

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Functional Area: _____ Start Date: _____ Overall Auditors: _____

Module: Management of Infection Prevention and Control

Date: _____ Auditors: _____

Standard: Infection prevention and control is managed effectively, given high priority and seen as an integral part of the business within the surgery/health centre

Question Set: Management of Infection Prevention and Control - General Management

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is there a named lead person responsible for infection prevention and control? (12, 77, 78, 82)	Ask who the lead person is. This may be a link nurse.				
2	Does the job description of the named lead person outline responsibilities in respect of infection prevention and control? (77, 78, 82)	Review the job description. Check for items such as audit, action plan for risk, education, surveillance.				
3	Are infection prevention and control related topics agenda items at staff/business meetings? (77, 78, 82)	Ask for minutes.				
4	Are there up to date local contact telephone numbers available to obtain advice pertaining to infection prevention and control? (82)	Ask for the list of contact numbers. Check that they are the most up to date.				
5	Is there evidence of a process for reporting untoward incidents in relation to infection prevention and control? (77, 78, 82)	Ask to see incident records.				
6	Is there evidence that audits have been undertaken and practice changed to improve infection prevention and control? (14)	Ask to see most recent audit and action plan. This must include hand hygiene audits.				
7	Is mandatory surveillance data fed back to staff? (82)	Check minutes of meetings to ensure surveillance is discussed and action resulting from root cause analysis is documented.				
8	Are there local risk assessments which document challenges to effective infection prevention? (82)	Look for risk assessments processes e.g. risk register, incident book, Datix. Check Root Cause Analysis and Action plans developed to address identified risks.				

Question Set Comments/Recommendations for Management of Infection Prevention and Control - General Management

Question Set: Management of Infection Prevention and Control - Staff Health

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
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Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Management of Infection Prevention and Control - Staff Health

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Do occupational health policies require staff to be offered immunisation in line with current national guidance? (39, 45, 48, 77, 78, 82)	Randomly select two members of staff and ask whether their immunisation status has been assessed.				
2	Is there a policy on staff exclusion from work with regards to infection prevention? (47, 48, 77, 78, 82)	Check policy. Check staff are aware of the need to remain off work for 48 hours after resolution of illnesses such as diarrhoea/vomiting/Group A Streptococcal infection.				
3	Are staff aware of the procedure for managing an inoculation contamination injury? (20, 81)	Ask two members of staff to describe the procedure.				
4	Is there a policy/poster available for the management of an inoculation contamination injury? (48)	Visible evidence of staff guidance.				

Question Set Comments/Recommendations for Management of Infection Prevention and Control - Staff Health

Question Set: Management of Infection Prevention and Control - Staff Training

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is infection prevention and control included in all staff induction programmes? (77, 78, 82)	Check training includes: Hand hygiene, use of personal protective equipment, handling & disposal of sharps, management of contamination injuries, decontamination of equipment, management of blood/body fluid spillage, waste, and specimen handling.				
2	Have staff received mandatory training in infection prevention and control in line with local policy and training needs analysis? (77, 78, 82)	Check training records and the training includes: Hand hygiene, use of personal protective equipment, handling & disposal of sharps, management of contamination injuries, decontamination of equipment, management of blood/body fluid spillage, waste, and specimen handling.				
3	Is there a process in place to ensure all non attendees at mandatory training are followed up? (77, 78, 82)	Ask to see process for follow up of non attendees to mandatory training program.				

Question Set Comments/Recommendations for Management of Infection Prevention and Control - Staff Training

Question Set: Management of Infection Prevention and Control - Policies, Procedures and Guidelines

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
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Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Management of Infection Prevention and Control - Policies, Procedures and Guidelines

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are up to date infection prevention and control policies and guidelines available and accessible by staff? (77, 78, 82)	Check staff can access guidelines and that all documents are dated within the last two years. Also check that the following are included: Hand hygiene, personal protective equipment, sharps handling and disposal, management of contamination injuries, decontamination of equipment, management of blood/body fluid spillage, waste management.			<input checked="" type="checkbox"/>	
2	Are systems in place to ensure infection prevention input is sought prior to purchase of equipment? (77, 78, 82)	Check policy/local procedure for purchasing new equipment. Check for evidence that infection prevention team has been consulted prior to purchase of any new equipment.			<input checked="" type="checkbox"/>	
3	Are there comprehensive written cleaning standards and procedures? (85, 86)	Check cleaning schedules; ensure responsibility for cleaning all areas is clearly identified.			<input checked="" type="checkbox"/>	
4	Are there clearly outlined staff responsibilities for cleaning dedicated areas/equipment? (77, 84, 85, 86, 95)	Identify who is responsible for cleaning specific pieces of equipment. Check cleaning schedule for details.			<input checked="" type="checkbox"/>	
5	Are cleaning processes and outcomes audited regularly? (85, 86)	Check audit records and action plans if non compliant.			<input checked="" type="checkbox"/>	
6	Are up to date cleaning schedules clearly displayed? (85, 86)	Ask to see the department cleaning programme and specifications.			<input checked="" type="checkbox"/>	
7	Does the establishment have suitable equipment to clean carpets? (52, 85)	Check for a carpet cleaner/steamer.			<input checked="" type="checkbox"/>	

Question Set Comments/Recommendations for Management of Infection Prevention and Control - Policies, Procedures and Guidelines

