

Part B – Health Facility Briefing & Design
95 Housekeeping Unit



iHFG

International Health Facility Guidelines

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95 Housekeeping Unit

1 Introduction

Description

The Housekeeping Unit is responsible for maintaining the cleanliness of the facility in all areas including Inpatient Units, Outpatient Units and all public areas.

The cleaning services which form part of the Housekeeping Unit may be contracted or provided in-house.

In addition to the Cleaner's Rooms provided in each Functional Planning Unit (Department), others may be required throughout the facility to maintain a clean and sanitary environment.

2 Functional & Planning Considerations

Operational Models

The Unit shall be located in the "Back of House" or service areas of the facility. It typically operates under the supervision of the Administration Unit. The operations of the Housekeeping Unit are highly dependent on the Operational Policies of the facility and the decision to provide the services in-house or outsource to external companies.

Hours of Operation

The Housekeeping Unit will generally operate up to 12 hours per day, 7 days per week with some specific cleaning services operating 24 Hours a day. In Hospitals, some Units may be cleaned at night to avoid disruption to the Unit during the day.

3 Unit Planning Models

Functional Areas

A Housekeeping Unit comprises the following:

- Staff Areas including:
 - Manager Office
 - Staff Meeting room for Briefing and Training
 - Staff Registration Bay for Cleaning staff
- Storage Areas for:
 - Cleaner's Equipment such as trolleys, buckets, mops and brooms
 - Bulk cleaning materials, consumable supplies including soap and paper towel supplies for handbasins
- Trolley wash area and bed cleaning area
- A network of Cleaners Rooms distributed in the facility

The above facilities are not mandatory. These facilities may be centralised or departmentalised. When provided, these should be sized adequately for the number of staff and the amount of equipment stored. Storage areas may also be shared with the Supply Unit according to the facility's policies.

De-centralised cleaner's rooms (also referred to as Janitors Room) are nominated in each FPU as appropriate. Overall, there should be no less than one cleaners room per functional planning unit but no less than one per 1500 square meters of Gross Floor Area (GFA) throughout the facility.

Note: In Operating Units, clean-up rooms are used for cleaning of operating room and can be numerically considered as part of the above requirement. However, the function of clean-up room and cleaner's room are different and the Operating Unit also requires access to a cleaners room

Staff Areas

Offices and Meeting Rooms

Provide Offices for senior full-time staff such as Managers and Supervisors according to Standard Components.

Meeting Rooms may be dedicated to the Unit or shared on a booking basis when needed for staff discussions and briefings.

Staff Registration Bay

A recessed area may be required for staff to sign-on, check and record their rosters.

The Staff Registration Bay should be located in a discreet area with ready access to staff entry area and circulation corridor. It may also be located close to the Unit Manager's Office.

Trolley Wash

An area shall be provided for washing of trolleys and wheelchairs, cleaning beds and the cleaner's equipment. This washing area may be shared with other service units. The Trolley Wash area should be located in the Back of House or service areas of the facility.

The trolley washing area will require:

- Smooth, impervious and easily cleanable surfaces to walls and ceiling
- Impervious and non-slip finishes to the floor
- Hot and cold water outlets
- Optional steam cleaning facilities

