



SE13

SUPPORT SERVICES

The healthcare facility ensures that catering, laundry and housekeeping services are coordinated to strengthen infection prevention efforts throughout the healthcare facility, and to support safe provision of patientcare. Support staff are orientated on basic hygiene and infection prevention measures and strictly adheres to appropriate guidelines. The healthcare facility provides sufficient resources in the kitchen (e.g. separate handwashing station, appropriate storage area, sufficient utensils for hygienic work), laundry (e.g. buckets for soaking, clear flow from soiled to clean, sufficient space to dry and store linen) and for housekeeping activities (e.g. cleaning materials, cleaning rosters, sufficient space to clean dry and store mops, safe waste disposal).

The SafeCare standards cover the full range of clinical services and management functions for healthcare facilities in 13 Service Elements. These Service Elements contain a number of standards that relate to specific services or functions. The rationale of each standard is explained by the standard intent and gives you an idea what the standard really entails.

Each standard contains measurable elements, also called criteria. Measurable elements are related to specific processes, assets or documents (e.g. process for triage, resuscitation equipment or a job description for the lab manager). Compliance to each measurable element is assessed, and scores awarded are either Fully Compliant (FC), Partially Compliant (PC), Non-Compliant (NC) or Not Applicable (NA). The combined scores of the underlying measurable elements reflect the level of compliance to the whole standard.

13.1 FOOD SERVICE MANAGEMENT

13.1.1 The food service is managed and staffed to ensure safe and effective provision of services.

STANDARD INTENT:

To meet the food and nutrition needs of the patients and staff, a food service needs to be efficient, effective and safe. Those who manage the service and those who prepare the food need to be educated on safe food handling practices and informed about all regulations and best practices. In particular:

- *There is at least one person who is suitably qualified to coordinate the in-house food services;*
- *A manual is available in which the kitchen processes are described;*
- *Kitchen staff receives training on food preparation and hygiene topics and about infection control and safety including relevant regulations;*



- *The food preparation areas are only accessible for food preparation staff.*

MEASURABLE ELEMENTS:

- 13.1.1.1** A qualified individual is responsible for the day-to-day operation of the food service.
- 13.1.1.2** Access to the food preparation area is limited to individuals who are preparing or serving food.
- 13.1.1.3** Kitchen staff implements general food hygiene, health, and safety precautions.
- 13.1.1.4** A kitchen manual describes the overall processes to guide the staff in food service.

13.1.2 The food service area allows for safe food preparation.

STANDARD INTENT:

The service manager needs to work closely with the healthcare facility managers to ensure that food service facilities and equipment are adequate and are inspected and approved by the regulatory authority to ensure adherence to health and safety regulations. Important aspects are:

- *Availability of separate handwashing facilities with soap, water and paper-/single use towels;*
- *Adequate ventilation;*
- *Windows with fly screens or fly control.*

MEASURABLE ELEMENTS:

- 13.1.2.1** There are separate handwashing facilities in the food preparation area, with soap, water, single-use (paper) towels.
- 13.1.2.2** The food preparation area is adequately ventilated and temperature is monitored.
- 13.1.2.3** Windows in the food preparation area have fly screens or alternative measures for fly control are available.
- 13.1.2.4** The food preparation area is inspected and approved by the regulatory authority to ensure adherence to health and safety regulations.



13.1.3 Basic food service hygiene measures are in place.

STANDARD INTENT:

It is important to maintain a clean food service environment to prevent food-borne illness and protect the health of patients and staff. This is ensured through daily cleaning, handwashing by staff and the availability of adequate changing rooms and washrooms for food handlers. Staff members who might be ill must not be allowed to participate in food preparation or service.

MEASURABLE ELEMENTS:

- 13.1.3.1 Food service equipment, floors, and walls are cleaned on a daily basis.
- 13.1.3.2 Staff are constantly reminded of the importance of effective handwashing.
- 13.1.3.3 There are adequate changing rooms and washrooms for food-handlers.
- 13.1.3.4 There is a procedure that guides staff to report infectious diseases in the facility.

13.1.4 Food products and meals are hygienically prepared, and served.

STANDARD INTENT:

During preparation, foods are handled in a safe and hygienic manner. The environment protects patients and staff against the risk of infection. High-risk foods which may be contaminated and which may contaminate other foods are kept separate from other foods (prepared and unprepared). This includes meat, poultry and fish.

MEASURABLE ELEMENTS:

- 13.1.4.1 Potentially high risk food are kept separately.
- 13.1.4.2 Separate cutting boards are used for different food preparation processes and different types of food.
- 13.1.4.3 Food is kept for a minimal amount of time after cooking and before serving.
- 13.1.4.4 Food waste is put in covered containers and removed without delay from places where food is prepared.



13.1.5 Food is stored in an appropriate and safe manner.

STANDARD INTENT:

Food supplies are stored under conditions that ensure security, hygiene and freshness. Important aspects are storage off the ground, at the proper temperature, separation of food types, and stock rotation. Refrigerator/freezer temperatures are checked and recorded.

MEASURABLE ELEMENTS:

- 13.1.5.1** Foods are covered, and stored off the ground on shelves of impenetrable material.
- 13.1.5.2** Food is stored at the proper temperature.
- 13.1.5.3** Different types of food (supplies) are stored in separate and clearly marked areas.
- 13.1.5.4** Stock is rotated using the “First Expiry, First Out” principle.

