



HEALTHCARE CLEANING OPERATIVE

Level 2

A Healthcare Cleaning Operative can be employed in any healthcare environment that requires specific attention to safety and sanitation. This includes a range of both public and private sector environments including NHS and private hospitals, care homes (nursing and residential), GP practices, community health centres, educational establishments, leisure facilities and pharmaceutical retail outlets.

Healthcare Cleaning Operatives use their communication skills to make a positive contribution to the service users' experience. In their daily work,

an employee in this occupation interacts with service users, managers of multi-disciplinary teams, visitors, colleagues, and infection/prevention and control functions, clinical teams and auditors.

Typically, a Healthcare Cleaning Operative will be responsible for routine and non-routine cleaning, operations including deep cleaning and rapid response cleaning to a hygienic standard of cleanliness set by organisational and policy guidelines.

In addition to this they may be responsible for planning of work schedule and rapid response decisions. This is determined by the service being supported and the situations that could arise.

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HEALTHCARE CLEANING OPERATIVE DEMONSTRATE THE FOLLOWING, WITHIN THE CONTEXT OF YOUR ORGANISATION...

KNOWLEDGE

- National and local standards, policies, guidelines and procedures which could include: manual handling, use of Personal Protective Equipment (PPE), the NHS cleaning specification, waste disposal, safeguarding and data protection.
- How to manage risk (i.e. follow out risk assessments, risk categories and colour coding) and identify when there is a need for change from routine to enhanced cleaning protocols in line with the Local and National standards and policies.
- Preparation for cleaning methodologies and techniques.
- Chemical competence to include dilution ratios and Control of Substances Hazardous to Health (COSHH).
- Selection and use of correct cleaning equipment and machinery for a range of routine and specialist cleans (e.g. hard floors, clinical areas, communal areas, dining areas) including cleaning of equipment after use and principles of PAT testing to ensure safe to use.
- The roles and responsibilities in relation to Standard Operating Procedures (SOPs) (e.g. schedules of work, recording of completed tasks, fault reporting and stock recording / ordering).
- The principles of infection prevention control and how these apply to the role. For example: segregation of waste types, the correct identification and use of a range of waste storage containers (sacks and bags), the safe disposal of waste and spent solutions, the cleaning of rooms where a patient is being barrier nursed, compliance with the cleaning and disinfecting policy as well as colour coding.
- How to recognise the signs of pest infestation and the methods to deal with each e.g. rodents, cockroach, insects & pigeon waste. How to report according to local procedures and work with partners to eradicate them in line with local and national standards and policies.
- How to respond to different rapid response cleans e.g. bodily fluid, chemical spillage, hazardous waste.
- The principles of scheduled and periodic cleaning, prioritisation of work and the escalation process.
- Types of cleaning and the difference between disinfection and cleaning to include: terminal cleans, barrier cleans, isolation cleans, discharge cleans, decontamination cleans.
- The principles of personal hygiene and the implications for the role i.e. clean uniform, hand hygiene and cross contamination for example; use of PPE, the bare below the elbow process, hand hygiene requirements.
- How to assemble and disassemble a range of service user equipment for cleaning (e.g. hospital beds, trolleys and trays).
- Soil classification/contaminating material and removal methods to include: organic soiling, inorganic soiling, microbiological residues.
- Housekeeping of storage areas best practice, techniques and implications to include: stock rotation, ordering of materials, optimum storage environment for chemicals and machinery.
- Security of cleaning equipment and materials, reasons and implications.

- Communication techniques which could include: conflict management, dealing with patients with dementia, dealing with very young patients.
- The principles of Equality & Diversity, the importance of culture awareness and implications for the role. e.g. age, race, religion, disability, those with dementia).
- Importance of portraying a positive corporate image (e.g. customer service, smart appearance).

SKILLS

- Comply with National and local standards, policies, guidelines and procedures to include: manual handling, use of PPE, the NHS cleaning specification, waste disposal, safeguarding and data protection the correct identification and use of a range of waste storage containers (sacks and bags) the safe disposal of waste and spent solutions compliance with the cleaning and disinfecting policy as well as colour coding.
- Carry out risk assessments.
- Identify risk categories and colour coding correctly in order to carry out cleaning appropriately.
- Prepare cleaning materials and machinery.
- Select the correct chemicals for the task considering COSHH and using correct dilution rates and data sheets.
- Select and use correct cleaning equipment (fogging machine, floor machines) and equipment for a range of routine and specialist cleans (e.g. hard floors, clinical areas, communal areas, pool side, mortuary, operating theatres) including cleaning of equipment after use and applies principles of PAT testing to ensure equipment is safe to use.
- Carry out tasks according to Standard Operating Procedures (SOPs) (e.g. schedules of work, recording of completed tasks, fault reporting, stock recording / ordering).
- Recognise the signs of infestation and follow organisational procedures to appropriately address and eradicate the problem. e.g. rodents, insects, cockroach & pigeon waste, report according to local procedures and work with partners to eradicate them in line with local and national standards and policies.
- Carry out tasks to the appropriate standard to ensure infection prevention and control. For example the cleaning of rooms where a patient is being barrier nursed.
- Carry out different rapid response cleans (e.g. bodily fluid, chemical spillage, hazardous waste).
- Carry out scheduled cleaning, prioritising where required.
- Carry out a range of cleaning and disinfection tasks to include: terminal cleans, barrier cleans, isolation cleans, discharge cleans, decontamination cleans.
- Apply the principles of hygiene to the role (i.e. clean uniform, hand hygiene and cross contamination). Appropriately use PPE and apply the bare below the elbow process.
- Assemble and disassemble a range of service user equipment for cleaning (e.g. hospital beds, trolleys and trays).
- Demonstrate housekeeping of storage areas best practice, techniques and implications to include stock rotation, ordering of materials, optimum storage environment (temperature, humidity, ventilation) for chemicals and machinery.
- Ensure the security of cleaning equipment and materials.

