

Ref: FOIA Reference 2019/20-263

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 19th August 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 6th August 2019 requesting information under the Freedom of Information Act (2000) regarding domestic services.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Are your domestic services currently provided by “in house” staff or by an external contractor?

A1 At the Royal Stoke University Hospital the retained Estate services are in-house, for the other part of the Estate then this is provided by a private Financed Initiative (PFI.) contract.

At the County Site all domestic services staff are in-house.

Q2 How many WTE domestic staff do you currently have?

A2 Please see below:

- Royal Stoke Retained Estate 51.03 FTE for Domestics.
- County Housekeeping 52.18 FTE for Housekeepers

Q3 How many WTE domestic supervisors do you have?

A3 Please see below:

- Royal Stoke Retained Estate 7.40 FTE
- County 2.44 FTE for Team Leaders and 3.42 FTE for Supervisors

Q4 Do you operate a 24 hour service?

A4 At the Royal Stoke Retained Estate = YES

At the County Hospital site = No

Q5 What % of your staff are paid according to AFC terms and conditions, and what % are paid via an external contractor (if applicable)?

A5 Please see below:

- Royal Stoke Retained Estate 100%

- County 100%

Q6 Who cleans and decontaminates your beds, mattresses and equipment?

A6 At the Royal Stoke site the Nursing/clinical staff cleans the beds/mattresses/equipment. At the County site it is the Nursing/Clinical Staff.

Q7 Do you use HPV, UV or steam? If yes when do you use it?

A7 Please see below:

- Royal Stoke Retained Estate there is a quarterly steam cleaning on the Renal Unit only.
- County Site uses steam cleaners

Q8 How do you manage your “special cleans”?

A8 At County Hospital and the Royal Stoke Retained Estate:- Barrier and Terminal cleans are via request from Infection Prevention and are planned accordingly, liaising with the ward based colleagues and the Facilities Team, to ensure that a robust plan is in place to minimise disruption and ensure resources and skills mix are used efficiently and effectively.

Q9 Do you cross charge departments for any consumables, if yes which consumables?

A9 At UHNM (Royal Stoke Retained Estate) there is no charge.

Q10 How many hours a day would you allocate to cleaning an average ward of 30 beds?

A10 At the Royal Stoke Retained Estate this depends on the risk factor, however domestic services are in situ from 7.30am to 7.30pm, with a small rapid response team after 7.30pm until 7.30am.

At the County site 13 ½ hours per day are allocated plus any additional required cleans outside of wards service time.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust’s disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

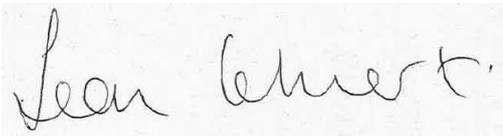
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert
Information Governance Manager