

# A cleaner, smoke-free NUH

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# Agenda

- 16/17 quality priorities
- PLACE scores
- Facilities performance – including cleanliness
- Smoking
- Car parking

**16/17 quality  
priorities**



# 2016 PLACE results

	QMC 2015	QMC 2016		City 2015	City 2016		National average 2016
Cleanliness	93	<b>94</b>		96	<b>96</b>		98
Food	87	<b>81</b>		92	<b>92</b>		88
Food Organisational	90	<b>89</b>		84	<b>89</b>		87
Ward Food	87	<b>80</b>		93	<b>93</b>		89
Privacy, Dignity and Wellbeing	74	<b>83</b>		78	<b>77</b>		84
Condition and Appearance and Maintenance	81	<b>93</b>		89	<b>94</b>		93
Dementia	56	<b>73</b>		74	<b>72</b>		75
Disability (NEW)	N/A	<b>79</b>		N/A	<b>79</b>		79

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# Carillion performance

- Running E&F services since July 2014, including cleaning, catering, car park management, laundry, portering and maintenance
- 5 year contract (option to extend by 3 years, subject to satisfactory performance)
- Circa 1,200 Carillion staff
- NUH Contract Management Team

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# Inconsistent standards

- Cleanliness audits (internal & external) showed deterioration early 2016 after spell of improvement
- Inconsistent standards: linen provision, availability of consumables/equipment, portering, helpdesk
- Rapid improvement required by NUH Trust Board

# Cleaning & decontamination: infection control

- **No general increase in infections over the period**
- Deep cleaning programme re-started mid '15 (after a decant ward was identified at QMC)
- New cleaning manual (roles & responsibilities)
- More cleaning staff & supervisors
- Increased cleanliness audit standard from 90% to 95% in high risk areas

# Carillion improvement plan

- New 'bank' (circa 50 staff) for unplanned leave
- Plans to recruit extra cleaners and porters
- 39 more estates staff – quicker responses to jobs
- Changes to working practices (eg linen deliveries twice daily and different way of ordering and distributing goods to ensure adequate stocks)

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# Monitoring progress

- Trust Board visits & oversight
- Staff feedback (the 'lived experience')
- Publish weekly performance dashboard (staff)
- Patient feedback
- External inspections
- Audits
- Think Clean Days

# Smoke-free

- Smokers can use e-cigarettes in hospital grounds to help them give up tobacco
- Ward-based New Leaf advisors at QMC and City (facilitating nurse referrals to cessation services)
- Pharmacy support (incl Nicotine Replacement)
- On-the-spot fines for littering (circa 20 per week)

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# Car parking

- Staff permit review

Coming in 2016 & 2017.....

1. Fines for inappropriate parking
2. 120 extra parking spaces at QMC
3. Tram entrance with direct access to hospital

# Questions

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