

Ref. No:	2658
Date:	01/07/26
Subject:	National standards of healthcare cleanliness 2025

REQUEST

I am writing to request information under the Freedom of Information Act regarding the National standards of healthcare cleanliness 2025, specifically the following:

1. **New Cleaning Standards 2025**
 - a. Are you adhering to all elements of the New Cleaning Standards 2025?
 - b. If not, can you confirm what you are not carrying out fully, e.g. deep cleaning, check cleans etc.
2. **Check Cleaning**
 - a. How do you deliver check cleaning across all cleaning elements, is check cleaning undertaken by a dedicated team or within the existing cleaning team structure?
3. **Performance Measurement**
 - a. How do you measure and monitor the effectiveness of check cleaning?
4. **Management Structure**
 - a. What is the management structure for your cleaning services, how many layers of management and how many staff within each level?
 - b. How many cleaning staff are allocated per supervisor?
5. **Specialist Cleaning Teams**
 - a. What specialist cleaning teams or resources do you have in place (e.g. deep cleaning, infection control cleaning, high-level cleaning, floor care, etc.)?

RESPONSE

Q1)

We confirm that we are adhering to the relevant National Standards wherever reasonably practicable across the Hospital sites. However, we recognise that we are not yet fully aligned with the 2025 updated guidance.

Across the Mersey West Lancashire Teaching Hospital (MWL) Footprint we have not yet implemented the Efficacy audits, with the addition of not having yet provided dedicated monitoring officers on the Southport and Ormskirk sites – actions to address are in progress.

Q2) Across the five hospital sites within MWL, comprehensive cleaning schedules are in place for all clinical and departmental areas, which are consistently adhered to by the cleaning teams. Cleaning Team Leaders undertake regular technical audit checks, including weekly spot checks focused on high-risk areas to ensure standards are maintained.

In addition, cleaning performance is monitored as part of the joint Infection Control Environmental Audit processes, providing further assurance that cleanliness and safety standards are being met across all sites.

Domestic cleaning schedules are in place across both Whiston and St Helens hospitals, with staff sign off toilet cleans for confirmation of action.

A Quality monitoring person undertakes audits on ward and departments as well as a domestic who undertakes limescale checks.

Supervisors undertake check cleans and monthly audits along with the Rapid Controller checks undertaken on deep cleans and fogs and deep cleans and UVs.

Q3) The effectiveness of check cleaning across MWL is measured and monitored through a structured assurance framework. This includes routine technical auditing undertaken by Cleaning Team Leaders, with a particular focus on high-risk areas through weekly spot checks. These audits assess both the completion and quality of cleaning against established standards.

In addition, cleaning performance is reviewed as part of the joint Infection Control Environmental Audit programme, providing independent validation of cleanliness standards across all sites. Audit findings are recorded, trended, and reported, enabling the identification of any recurring issues or areas requiring improvement.

Where deficiencies are identified, immediate corrective actions are implemented, alongside ongoing monitoring to ensure sustained improvement. This combined approach of routine checks, formal audits, and continuous performance review provides assurance that check cleaning processes remain effective and aligned with required standards.

Quality audits are undertaken daily with performance measured within the current standards. The Trust conducts NSoC audits utilising their FM monitoring teams.

Q4) The cleaning service across the five hospital sites is delivered through a structured management framework to ensure effective oversight, accountability, and service delivery. There are 26 B2 domestic staff under each team leader on the Southport and Ormskirk sites, there are four Team Leaders

- **Estates and Facilities Matron / Head of Soft FM Services**
Overall operational / strategic responsibility for cleaning services, compliance with national standards, and resource allocation and service development.
- **Estates & Facilities Operational Services Manager** Responsible for the operational management of cleaning services across all sites, including performance monitoring, staffing, and service development.
- **Domestic Team Leaders**
Provide day-to-day management at individual hospital sites, ensuring cleaning standards are maintained, rotas are managed, and issues are escalated appropriately.
- **Cleaning Supervisors**
Oversee frontline staff, allocate daily tasks, carry out audits and spot checks, and ensure adherence to cleaning schedules and standards.
- **Dedicated Cleaning Teams and Rapid Response Teams**
Deliver routine and reactive cleaning, including high-risk areas, infection control cleans, and urgent requests.

This structure is supported by audit and assurance processes, including environmental cleanliness audits and infection prevention monitoring, to ensure standards are consistently achieved across all sites.

Medirest have 2 domestic service managers and 2 senior supervisors over both sites, 25 domestic supervisors, 4 Rapid Controllers and a Quality Monitoring and limescale check domestic staff member. A team of 415 domestics are employed across both sites.

Depending on staff rotas and daily shift patterns, there are approximately 16 staff per supervisor.

Q5) Across all five sites, MWL operates a Rapid Response Team alongside dedicated cleaning teams to ensure timely and effective cleaning services are delivered. On the Whiston, St Helens and Newton sites, a slightly different model is in place, tailored to the size, layout, and operational demands of these facilities, while still maintaining the same high standards of cleanliness and responsiveness. We have one specialist window cleaning team with the remainder of specialist cleaning carried out by Rapid Response teams. They cover ad hoc urgent cleaning requests, UV and fogging cleans, discharge cleans on admission wards and 24-hour cleaning in place on AED, which includes discharge cleans