Care Setting Process Improvement Tool : GP Surgery/Health Centre

- 12 Department of Health (2006) Infection Control Guidance for Care Homes. London: Department of Health.
http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_4136384.pdf
- 14 Department of Health (2007) Essential Steps to safe, clean care. Reducing healthcare associated infections (HCAI) in primary care trusts, mental health trusts, learning disability organisations, independent healthcare facilities, care homes, hospices, GP practices and ambulance services. London: Department of Health.
www.clean-safe-care.nhs.uk/index.php?pid=8
- 20 Pratt RJ, Pellowe C, Wilson JA, Loveday HP, Harper PJ, Jones SRLJ, McDougall CM, Wilcox MH. (2007) Epic2: National Evidence Based Guidelines for preventing Healthcare-Associated Infection in NHS Hospitals in England. Journal of Hospital Infection. 65 (1) Supplement 1.
- 39 Department of Health (2006) "Immunisation against Infectious Disease" - "The Green Book" Department of Health TSO London
- 45 Department of Health (2007) Health clearance for tuberculosis, hepatitis B, hepatitis C and HIV: New Healthcare Workers. London: Department of Health; 2007
- 47 Department of Health (2004) Hepatitis C: Action plan for England. London: Department of Health; 2004
- 48 Department of Health (2000) Hepatitis B infection healthcare workers: guidance on implementation of Health Service Circular 2000/020. London: Department of Health
www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_073132
- 52 The national specifications for cleanliness in the NHS: A framework for setting and measuring performance outcomes April 2007.
www.nrls.npsa.nhs.uk/resources/?EntryId45=59818
- 77 Standards - March 2008 Healthcare Associated Infection (HAI): Quality Improvement Scotland, 2008.
- 78 Draft Infection Prevention and Control Standards: A Consultation Document: Health Information and Quality Authority, Republic of Ireland 2009
- 81 Department of Health (1998) Guidance for Clinical Health Care Workers: Protection Against Infection with Blood-borne Virus Recommendations of the Expert Advisory Group on AIDS and the Advisory Group on Hepatitis
- 82 Department of Health (2009) Code of Practice for the NHS on the prevention and control of healthcare associated infections and related guidance: Department of Health.
- 84 Control of the Environment Policy and Procedure. In: Infection Control Team HPS, editor: NHS National Services Scotland, 2009
www.documents.hps.scot.nhs.uk/hai/infection-control/sicp/environment/mic-p-environment-2009-02.pdf
- 85 The NHS Cleaning Manual: NPSA, 2009
- 86 The NHS Scotland National Cleaning Services Specification. In: Force HAIT, editor: NHS National Services Scotland
www.scotland.gov.uk/Publications/2004/05/19319/36643
- 95 Management of Blood and Other Body Fluid Spillages Policy and Procedure. In: Infection Control Team HPS, editor: NHS National Services Scotland, 2009
www.documents.hps.scot.nhs.uk/hai/infection-control/sicp/spillages/mic-p-spillages-2009-02.pdf

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Module: Environment

Date: Auditors:

Standard: The environment is designed and managed to minimise reservoirs for micro-organisms and reduce the risk of cross infection to patients, staff and visitors.

Question Set: Environment - Reception/Waiting Area

Observation: 1

Room Function: Lobby/Reception/Entrance

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				
3	Is furniture made of impermeable and washable materials? (53, 84, 85, 95)	Check furniture.				
4	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				
5	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
6	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces.				
7	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
8	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
9	Is the environment tidy and uncluttered?	Check all areas are accessible for cleaning.				
10	Are all telephones visibly clean? (20, 84, 85, 86)	Check receiver.				
11	Are computer systems visibly clean? (20, 84, 85, 86)	Check up to three.				

Question Set Comments/Recommendations for Environment - Reception/Waiting Area

Question Set: Environment - Management of Toys

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is there a procedure for the management of toys? (9, 10)	Ask a staff member to locate the procedure.				
2	Is there a record of cleaning which includes frequencies of cleaning?	Check documentation.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Management of Toys

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
3	Is there a designated storage area for toys?	Check area.				
4	Is the storage area/toy box visibly clean?	Check area/box.				
5	Are toys visibly clean?	Check toys.				
6	Are toys made of a cleanable material? (77, 78, 82)	Check toys.				
7	Are children`s books clean and undamaged? (9, 10, 82)	Check pages for torn/dirty pages and chewed edges.				

Question Set Comments/Recommendations for Environment - Management of Toys

Question Set: Environment - Toilets

Observation: 1

Room Function: Toilet

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				
3	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces.				
4	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
5	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room.				
6	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
7	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
9	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
10	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				

Question Set: Environment - Toilets

Observation: 1

Room Function: Toilet

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
11	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
12	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
13	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
14	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
15	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
16	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
17	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
18	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
19	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
20	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
21	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
22	Are facilities available for the disposal of sanitary waste?	Check for sanitary bin.				
23	Are toilet(s) visibly clean? (20, 52, 84, 85, 86)	Check underneath the toilet seat.				
24	Are the toilet(s) in a good state of repair?	Check for damage.				
25	Is there a mechanism to ensure that toilet cleaning can be carried out as needed? (20, 82, 84, 85, 86)	Check for supply of detergent wipes or other cleaner.				
26	Are toilet brushes and holders visibly clean? (20, 84, 85, 86)	Check two for evidence.				
27	Are raised toilet seats visibly clean and stored off the floor? (20, 84)	Check underneath the raised seat.				

Question Set Comments/Recommendations for Environment - Toilets

Question Set: Environment - Toilets

Observation: 1

Room Function: Toilet

Room No.: 2

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				
3	Are all surfaces smooth, impervious (for easy cleaning) and with covered edges? (20, 53, 80, 84)	Check all surfaces.				
4	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
5	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room.				
6	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
7	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
9	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
10	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
11	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
12	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
13	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
14	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
15	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
16	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Toilets

Observation: 1

Room Function: Toilet

Room No.: 2

Room:

	Question	Guidance	Yes	No	N/A	Comment
17	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
18	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
19	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
20	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
21	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
22	Are facilities available for the disposal of sanitary waste?	Check for sanitary bin.				
23	Are toilet(s) visibly clean? (20, 52, 84, 85, 86)	Check underneath the toilet seat.				
24	Are the toilet(s) in a good state of repair?	Check for damage.				
25	Is there a mechanism to ensure that toilet cleaning can be carried out as needed? (20, 82, 84, 85, 86)	Check for supply of detergent wipes or other cleaner.				
26	Are toilet brushes and holders visibly clean? (20, 84, 85, 86)	Check two for evidence.				
27	Are raised toilet seats visibly clean and stored off the floor? (20, 84)	Check underneath the raised seat.				

Question Set Comments/Recommendations for Environment - Toilets

Question Set: Environment - Toilets

Observation: 1

Room Function: Toilet

Room No.: 3

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				

Question Set: Environment - Toilets

Observation: 1

Room Function: Toilet

Room No.: 3

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
3	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces.				
4	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
5	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room.				
6	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
7	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
9	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
10	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
11	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
12	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
13	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
14	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
15	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
16	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
17	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
18	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
19	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Toilets

Observation: 1

Room Function: Toilet

Room No.: 3

Room:

	Question	Guidance	Yes	No	N/A	Comment
20	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
21	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
22	Are facilities available for the disposal of sanitary waste?	Check for sanitary bin.				
23	Are toilet(s) visibly clean? (20, 52, 84, 85, 86)	Check underneath the toilet seat.				
24	Are the toilet(s) in a good state of repair?	Check for damage.				
25	Is there a mechanism to ensure that toilet cleaning can be carried out as needed? (20, 82, 84, 85, 86)	Check for supply of detergent wipes or other cleaner.				
26	Are toilet brushes and holders visibly clean? (20, 84, 85, 86)	Check two for evidence.				
27	Are raised toilet seats visibly clean and stored off the floor? (20, 84)	Check underneath the raised seat.				

