



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



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 overall business of the Health Care facility.

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

Observation: 1

Table with 6 rows and 7 columns: Question, Guidance, Yes, No, N/A, Comment. Contains 6 assessment questions regarding infection prevention and control management.

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

Table with 2 rows and 7 columns: Question, Guidance, Yes, No, N/A, Comment. Contains 2 assessment questions regarding staff health policies.



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

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
3	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"/>	
4	Is there a policy/poster available for the management of an inoculation contamination injury? (48)	Visible evidence of staff guidance.			<input checked="" type="checkbox"/>	

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.			<input checked="" type="checkbox"/>	
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.			<input checked="" type="checkbox"/>	
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.			<input checked="" type="checkbox"/>	

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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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 care pathways/care plans maintained for patients with alert organisms/conditions? (77, 78, 82)	Check care pathways/care plan for patients with alert organisms such as MRSA, C.diff or ESBL.				
3	Is an infection risk assessment carried out on each patient at admission and the results recorded?	Check one patient's notes.				
4	Is the infection risk assessment included in the transfer and discharge documentation?	Check a recent discharge form.			<input checked="" type="checkbox"/>	
5	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"/>	
6	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"/>	
7	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"/>	
8	Are cleaning processes and outcomes audited regularly? (85, 86)	Check audit records and action plans if non compliant.			<input checked="" type="checkbox"/>	
9	Are up to date cleaning schedules clearly displayed? (85, 86)	Ask to see the department cleaning programme and specifications.			<input checked="" type="checkbox"/>	

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

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- 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
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- 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
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- 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 : Inpatient/care home MH/LD



Module: Environment

Date: Auditors:

Standard: To protect patients, visitors and staff from the risk of infection the environment is managed to ensure a clean environment and reduction of microbial contamination.

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.				



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Question Set: Environment - Management of Toys

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
2	Is there a record of cleaning which includes frequencies of cleaning?	Check documentation.				
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 - Lounge

Observation: 1

Room Function: Lounge/Living/Sitting 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	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
7	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
8	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.				
9	Is the environment tidy and uncluttered?	Check all areas are accessible for cleaning.				



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Question Set: Environment - Lounge

Observation: 1

Room Function: Lounge/Living/Sitting Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
10	Is there sufficient storage space?	Check there are no items stored on the floor and tops of cupboards.				
11	Is there a domestic waste bin available?	Visually check.				
12	Is the domestic waste bin visibly clean?	Check bins are clean externally and internally.				
13	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
14	Is the water in the flower vases changed daily?	Check water looks clear.				

Question Set Comments/Recommendations for Environment - Lounge

Question Set: Environment - Dining Room/Area

Observation: 1

Room Function: Dining Room/Cafe

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	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
7	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room.				
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.				



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Question Set: Environment - Dining Room/Area

Observation: 1

Room Function: Dining Room/Cafe

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
10	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.				
11	Is there sufficient storage space?	Check there are no items stored on the floor and tops of cupboards.				
12	Are table mats visibly clean?	Check a selection.				
13	Are condiments visibly clean?	Check condiments are free from a build of debris – i.e. brown sauce.				
14	Are condiments kept refrigerated between uses?	Check condiments left out.				

Question Set Comments/Recommendations for Environment - Dining Room/Area

Question Set: Environment - Clean Utility

Observation: 1

Room Function: Clean Utility

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.				



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Question Set: Environment - Clean Utility

Observation: 1

Room Function: Clean Utility

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
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.				
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.				



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Question Set: Environment - Clean Utility

Observation: 1

Room Function: Clean Utility

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
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.				
30	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
31	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 .				
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 there a hands free waste bin available for the disposal of infectious/healthcare risk waste? (23, 53, 90)	Visually check.				
42	Is the foot pedal of the infectious/healthcare risk waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Clean Utility

Observation: 1

Room Function: Clean Utility

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
43	Is the infectious/healthcare risk waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
44	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 - Clean Utility

Question Set: Environment - Examination 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.				
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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Examination Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
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.				
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.				



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Question Set: Environment - Examination Room

Observation: 1

Room Function: Consulting/Examination Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
29	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
30	Is there sufficient storage space?	Check there are no items stored on the floor and tops of cupboards.				
31	Are all areas free from clutter and inappropriate items?	Check the area can easily be cleaned.				
32	Is the examination couch cover impervious and washable? (84, 85, 86)	Check couch for rips/tears.				
33	Is the couch/chair visibly clean?	Check frame as well as top surface.				
34	Is the couch/chair in a good state of repair?	Check for damage.				
35	Are the disposable couch roll/sheets changed in between patients?	Check with member of staff that couch roll is changed in between patient use.				
36	Are couch rolls stored off the floor on a couch roll holder?	Visually check.				
37	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.				
38	Is there a hands free waste bin available for the disposal of infectious/healthcare risk waste? (23, 53, 90)	Visually check.				
39	Is the foot pedal of the infectious/healthcare risk waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
40	Is the infectious/healthcare risk waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
41	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 - Examination Room



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Interview Room

Observation: 1

Room Function: Interview/Group 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	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
7	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
8	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
9	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.				

