

14 March 2017**Agenda Item: 7****REPORT OF THE CHAIRMAN OF JOINT CITY AND COUNTY HEALTH
SCRUTINY COMMITTEE****NOTTINGHAM UNIVERSITY HOSPITALS CLEANING CONTRACT****Purpose of the Report**

1. To introduce the latest information regarding the cleaning contract at Nottingham University Hospitals (NUH).

Information and Advice

2. The Joint Health Committee regularly receives information regarding cleaning services at NUH.
3. In late July 2016, NUH issued a statement indicating that there had been some early signs of improvement from Carillion in some of the areas which required urgent attention, including the availability of cleaning materials and linen. Carillion also introduced a new 'bank' to cover unexpected staff absences and have adapted some working practices so that services are more responsive to the needs of NUH wards and clinical areas. NUH satisfaction levels are based on the 'lived' experience of patients and staff, and this indicates that there remains much work to do to ensure the consistent delivery of the necessary standards across all services. At the same time, Carillion reactively stated that it was committed to providing a high standard of service to the Trust, and wishes to work closely with the Trust to tackle any identified problems. Carillion will continue to monitor clinical teams' experience of their services.
4. In August 2016, Unison issued a statement saying it believes that Carillion was failing to deliver on cleaning services. In response, NUH issued a statement that the Trust Board requires urgent improvements from Carillion in response to declining cleanliness standards and inconsistent standards across a range of services including linen provision, availability of equipment and portering. It reported that there had been no general increase in infections over the period standards of cleanliness have deteriorated. The Trust Board is monitoring Carillion's performance monthly and is considering the future of the contract with Carillion.
5. Information on standards of cleanliness was last brought before the Joint Health Committee on 13 September 2016, when Members heard that the contract with Carillion did include financial sanctions and that monitoring cleaning was using up the valuable time of nursing staff. Members were concerned that there was no particular evidence that contracted out cleaning was any better than in-house cleaning – particularly with regard to managing cleaning staff.

6. Members were reassured by NUH that there would be improvement from Carillion within a reasonable timescale. Members also heard that Carillion hold similar contracts with other healthcare providers and these have also experienced problems.
7. In November 2016, NUH issued a statement that NUH and Carillion are jointly exploring a managed exit from the Carillion contract. The managed exit from the contract was mutually agreed in January 2017. Core Environment and Facilities services will be back under NUH management by 1 April 2017.
8. A presentation from Nottingham University Hospitals (NUH) is attached as an appendix to this report.
9. Peter Homa, Chief Executive of NUH will attend the Joint Health Committee to deliver the presentation and answer questions.

RECOMMENDATION

- 1) That the Joint City and County Health Scrutiny Committee consider and comment on the information provided.

Councillor Parry Tsimbiridis

Chairman of Joint City and County Health Scrutiny Committee

For any enquiries about this report please contact: Martin Gately – 0115 9772826

Background Papers

Nil

Electoral Division(s) and Member(s) Affected

All