CLEANLINESS OF RESIDENTS’ ROOMS AND SURROUNDINGS

Improvement Recommendations

1. Implement effective cleaning practices:
   - Train housekeepers to ensure they understand the standards for cleaning.
   - Ensure that all staff members are trained to treat housekeepers as members of the resident care team. This will facilitate the coordination of cleaning with other resident care activities.
   - Ensure that maintaining clean resident rooms is considered an aspect of everyone’s job and built into the organization’s culture:
     o Identify the primary and secondary responsibilities associated with each role in position descriptions (for daily cleaning and for extra cleaning required.)
   - Establish standards for daily cleaning of rooms and general areas in the community:
     o Removing soiled linen and trash.
     o Dusting/damp wiping items such as door handles, lights, over-bed table, phone, and bed rails.
     o Cleaning bathrooms.
     o Dusting and mopping the floors.
     o Emptying the baskets.
     o Include procedures for “PRN” cleaning of areas when there has been an accident.
     o Include procedures for “after hour” cleaning when circumstances require it
   - Establish resident-centered scheduling of cleaning activities to facilitate cleaning rooms when it is convenient for residents:
     o Determine when it is convenient for residents to have cleaning done on an individual basis by asking residents and coordinating cleaning based on this understanding.
     o Effectively communicate to families and residents that cleaning has occurred.
     o Document cleaning schedule to demonstrate to residents when cleaning occurs.
   - Establish a proactive process for ordering cleaning supplies so there are always enough supplies available for staff:
     o Ensure adequate storage space for cleaning supplies and equipment to maintain an uncluttered environment.
   - Develop a process for handling extra cleaning as required during resident care in a timely fashion (e.g., including deploying resources needed for a timely response.)
   - During rounding on the resident’s unit, monitor cleaning of rooms and other areas to identify improvement opportunities. These may include more effective cleaning supplies as well as the quality of the cleaning.

2. Implement effective communication practices:
   - Train housekeepers to ensure they understand the standards for communication with residents, families and co-workers.
   - Establish standards for communicating with residents and families, including:
     o Knocking before entering, introducing oneself and asking for permission to enter.
     o Greeting residents by name.
     o Expressing care and concern by asking, “How are you doing? Is there anything else that I can do for you?”
     o Engaging in conversation with the resident such as asking how they are doing or talking about things they may have in their room on their bulletin board or simply, the weather.
o Asking the resident if they have any needs or preferences pertaining to the cleaning of their room.

o Keeping the resident informed as to the progress of cleaning. Let them know when it is finished and ask if there is anything else they would like done. If the housekeeper is interrupted, let the resident know when he/she will return.

o Creating a note/tent card to leave in each room indicating that the room was cleaned, listing everything that was done during cleaning.

3. Handle soiled linen in a manner that eliminates odor.

4. Keep furniture clean and well-maintained:
   • Put in place a calendar for regularly cleaning both upholstered and non-upholstered furniture.
   • Address accidents as they occur.
   • Replace furniture when it broken or when the upholstery becomes worn/stained.

5. Free common living areas of offensive odors and keep them well-maintained and attractive.
   • Have a preventive maintenance program in place.
   • Pick a day, (once a month, or more often if needed) when the maintenance person pulls out a can of one color of paint and goes through the community; painting scuffs, chips, or black spots of that particular color. The next month, pick another color of paint and do the same.
   • Use a bread-making machine (or bake fresh cookies) to create pleasant “smells” which also can help to increase the appetite, especially in those with a form of cognitive deficit.
   • Diffusers of aromatherapy are also helpful in creating a pleasant environment in the community.

6. Ensure that grounds are well-maintained:
   • Daily remove litter from the lawn, parking lot and sidewalks.
   • Have receptacles available for people to toss litter.
   • Maintain the lawn and gardens in an appealing manner.
   • Ensure signage is readable and current, not old and warn looking.
   • Remove snow from the parking lot and walkways to minimize accidents.