Question Set Comments/Recommendations for Environment - Interview Room

Question Set: Environment - Activity Room

Observation: 1

Room Function: Activity/Art 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.				



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Question Set: Environment - Activity Room

Observation: 1

Room Function: Activity/Art Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
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 accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
12	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
13	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
14	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
15	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.				
16	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
17	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
18	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.				
19	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
20	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 : Inpatient/care home MH/LD



Question Set: Environment - Activity Room

Observation: 1

Room Function: Activity/Art Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
21	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
22	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
23	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
24	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
25	Are all products stored above floor level? (84)	Visually check.				
26	Is there sufficient storage space?	Check there are no items stored on the floor and tops of cupboards.				
27	Are all areas free from clutter and inappropriate items?	Check the area can easily be cleaned.				
28	Are items stored appropriately?	e.g. Boxes with lids.				

Question Set Comments/Recommendations for Environment - Activity Room

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 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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Toilets

Observation: 1

Room Function: Toilet

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 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.				
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 toilet(s) visibly clean? (20, 52, 84, 85, 86)	Check underneath the toilet seat.				
23	Are the toilet(s) in a good state of repair?	Check for damage.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Toilets

Observation: 1

Room Function: Toilet

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
24	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.			<input checked="" type="checkbox"/>	
25	Are toilet brushes and holders visibly clean? (20, 84, 85, 86)	Check two for evidence.				
26	Are raised toilet seats visibly clean and stored off the floor? (20, 84)	Check underneath the raised seat.				
27	Are facilities available for the disposal of sanitary waste?	Check for sanitary bin.				

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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Toilets

Observation: 1

Room Function: Toilet

Room No.: 2

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
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.				
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 toilet(s) visibly clean? (20, 52, 84, 85, 86)	Check underneath the toilet seat.				
23	Are the toilet(s) in a good state of repair?	Check for damage.				
24	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.				
25	Are toilet brushes and holders visibly clean? (20, 84, 85, 86)	Check two for evidence.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Toilets

Observation: 1

Room Function: Toilet

Room No.: 2

Room:

	Question	Guidance	Yes	No	N/A	Comment
26	Are raised toilet seats visibly clean and stored off the floor? (20, 84)	Check underneath the raised seat.				
27	Are facilities available for the disposal of sanitary waste?	Check for sanitary bin.				

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.				
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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Toilets

Observation: 1

Room Function: Toilet

Room No.: 3

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
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 toilet(s) visibly clean? (20, 52, 84, 85, 86)	Check underneath the toilet seat.				
23	Are the toilet(s) in a good state of repair?	Check for damage.				
24	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.			<input checked="" type="checkbox"/>	
25	Are toilet brushes and holders visibly clean? (20, 84, 85, 86)	Check two for evidence.				
26	Are raised toilet seats visibly clean and stored off the floor? (20, 84)	Check underneath the raised seat.				
27	Are facilities available for the disposal of sanitary waste?	Check for sanitary bin.				



Question Set Comments/Recommendations for Environment - Toilets

Question Set: Environment - Bedroom

Observation: 1

Room Function: Bedroom

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	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
7	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
8	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.				
9	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
10	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
11	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
12	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
13	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.				
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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD

Question Set: Environment - Bedroom

Observation: 1

Room Function: Bedroom

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
16	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
17	Is there a domestic waste bin available?	Visually check.				
18	Is the domestic waste bin visibly clean? (23, 85, 86)	Check bins are clean externally and internally.				
19	Is food stored in bedrooms checked daily?	Check a selection to ensure it is free from mould and pests and within expiry date.				
20	Do pillows have an impervious cover or are laundered on patient discharge? (84, 85, 86)	Check if pillow is visibly soiled.				
21	Are pillows visibly clean and in a good state of repair? (84, 85, 86)	Check visually for staining and damage.				
22	Are bed mattresses visibly clean and in a good state of repair?	Check 3.				
23	Is the mattress cover intact and impervious to liquids?	Examine the mattress; there should be no visible staining; the cover should be intact and the mattress should be impermeable to fluids. To check impermeable, place a paper towel beneath the mattress cover and press down for 10 seconds. Then pour 30mls of water onto the area and press for 30 seconds. Remove and examine the paper towel to see if water has permeated through the mattress cover.				
24	Is there evidence of an audit programme to check the condition of bed mattresses, couch mattresses and covers? (84, 85, 86)	Check Records.				

