

ESTABLISHING AN INFECTION PREVENTION AND CONTROL

TRAIN-THE-TRAINER CLEANERS PROGRAMME

FOR CRESTCLEAN® HEALTHCLEAN



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CONFLICT OF INTEREST STATEMENT

I am currently contracted to CrestClean. I have not received consulting fees for this presentation.

Today's presentation...

- **Background of contractor cleaning services in healthcare facilities**
- **CrestClean® and HealthClean**
- **Identifying IPC needs for CrestClean®**
- **Train-the-Trainer IPC Programme content**
- **Limitations and successes**

Background of contractor cleaning in healthcare

Contractor cleaning in the UK

- **WHY?**



- 1983 – Government directed the NHS (Trust hospitals) to save money – competitive tendering introduced for outsourcing of laundry, catering and hospital cleaning.
- 1990s – increase in MRSA throughout Trust hospitals, Surveys 2010 -2014
- Outsourcing cleaning services was associated with greater incidence of MRSA (Toffolutti et al 2017)



Damaging reputation for contracted cleaning



The value of cleaning duties



- **Manual and low skilled work**
- **The average hourly pay for a hospital cleaner is NZ\$24 - \$28 in 2026** NZ ERI 2026
- **Cleaning duties and tasks have gained greater importance**
- **2020 Clean Hospitals Association advocated that cleaners be recognised as essential ‘critical or key workers’** (Gastaldi & Accorgi, 2024)

CrestClean® and HealthClean

A blue and white hospital gurney is parked in a brightly lit hospital hallway. The gurney has a blue padded surface and white metal frame with large wheels. The hallway has white walls and a polished floor that reflects the gurney.

CrestClean® and HealthClean



**1996: Franchise Company launched in Dunedin, NZ.
For commercial and healthcare sites cleaning.
Expanded to national coverage.**

**2013: Master Cleaners Training Institute (MCTI) was
established to provide professional training and
qualifications for cleaning personnel.**

Pandemic: COVID RESPONSE

2023: HealthClean training in MCTI

Identifying specific IPC needs

What are the IPC expectations for a healthcare cleaner?

What are the CrestClean IPC expectations for a healthcare cleaner?

Can these expectations align?

What does HealthClean want to achieve?

01

**WE NEED ROBUST IPC
KNOWLEDGE TO
DELIVER BEST PRACTICE
IPC CLEANING
TECHNIQUES FOR OUR
HEALTHCARE CLIENTS**

02

**WE NEED TO
DEMONSTRATE OUR
THEORY INTO PRACTICE**

03

**WE NEED TO HAVE AN
IPC HEALTHCLEAN
TRAINED TRAINER FOR
EACH REGION WHO
WILL ONBOARD IPC
TRAINING FOR
FRANCHISEES AND
THEIR TEAMS.**

IPC Consultant role

- **Provide subject matter expertise consulting to the National Trainer and training support team.**
- **To develop the Train-the-Trainer IPC CrestClean HealthClean modular education programme.**
- **To build mentorship with trainers.**
- **Worksite visits to assess awareness of theory to practice**

Train-the-Trainer IPC Programme for Cleaners



Recruitment of Train-the-Trainers



- 8 senior induction trainers selected by National Trainer for first group

- Auckland West – 2
- Auckland South – 1
- Tauranga – 1
- Nelson – 1
- Central Otago – 1
- Christchurch - 2

Delivery mode

Accessible
training on line
via TEAMS

11am meeting
time mid week

6 weekly
intervals

THREE MODULES



- **MODULE ONE**
- Hand Hygiene
- Donning and doffing non sterile gloves

• PRACTICUM



- **MODULE TWO**
- Workflows
- High Touch surfaces
- Low touch surfaces

• WORKSHEET



- **MODULE THREE**
- Specialised cleaning for specific clinical areas

• WORKSHEET

STANDARD	MET	NOT MET	Comments	For Recheck/Follow up, Date
Maintain short and clean fingernails				
No artificial fingernails in situ				
No finger jewellery apart from one wedding (or similar, flat) ring				
Wedding ring is freely movable during hand hygiene *				
Skin on hands is well moisturised and intact with no active dermatitis				
"Bare below the elbows" is evident			No long sleeves	
HAND GEL			Do not wet hands when applying alcohol hand gel	
Applies sufficient ABHR to rub wet for 15 seconds (2 squirts gel)				
HAND GEL TECHNIQUE				
Rub hands (to the lower level of each wrist)				
together palm to palm				
Rubs the right palm over the back of the left hand and rubs the left palm over the back of the right hand				
Rubs hands together, palm to palm, with fingers interlaced				

Rubs the backs of the fingers to opposing palms with fingers interlocked	
Grasps the left thumb in the right palm and rubs in a rotational pattern; repeats with right thumb	
Grasps the fingers of the left hand together and rubs the tips of the fingers rotationally, backwards and forwards, against the left palm; repeats with the fingers of the right hand.	
Does not wipe or rinse off excess alcohol hand gel	
Allows 10 – 20 seconds for hands to dry	
HANDWASHING TECHNIQUE	
Turn tap(s) on	
Wet right hand and with dry left hand apply two squirts of liquid soap onto wet right hand	
Wet left hand	
Now refer to the same technique as for hand gel	
RINSING	
Rinse each hand separately rinsing downwards so that water runs away from hands. Do not rinse hands on top of each other.	
Rinse until all lather has been removed.	
DRYING	
Use clean paper towel to pat hands dry and discard paper towel into the rubbish	
With fresh paper towel turn tap off and discard paper towel into the rubbish.	