4 Functional Relationships

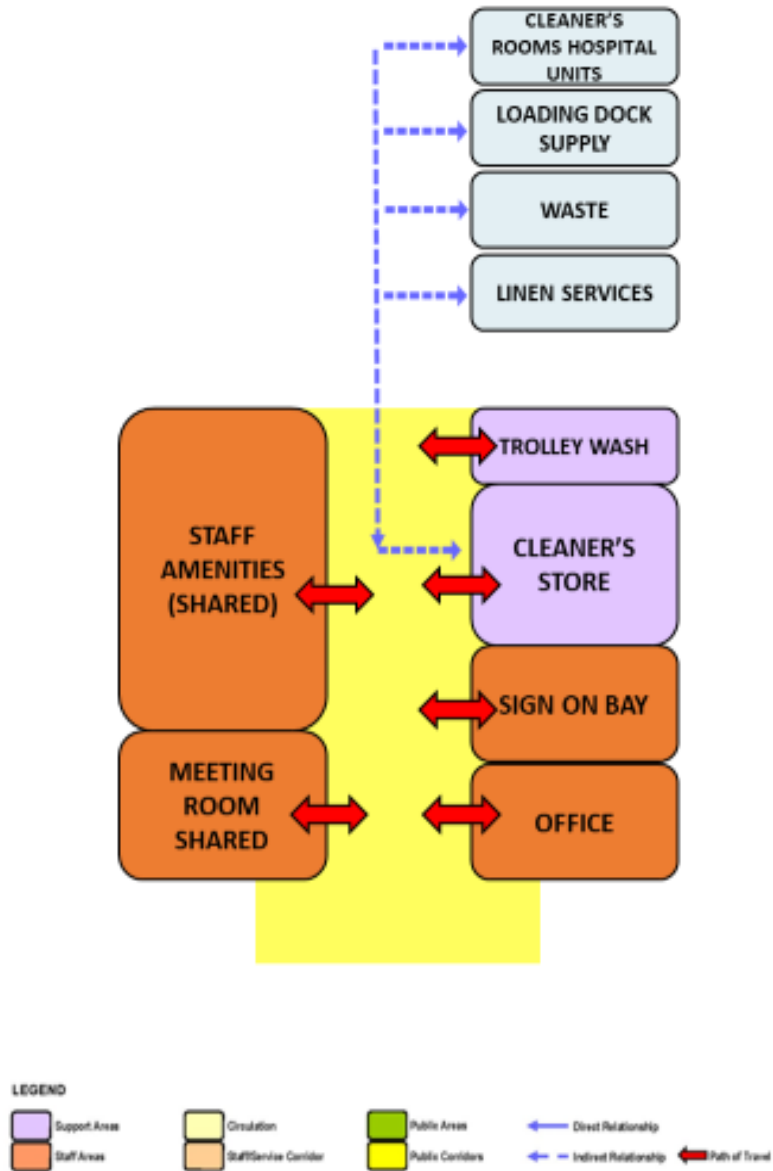
External Relationships

The Housekeeping Unit will require ready access to:

- The Waste Management Area
- The Loading Dock
- Laundry or Linen Handling areas
- Storage areas for cleaning supplies
- All Cleaner's Rooms in the Facility's Units

Functional Relationship Diagram

Housekeeping



5 Design Considerations

Ergonomics / OH & S

The Housekeeping Unit facilities should be designed ergonomically to ensure an optimal working environment which minimises the risk of accidents and fatigue. Aspects for consideration include availability of power outlets to avoid extension leads and maneuverability of equipment such as cleaner's trolleys.

Refer also to Part C – Access, Mobility and OH&S of these Guidelines.

Safety and Security

All electrical cleaning equipment should have prominent shut off switches for staff safety.

Storage areas for equipment and supplies must be locked with access restricted to authorised staff. Clinical equipment should be checked for electrical safety.

Finishes

Internal finishes including floor, walls, joinery and ceilings should be suitable for the function of the spaces.

The following factors shall be considered:

- Aesthetic appearance
- Acoustic properties
- Durability
- Fire safety
- Ease of cleaning and compliant with infection control standards
- Suitable floor finishes with respect to slip resistance, movement of equipment and impermeable to fluids in wet areas

For further details refer to Part C – Access, Mobility and OH&S and Part D – Infection Control in these Guidelines.

Fittings, Fixtures & Equipment

The Housekeeping Unit requires to clean the equipment and maintain all types of finishes installed in the facility including vinyl, floors and carpeted floors. This may include polishers, scrubbers, vacuum cleaners and steam carpet.