Question Set Comments/Recommendations for Environment - Bedroom

Question Set: Environment - Bedroom

Observation: 1

Room Function: Bedroom

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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Bedroom

Observation: 1

Room Function: Bedroom

Room No.: 2

Room:

	Question	Guidance	Yes	No	N/A	Comment
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	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
7	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
8	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.				
9	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
10	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
11	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
12	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
13	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.				
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 domestic waste bin available?	Visually check.				
18	Is the domestic waste bin visibly clean? (23, 85, 86)	Check bins are clean externally and internally.				
19	Is food stored in bedrooms checked daily?	Check a selection to ensure it is free from mould and pests and within expiry date.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD

Question Set: Environment - Bedroom

Observation: 1

Room Function: Bedroom

Room No.: 2

Room:

	Question	Guidance	Yes	No	N/A	Comment
20	Do pillows have an impervious cover or are laundered on patient discharge? (84, 85, 86)	Check if pillow is visibly soiled.				
21	Are pillows visibly clean and in a good state of repair? (84, 85, 86)	Check visually for staining and damage.				
22	Are bed mattresses visibly clean and in a good state of repair?	Check 3.				
23	Is the mattress cover intact and impervious to liquids?	Examine the mattress; there should be no visible staining; the cover should be intact and the mattress should be impermeable to fluids. To check impermeable, place a paper towel beneath the mattress cover and press down for 10 seconds. Then pour 30mls of water onto the area and press for 30 seconds. Remove and examine the paper towel to see if water has permeated through the mattress cover.				
24	Is there evidence of an audit programme to check the condition of bed mattresses, couch mattresses and covers? (84, 85, 86)	Check Records.				

Question Set Comments/Recommendations for Environment - Bedroom

Question Set: Environment - Bedroom

Observation: 1

Room Function: Bedroom

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	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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Bedroom

Observation: 1

Room Function: Bedroom

Room No.: 3

Room:

	Question	Guidance	Yes	No	N/A	Comment
6	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
7	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
8	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.				
9	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
10	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
11	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
12	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
13	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.				
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 domestic waste bin available?	Visually check.				
18	Is the domestic waste bin visibly clean? (23, 85, 86)	Check bins are clean externally and internally.				
19	Is food stored in bedrooms checked daily?	Check a selection to ensure it is free from mould and pests and within expiry date.				
20	Do pillows have an impervious cover or are laundered on patient discharge? (84, 85, 86)	Check if pillow is visibly soiled.				
21	Are pillows visibly clean and in a good state of repair? (84, 85, 86)	Check visually for staining and damage.				
22	Are bed mattresses visibly clean and in a good state of repair?	Check 3.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Bedroom

Observation: 1

Room Function: Bedroom

Room No.: 3

Room:

	Question	Guidance	Yes	No	N/A	Comment
23	Is the mattress cover intact and impervious to liquids?	Examine the mattress; there should be no visible staining; the cover should be intact and the mattress should be impermeable to fluids. To check impermeable, place a paper towel beneath the mattress cover and press down for 10 seconds. Then pour 30mls of water onto the area and press for 30 seconds. Remove and examine the paper towel to see if water has permeated through the mattress cover.				
24	Is there evidence of an audit programme to check the condition of bed mattresses, couch mattresses and covers? (84, 85, 86)	Check Records.				

Question Set Comments/Recommendations for Environment - Bedroom

Question Set: Environment - Ensuite bedroom

Observation: 1

Room Function: Bedroom

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	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
7	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
8	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 : Inpatient/care home MH/LD



Question Set: Environment - Ensuite bedroom

Observation: 1

Room Function: Bedroom

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
9	Is food stored in bedrooms checked daily? (72)	Check a selection to ensure it is free from mould and pests and within expiry date.				
10	Do pillows have an impervious cover or are laundered on patient discharge? (84, 85, 86)	Check if pillow is visibly soiled.				
11	Are pillows visibly clean and in a good state of repair? (84, 85, 86)	Check visually for staining and damage.				
12	Are bed mattresses visibly clean and in a good state of repair?	Check 3.				
13	Is the mattress cover intact and impervious to liquids?	Examine the mattress; there should be no visible staining; the cover should be intact and the mattress should be impermeable to fluids. To check impermeable, place a paper towel beneath the mattress cover and press down for 10 seconds. Then pour 30mls of water onto the area and press for 30 seconds. Remove and examine the paper towel to see if water has permeated through the mattress cover.				
14	Is there evidence of an audit programme to check the condition of bed mattresses, couch mattresses and covers? (84, 85, 86)	Check Records.			<input checked="" type="checkbox"/>	
15	Is there a domestic waste bin available?	Visually check.				
16	Is the domestic waste bin visibly clean? (23, 85, 86)	Check bins are clean externally and internally.				
17	Is the en-suite bathroom visibly clean?	Check for visible cleanliness.				
18	Are en-suite bathrooms free from visible damage? (85)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces.			<input checked="" type="checkbox"/>	
19	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
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	Is liquid soap available?	Check there is at least enough for the next two uses.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Ensuite bedroom

