handled safely through training, proper storage, use, personal protective equipment and safety data sheets information available to staff
- Equipment or chemicals that cannot be handled safely, e.g. decanted chemicals or broken equipment, will not be used by staff
- Staff are also responsible for maintaining safe resources and must:
- Report any dangerous equipment
- Use the correct equipment.
- Report alterations or additional aids that are needed to the Director
- Not use any appliances that have faulty connections or worn or frayed cords (see Equipment Maintenance and Safety)

4.2 First Aid

- In the event of an injury or illness, the injured or sick staff member is to contact the Director immediately
- Call 000 in an emergence
- If non-urgent medical treatment is required and safe, seek assistance from the General Practitioner.

4.3 General Cleaning Procedures

4.3.1 Internal Areas

- Prepare all equipment and take it to the area to be cleaned
- Empty all bins, replace bin liners and place rubbish in the garbage bin.
- Pick up any large litter from the floor and return it to the correct place
- Straighten all furniture to prevent trips and falls
- Remove cobwebs
- Damp dust
- The last surface to be attended to should be the floor.

4.3.2 Bed Cleaning

- Gather cleaning products
- Collect clean linen
- Remove soiled linen
- Wash over both sides of the mattress
- Clean all surfaces using warm detergent water and disposable cloth
- Ensure all bed surfaces and the underneath frame have been washed and wiped over thoroughly
- Dry all surfaces thoroughly.

4.3.3 Dust Control

- Vacuum cleaners must be fitted with dust bags, and the exhaust filter
 - Bags must be changed when full or after use
 - Filters changed according to the manufacturer's instructions
- Damp dusting is permitted only
 - Use a damp cloth, rinsing frequently
 - Dust all pipes and other fixtures
 - Wipe over window sills, ledges, tops of doors, bedside tables and wardrobes, picture frames, cabinets, cupboards, chairs etc.
 - Wipe over fans and curtain rails
 - Check work to ensure all areas have been covered
 - Remove, clean and store equipment
- Avoid dry sweeping.

4.3.4 Wet Mopping

- Mops and mop-heads must be stored dry
- Wash mop at the end of cleaning work
- All equipment used for wet mopping should be cleaned with warm detergent water daily and stored dry
- Participant's bedrooms and other areas must be wet mopped using warm water and detergent (if vinyl or wood flooring)
- Make sure floors are dry before leaving or used by participants.
- Never leave mops standing in buckets of solution
- Mop the 'cleaner' areas first or use separate mops for 'dirty areas (bathrooms, toilets etc.)
- Change the water frequently.

4.3.5 Bathrooms and toilets

- Wear gloves and boots
- Bowl cleaner is acid-based — USE WITH CARE AND WITH PROTECTIVE EYEWEAR.

Check

- Toilets are working
- Taps are working
- Drains are clean and free of collected lint and debris
- Empty and clean waste bins and dispose of rubbish in the garbage bin.
- Mop floors, toilet floors
- Clean mirrors
- Spot clean walls
- Clean doors
- Clean shower recess, wipe over pipes, and clean plugs and drains; shower wall and floor tiles are scrubbed

4.3.5.1 Hand Basins

- Clean out and disinfect
- Ensure that underneath the basin, all plumbing connections are washed simultaneously.

4.3.5.2 Baths

- Ensure that the outside walls of the bath and tiled areas remain clean
- Wipeout bath and surrounds
- Closely inspect grout edges to ensure there is no mould growing
- Ensure that soap containers are clean
- Ensure that handheld connections are clean.

4.3.5.3 Shower Recesses

- Ensure soap containers are clean
- Ensure that handheld shower connections are clean
- Closely inspect grouted edges to ensure that they are stain-free and there is no mould growing
- Inspect rubber mats for wear — ensure they are clean.

4.3.5.4 Equipment stored in the bathroom

- Clean with neutral detergent
- Shower chairs must be cleaned and stored in the shower recess away from the doorway. Ensure to clean the walkway.
- Ensure that it is safely placed to prevent injury to the person(s) entering the bathroom.