Question Set Comments/Recommendations for Environment - Toilets

Question Set: Environment - Baby Changing Room

Observation: 1

Room Function: Baby Changing Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				
3	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces.				
4	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
5	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Baby Changing Room

Observation: 1

Room Function: Baby Changing Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
6	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
7	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
8	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
9	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
10	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
11	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
12	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
13	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
14	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
15	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
16	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
17	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
18	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
19	Is there information displayed for parents on how to clean the changing area after use?	Check for information.				
20	Are cleaning materials available for parents to use?	Check materials.				
21	Are soft plastic changing mats intact?	Check there are no splits in the plastic and the foam is not visible.				
22	Is there a foot operated pedal bin designated for the disposal of nappies? (23, 53, 90)	Check the pedal works.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Baby Changing Room

Observation: 1

Room Function: Baby Changing Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
23	Is the foot pedal of the nappy waste bin in good working order?	Check the foot pedal opens the lid.				
24	Is the nappy waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
25	Is the nappy waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				

Question Set Comments/Recommendations for Environment - Baby Changing Room

Question Set: Environment - Treatment Room

Observation: 1

Room Function: Treatment Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				
3	Is furniture made of impermeable and washable materials? (53, 84, 85, 95)	Check furniture.				
4	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				
5	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
6	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces.				
7	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
8	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room.				
9	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
10	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
11	Is the hand wash basin plug free? (15)	Check the hand wash basin does not have a plug.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Treatment Room

Observation: 1

Room Function: Treatment Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
12	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow.				
13	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
14	Are elbow/sensor taps available? (15)	Visually check.				
15	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
16	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
17	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
18	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
19	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
20	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
21	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
22	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
23	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
24	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
25	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
26	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
27	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
28	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
29	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				

Question Set: Environment - Treatment Room

Observation: 1

Room Function: Treatment Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
30	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
31	Are alcohol-based handrub bottles wall mounted in treatment rooms? (90)	Check all treatment rooms.				
32	Is there a designated work surface/trolley for clinical procedures? i.e. dressings (20, 84)	Check visually.				
33	Are dressing trolleys/trays structurally sound and in a good state of repair? (20, 84)	Visually check.				
34	Are dressing trolley/trays visibly clean? (20, 84)	Check that there is no tape/debris or bulldog clips permanently attached. Check for visible cleanliness and where shelves of trolley's are removable, check both surfaces.				
35	Are all products stored above floor level? (84)	Visually check.				
36	Is there sufficient storage space?	Check there are no items stored on the floor and tops of cupboards.				
37	Are all work surfaces free from clutter?	Visually check.				
38	Are shelves used to store sterile products visibly clean? (20, 52, 84, 85, 86)	Check behind items.				
39	Are all cupboards visibly clean?	Check two cupboards.				
40	Is the drug refrigerator used for the storage of drugs only?	Check for items other than drugs in the refrigerator e.g. specimens, food.				
41	Is the examination couch cover impervious and washable? (84, 85, 86)	Check couch for rips/tears.				
42	Is the couch/chair visibly clean?	Check frame as well as top surface.				
43	Is the couch/chair in a good state of repair?	Check for damage.				
44	Are the disposable couch roll/sheets changed in between patients?	Check with member of staff that couch roll is changed in between patient use.				
45	Are couch rolls stored off the floor on a couch roll holder?	Visually check.				
46	Are all curtains visibly clean and on a cleaning/replacement schedule? (52, 84, 85, 86)	Check local protocol for cleaning and replacement. Change every 6 months.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Treatment Room

Observation: 1

Room Function: Treatment Room

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
47	Are individual fabric items laundered after single use?	Check visually for blankets/pillow cases/sheets or ask member of staff to describe procedure.				
48	Is there a hands free waste bin available for the disposal of offensive waste? (23, 53, 90)	Visually check.				
49	Is the foot pedal of the offensive waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
50	Is the offensive waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
51	Is the offensive waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
52	Is there a hands free waste bin available for the disposal of infectious/healthcare risk waste? (23, 53, 90)	Visually check.				
53	Is the foot pedal of the infectious/healthcare risk waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
54	Is the infectious/healthcare risk waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
55	Is the infectious/healthcare risk waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				

Question Set Comments/Recommendations for Environment - Treatment Room

Question Set: Environment - Consulting Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				
3	Is furniture made of impermeable and washable materials? (53, 84, 85, 95)	Check furniture.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Consulting Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
4	Is the furniture visibly clean?	Check the furniture, especially the underside of tables.				
5	Is the furniture in a good state of repair?	Check for rips and tears.				
6	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces.				
7	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
8	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
9	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
10	Is the hand wash basin plug free? (15)	Check the hand wash basin does not have a plug.				
11	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow.				
12	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
13	Are elbow/sensor taps available? (15)	Visually check.				
14	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
15	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
16	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
17	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
18	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
19	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
20	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
21	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
22	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Consulting Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
23	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
24	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
25	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
26	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
27	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
28	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
29	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
30	Are alcohol based hand rub bottles available at the point of care? (55, 90)	Check it is within reach, this may be a personal dispenser .				
31	Is there sufficient storage space?	Check there are no items stored on the floor and tops of cupboards.				
32	Are all areas free from clutter and inappropriate items?	Check the area can easily be cleaned.				
33	Is the examination couch cover impervious and washable? (84, 85, 86)	Check couch for rips/tears.				
34	Are the disposable couch roll/sheets changed in between patients?	Check with member of staff that couch roll is changed in between patient use.				
35	Is the couch/chair visibly clean?	Check frame as well as top surface.				
36	Is the couch/chair in a good state of repair?	Check for damage.				
37	Are couch rolls stored off the floor on a couch roll holder?	Visually check.				
38	Are all curtains visibly clean and on a cleaning/replacement schedule? (52, 84, 85, 86)	Check local protocol for cleaning and replacement. Change every 6 months.				
39	Are individual fabric items laundered after single use?	Check visually for blankets/pillow cases/sheets or ask member of staff to describe procedure .				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Consulting Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
40	Is there a hands free waste bin available for the disposal of offensive waste? (23, 53, 90)	Visually check.				
41	Is the foot pedal of the offensive waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
42	Is the offensive waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
43	Is the offensive waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
44	Is there a hands free waste bin available for the disposal of infectious/healthcare risk waste? (23, 53, 90)	Visually check.				
45	Is the foot pedal of the infectious/healthcare risk waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
46	Is the infectious/healthcare risk waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
47	Is the infectious/healthcare risk waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				

Question Set Comments/Recommendations for Environment - Consulting Room

Question Set: Environment - Consulting Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 2

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				
3	Is furniture made of impermeable and washable materials? (53, 84, 85, 95)	Check furniture.				
4	Is the furniture visibly clean?	Check the furniture, especially the underside of tables.				
5	Is the furniture in a good state of repair?	Check for rips and tears.				

