



Safe, Clean & Legal™
Including updated COVID-19
Cleaning Protocols



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t: 0845 300 6996 | e: hello@qualityintourism.com | w: www.qualityintourism.com



General Best Practice

- Standard Operation Procedures to be written up for each cleaning task.
- Risk Assessments written up and completed for all cleaning tasks.
- Policies in place for virus control including Norovirus and COVID-19.
- Schedule and record all on going staff training in cleaning regimes, this provides consistency, skill, knowledge and accountability.
- Always use a cleaning schedule for cleaning consistency and transparency.
- Record all spot checks of cleaning standards.
- Maintenance check schedule in place and logged.
- PPE provided and training provided to ensure correctly worn and used.
- Spillage kits provided with training in place.
- A Sharps bin provided with training in place.
- Health & Safety signage with training in place.
- Health & Safety file up to date with all relevant information.
- HACCP system compliance.
- COSHH sheets for all cleaning materials in place.
- All cleaning equipment clean and fit for purpose and PAT tested.
- Laundry bags water soluble alginate bags for soiled laundry.
- Introduce a colour coding cleaning system to avoid cross contamination.
- Resource directory in place for external cleaning company.
- Pest control.
- Window cleaner
- Carpet cleaner.
- Maintenance contractor.
- All other essential contacts as appropriate.
- Awareness of the potential presence of Legionella bacteria.
- Effective water flushing process following periods of non-use in showers and bathrooms.

Best Cleaning Practice for Norovirus / Coronavirus

- ✓ Ensure staff are wearing the appropriate PPE including gloves and face masks if required.
- ✓ Implement a surface sanitise routine. This includes cleaning the following touch points at least 5 times per day using an alcohol based sanitiser and throw away cleaning cloths.
- ✓ All internal door handles
- ✓ All external door handles
- ✓ All high usage surfaces
- ✓ Use the one wipe and throw away system to ensure cross contamination is avoided. All used cloths and PPE to be disposed in a strong bin liner and secured before being disposed of.
- ✓ Suspend all use of hand air dryers and place paper towels in all bathrooms.
- ✓ Place an information pack in each property / room explaining to the guest what to do in an event of them becoming ill including a link to the NHS website. Also include completed cleaning schedule to reassure the guest that the property has been cleaned and sanitised before guest arrival.
- ✓ Introduce the use of toilet cleaned hygiene strips.
- ✓ Use clear covers to place water glasses in.
- ✓ Suspend all use of Micro fibre cleaning cloths for cleaning.
- ✓ Use colour coded cleaning throw away cloth system:
 - Red for toilets.
 - Blue for sinks.
 - Yellow for surfaces.
 - Green for any other cleaning requirements.
- ✓ Use an anti -bacterial cleaning product to ensure the highest standard of cleanliness.
- ✓ Always undertake a clean to dirty regime to minimise cross contamination using the correct colour cloth.
- ✓ Dispose of all used cloths in a strong secured bin liner.
- ✓ All cleaning team members to dispose of gloves in a strong bin liner and replace on a regular basis through the cleaning process.
- ✓ All staff to thoroughly wash their hands for at least 20 seconds with hot soapy water drying them on a paper towel on a regular basis.



