

Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about cleaning washrooms and replenishing supplies of consumables. It is for cleaning operatives who need to follow your organisation's procedures for entering the washroom, selecting the relevant equipment and preparing the cleaning agents. It is also about replacing supplies of consumables and checking your work when it is done. In order to reduce risks to personal health and safety when cleaning washrooms it is important to maintain high levels of personal hygiene. As you may clean washrooms in an environment where you conduct a variety of other tasks it is also important that, in order to prevent cross-contamination, the correct disposable or colour-coded equipment and materials are used. The term washroom covers all sanitary areas requiring this type of cleaning.

Performance criteria

You must be able to:

Preparation and protection

1. carry out health checks and follow organisational procedures for safe working practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant protective equipment while carrying out cleaning
6. follow organisational procedures for reusing or disposing of protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment
9. ensure any relevant safety and warning signs are displayed clearly
10. ensure the levels of personal hygiene meet your organisation's requirements and are maintained while carrying out the work

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11. follow your organisation's procedures for entering washrooms
12. check the holders and containers for levels of consumables
13. ensure there is stock for replenishment of consumables, when required
14. follow the manufacturer's instructions when refilling or replacing items
15. ensure the equipment is clean and in working condition

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16. take appropriate action to deal with any items that are not in working condition
17. examine areas for cleaning and identify any high contact touch points
18. select and use the correct colour-coded materials and equipment for the area you are cleaning
19. ensure there is adequate ventilation in the washroom before and during the work
20. follow the relevant decontamination procedures for the area being cleaned
21. remove loose dust, hair and debris from surfaces, fixtures and fittings
22. dilute and apply cleaning agents in accordance with the manufacturer's instructions and due regard to contact and dwell time
23. soften ingrained soil and stains with relevant agent or solution before trying to remove them
24. clean the surface methodically, without over-wetting it
25. report any stains that you cannot remove to the relevant member of staff
26. clean the fixtures and fittings in a method that is least likely to spread infection or contamination, leaving them clean and free of smears
27. report any fluids or spillages that you cannot identify to the relevant member of staff, and only clear them up if instructed to do so
28. clean all bodily fluids, using disposable materials shortly after these have been identified and sanitise the surface
29. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems and follow relevant procedures for re-entry
30. ensure surfaces are dry on completion of cleaning and avoid a slip hazard
31. leave the waste outlets and overflows free from dirt, hair and debris
32. report any damage, blockages and leaks to the relevant member of staff

33. put everything back in the designated place when you have finished
34. ensure the area has the right amounts or levels of consumables when you have finished cleaning
35. deal with waste, disposing of slurry and taking solid waste materials safely to the designated collection point
36. report any faults and problems to the relevant member of staff on completion of cleaning

Controlling the risk of infection

37. follow your organisation's requirements for mitigation of risk of infection in the workplace
38. follow the cleaning procedures depending on environment and identified risks
39. identify the areas accessed by the symptomatic person before cleaning and cordon it with relevant signage
40. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
41. use cleaning products including specialist cleaning solutions, antibacterial and antiviral chemicals
42. use disposable cleaning equipment to reduce viral loading in the areas being cleaned
43. follow the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination
44. clean and disinfect reusable cleaning equipment
45. wash and dry your hands thoroughly and safely in accordance with organisational requirements
46. ensure the hand washing facilities are maintained with an adequate supply of washing solution, disinfection gels and a hygienic means of hand drying

Knowledge and understanding

You need to know and understand:

Preparation and protection

1. the health checks and relevant procedures for safe working practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and protective equipment for carrying out cleaning and infection control
5. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
6. how and where to display the relevant safety and infection control signage for cleaning areas
7. the organisational requirements for safe systems of work
8. your organisation's requirements for minimising risk of infection while working on premises
9. how to check that the equipment is safe for use
10. why it is important to choose the correct colour coded equipment and how to use it
11. your organisation's requirements of personal hygiene and why it is important to maintain it when conducting cleaning tasks

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12. your organisation's procedures for entering and leaving washrooms and why these should be followed
13. the consumables that should be replenished and why it is important to follow manufacturer's instructions when doing so

14. the available stock of consumables for replenishment, when required
15. where consumables can be found and the correct procedures for organising replacement or additional supplies
16. the areas for cleaning and how to identify high contact touch points
17. the importance of using colour coded cleaning materials to avoid potential cross-contamination
18. why there should be adequate ventilation in the work area and the risks of inadequate ventilation
19. your organisation's decontamination procedures
20. why loose dust, hair and debris should be removed before cleaning surfaces, fixtures and fittings
21. the most appropriate order in which to clean fixtures and fittings to avoid cross contamination or risk of infection
22. the relevant cleaning agents to use and why it is important to follow manufacturer's instructions with regard to contact and dwell time
23. how to identify different types of fluids or spillages
24. the different methods of removing spillages and how to choose the suitable one
25. why the surfaces should not be over-wetted
26. why it is important to report any spillages and body fluids you cannot identify and not clear these up until you are instructed to do so
27. how to clean all bodily fluids, using disposable materials shortly after these have been identified and sanitise the surface
28. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
29. your organisation's procedures for disposal of used equipment, other waste or

potentially infectious waste

30. why surfaces should be dry on completion of cleaning and the risks of not doing so

31. why it is important to ensure that waste outlets and overflows are free from dirt, hair and debris

32. your organisation's procedures for reporting any damage, blockages and leaks

33. your organisation's procedures for disposing of waste and why these should be followed

34. the designated areas for the collection of waste

35. the correct place for the storage of cleaning equipment and materials

36. why used protective equipment should be removed or replaced upon leaving the sanitary area

37. the correct procedures for reporting faults or problems and why these should be followed

Controlling the risk of infection

38. your organisation's procedures for mitigating the risk of infection

39. the frequency of routine cleaning in communal areas, facilities and high-contact areas

40. the enhanced cleaning and disinfection procedures for suspected or confirmed virus contamination

41. the range of specialist cleaning products and how to use them safely and effectively

42. the cleaning procedures to follow, depending on the environment and risks identified

43. your organisation's procedures for cleaning and disinfection of reusable equipment

44. your organisation's procedures for disposing of used cleaning equipment and

protective equipment

45. the duration of hand washing procedures after the protective equipment is removed

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