Question Set: Environment - Consulting Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 2

Room:

	Question	Guidance	Yes	No	N/A	Comment
6	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces.				
7	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
8	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
9	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
10	Is the hand wash basin plug free? (15)	Check the hand wash basin does not have a plug.				
11	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow.				
12	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
13	Are elbow/sensor taps available? (15)	Visually check.				
14	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
15	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
16	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
17	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
18	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
19	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
20	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
21	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
22	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
23	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Consulting Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 2

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
24	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
25	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
26	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
27	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
28	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
29	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
30	Are alcohol based hand rub bottles available at the point of care? (55, 90)	Check it is within reach, this may be a personal dispenser .				
31	Is there sufficient storage space?	Check there are no items stored on the floor and tops of cupboards.				
32	Are all areas free from clutter and inappropriate items?	Check the area can easily be cleaned.				
33	Is the examination couch cover impervious and washable? (84, 85, 86)	Check couch for rips/tears.				
34	Are the disposable couch roll/sheets changed in between patients?	Check with member of staff that couch roll is changed in between patient use.				
35	Is the couch/chair visibly clean?	Check frame as well as top surface.				
36	Is the couch/chair in a good state of repair?	Check for damage.				
37	Are couch rolls stored off the floor on a couch roll holder?	Visually check.				
38	Are all curtains visibly clean and on a cleaning/replacement schedule? (52, 84, 85, 86)	Check local protocol for cleaning and replacement. Change every 6 months.				
39	Are individual fabric items laundered after single use?	Check visually for blankets/pillow cases/sheets or ask member of staff to describe procedure.				
40	Is there a hands free waste bin available for the disposal of offensive waste? (23, 53, 90)	Visually check.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Consulting Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 2

Room:

	Question	Guidance	Yes	No	N/A	Comment
41	Is the foot pedal of the offensive waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
42	Is the offensive waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
43	Is the offensive waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
44	Is there a hands free waste bin available for the disposal of infectious/healthcare risk waste? (23, 53, 90)	Visually check.				
45	Is the foot pedal of the infectious/healthcare risk waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
46	Is the infectious/healthcare risk waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
47	Is the infectious/healthcare risk waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				

Question Set Comments/Recommendations for Environment - Consulting Room

Question Set: Environment - Consulting Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 3

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				
3	Is furniture made of impermeable and washable materials? (53, 84, 85, 95)	Check furniture.				
4	Is the furniture visibly clean?	Check the furniture, especially the underside of tables.				
5	Is the furniture in a good state of repair?	Check for rips and tears.				
6	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Consulting Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 3

Room:

	Question	Guidance	Yes	No	N/A	Comment
7	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
8	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
9	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
10	Is the hand wash basin plug free? (15)	Check the hand wash basin does not have a plug.				
11	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow.				
12	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
13	Are elbow/sensor taps available? (15)	Visually check.				
14	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
15	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
16	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
17	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
18	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
19	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
20	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
21	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
22	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
23	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
24	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
25	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Consulting Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 3

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
26	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
27	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
28	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
29	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
30	Are alcohol based hand rub bottles available at the point of care? (55, 90)	Check it is within reach, this may be a personal dispenser .				
31	Is there sufficient storage space?	Check there are no items stored on the floor and tops of cupboards.				
32	Are all areas free from clutter and inappropriate items?	Check the area can easily be cleaned.				
33	Is the examination couch cover impervious and washable? (84, 85, 86)	Check couch for rips/tears.				
34	Are the disposable couch roll/sheets changed in between patients?	Check with member of staff that couch roll is changed in between patient use.				
35	Is the couch/chair visibly clean?	Check frame as well as top surface.				
36	Is the couch/chair in a good state of repair?	Check for damage.				
37	Are couch rolls stored off the floor on a couch roll holder?	Visually check.				
38	Are all curtains visibly clean and on a cleaning/replacement schedule? (52, 84, 85, 86)	Check local protocol for cleaning and replacement. Change every 6 months.				
39	Are individual fabric items laundered after single use?	Check visually for blankets/pillow cases/sheets or ask member of staff to describe procedure.				
40	Is there a hands free waste bin available for the disposal of offensive waste? (23, 53, 90)	Visually check.				
41	Is the foot pedal of the offensive waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
42	Is the offensive waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Consulting Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 3

Room:

	Question	Guidance	Yes	No	N/A	Comment
43	Is the offensive waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
44	Is there a hands free waste bin available for the disposal of infectious/healthcare risk waste? (23, 53, 90)	Visually check.				
45	Is the foot pedal of the infectious/healthcare risk waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
46	Is the infectious/healthcare risk waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
47	Is the infectious/healthcare risk waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				

Question Set Comments/Recommendations for Environment - Consulting Room

Question Set: Environment - Store Room

Observation: 1

Room Function: Store Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				
3	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				
4	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
5	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
6	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room.				
7	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Store Room

Observation: 1

Room Function: Store Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
8	Are all items of equipment or supplies stored off the floor? (54)	There should be no equipment or supplies stored on the floor.				
9	Is the environment tidy and uncluttered?	Check all areas are accessible for cleaning.				
10	Are items stored appropriately?	e.g. Boxes with lids.				

Question Set Comments/Recommendations for Environment - Store Room

Question Set: Environment - Dirty Utility

Observation: 1

Room Function: Dirty Utility/Sluice

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				
3	Is furniture made of impermeable and washable materials? (53, 84, 85, 95)	Check furniture.				
4	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				
5	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
6	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces.				
7	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
8	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room.				
9	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
10	Are all work surfaces smooth, impervious, with coved edges to facilitate easy cleaning? (20, 53, 80, 84)	Check all work surfaces.				
11	Are all work surfaces visibly clean? (53)	Check all work surfaces throughout the room are dust free, clean and dry.				