- ✓ All bedding to be placed into a linen bag as soon as it is removed from the bed and not left on the floor. The bedding needs to be washed on a 60 degree wash cycle to kill any germs.
- ✓ All towels to be placed in a linen bag as soon as they are removed from the bathroom and not left on the floor. The towels need to be washed on a 60 degree wash cycle to kill any germs.
- ✓ Use a cleaning schedule to ensure that all cleaning regimes are written up and can be easily obtained if Environmental Health need to visit the premises.
- ✓ Have a contract with a local professional cleaning company, who are qualified to come and deep clean by either steam or smoke bomb if that is the appropriate action that is required.
- ✓ Follow Environmental Health guidelines at all times.
- ✓ Have a clear well documented viral policy and procedure in place at all times.
- ✓ Have a well trained and informed team to implement the procedures
- ✓ Make sure the property bin area is debris free and clear and that bins are clean and sanitised.
- ✓ Label the bin to use for soiled cloths and used PPE equipment.
- ✓ Clear instructions available regarding recycling and rubbish day etc.
- ✓ Gardens / decking area clear and safe. No slip, trip or fall issues.
- ✓ Hot Tubs filled and prepared in guidance with the manufacturer's instructions (see separate hot tub guidance).
- ✓ Garden equipment clean and fit for purpose BBQ / fire pit instructions available.
- ✓ Garden gate cleaned and wiped.
- ✓ Be aware the Coronavirus can live on plastic and stainless steel surfaces for 2-3 days.
- ✓ As per World Health Organisation (WHO) advice, use diluted Sodium Hypochlorite (bleach) at 0.5% to regularly disinfect high touch points.
- ✓ Ensure that non-disposable cleaning equipment is sanitised after use.
- ✓ Run water flushing processes through all bathrooms and ensuite to ensure no risk of Legionella bacteria.

Sanitiser

- ✓ Always use as per manufacturers instructions.
- ✓ These are substances that simultaneously clean and disinfect.
- ✓ When should sanitiser be used.
- ✓ Any surface that is frequently touched by hands or has heavy foot fall.

Example (but not exhaustive):

- Door handles.
- Light switches.
- Power switches.
- Banisters.
- Tables.
- Key fobs.
- Key pads.
- Toilet seats.
- Sinks.
- Showers.
- It is also good to have sanitising wipes in your cleaning equipment for frequent cleaning (can be used and thrown away).

Disinfectant

- ✓ Always use as per manufactures instructions.
- ✓ Is a chemical agent used to inactivate or destroy microorganisms on surfaces.
- ✓ Effectively research the Log Kill Rates of anti-bacterial cleaning products.
- ✓ Choose a disinfectant with a 5-Log Kill Rate.

Example (but not exhaustive):

- Floors.
- Walls.
- Bins.



How to Log Kill Rates of Cleaning Products

When researching new cleaning products it is important to be thorough. Not all of the cleaning products available in the supermarkets comply with BS EN 1276 regulations. Although some products claim to kill 99.9% of germs, products with the BS EN 1276 certification kills 99.999%.

When considering infection control this is what's called a 5-Log reduction and products with the BS EN 1276 certification means that they are an effective cleaning product to reduce the risks of bacteria, viruses and other microorganisms that can cause potentially harmful diseases.

The following table indicates the number of bacteria (also known as Colony Forming Units/CFUs) left when using different strength chemical products to help recognise the most effective reduction of bacteria:

Log Kill Rate Chart			
CFUs	Product Killing xx% of Bacteria	Remaining Bacteria	Log Kill Rate
1 million	99%	10,000	2-Log
1 million	99.9%	1,000	3-Log
1 million	99.99%	100	4-Log
1 million	99.999%	10	5-Log
1 million	99.9999%	1	6-Log

Alternative Cleaning Methods

There are many additional cleaning methods that may be appropriate for use in public areas however the risk to both guests and staff would need to be individually assessed on a case by case basis.

Example (but not exhaustive):

- **Steam Cleaning:** Heat is used to transform water into steam which is effective in killing germs and cleaning surfaces. It is also less harmful as no chemicals are used. Official UK Government advice is to steam clean your upholstery and any other fabric furnishings to kill and prevent the spread of the Coronavirus.
- **UV Light:** UV-C Lights use short wave ultraviolet lights that can effectively kill bacteria cells. This method has been successful in killing a range of viruses and bacteria including Coronavirus, Ebola, MRSA, Salmonella and E-Coli.
- **Ultra Low Volume Fogging (ULV):** This is the use of a machine to push out disinfectant in a fine mist to cover all surfaces. Although the surface reach can be a lot greater than other cleaning methods, there is a lot of preparation needed including covering all electrical points and ensuring no-one else enters the area without PPE.