Observation: 1

Room Function: Bedroom

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
24	Are baths/showers visibly clean? (20, 84, 85, 86)	Visually check.				
25	Are shower curtains visibly clean? (20, 84, 85, 86)	Check for mould.				
26	Are anti-slip bath mats visibly clean and free from mould?	Check round suction cups for evidence of dirt or mould.				
27	Are all bathroom furniture and fittings visibly clean? (20, 52, 84, 85, 86)	Check visible cleanliness.				

Question Set Comments/Recommendations for Environment - Ensuite bedroom

Question Set: Environment - Shower

Observation: 1

Room Function: Bath/Shower 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.				
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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Shower

Observation: 1

Room Function: Bath/Shower Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
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.				
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 all toiletries single use?	Check for evidence of communal toiletries in bathroom.			<input checked="" type="checkbox"/>	
23	Are baths/showers visibly clean? (20, 84, 85, 86)	Visually check.				
24	Are shower curtains visibly clean? (20, 84, 85, 86)	Check for mould.				
25	Are anti-slip bath mats visibly clean and free from mould?	Check round suction cups for evidence of dirt or mould.				
26	Are all bathroom furniture and fittings visibly clean? (20, 52, 84, 85, 86)	Check visible cleanliness.				



Question Set Comments/Recommendations for Environment - Shower

Question Set: Environment - Bathroom

Observation: 1

Room Function: Bath/Shower 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 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.				



Question Set: Environment - Bathroom

Observation: 1

Room Function: Bath/Shower Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
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 all toiletries single use?	Check for evidence of communal toiletries in bathroom.			<input checked="" type="checkbox"/>	
23	Are baths/showers visibly clean? (20, 84, 85, 86)	Visually check.				
24	Are anti-slip bath mats visibly clean and free from mould?	Check round suction cups for evidence of dirt or mould.				
25	Are hoists visibly clean and in a good state of repair? (52, 77, 78, 82, 85, 95)	Visually check.				
26	Are manual handling slings/sheets single use or laundered after use? (77, 78, 82)	Inspect in use slings/question staff.				
27	Are appropriate cleaning materials available for staff to clean the bath/shower between uses?	Check that there is information provided on where cleaning materials are stored.				
28	Are bathrooms free from inappropriate items?	Check for equipment storage.				
29	Is there evidence that baths, showers and sinks not in use have planned provision for running water on a weekly basis?	Check documentation.			<input checked="" type="checkbox"/>	

Question Set Comments/Recommendations for Environment - Bathroom



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Staff Toilet

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.				
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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Staff Toilet

Observation: 1

Room Function: Toilet

Room No.: 1

Room: _____

Question	Guidance	Yes	No	N/A	Comment
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 toilet(s) visibly clean? (20, 52, 84, 85, 86)	Check underneath the toilet seat.				
23 Are the toilet(s) in a good state of repair?	Check for damage.				
24 Are toilets free from inappropriate items?	Check for items that are not used in a toilet.				
25 Are toilet brushes and holders visibly clean? (20, 84, 85, 86)	Check two for evidence.				
26 Is toilet paper available from a wall mounted dispenser?	Check the underside of the dispenser for build up of dirt and debris.				
27 Is the toilet paper dispenser visibly clean?	Check the underside for build up of dirt and debris.				
28 Are facilities available for the disposal of sanitary waste?	Check for sanitary bin.				