**13.2
LINEN SERVICE
MANAGEMENT**

13.2.1 The linen service is managed and staffed to ensure safe and effective services.

STANDARD INTENT:

Linen management encompasses all aspects of the provision of clean linen for all patient care services. Linen includes bedding like sheets and blankets, pillow cases, examination bed covers, uniforms/protective clothing, surgical drapes, towels etc. Each healthcare facility understands the types of linens used and can describe how they deal with soiled uniforms and other linen, irrespective of the place where linen is eventually washed and how/where clean linen is stored.

The laundry service may be provided on-site or off-site. Whatever system is used, the processes will be assessed in terms of the provision and distribution of linen, stock control, the collection of soiled and infected linen, laundering processes and the storage and redistribution of clean linen.

Staff must be adequately orientated and trained on the job to familiarize themselves with healthcare facility policies and know the importance of hygiene, health, infection control, and safety.



MEASURABLE ELEMENTS:

- 13.2.1.1** Laundry staff is orientated and aware of general hygiene, infection control, and safety precautions.
- 13.2.1.2** A designated and qualified individual is responsible for the day-to-day operation of the linen service.
- 13.2.1.3** A linen manual describes the overall processes regarding linen management.
- 13.2.1.4** Laundry staff training records are kept.

13.2.2 The area(s) where laundry activities are performed support hygiene and infection control.

STANDARD INTENT:

Adequate handling, washing and drying of soiled linen is important to maintain hygiene and prevent infection. The facilities for laundry services need to include adequate space and equipment fit for the current workload. Clean and soiled linen should be kept separated and clean linen should be stored in a separate lockable space to keep it clean and prevent theft.

MEASURABLE ELEMENTS:

- 13.2.2.1** The laundry area(s) provides a clear flow of laundry with clearly demarcated areas for soiled and clean linen.
- 13.2.2.2** There is a designated space for laundry which is adequate to deal with the work load.
- 13.2.2.3** The washing equipment (e.g. machines, presses) is sufficient to meet the needs of the healthcare facility.
- 13.2.2.4** The clean linen is securely stored to maintain hygiene.

13.3
CLEANING
SERVICE

13.3.1 The cleaning service is staffed and managed to ensure safety and effectiveness of the services provided in the healthcare facility.

STANDARD INTENT:

The cleaning service plays an important role in preventing the spread of infection within the healthcare facility. It is important to ensure



that all staff members who participate in cleaning are working under responsibility of a qualified individual and oriented to their jobs and trained in the importance of hygiene, infection control, and safety. A housekeeping manual describes overall housekeeping processes (including waste management (especially disposal of sharps and biomedical waste), which is important for the safety of patients, visitors, and staff).

MEASURABLE ELEMENTS:

- 13.3.1.1** Cleaning staff is aware of general hygiene, infection control, and safety precautions.
- 13.3.1.2** A qualified individual is responsible for the day-to-day operation of cleaning/housekeeping service.
- 13.3.1.3** A housekeeping manual describes the overall housekeeping processes.
- 13.3.1.4** A cleaning roster is available and activities are logged.

13.3.2 The cleaning area(s) within the healthcare facility supports hygiene and infection control.

STANDARD INTENT:

Adequate handling and storage of cleaning supplies is important to facilitate the cleaning process and maintain hygiene, safety and prevent infection within the healthcare facility. Mops and brooms are cleaned and dried before being stored. The housekeeping facilities should include adequate, tidy, secured and well-ventilated storage space for equipment and supplies. Chemicals for cleaning should especially be safely stored out of reach of patients, children and visitors.

MEASURABLE ELEMENTS:

- 13.3.2.1** Mops and brooms are cleaned and dried before being stored.
- 13.3.2.2** Adequate storage space is available for cleaning equipment (e.g. mops, brooms).
- 13.3.2.3** Chemicals for cleaning are safely stored out of reach of patients, children and visitors.
- 13.3.2.4** Cleaning cupboards are ventilated.



13.3.3 The waste disposal system supports infection control.

STANDARD INTENT:

Within the healthcare facility a considerable amount of waste is produced every day. A large portion of that waste is considered to be infectious. Proper disposal of waste reduces the risk of infection throughout the healthcare facility. An implemented system for segregating, collecting, secure storing and transporting waste is essential. Specific points of attention for waste disposal are:

- *The development and implementation of clear instructions (SOPs) for the safe segregation, collection, transportation and disposal of (infectious) waste;*
- *The use of a color coding system in order to specify specific waste categories;*
- *The establishment of collection areas for waste before external removal or incineration;*
- *A system that ensures that waste is collected at the different (clinical) units appropriately.*

The frequency of collection of waste is dependent on the size, the utilization and the services provided. The frequency should be performed on daily or weekly basis. The frequency should be clearly defined and documented.

MEASURABLE ELEMENTS:

- 13.3.3.1 The healthcare facility has, and has implemented, standard operating procedures for the safe segregation, collection and transportation of all types of waste.
- 13.3.3.2 Bags/containers are color-coded or clearly labelled to indicate the type of waste.
- 13.3.3.3 Prior to incineration or collection, waste is stored in a dedicated and secure location.
- 13.3.3.4 Waste is collected regularly, within the different departments/units within the healthcare facility, to prevent hazardous overfilling of containers.