Question Set: Environment - Dirty Utility

Observation: 1

Room Function: Dirty Utility/Sluice

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
12	Is the dirty utility room free from clutter and inappropriate items? (20, 84)	Check that inappropriate items are not stored in the sluice which might become inadvertently contaminated.				
13	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
14	Is the hand wash basin plug free? (15)	Check the hand wash basin does not have a plug.				
15	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow.				
16	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
17	Are elbow/sensor taps available? (15)	Visually check.				
18	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
19	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
20	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
21	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
22	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
23	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
24	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
25	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
26	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
27	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
28	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
29	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				

Question Set: Environment - Dirty Utility

Observation: 1

Room Function: Dirty Utility/Sluice

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
30	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
31	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
32	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
33	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
34	Are alcohol based hand rub dispensers visibly clean? (90)	Check there is no build up on the nozzle. The dispenser should be functioning with enough solution in the dispenser for the next two uses.				
35	Is there a dedicated deep sink for washing used equipment? (53)	Visually check.				
36	Is there a disposal unit available for disposal of body fluids? (20, 53, 80)	Visually check.				
37	Are cleaning/disinfectant products available for decontamination of equipment and the environment? (60)	Check there are cleaning and disinfectant products available as per policy and that there are instructions on use e.g. poster.				
38	Can staff describe which products should be used for routine cleaning?	Check responses of two staff against local guidance.				
39	Are spillage kits or alternative available for use on body fluid spillages? (20, 60, 84)	Kit: Check expiry date and that it contains a brush/scrapper. Alternative: Check expiry of hypochlorite.				
40	Are staff aware of the procedures to be used when removing body fluid spillages? (60, 85, 86)	Ask a member of staff to describe the procedure.				
41	Are all posters able to be cleaned?	Check posters are wipe-able i.e. laminated.				
42	Is personal protective equipment available? (20)	Check for gloves, aprons and eye protection.				
43	Is there a hands free waste bin available for the disposal of offensive waste? (23, 53, 90)	Visually check.				
44	Is the foot pedal of the offensive waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
45	Is the offensive waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Dirty Utility

Observation: 1

Room Function: Dirty Utility/Sluice

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
46	Is the offensive waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
47	Is there a hands free waste bin available for the disposal of infectious/healthcare risk waste? (23, 53, 90)	Visually check.				
48	Is the foot pedal of the infectious/healthcare risk waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
49	Is the infectious/healthcare risk waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
50	Is the infectious/healthcare risk waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				

Question Set Comments/Recommendations for Environment - Dirty Utility

Question Set: Environment - Domestic Room

Observation: 1

Room Function: Cleaners/Domestics Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is there a dedicated room for storage of cleaning equipment? (53, 80)	Check that equipment is stored in a dedicated store [separate from other items] e.g. linen, sterile supplies.				
2	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
3	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				
4	Is furniture made of impermeable and washable materials? (53, 84, 85, 95)	Check furniture.				
5	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				
6	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
7	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Domestic Room

Observation: 1

Room Function: Cleaners/Domestics Room

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
8	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
9	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room.				
10	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
11	Are all work surfaces smooth, impervious, with coved edges to facilitate easy cleaning? (20, 53, 80, 84)	Check all work surfaces.				
12	Are all work surfaces visibly clean? (53)	Check all work surfaces throughout the room are dust free, clean and dry.				
13	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
14	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
15	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
16	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
17	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
18	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
19	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
20	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
21	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
22	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
23	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
24	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
25	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Environment - Domestic Room

Observation: 1

Room Function: Cleaners/Domestics Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
26	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
27	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
28	Is there a disposal unit for the disposal of contaminated waste water? (53, 80)	Check there is a disposal unit.				
29	Is the unit for the disposal of contaminated waste water visibly clean? (85)	Visually check.				
30	Are mops and buckets stored clean and dry? (52)	Check storage and cleanliness of mops and buckets.				
31	Are detachable mop bucket wringers removed and cleaned daily?	Remove and check underneath.				
32	Are mop heads laundered or disposable? (52)	Check local policy for frequency and that mop heads are in a good state of repair.				
33	Is there a colour coding system in place for cleaning equipment? (52, 53, 80, 85, 86)	Check equipment is colour coded and posters are displayed and the available equipment is coloured as per poster.				
34	Is cleaning equipment and machinery left clean and dry after use? (52, 85, 86)	Visually check.				
35	Are cleaning cloths laundered or disposable?	Observe practice or ask a member of staff to describe procedure.				

Question Set Comments/Recommendations for Environment - Domestic Room

Question Set: Environment - Linen

Observation: 1

Room Function: Linen

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is there a designated area for the storage of clean linen which is separate to used linen?	Check for linen in sluice or bathroom.				
2	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc.				
3	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair.				
4	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				

Question Set: Environment - Linen

Observation: 1

Room Function: Linen

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
5	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room.				
6	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
7	Is all linen stored off the floor?	Visually check.				
8	Is the area / room used to store clean linen free from inappropriate items? (53, 80)	Check linen area store for inappropriate equipment, Christmas trees, hair dressing equipment etc.				
9	Is used linen placed directly into appropriate colour coded bags/containers at the point of use? (38)	Observe practice or ask a member of staff to describe procedure.				
10	Are water-soluble bags used for soiled and/or infected linen? (38)	Observe practice or ask a member of staff to describe procedure also check availability of bags.				
11	Are used linen bags/containers less than 2/3rds full? (38)	Check linen bags/containers can be secured.				
12	Are re-useable linen bags laundered after use?	Ask laundry staff.				
13	Are rigid linen containers/trolleys visibly clean?	Check cleanliness.				
14	Is used linen stored in a designated area until collection, e.g. sluice room, dirty utility room? (38, 53)	Ask a member of staff which room used linen is stored in.				
15	Do staff wear disposable gloves and aprons when handling soiled linen? (20)	Observe practice or ask a member of staff to describe procedure.				

Question Set Comments/Recommendations for Environment - Linen

Care Setting Process Improvement Tool : GP Surgery/Health Centre

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- 86 The NHS Scotland National Cleaning Services Specification. In: Force HAIT, editor: NHS National Services Scotland www.scotland.gov.uk/Publications/2004/05/19319/36643
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Module: Sharps Handling and Disposal

Date: _____ Auditors: _____

Standard: Sharps are managed safely to reduce the risk of inoculation injury.