Question Set Comments/Recommendations for Environment - Staff Toilet

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 Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Dirty Utility

Observation: 1

Room Function: Dirty Utility/Sluice

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
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.				
8	Are all work surfaces smooth, impervious, with coved edges to facilitate easy cleaning? (20, 53, 80, 84)	Check all work surfaces.				
9	Are all work surfaces visibly clean? (53)	Check all work surfaces throughout the room are dust free, clean and dry.				
10	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.				
11	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
12	Is the hand wash basin plug free? (15)	Check the hand wash basin does not have a plug.				
13	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow.				
14	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.				
15	Are elbow/sensor taps available? (15)	Visually check.				
16	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.				
17	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
18	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
19	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
20	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Dirty Utility

Observation: 1

Room Function: Dirty Utility/Sluice

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
21	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
22	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.				
23	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
24	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
25	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.				
26	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
27	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
28	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
29	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
30	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
31	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
32	Is there a dedicated deep sink for washing used equipment? (53)	Visually check.				
33	Is there a disposal unit available for disposal of body fluids? (20, 53, 80)	Visually check.				
34	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.				
35	Can staff describe which products should be used for routine cleaning?	Check responses of two staff against local guidance.				
36	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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Dirty Utility

Observation: 1

Room Function: Dirty Utility/Sluice

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
37	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.			<input checked="" type="checkbox"/>	
38	Is personal protective equipment available? (20)	Check for gloves, aprons and eye protection.				
39	Are re-usable bedpans and urinals processed through a washer disinfectant? (53, 80)	Check for a washer disinfectant to process bedpans/urinals.				
40	Are bedpans and urinals visibly clean?	Visually check.				
41	Is the macerator or bedpan washer visibly clean?	Visually check.				
42	Is the macerator or bedpan washer in good working order?	Check macerator is working correctly by closing the lid, applying water (enough to cover seal), start machine and check for air bubbles rising from seal or small splashes. (Please check with manufacturer's instructions first and wear eye protection) If intact, no bubbles or splashing will be seen. Check macerator is empty at the end of the cycle. OR Bed pan washer is visibly clean and meeting the appropriate temperature of 80 degrees C for 1 minute.				
43	Is the washer heat disinfectant tested and maintained in line with HTM 2030 or equivalent? (15, 53)	Check: Records for periodic testing. Bedpan washer is reaching the appropriate temp of 80 degrees C for one minute (HTM 2030).				
44	Are bedpans and urinals stored correctly to minimise contamination? (84)	Check bedpans and urinals are stored inverted on racks.				
45	Is the rack visibly clean and in good condition?	Visually check.				
46	Are commodes in a good state of repair? (20, 84)	Check for rust and damage.				
47	Are the commodes visibly clean and ready for use? (20, 52, 84)	Check underneath the seat, the underside, frame and foot rest and check there is a system of assurance that the commode has been cleaned.				
48	Is there a system in place to check commodes are clean and ready for use? (20, 84)	Check for system e.g. seat left inverted or tape.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Dirty Utility

Observation: 1

Room Function: Dirty Utility/Sluice

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
49	Are wash bowls disposable or named single patient use?	Check system in use in area. Bowl liners/single patient use wash bowls are also acceptable. If re-usable, check clean bowl for debris, scratching/scoring of surface.				
50	Is the room free from communal items? (20)	Check for creams, flannels, cleansing foam etc.				
51	Are catheter stands visibly clean? (20, 84)	Check stands.				
52	Are measuring jugs either disposable or processed through a washer disinfectant? (20)	Check for disposable jugs/washer disinfectant.				
53	Is there a hands free waste bin available for the disposal of offensive waste? (23, 53, 90)	Visually check.				
54	Is the foot pedal of the offensive waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
55	Is the offensive waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
56	Is the offensive waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
57	Is there a hands free waste bin available for the disposal of infectious/healthcare risk waste? (23, 53, 90)	Visually check.				
58	Is the foot pedal of the infectious/healthcare risk waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
59	Is the infectious/healthcare risk waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
60	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 - Patient Laundry Room

Observation: 1

Room Function: Laundry

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
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Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Patient Laundry Room

Observation: 1

Room Function: Laundry

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 work surfaces smooth, impervious, with coved edges to facilitate easy cleaning? (20, 53, 80, 84)	Check all work 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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Patient Laundry Room

Observation: 1

Room Function: Laundry

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
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	Is there written guidance regarding how to use the washing machine/tumble dryer? (38)	Ask to see guidance.				
23	Is the tumble dryer vented to the outside? (38)	Check for pipe.				
24	Is the washing machine and tumble dryer on a pre-planned maintenance programme? (38)	Check records.				
25	Is the washing machine on a plinth? (38)	Visually check.				
26	Is the laundry room free from food and drink? (53)	Check for evidence.				
27	Are individual plastic washing baskets and linen skips cleaned on a weekly basis and when visibly soiled?	Check two.				