- Classify soils/contaminating matter correctly and apply the most appropriate removal methods which could include: organic soiling, inorganic soiling, microbiological residues.
- Communicate with colleagues, patients and their families professionally.
- Apply the principles of Equality & Diversity at all times being culturally aware and adapting tasks to suit the needs of the patient (e.g. age, race, religion, disability).
- Portray a positive Corporate image (e.g. smart appearance).

BEHAVIOURS

- Dignity, respect and professionalism.
- Working independently and as part of a team; having the courage to challenge areas of concern.
- Reliability and consistency, taking responsibility for the integrity of your own actions and completed work.
- A flexible approach to your work when required
- Analytical thinker and problem solver.

DURATION

Typical duration 13 months for new entrants.

ENGLISH AND MATHS

Apprentices without level 1 English and maths will need to achieve this level and Apprentices without level 2 English and maths will need to take the tests for this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the Apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

FUNCTIONAL SKILLS

These will be completed by taking in to account prior attainment and in conjunction with the initial assessments and diagnostics achieved through SkillsBuilder software. Tutors will identify suitable opportunities to embed Functional Skills throughout the duration of the programme. Additional support should be arranged where a need or requirement is identified.

GATEWAY

Prior to undertaking the End-Point Assessment (EPA):

- the Apprentice must have completed training ensuring they can consistently demonstrate competence against all elements of the Apprenticeship Standard.
- Apprentices without English and Maths at level 2 will need to take the test prior to EPA.
- An appropriate workplace project for the EPA must be agreed for the Apprentice, based on their current job role.
- Apprentices must have examples of work that they can use for reference in the professional dialogue and interview covering the knowledge, skills and behaviours being assessed.
- The Apprentice, Qube Learning and Employer will judge whether the Apprentice is ready for the EPA.

END-POINT ASSESSMENT

The End-Point Assessment (EPA) will assess the Apprentices full range of knowledge, skills and behaviours.

MILESTONE MEETINGS

Qube will ensure quarterly milestone meetings are held with the employer and Apprentice to check progress against the standard and for everyone to give feedback.

The milestone meetings could take the form of an interview or professional conversation to help develop the Apprentice's communication and employability skills.

EXPECTATIONS

Student

- Preparation and planning
- Mandatory attendance for sessions
- Completion of tasks in an agreed timeframe
- 20% off-the-job learning
- Functional Skills (where needed)
- Taking responsibility for own development
- Communicating support needs
- Coordinating development checks
- Creating a learning record

Manager

- Facilitate time for learning
- Monthly 1-2-1 reviews with students to discuss progress, provide feedback and guide development
- Create and provide opportunities for student to participate in relevant workplace tasks
- Keep open communication lines with the student and employer
- Provide learning opportunities
- Provide 20% off-the-job learning opportunities

Tutor

- Teaching
- Monitoring progress
- Coaching
- Feedback
- Online support
- Marking and assessment
- Preparation for final assessment
- Communicating with student and employer

20% OFF-THE-JOB TRAINING

Each Apprenticeship Standard requires the Apprentice to undertake a minimum of 20% of learning off-the-job.

This can include training that is delivered at the normal place of work, within normal working hours, but must not be delivered as part of normal working duties.

There are numerous activities which count towards this training, for example, listening to podcasts, self-study, completing assignments and observing senior colleagues.

OCCUPATION DUTIES



Provide routine hygienic cleaning of the healthcare environment to maintain all standards in compliance with the National Standard of Healthcare Cleanliness 2019 as a minimum as well as local standards policy, guidelines and operating procedures.



Undertake specialist cleaning projects, both scheduled or in response to an issue using area decontamination technology.



Distinguish and demonstrate between cleaning and disinfection procedures to comply with processes to match requirements.



Select and use the most appropriate chemical or biochemical cleaning product to be used for the task to be undertaken in accordance with the legal and organisational requirements and compliance with legislation.



Demonstrate organisational skills to prioritise workloads and respond to the changes of the working environment as required.



Determine the classification of soil and contaminating material in order to apply appropriate techniques/methodology for its safe removal.



Safely use, store and maintain cleaning equipment, materials and products in accordance with manufacturer's instructions, legal and organisational requirements. Ensure their decontamination and safe preparation for next use.



Demonstrate good housekeeping practices within the storage area including a clean environment, stock rotation and control and reporting and recording as required.



Use standard reporting formats and appropriate media to accurately record and report work carried out in accordance with cleaning specifications.



Recognise signs of pest infestation and work with partners to eradicate them.



Follow infection prevention and control policy and procedures to prevent cross contamination risks and the spread of infection.



Communicate with service users contributing to a positive service user experience maintaining confidentiality at all times.



Assemble and disassemble a significant range of healthcare service user equipment for cleaning purposes in line with manufacturers standard operating procedures and national standards 2019.