4.3.5.5. Toilets

- A clean toilet does not smell
- Brush the surface of the pan
- Thoroughly clean both sides of the seat cover with neutral detergent; use stain remover as required
- Toilet brushes must not be used to clean the seat; use disposable cleaning cloths, ensuring to dispose of each after use on each toilet, e.g. paper towel
- Wipe the seat and cover; dry with a cloth
- Take care to thoroughly clean all edges, corners and plumbing pipes behind and under the cistern.

4.3.5.6 Bathroom Floors

- Clean grout with a hand brush if necessary
- Check the drains to ensure there is no accumulation of lint or debris
- Rinse and dry the floor
- Mop the floor with neutral detergent
- Allow drying
- Thoroughly clean all equipment used.

4.3.6 Dining Areas

- Must be swept and mopped
- Chairs are to be wiped over daily.
- Ensure that chairs are stored under the table

4.3.7 Light fittings

Light fittings are to be cleaned six-monthly or as required with water and detergent:

- Turn off the electrical current. (Water is a conductor of electricity and serious accidents may result from contact with an exposed circuit)
- Use equipment with an extendable handle

- If reaching up is necessary, a ladder must be used
- Remove loose dirt with a clean cloth
- If it is necessary to remove shade or glass sections, carefully loosen screws while supporting the underside of the bowl with one hand
- Wipe the bowl inside and outside
- Dry and polish with a clean cloth
- Remove the dust from the light bulb with a dry cloth — ensure the bulb is cool before handling
- Replace the bulb, bowl and glass sections — ensure they are secure.

4.3.8 Fans and permanent fixtures and fittings

Fans, permanent fixtures and fittings are to be cleaned every six months or when required with water and detergent:

- Turn off electrical current (water is a conductor of electricity, and serious accidents may result in contact with exposed circuits)
- Remove any loose dirt with a damp cloth
- Wipe blades or fixtures with a clean cloth dampened with detergent
- Dry and polish with a damp cloth.

4.3.9 Telephones (Landlines)

- The body of the telephone and the handset are to be cleaned with a damp cloth soaked in detergent and warm water
- The mouth and earpiece must be cleaned with a damp cloth, ensuring the cloth is only damp to prevent water from entering the holes and damaging the telephone.

4.4 Outside Areas

All outdoor bins are to be emptied at least weekly (check for the day of collection)

- Place bin at the front of the house on the day before rubbish collection occurs
- Collect bins to the front of the house after the rubbish collection service
- Using correctly diluted detergent, clean the inside of the bins
- Hose bins out, removing all dirt and debris
- Turn bins upside down and allow them to dry
- Return bins to their allocated areas.

4.4.1 Paved Areas

- Use a straw broom to sweep paved areas weekly or more frequently if required

- On a rotational basis, all paved areas should be hosed down; all areas should have been hosed by the end.

4.4.2 Grassed Areas

- All grassed areas are to be attended to on a rotational basis; main access areas may require more frequent attention
- Collect all litter using a plastic bag or bin and remove it to the main collection bin.

4.4.3 Cobweb Cleaning

- Cobwebs are to be removed as regularly as required
- Using a cob webber or broom, remove cobwebs from windows, doors, walkways, lights, and buildings.

4.5 Windows

- Windows are to be attended to on a rotational basis.
- Clean windows using window cleaner and cloth
- Dry with a drying cloth.
- Monitor self for work health and safety.

4.6 Documentation and Reporting

- Records are to be maintained by cleaning staff to record the cleaning activities for each participant accurately, including a file note and logging of hours spent at the participant's home
- Issues regarding broken equipment must be placed on the maintenance log
- The Director will check with each participant or their representative regarding steps to replace or repair broken equipment and supply detergents, cloths etc.

5.0 Related Documents

- 121 Person Centered Support Plan
- Support Planning Policy and Procedure
- Work Health and Safety Policy and Procedure
- Risk Management Policy
- Continuous Improvement Policy and Procedure
- Risk Management Policy

6.0 References

- Privacy Act 1988
- Work Health and Safety Act 2011