Building Service Requirements

Information and Communication Technology

The Housekeeping Unit requires reliable and effective IT/ Communications service for efficient operation. The IT design should address:

- Voice/ data cabling and outlets for DECT and computers
- Wi-Fi access
- CCTV surveillance is optional

Infection Control

Hand Basins

Cleaning staff will require ready access to handwashing basins. Hand basins may be located within the Cleaner's Rooms or in adjacent corridor areas.

Cleaning staff will also use the handwashing basins type B located in the corridors throughout the facility according to these Guidelines. The Cleaning staff should not have to enter patient bedrooms to wash their hands.

Hand basins should comply with Standard Components for Bay - Handwashing. Refer to the Standard Components, RDS and RLS of these guidelines for additional information.

Antiseptic Hand Rubs

Antiseptic hand rubs should be readily available for use in service areas and high traffic areas.

The placement of antiseptic hand rubs should be consistent and reliable throughout facilities.

Antiseptic hand rubs are to comply with Part D - Infection Control.

Antiseptic Hand Rubs, although very useful and welcome, however it cannot fully replace Hand Wash Bays, both are required.

For further information related to Housekeeping refer to Part D – Housekeeping in these Guidelines.

6 Standard Components of the Unit

Standard Components

The Cleaning/ Housekeeping Unit will consist of Standard Components to comply with details described in these Guidelines. Refer to Standard Components Room Data Sheets and Room Layout Sheets

Standard Components are typical rooms within a health facility, each represented by a Room Data Sheet (RDS) and a Room Layout Sheet (RLS).

The Room Data Sheets are written descriptions representing the minimum briefing requirements of each room type, described under various categories:

- Room Primary Information; includes Briefed Area, Occupancy, Room Description and relationships, and special room requirements).
- Building Fabric and Finishes; identifies the fabric and finish required for the room ceiling, floor, walls, doors, and glazing requirements.
- Furniture and Fittings; lists all the fittings and furniture typically located in the room; Furniture and Fittings are identified with a group number indicating who is responsible for providing the item according to a widely accepted description as follows:

Group	Description
1	Provided and installed by the Builder/ Contractor
2	Provided by the Client and installed by the Builder/Contractor
3	Provided and installed by the Client

- Fixtures and Equipment; includes all the serviced equipment typically located in the room along with the services required such as power, data and hydraulics; Fixtures and Equipment are also identified with a group number as above indicating who is responsible for provision.
- Building Services; indicates the requirement for communications, power, Heating, Ventilation and Air conditioning (HVAC), medical gases, nurse/ emergency call and lighting along with quantities and types where appropriate. Provision of all services items listed is mandatory.

The Room Layout Sheets (RLS’s) are indicative plan layouts and elevations illustrating an example of good design. The RLS indicated are deemed to satisfy these Guidelines. Alternative layouts and innovative planning shall be deemed to comply with these Guidelines provided that the following criteria are met:

- Compliance with the text of these Guidelines.
- Minimum floor areas as shown in the schedule of accommodation.
- Clearances and accessibility around various objects shown or implied.

Inclusion of all mandatory items identified in the RDS

The Housekeeping Unit contains Standard Components to comply with details in the Standard Components described in these Guidelines. Refer to Standard Components Room Data Sheets and Room Layout Sheets.

Non-Standard Rooms

Non-standard rooms are those which have not yet been standardised within these guidelines. As such there are very few Non-standard rooms. These are identified in the Schedules of Accommodation as NS and are separately covered below.

Staff Registration Bay

A recessed area for staff to register presence and check or record rosters, depending on the system used for staff registration. The bay size will be dependent on the system used and 4 m² is recommended if accommodating a computer station. An electronic system or scanning device may be used for staff registration.

The Staff Registration Bay should be located in a discreet area with ready access to staff entry area and circulation corridor/s. It may also be located close to the Unit Manager's Office.