Question Set Comments/Recommendations for Environment - Patient Laundry 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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Linen

Observation: 1

Room Function: Linen

Room No.: 1

Room:

Question	Guidance	Yes	No	N/A	Comment
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 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 clean linen free from stains?	Check a selection of linen including sheets and towels.				
15 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.				
16 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

Question Set: Environment - Laundry Room

Observation: 1

Room Function: Laundry

Room No.: 1

Room:

Question	Guidance	Yes	No	N/A	Comment
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Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Laundry Room

Observation: 1

Room Function: Laundry

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
1	Is there a designated area for laundering used linen which is sited appropriately?	The room should not be a bathroom or dirty utility room.				
2	Is there a dirty to clean flow in the room?	Check there is no crossover of dirty and clean areas.				
3	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.				
4	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.				
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 work surfaces smooth, impervious, with coved edges to facilitate easy cleaning? (20, 53, 80, 84)	Check all work surfaces.				
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 visibly clean? (53)	Check all work surfaces throughout the room are dust free, clean and dry.				
12	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
13	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
14	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
15	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
16	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
17	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.				



Question Set: Environment - Laundry Room

Observation: 1

Room Function: Laundry

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
18	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
19	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
20	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.				
21	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
22	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
23	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
24	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
25	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
26	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
27	Is all soiled linen initially laundered on a pre-wash (sluice) machine cycle? (38)	Observe practice or ask a member of staff to describe procedure.				
28	Is the washing machine an industrial machine? (38)	Check that it is not a domestic washing machine.				
29	Is the tumble dryer an industrial machine? (38)	Check it is not a domestic machine.				
30	Is the tumble dryer vented to the outside? (38)	Check for pipe.				
31	Is the washing machine and tumble dryer on a pre-planned maintenance programme? (38)	Check records.				
32	Is the washing machine on a plinth? (38)	Visually check.				

Question Set Comments/Recommendations for Environment - Laundry Room



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



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.				
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 - Domestic/Cleaners 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	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Domestic/Cleaners Room

Observation: 1

Room Function: Cleaners/Domestics Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
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	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
12	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
13	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
14	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
15	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.				
16	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
17	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris.				
18	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.				
19	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
20	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
21	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Domestic/Cleaners Room

Observation: 1

Room Function: Cleaners/Domestics Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
22	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
23	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
24	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
25	Is there a disposal unit for the disposal of contaminated waste water? (53, 80)	Check there is a disposal unit.			<input checked="" type="checkbox"/>	
26	Is the unit for the disposal of contaminated waste water visibly clean? (85)	Visually check.				
27	Are mops and buckets stored clean and dry? (52)	Check storage and cleanliness of mops and buckets.				
28	Are detachable mop bucket wringers removed and cleaned daily?	Remove and check underneath.				
29	Are mop heads laundered or disposable? (52)	Check local policy for frequency and that mop heads are in a good state of repair.				
30	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.				
31	Is cleaning equipment and machinery left clean and dry after use? (52, 85, 86)	Visually check.				

Question Set Comments/Recommendations for Environment - Domestic/Cleaners Room

Question Set: Environment - Whirlpool Bath

Observation: 1

Room Function: Jacuzzi

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.				



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Question Set: Environment - Whirlpool Bath

Observation: 1

Room Function: Jacuzzi

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
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.				
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.				



Question Set: Environment - Whirlpool Bath

Observation: 1

Room Function: Jacuzzi

Room No.: 1

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 all toiletries single use?	Check for evidence of communal toiletries in bathroom.			<input checked="" type="checkbox"/>	
23	Is the whirlpool bath designed for therapeutic use and approved by the infection prevention team? (97)	Check manufacturer's instructions.			<input checked="" type="checkbox"/>	
24	Is the pipe work accessible for cleaning? (97)	Check for panel that pipe work can be accessed through.			<input checked="" type="checkbox"/>	
25	Is the bath cleaned after each use? (97)	Check for cleaning instructions.			<input checked="" type="checkbox"/>	
26	Is the whirlpool bath filled with cold water and dosed at 20ppm of chlorine for at least 2.5 hours, then drained, refilled and drained again after each session? (97)	Check documentation.			<input checked="" type="checkbox"/>	
27	Are the jets on the whirlpool bath removed weekly and thoroughly cleaned and rinsed in 10-50mg/l chlorine? (97)	Check documentation.			<input checked="" type="checkbox"/>	
28	Is there a process for microbiological testing monthly? (97)	Check results.			<input checked="" type="checkbox"/>	
29	Is Legionella testing undertaken quarterly?	Check results.			<input checked="" type="checkbox"/>	

Question Set Comments/Recommendations for Environment - Whirlpool Bath



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



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Care Setting Process Improvement Tool : Inpatient/care home MH/LD



Module: Kitchen

Date: Auditors:

Room Function: Kitchen/Pantry Room No.: 1 Room:

Standard: To protect staff and patients from the risk of infection, the kitchen is managed to ensure a clean environment and reduction of microbial contamination.