Question Set: Sharps Handling and Disposal - Sharps Handling and Disposal

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are staff aware of the procedure for managing an inoculation contamination injury? (20, 81)	Ask two members of staff to describe the procedure.			<input checked="" type="checkbox"/>	
2	Do the sharps containers conform to BS7320 (1990)/UN 3291 standards? (20)	Check all bins.				
3	Are sharps containers assembled correctly? (20, 23)	Check that the lids are secure on the sharps bins in use.				
4	Are all sharps containers labelled or tagged with date, locality and a signature on assembly? (20, 23)	Check the labels on all sharps bins in use.			<input checked="" type="checkbox"/>	
5	Are all sharps bins free from protruding sharps? (20, 81)	Check all sharps bins in use.			<input checked="" type="checkbox"/>	
6	Are the contents of all sharps containers below the `fill line`? (20, 48, 68)	Check all sharps containers are not overfilled.				
7	Are in use sharps containers safely positioned and out of reach of vulnerable people? (20, 81)	Check bins are not stored in an open access area and are positioned at a safe height.				
8	Are sharps container lids temporarily closed in between use? (20, 23, 81)	Visually check.				
9	Are sharps disposed of safely and at the point of use? (20, 81)	Observe practice or ask a member of staff to describe procedure. Also check that clean trays/bins are available and are compatible with the bins in use.				
10	Are used needles and syringes discarded as a complete single unit? (20, 68, 81)	Observe practice or ask a member of staff to describe procedure.				
11	Are used sharps disposed of without re-sheathing? (20, 81)	Observe practice or ask a member of staff to describe procedure.				
12	Has training been provided where needle safe devices are in use? (20)	Ask a member of staff to explain how a device works where in use.				
13	Are locked sharps containers stored in a secure facility away from public access until collected for disposal? (20, 23)	Check sharps bins awaiting collection.			<input checked="" type="checkbox"/>	

Question Set Comments/Recommendations for Sharps Handling and Disposal - Sharps Handling and Disposal

Care Setting Process Improvement Tool : GP Surgery/Health Centre

- 20 Pratt RJ, Pellowe C, Wilson JA, Loveday HP, Harper PJ, Jones SRLJ, McDougall CM, Wilcox MH. (2007) Epic2: National Evidence Based Guidelines for preventing Healthcare-Associated Infection in NHS Hospitals in England. *Journal of Hospital Infection*. 65 (1) Supplement 1.
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Care Setting Process Improvement Tool : GP Surgery/Health Centre

Module: Personal Protective Equipment

Date: _____ Auditors: _____

Standard: Protective clothing is available and worn for all aspects of care which may involve contact with blood or body fluids or where asepsis is required

Question Set: Personal Protective Equipment - Personal Protective Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are single use plastic aprons available? (20, 79)	Check they are readily available.				
2	Are single use plastic aprons stored appropriately away from the risk of contamination? (20, 53, 80)	e.g. not stored in the dirty utility room.				
3	Is a single use apron worn when in contact or anticipated contact with body fluids or contaminated items or significant physical contact? (20, 79)	Observe practice or ask a member of staff to describe procedure.				
4	Are single use aprons worn as single use items and changed between every episode of care? (20, 79)	Observe practice or ask a member of staff to describe procedure.				
5	Are single use aprons changed between different episodes of care on the same patient? (20, 75, 79)	Check apron is changed when moving from dirty procedure to clean procedure.				
6	Is there a range of sizes of sterile and non-sterile powder free gloves available? (20, 75, 79)	Check gloves are readily available by obtaining a pair. Check gloves conform to CE mark (European Community standards).				
7	Are gloves stored appropriately? (20, 53, 80)	Check visually that gloves are stored away from the risk of contamination and heat sources.				
8	Are gloves worn when any invasive procedure is performed? (20)	Observe practice such as insertion of invasive device e.g. catheter or ask a member of staff to describe the procedure.				
9	Are gloves worn when in contact or anticipated contact with body fluids or in potential contact with contaminated items? (20, 79)	Observe practice such as handling of contaminated dressings/cleaning equipment.				
10	Are gloves removed after care activity and hand hygiene performed? (20)	Check gloves are not worn when handling records, answering phone etc. Moment 3 - after body fluid exposure.				
11	Is eye and face protection worn by staff when anticipating contact with blood and body fluids with a high risk of splashing into the face and eyes? (20)	Observe practice or ask a member of staff to describe procedure.				

Question Set Comments/Recommendations for Personal Protective Equipment - Personal Protective Equipment

- 20 Pratt RJ, Pellowe C, Wilson JA, Loveday HP, Harper PJ, Jones SRLJ, McDougall CM, Wilcox MH. (2007) Epic2: National Evidence Based Guidelines for preventing Healthcare-Associated Infection in NHS Hospitals in England. *Journal of Hospital Infection*. 65 (1) Supplement 1.
- 53 Health Facility Note 30 Infection Control in the built environment. Stationary Office, 2003 (soon to be superseded by HBN 00-09)
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- 80 Scottish Health Facility Note 30: Infection Control in the Built Environment: Design and Planning. In: Scotland HF, Editor: NHS National Services Scotland, 2007

Module: Food Hygiene

Date: Auditors:

Standard: Procedures will be in place to ensure that food will be prepared, stored and served to minimise the risk of cross infection.

Question Set: Food Hygiene - Food Storage

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is staff food in the fridge labelled with their name and date when it should be consumed by? (72)	Check a selection of items.				
2	Is the fridge free from medicines and specimens?	Check for specimens and medicine.				

Question Set Comments/Recommendations for Food Hygiene - Food Storage

Question Set: Food Hygiene - Water Cooler/Ice Making Machines

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are water coolers/ice machines on a portable supply e.g. mains or treated water supply? (72)	Visually check.				
2	Is the water cooler/ice making machine cleaned at least once a week according to the manufacturer's instructions? (53, 72, 80)	Ask a member of staff about practice, check local instructions.				
3	Is the water cooler/ice machine on a planned maintenance programme? (53, 80)	Ask for evidence (written).				
4	If used for consumption, does the ice making machine dispense ice from a nozzle directly into a receptacle on demand? (53, 80)	Check that it's not dispensed into a storage container.				

Question Set Comments/Recommendations for Food Hygiene - Water Cooler/Ice Making Machines

- 53 Health Facility Note 30 Infection Control in the built environment. Stationary Office, 2003 (soon to be superseded by HBN 00-09)
- 72 Regulation (European Commission) number 852/2004 of the European Parliament and of the Council of 29 April 2004 on the hygiene of foodstuffs
- 80 Scottish Health Facility Note 30: Infection Control in the Built Environment: Design and Planning. In: Scotland HF, Editor: NHS National Services Scotland, 2007

Module: Waste Management

Date: Auditors:

Standard: Waste is managed safely and in accordance with legislation so as to minimise the risk of infection or injury to patients , staff and the public.

