

Case Study - Leeds Teaching Hospitals NHS Trust



BACKGROUND

As the UK's largest Trust, Leeds Teaching Hospitals NHS Trust has a major cleaning requirement covering six sites, a multitude of wards and operating theatres, and a huge expanse of space. Regular reviews of cleaning at the Trust were not reporting any particular problems but the Trust's operations team believed that there was scope for improvement. They were seeking to implement a complete solution across all sites in place of the existing, more fragmented approach. That's when they came to Kärcher.

RECOMMENDATIONS

Kärcher studied every area of the six sites and produced detailed recommendations. Recognising that what works well for one place may not do for another, Kärcher identified which machines were most applicable to specific spaces, taking into account variable factors such as floor finishes, space limitations, resource and time available to clean. The recommendations also aimed to maximise the integration and sharing of resources and equipment around the Trust.

Armed with statistical evidence of how the Cleaning Management System could ensure excellent hygiene standards across the Trust (whilst delivering time and cost efficiencies) Kärcher helped the Leeds operational team put the investment proposal to the Board. The Board accepted the recommendations, approving this complete rethink of Trust cleaning.

IMPLEMENTATION

An extended trial period saw the introduction of a number of Kärcher cleaning machines with the Kärcher team on site, training Leeds cleaning staff to use them. This lengthy trial period enabled the Trust to thoroughly test the kit and conduct realistic live trials before making a final investment decision. All trained staff received 'Certificates of Cleaning' and ultimately became trainers themselves, cascading their knowledge down to the Trust's 1,800 domestics and housekeepers. This ensured that when the trial ended and the equipment was purchased, the full roll out was both swift and smooth.



OUTCOME

The introduction of this bespoke system, incorporating appropriate equipment and training, means that Leeds Teaching Hospitals NHS Trust is now cleaned in the most effective way possible – from a hygiene perspective and in terms of the time spent cleaning.

Over 400 pieces of Kärcher equipment are now in use and training is ongoing. Staff are motivated to adopt and follow the new Cleaning Management System through the provision of posters that deliver 'reminders/handy hints' about the use and maintenance of the equipment. A 'hotline' number is available for any queries they may have about the machines.

Each area is thoroughly cleaned on a continual basis, with all floors scrubbed and polished using machines most appropriate to the surface and location. The range of machines in use includes push and ride on scrubber driers, single disc machines, vacuum cleaners, ultra high-speed rotary machines, high-pressure washers and steam cleaners.

All the machines are backed by a comprehensive maintenance support programme, delivered by Kärcher's own service engineers.

The Cleaning Management System has been very positively received by staff, patients and visitors. The excellent levels of cleanliness in conjunction with the sight of the distinctive Kärcher equipment in action reassures everyone that great attention is being paid to cleaning and hygiene.



“Leeds Teaching Hospitals NHS Trust and Kärcher have achieved a radical new approach to cleaning management.”

Andrew Matthews, Head of Hotel Services, The Leeds Teaching Hospitals NHS Trust



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