Question Set: Kitchen - Management

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Do all staff receive appropriate food hygiene training and refresher training?	Check training records.			<input checked="" type="checkbox"/>	
2	Is the food hygiene policy available and current?	Check for paper/electronic copy.				
3	Is there a written cleaning schedule identifying when and what is cleaned?	Check documentation.				
4	Is information available to obtain a food history?	Randomly select a service user and request their food history for the previous day.				

Question Set Comments/Recommendations for Kitchen - Management

Question Set: Kitchen - Environment

Observation: 1

	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	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				
3	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.				
4	Are all work surfaces smooth, impervious, with coved edges to facilitate easy cleaning? (20, 53, 80, 84)	Check all work surfaces.				
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.				
8	Are all work surfaces visibly clean? (53)	Check all work surfaces throughout the room are dust free, clean and dry.				
9	Are all products stored above floor level? (84)	Visually check.				



Question Set: Kitchen - Environment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
10	Is the room free from infestation or animals?	Check for evidence i.e. mouse droppings.			<input checked="" type="checkbox"/>	
11	Is the room free from unnecessary equipment?	Visually check.				
12	Are fly screens in place if required?	Check opening windows/external doors.				
13	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.				
14	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
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.				
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.				



Question Set: Kitchen - Environment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
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.				

Question Set Comments/Recommendations for Kitchen - Environment

Question Set: Kitchen - Protective Clothing

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are disposable gloves available?	Visually check.				
2	Are single use plastic aprons available? (20, 79)	Check they are readily available.				

Question Set Comments/Recommendations for Kitchen - Protective Clothing

Question Set: Kitchen - Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are refrigerators/freezers visibly clean and free from ice build up?	Visually check.				
2	Is there evidence that daily temperatures of fridges and freezers are recorded and appropriate action is taken if standards are not met?	Fridges must be less than +8 o C, Freezers -18 o C or as local policy.				
3	Is there only food in the refrigerator?	Check that there are no medications or specimens.				
4	Are water coolers/ice machines on a portable supply e.g. mains or treated water supply? (72)	Visually check.				
5	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.				
6	Is the water cooler/ice machine on a planned maintenance programme? (53, 80)	Ask for evidence (written).				



Question Set: Kitchen - Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
7	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.				
8	Is there disposable paper roll available for drying equipment and surfaces?	Visually check.				
9	Is disposable paper roll used to dry kitchen items?	Check there are no fabric tea towels in use.				
10	Is the dishwasher visibly clean and well maintained?	Check inside.				
11	Are coloured waterproof dressing available?	Check plasters are colour coded.				

Question Set Comments/Recommendations for Kitchen - Equipment

Question Set: Kitchen - Storage

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is food labelled and is there a system in place to determine when it was opened and/or when it should be used by?	Check two items.				
2	Is milk stored in the refrigerator?	Visually check.				
3	Is bread stored in a clean dry container?	Visually check.				
4	Are food products within their expiry dates?	Check at least two items.				
5	Is opened food covered or stored in containers?	Visually check.				

Question Set Comments/Recommendations for Kitchen - Storage

**Care Setting Process Improvement Tool : Inpatient/care home MH/LD**

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www.documents.hps.scot.nhs.uk/hai/infection-control/sicp/spillages/mic-p-spillages-2009-02.pdf



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

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 sharps container lids temporarily closed in between use? (20, 23, 81)	Visually check.				
8	Are used sharps disposed of without re-sheathing? (20, 81)	Observe practice or ask a member of staff to describe procedure.				
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	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.				
12	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"/>	
13	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.				



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

- 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.
- 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
- 48 Department of Health (2000) Hepatitis B infection healthcare workers: guidance on implementation of Health Service Circular 2000/020. London: Department of Health
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- 68 AAGBI (2008) Infection control in anaesthesia AAGBI Safety Guideline: Infection Control in Anaesthesia. Anaesthesia, 63;1027-1036
- 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



Care Setting Process Improvement Tool : Inpatient/care home MH/LD



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 polythene gloves only used for non care activities? (20, 75, 79)	Gloves may be used for food handling. Observe practice or ask a member of staff to describe procedure.				
8	Are gloves stored appropriately? (20, 53, 80)	Check visually that gloves are stored away from the risk of contamination and heat sources.				
9	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.				
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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- 79 Personal Protective Equipment Policy and Procedure (an element of Standard Infection Control Precautions). In: Health protection Scotland, editor, 2009
- 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: Patient Equipment

Date: Auditors:

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

Question Set: Patient Equipment - Management of Equipment

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 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.				
4	Are sterile products stored above floor level? (54)	Check store/clean utility/treatment etc.			<input checked="" type="checkbox"/>	
5	Are sterile packs sealed and undamaged? (54, 77, 78, 82)	Check a selection of packs.			<input checked="" type="checkbox"/>	
6	Are all sterile items in date? (54, 77, 78, 82)	Check a selection of items.				
7	Can staff describe the symbol used to indicate single use items? (87)	Ask a member of staff to describe the symbol.				
8	Are all re-usable instruments returned to a sterile services provider for decontamination? (67)	Check laryngoscope blades, handles, supra glottic airways.				
9	Are cleaning products available for routine cleaning of equipment? (68)	Check against local policy/guidelines. Check availability, for example look in dirty utility rooms.				