Question Set: Waste Management - Waste Management

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are waste bags capable of being securely tied? (23)	Check bags are no more than two thirds full.				
2	Are separate waste streams available in accordance with local guidance? (23)	Check that different coloured bags are available e.g. for offensive and infectious/healthcare risk waste.				
3	Are infectious/healthcare risk waste bags labelled before storage and disposal?	Observe practice or ask a member of staff to describe procedure.				
4	Are offensive waste bags labelled before storage and disposal? (23)	Observe practice or ask a member of staff to describe procedure.				
5	Is infectious/healthcare risk waste stored separately to domestic waste in a secure designated storage facility/area? (23)	Check waste is stored separately and the area is locked.				
6	Is offensive waste stored separately to domestic waste in a secure designated storage facility/area? (23)	Check waste is stored separately and the area is locked.				
7	Is infectious/healthcare risk waste removed by a registered contractor with a valid licence? (23)	Ask to see written evidence.				
8	Is offensive waste removed by a registered contractor with a valid licence? (23)	Ask to see written evidence.				
9	Are outside waste containers or storage/waste compound areas secure?	Check the door is locked if compound if large bin only check lid is locked and the bin is securely fastened e.g. to the wall.				
10	Are outside waste containers or storage/waste compound areas kept clean and tidy and without evidence of vermin and/or inappropriate/extraneous items?	Check there are no items on the floor and behind the bin/s.				

Question Set Comments/Recommendations for Waste Management - Waste Management

- 23 Department of Health (2006) Health Technical Memorandum 07-01: Safe management of healthcare waste. www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_073328.pdf

Module: Vaccine Storage and Transportation

Date: _____ Auditors: _____

Standard: Vaccines are stored and transported safely

Question Set: Vaccine Storage and Transportation - Policies and Procedures

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is there a procedure/policy for the storage and transport of vaccines available? (39)	Check documentation.				
2	Is an audit completed at least annually?	Check the last audit and review action plan.				
3	Is there a named individual who is responsible for receiving & storing vaccines? (39)	Check who the person is.				
4	Is there a named deputy who is responsible for receiving & storing vaccines? (39)	Check who the person is.				
5	Have staff attended training which includes guidelines and information on vaccine, storage and the maintenance of the cold chain? (39)	Check training records.				

Question Set Comments/Recommendations for Vaccine Storage and Transportation - Policies and Procedures

Question Set: Vaccine Storage and Transportation - Receipt of Vaccines

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are all vaccines checked against the delivery note? (39)	Check a recent delivery note.				
2	Are vaccines placed in a designated vaccine refrigerator on delivery? (39)	Observe practice or ask member of staff to describe process.				
3	Are vaccine types, brands, quantities, batch numbers, expiry dates and date and time received recorded? (39)	Check documentation.				

Question Set Comments/Recommendations for Vaccine Storage and Transportation - Receipt of Vaccines

Question Set: Vaccine Storage and Transportation - Storage of Vaccines

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are the vaccines stored in a designated vaccine refrigerator which is fit for purpose and is not a domestic type? (39)	Visually check.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Vaccine Storage and Transportation - Storage of Vaccines

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
2	Does the refrigerator have an uninterrupted electrical supply?	Check the refrigerator is wired directly into the socket.				
3	Is the refrigerator situated away from a heat source and is air able to freely circulate around it?	Check the refrigerator is not next to a radiator.				
4	Are the contents evenly distributed within the refrigerator to allow air to circulate? (39)	Check fridge contents.				
5	Is there no more than four weeks worth of vaccines? (39)	Ask staff member average number of vaccines used each week.				
6	Is the refrigerator locked? (39)	Visually check.				
7	Is the refrigerator located in an area with restricted public access? (39)	Check the area is staff supervised.				
8	Are vaccines stored in their original packaging? (39)	Check vaccines in fridge.				
9	Are vaccines in date? (39)	Check a selection of vaccine expiry dates.				
10	Are vaccine stocks rotated and used according to date? (39)	Check the dates at the front and back.				
11	Is the refrigerator serviced on a regular basis in line with manufacturer's instructions? (39)	Check service report.				
12	Is the refrigerator checked, defrosted and cleaned monthly? (39)	Check documentation and fridge for ice and cleanliness. If the vaccine fridge is self defrosting (check manufacturer's instructions) then the question can be answered as not applicable.				
13	Are the vaccines kept in an approved cool box with a maximum and minimum thermometer or in an alternative refrigerator while this refrigerator is being defrosted? (39)	Observe practice or ask a member of staff to describe procedure.				
14	Are temperature checks performed and recorded each working day? (39)	Check documentation.				
15	Is a maximum and minimum temperature thermometer being used? (39)	Check thermometer.				
16	Are recorded temperatures within the acceptable range of 2 - 8 degrees C? (39)	Check temperature monitoring record.				

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Question Set: Vaccine Storage and Transportation - Storage of Vaccines

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
17	Has the refrigerator an alarm which activates when its temperature exceeds 8 degrees C, or when it falls below 2 degrees C? (39)	Check manufacturer's instructions.				
18	Is there a system in place for safe disposal of expired/surplus/damaged vaccines? (39)	Ask staff member to describe process.				

Question Set Comments/Recommendations for Vaccine Storage and Transportation - Storage of Vaccines

Question Set: Vaccine Storage and Transportation - Transportation of Vaccines

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are vaccines only removed from the base refrigerator immediately before leaving for an external session? (39)	Observe practice or ask a member of staff to describe procedure.				
2	Are vaccines returned immediately to the base refrigerator after an external session? (39)	Observe practice or ask a member of staff to describe procedure.				
3	During transport, are vaccines wrapped in bubble wrap (or similar insulation material) and stored in a suitable approved cool box with a maximum and minimum thermometer with cool packs? (39)	The need for insulation material may vary check manufacturer's instructions for each cool box.				