The Staff Registration Bay may include the following:

- Staff registration equipment, manual or electronic
- Bench at standing height (optional)
- Pinboard for display of rosters or other staff information (or computer for computerized rosters)
- Computer terminal (optional)
- Power and data outlets for computer or electronic equipment as required

7 Schedule of Accommodation

The Schedule of Accommodation (SOA) provided below represents generic requirements for this unit. It identifies the rooms required along with the room quantities and the recommended room areas. The simple sum of the room areas is shown as the Sub Total. The Total area is the Sub Total plus the circulation percentage. The circulation percentage represents the minimum recommended target area for internal corridors in an efficient and appropriate design.

Within the SOA, room sizes are indicated for typical units and are organised into the functional zones. Not all rooms identified are mandatory therefore, optional rooms are indicated in the Remarks. These guidelines do not dictate the size of the facilities, therefore, the SOA provided represents a limited sample based on assumed unit sizes. The actual size of the facilities is determined by Service Planning or Feasibility Studies. Quantities of rooms need to be proportionally adjusted to suit the desired unit size and service needs.

The table below shows alternative SOA's for role delineations from RDL 2 to 6 of varying sizes.

Any proposed deviations from the mandatory requirements, justified by innovative and alternative operational models may be proposed within the departure forms included in Part A of these guidelines for consideration by the health authority for approval.

Housekeeping Unit

ROOM/ SPACE	Standard Component Room Codes	RDL 2			RDL 3			RDL 4			RDL 5			RDL 6			Remarks
		Qty	x	m2	Qty	x	m2	Qty	x	m2	Qty	x	m2	Qty	x	m2	
Entry																	
Bay - Mobile Equipment	bmeq-4-o similar							1	x	10	1	x	10	1	x	10	
Bay – Staff Registration	NS							1	x	4	1	x	4	1	x	4	Optional
Office – Single Person	off-s9-o				1	x	9	1	x	9	1	x	9	1	x	9	For Manager Optional
Store – Cleaners	stcl-o	1	x	12	1	x	20	1	x	30	1	x	60	1	x	60	May be re-sized for storage needs, Optional
Store - Chemical	stcm-o similar	1	x	4	1	x	4	1	x	6	1	x	8	1	x	10	For clearing chemicals as needed, Optional
Cleaners Room	clrm-6-o	1	x	6	1	x	6	1	x	6	1	x	6	1	x	6	Additional Cleaners are provided under other FPU's
Office - Workstation	off-ws-o				1	x	5	1	x	5	1	x	5	1	x	5	For supervisors. The quantity will depend on operational policy
Sub Total		6			11.5			21.5			21.5			21.5			
Circulation %		10			10			10			10			10			
Area Total		7			13			24			24			24			

Please note the following:

- Areas noted in Schedules of Accommodation take precedence over all other areas noted in the Standard Components.
- Rooms indicated in the schedule reflect the typical arrangement according to the sample bed numbers.
- All the areas shown in the SOA follow the No-Gap system described elsewhere in these Guidelines.
- Exact requirements for room quantities and sizes shall reflect Key Planning Units (KPU) identified in the Clinical Service Plan and the Operational Policies of the Unit.
- Room sizes indicated should be viewed as a minimum requirement; variations are acceptable to reflect the needs of individual Unit.
- Offices are to be provided according to the number of approved full-time positions within the Unit.

8 References and Further Reading

In addition to Sections referenced in this FPU, i.e. Part C- Access, Mobility, OH&S and Part D - Infection Control and Part E - Engineering Services, readers may find the following helpful:

- International Health Facility Guideline (iHFG) www.healthdesign.com.au/ihfg
- NHS Estates (UK) HBN 00-03 Clinical and Clinical Support Spaces, 2013 refer to <https://www.gov.uk/government/publications/design-and-layout-of-generic-clinical-and-clinical-support-spaces>
- The Facility Guidelines Institute (US), Guidelines for Design and Construction of Hospitals, 2018. Refer to website www.fgiguideines.org
- The Facility Guidelines Institute (US), Guidelines for Design and Construction of Outpatient Facilities, 2018. Refer to website www.fgiguideines.org