Question Set Comments/Recommendations for Patient Equipment - Management of Equipment

Question Set: Patient Equipment - Mobile Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is mobile equipment such as drug trolleys, notes trolleys, mobile X-Rays, ultrasound equipment visibly clean? (77, 78, 82)	Inspect during audit.				
2	Is there a system to routinely clean mobile equipment and is this monitored? (77, 78, 82)	Check record system.				



Question Set Comments/Recommendations for Patient Equipment - Mobile Equipment

Question Set: Patient Equipment - Monitoring & Physiological Equipment

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 blood pressure monitoring equipment visibly clean? (77, 78, 82)	Check there is no sticky tape or other attachments which prevents effective cleaning.				
3	Are all stethoscopes visibly clean? (77, 78, 82)	Check for body substances, dust, dirt, debris or adhesive tape.				
4	Is blood glucose monitoring equipment visibly clean? (77, 78, 82)	Check for body substances, dust, dirt, debris or adhesive tape.				
5	Is all reusable equipment routinely cleaned between every patient with general purpose detergent or as per local policy/manufacture's instructions where this differs? (77, 78, 82)	Observe practice or ask a member of staff to describe procedure.				
6	Are tourniquets single use or decontaminated between uses? (77, 78, 82)	Visually check.				
7	Are thermometers visibly clean and in a good state of repair?	Visibly check.			<input checked="" type="checkbox"/>	

Question Set Comments/Recommendations for Patient Equipment - Monitoring & Physiological Equipment

Question Set: Patient Equipment - Resuscitation Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is the resuscitation trolley/bag visibly clean? (85)	Check trolley for dust and debris.				
2	Are items on the resuscitation trolley/bag visibly clean? (77, 78, 82)	Check three items on the trolley.				
3	Is resuscitation equipment either single use or reprocessed through a sterile services provider? (77, 78, 82, 87)	Check laryngoscope blades, ambu bags, face masks.				



Question Set Comments/Recommendations for Patient Equipment - Resuscitation Equipment

Question Set: Patient Equipment - Respiratory Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is the suction machine visibly clean and dry? (77, 78, 82)	Check.				
2	Are nebulisers stored clean and dry between use? (77, 78, 82)	Check they are cleaned as per manufacturer's instructions or local guidelines.				
3	Are disposable suction liners used and changed between patients? (77, 78, 82)	Observe practice or ask a member of staff to describe procedure.				
4	Is the oxygen mask on the cylinder visibly clean and left in the packaging?	Visually check.				

Question Set Comments/Recommendations for Patient Equipment - Respiratory Equipment

Question Set: Patient Equipment - Manual Handling Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is manual handling equipment stored appropriately? (77, 78, 82, 84)	Check there are none stored in an inappropriate areas such as sluice or bathroom.				
2	Are manual handling slings/sheets single use or laundered after use? (77, 78, 82)	Inspect in use slings/question staff.				
3	Are hoists visibly clean and in a good state of repair? (77, 78, 82)	Visually check.				
4	Are PAT (Patient Assisted Transfer) slides stored off the floor? (77, 78, 82, 84)	Visually check.				

Question Set Comments/Recommendations for Patient Equipment - Manual Handling Equipment

Question Set: Patient Equipment - Miscellaneous Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are aids such as walking sticks, Zimmer frames, helping hands visibly clean and stored in a suitable area? (77, 78, 82, 87)	Check two.				



Question Set: Patient Equipment - Miscellaneous Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
2	Are wheelchairs visibly clean and in a good state of repair? (77, 78, 82, 87)	Visually check cleanliness and damage.				
3	Is stored patient equipment e.g. IV stands, pumps, mattresses, bariatric equipment visibly clean ready for use and identified as such? (77, 78, 82, 87)	Inspect stored equipment, check identification system to flag clean for use.				

Question Set Comments/Recommendations for Patient Equipment - Miscellaneous Equipment

- 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



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 residents, staff and the public.

Question Set: Waste Management - Waste Management

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	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.				
2	Are waste bags capable of being securely tied? (23)	Check bags are no more than two thirds full.				
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