Question Set Comments/Recommendations for Vaccine Storage and Transportation - Transportation of Vaccines

- 39 Department of Health (2006) "Immunisation against Infectious Disease" - "The Green Book" Department of Health TSO London

Module: Transportation of Specimens

Date: _____ Auditors: _____

Standard: All specimens will be collected packaged and transported safely in approved containers in line with recognised standards – Packaging Instruction 650 and 621 and requirements of UN3373 or UN3291 to minimise the risk of cross infection

Question Set: Transportation of Specimens - Transportation of Specimens

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Has the organisation a procedure for specimen handling?	Check it is available where specimens are handled.				
2	Have all staff handling / transporting specimens, including reception staff, received appropriate training as specified in the procedure?	Question staff member.				
3	Are patients provided with an appropriate specimen container if required to produce specimens at home/clinic?	Ask staff member to describe procedure.				
4	Are specimens in the appropriate container for the particular specimen type?	Check 2 specimens awaiting collection.				
5	Are specimen containers sealed in a designated plastic transit bag?	Observe practice or ask a member of staff to describe procedure.				
6	Are specimens awaiting transit kept in a designated area away from the public and staff rest areas?	Visually check.				
7	Is there a designated specimen fridge available where required?	Visually check.				
8	Are specimens stored in a dedicated refrigerator which is separate to food, medicines and vaccines?	Visually check.				
9	Are specimens transported in a container that complies with (UN3373)?	Check container.				
10	Are specimens transported by post, labelled according to UN 3373 and packaged following IATA packing instruction 650?	Check SOP or ask member of staff to describe process.				
11	Are specimen transport boxes visibly clean?	Check inside and outside.				

Question Set Comments/Recommendations for Transportation of Specimens - Transportation of Specimens

Care Setting Process Improvement Tool : GP Surgery/Health Centre

Module: Patient Equipment

Date: Auditors:

Standard: All patient equipment is cleaned and maintained appropriately to prevent cross infection.

Question Set: Patient Equipment - General

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is all equipment detailed on a cleaning schedule? (77, 78, 82, 83, 84, 85, 86)	Ask to see cleaning schedule and check it is comprehensive. Is all equipment documented?				
2	Are schedules completed, signed and up to date with frequencies and responsibilities identified? (77, 78, 82, 84, 85, 86)	Check schedules are completed, signed and up to date.				
3	Are cleaning products available for routine cleaning of equipment? (68)	Check against local policy/guidelines. Check availability, for example look in dirty utility rooms.				
4	Are items sent for service, inspection or repair, appropriately cleaned and/or disinfected, and a label of contamination status attached? (82, 87)	Ask to see labels used to mark items being sent for service, inspection or repair.				
5	If single use items are used are they disposed of following use?	Check items including the following where used: forceps, specula, scissors, and surgical instruments. Or ask a member of staff to describe procedure.				
6	Can staff describe the symbol used to indicate single use items? (87)	Ask a member of staff to describe the symbol.				
7	Are sterile products stored above floor level? (54)	Check store/clean utility/treatment etc.				
8	Are sterile packs sealed and undamaged? (54, 77, 78, 82)	Check a selection of packs.				
9	Are all sterile items in date? (54, 77, 78, 82)	Check a selection of items.				
10	Are all re-usable instruments returned to a sterile services provider for decontamination? (67)	Check laryngoscope blades, handles, supra glottic airways.				
11	Are sterile instrument trays traceable? (67)	Check processes and documentation.				
12	Are used instruments (awaiting collection) stored in a rigid, lidded container? (67)	Check all used instruments awaiting collection, are stored in a rigid, lidded container and that containers provided for this purpose are clean.				

Question Set Comments/Recommendations for Patient Equipment - General

Question Set: Patient Equipment - Physical Health

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
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Question Set: Patient Equipment - Physical Health

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is all equipment in a good state of repair? (29)	Check for evidence of the repair/replacement of damaged or broken equipment.			<input checked="" type="checkbox"/>	
2	Is all reusable equipment routinely cleaned between every patient with general purpose detergent or as per local policy/manufacturer's instructions where this differs? (77, 78, 82)	Observe practice or ask a member of staff to describe procedure.				
3	Is blood pressure monitoring equipment visibly clean? (77, 78, 82)	Check there is no sticky tape or other attachments which prevents effective cleaning.				
4	Are all stethoscopes visibly clean? (77, 78, 82)	Check for body substances, dust, dirt, debris or adhesive tape.				
5	Is blood glucose monitoring equipment visibly clean? (77, 78, 82)	Check for body substances, dust, dirt, debris or adhesive tape.				
6	Are oxygen saturation probes visibly clean? (77, 78, 82)	Check for body substances, dust, dirt, debris or adhesive tape.				
7	Are the ophthalmoscopes visibly clean and in a good state of repair? (77, 78, 82)	Check for body substances, dust and debris and damage.				
8	Are the otoscopes (auroscopes) visibly clean and in a good state of repair? (77, 78, 82)	Check for body substances, dust or debris. Check ear pieces are either single use or decontaminated as per manufacturer's/local guidance after each patient use.				
9	Are doppler visibly clean? (77, 78, 82)	Check for body substances, dust, dirt, debris or adhesive tape.				
10	Are tourniquets single use or decontaminated between uses? (77, 78, 82)	Visually check.				

Question Set Comments/Recommendations for Patient Equipment - Physical Health

Care Setting Process Improvement Tool : GP Surgery/Health Centre

- 29 Department of Health (2006) Water Systems Health Technology Memorandum 04-01 (HTM 04-01): The control of Legionella, hygiene, safe hot water, cold water and drinking water systems. Part A: Design, Installation and Testing. London: The Stationary Office; 2006
- 54 MDA SN (32) 1999 Storage of sterile medical devices London Medical Devices Agency
- 67 Department of Health (2007) Health Technology Memorandum 01-01: Decontamination of re-usable medical devices Part A. London: The Stationary Office
- 68 AAGBI (2008) Infection control in anaesthesia AAGBI Safety Guideline: Infection Control in Anaesthesia. Anaesthesia, 63;1027-1036
- 77 Standards - March 2008 Healthcare Associated Infection (HAI): Quality Improvement Scotland, 2008.
- 78 Draft Infection Prevention and Control Standards: A Consultation Document: Health Information and Quality Authority, Republic of Ireland 2009
- 82 Department of Health (2009) Code of Practice for the NHS on the prevention and control of healthcare associated infections and related guidance: Department of Health.
- 83 Cleaning Manual - Acute Hospitals. In: Quality RCC, National Hospitals Office, editor: Health Service Executive, Republic of Ireland, 2006
- 84 Control of the Environment Policy and Procedure. In: Infection Control Team HPS, editor: NHS National Services Scotland, 2009
www.documents.hps.scot.nhs.uk/hai/infection-control/sicp/environment/mic-p-environment-2009-02.pdf
- 85 The NHS Cleaning Manual: NPSA, 2009
- 86 The NHS Scotland National Cleaning Services Specification. In: Force HAIT, editor: NHS National Services Scotland
www.scotland.gov.uk/Publications/2004/05/19319/36643
- 87 Medicines and Healthcare Products Regulatory Agency (2006) Single use medical devices: implications and consequences of reuse. MDA DB 2006(04)
www.mhra.gov.uk/Publications/Safetyguidance/DeviceBulletins/CON2024995