TOPICS

IPC awareness – **work flows with no cross contamination**

cleaning techniques with no cross contamination

Hand Hygiene

Glove use

Correct donning and doffing

Correct equipment use

Equipment cleaning

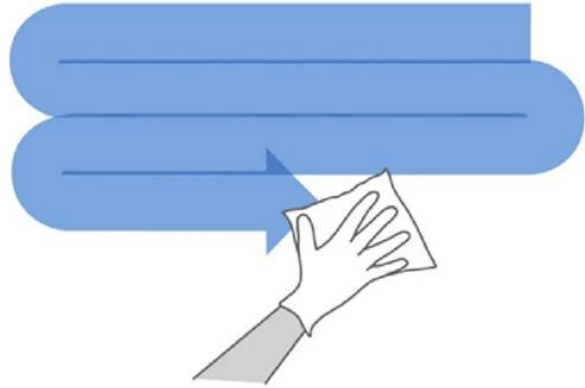
Isolation cleaning

Terminal cleaning

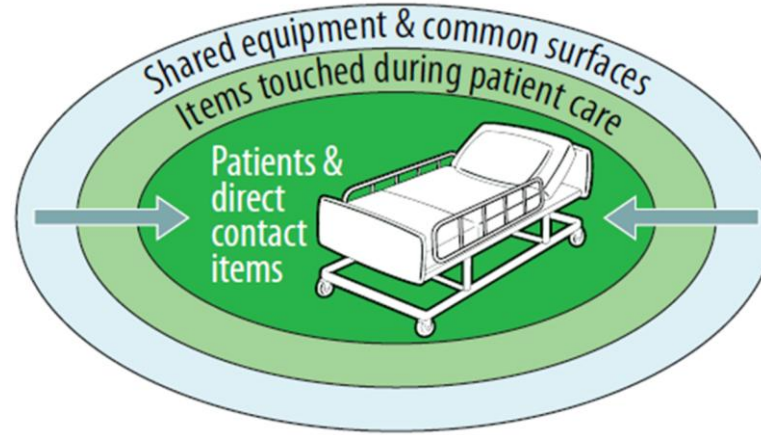
Deep cleaning

Cleaning Techniques Competencies

- Hand Hygiene
- Donning and doffing disposable gloves
- Microfibre cloth fourfold technique
- Applying cleaning chemical to microfibre cloth
- Clean-to-dirty workflow
- Low and high touch surfaces
- The S Wipe technique
- Directional floor mopping
- Cleaners trolley/caddy and equipment
- Spot cleaning
- Frequency cleaning schedules in the operating theatre
- Semi-restricted and restricted areas
- Positive pressure air management
- Dust bunny
- Identification of IPC dirty tasks
- Wall cleaning technique in Operating Theatre
- Sequential cleaning of a toilet
- Cross-contamination
- Advanced healthcare cleaning
- Excessive use of chemical cleaning agent



Working from clean to dirty, wipe in an 'S' shaped pattern, taking care not to go over the same area twice.



Minimising cross-contamination

Ref: CDC Environmental Cleaning in Global Healthcare Settings Mar 24

Microfibre cloths and mop



- The universal colour coding of cloths is global and endorsed by cleaning industry standards.
- Respectful of cultures
- Laundering processes should be audited
- No hot air drying
- No heavy wetting

HEALTHCARE ENVIRONMENTS

GREEN = Food and kitchen areas
YELLOW = Isolation precautions
RED = Toilets, urinals, bathrooms
BLUE = General Purpose



CrestClean®

Limitations and Successes



Limitations

- **Follow up from learnings is difficult due to cleaners working after hours (night people)**



Successes

- **Collaborative learning nationally**
- **Building trust**
- **Successful assessments**
- **Stronger tendering for cleaning contracts**

Summary Messages

- Cleaning is manual and low skilled work which is now recognised as a core essential service to minimizing healthcare associated infections, supported by evidence.
- CrestClean® is a NZ franchise company that has developed and continues to develop IPC needs assessed training resources to support HealthClean, through Masters Cleaners Training Institute (MCTI) for the franchises which clean healthcare facilities.
- The IPC innovation designed by the IPC Consultant, is a bespoke Train-the-Trainer for Cleaners modular education programme delivered on line including cleaning competencies for each cleaning task, practicums, assessment worksheets and mentor collaboration.
- Each region within NZ will have a CrestClean® HealthClean IPC trained Trainer to train the region's franchises
- The major message within the modules focuses on how to avoid cross-contamination during cleaning practices.
- Specific cleaning practices for operating theatres and high risk rooms/areas are included in Module Three.

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THANK YOU !

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