

“Creating a great place to be cared for and a great place to work”



University Hospitals of Morecambe Bay

NHS Foundation Trust

JOB DESCRIPTION

Job Title:	Domestic (cleaner)
Department/Ward:	Facilities
Band:	2
Care Group:	Estates and Facilities Care Group
Responsible to:	PES Supervisors
Accountable to:	PES Site Services Manager
JOB SUMMARY:	<p>The post holder will be part of a comprehensive domestic cleaning service at University Hospitals of Morecambe Bay NHS.</p> <p>Performing domestic duties in line with National Cleaning Standards and Operational Procedures.</p>

KEY WORKING RELATIONSHIPS:

Patient Services Departments
Wards / Department

MAIN DUTIES

- To be responsible for a high standard of cleanliness in Clinical areas, offices, public areas and external areas using the appropriate recognised cleaning methods.
- Responsible for identifying areas to be cleaned, plan and organise a cleaning programme with relevant ward or departmental staff, ensuring Patient, Staff and Visitor safety is not compromised.
- Operating cleaning equipment, machinery in accordance with manufacturer's instruction ensuring that it is in a good clean working order reporting faults immediately to supervisor.
- Use the correct colour PPE appropriate to the area and task undertaken in line with Trust Policies, Ensuring the correct colour coded equipment is used appropriate to the area and task undertaken.
- Undertake deep clean / isolation cleans following national and local guidelines.
- Change curtains on rotation or in the event of infection.
- Follow policy and run all water taps/ showers in designated areas on a daily basis and record on checklist, deliver to Supervisor who will place on file for 5 years.
- Carry out spot cleaning to ensure spillages and incidents are dealt with swiftly and efficiently, supported by Clinical staff as appropriate.

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- To adhere to all relevant COSHH assessments and Safety Data sheets when preparing, using and disposing of cleaning chemicals.

General

- Communicate effectively and in a timely manner with all hospital staff, the public and colleagues across the Trust and attend regular staff meetings.
- Assist patients to feel at ease in the hospital environment, responding to directional requests referring enquiries to the appropriate staff.
- Report any damaged furniture, fittings, equipment and décor to Supervisor.
- Check and report out of date Portable Appliance testing dates to your supervisor for rectification.
- Report any infestation sighting to your Supervisor.
- Responsible for maintaining, rotating domestic stock levels requesting stock for area and ensuring safe storage.
- Ensure that all waste is correctly sorted into the appropriate waste streams, label and dispose of all waste streams from the Ward / department observing all relevant recycling policies and procedures and take to recognised designated points.
- Co-ordinate the specialist cleaning of surfaces and furnishings, following local guidelines.
- Maintain and update paper-based records and information as required, including but not limited to Timesheets, cleaning rectification records etc.
- Receive and pass on information to others, maintaining confidentiality at all times.
- Respond to initial complaints taking appropriate action as required.
- Perform assigned duties in the event of a major incident in line with Trust Policy.
- Ensure that the required National Standards of Cleanliness and hygiene are maintained, rectifying any defects.
- Operate and use equipment and various cleaning agents when safe to do so and having received full training to Trust/National Standards.
- Follow all National/Trust Policies and the Trust Behaviour Standards Framework.

Training and Governance

- Work as an effective team member and support continued team development.
- Participate in the Trust Appraisal and Personal Development Plan process by identifying your own development needs and agreeing development plans for these.
- Support the training of new and existing staff by demonstrating the use of equipment or procedures that you have been trained in.
- Ensure awareness of when and how to report untoward incidents and how to respond appropriately with patients' or relatives complaints.
- Ensure your required mandatory and job specific training is kept up to date.
- Ensure that your own actions support equality, diversity, rights and maintain quality.
- Respect the privacy and dignity of patients whilst carrying out housekeeping duties
- Maintain the safety of other people's property

Mandatory Trust Responsibilities

- All staff must behave courteously and professionally when dealing with patients, staff or members of the public. Failure to do so could result in disciplinary action up to and including dismissal.
- Raising Concerns; all staff have a duty to raise concerns if they see or become aware of any issue that has or could have potential to result in harm to patients or staff, reflect poorly on the reputation of the Trust or result in poor teamwork, communication and professional behavior.
- Confidentiality: the post-holder must at all times maintain complete confidentiality of material and information that they handle. Any matters of a confidential nature must not, under any circumstances, be passed on to any unauthorised person or persons. The post-holder must respect patient named confidentiality in keeping with Caldicott principles.

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- Data Protection and Freedom of Information: the post-holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act 1988 and comply with procedures relating to the Freedom of Information Act 2000.
- Safeguarding; Employees who come into contact with vulnerable adults or children and their parents/families during the course of their normal duties need to be aware of their responsibility to safeguard and promote the welfare of children, young people and adults.
- Health and Safety; employees must be aware of the responsibilities placed on them by the Health and Safety at Work Act 1974, to ensure that the agreed safety procedure is carried out to maintain a safe environment for the other employees, service users and visitors.
- Equal Opportunities; all staff are required to comply with and maintain awareness with the Trust policies relating to equal opportunities.
- Maintain high standards of professional and behaviour as expected within the Behaviour Standard

This job description is not exhaustive and will be reviewed and amended, with the post holder, when necessary.

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TERMS AND CONDITIONS

This post will be subject to the terms and conditions of the University Hospitals of Morecambe Bay NHS Foundation Trust.

CONFIDENTIALITY

Information relating to patients, employees and business of the Trust must be treated in strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Freedom of Speech policy.

SAFEGUARDING & PROTECTING CHILDREN

Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. As an employee of the trust you will need to be aware of your responsibility in relation to safeguarding and protecting children. You will need to be aware of trust/local LSCB procedures and know how to contact named professionals, within the safeguarding team for advice and support.

ENVIRONMENTAL SUSTAINABILITY – NET ZERO CARBON

University Hospitals of Morecambe Bay NHS Foundation Trust are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment and lighting when not in use. Report heating issues such as when buildings are too hot or too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle. Do not over order equipment or medicines. Healthcare waste must be disposed of in line with the Trust’s Waste Management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the Estates Team for further details.
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport.

HEALTH AND SAFETY

The Health and Safety at Work Act stipulates that it is the responsibility of each employee to observe all rules governing safety and conduct and as such safety equipment and Personal Protective Equipment provided must be used.

INFECTION CONTROL

The Trust is committed to protecting the health of all staff, patients and visitors to the Trust. As such all staff is personally responsible for compliance with all Trust and department infection prevention and control policies. Failure to comply with such policies and associated procedures is likely to lead to disciplinary action and may result in dismissal.

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MANUAL HANDLING

The post holder will be provided with adequate training in correct lifting techniques by a recognised lifting instructor.

NO SMOKING POLICY

A No Smoking Policy operates across all Trust sites.

QUALITY OF SERVICE

The trust is committed in its use of available resources to obtaining the best possible service for patients and staff. The Post holder must share this objective and seek to maintain and improve the quality of service provided.

EQUAL OPPORTUNITIES

The Trust is pledged to equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic or national origin or disability. We promote flexible working opportunities wherever possible to enable staff to balance their work with their private lives.

TRAINING AND DEVELOPMENT

Maintain your professional standards in respect of education and training and ensure that you are aware of your specific area specialty training and needs analysis.