

## Laundry Management

This Management Process Description replaces  
MPD117/2

Copy Number

Effective 07/09/17

### Summary of Significant Changes

Changes to process to reflect new contract from 04/09/17

### Policy

This MPD sets out the NHSBT policy on the management of Laundry services provided to cleanrooms and GMP laboratories at NHSBT Centres.

### Purpose

The policy requires that laundry services within the NHSBT are effectively managed, including the implementation of consistent systems and procedures, the key components of this policy are:

- To ensure that clean items are available for NHSBT staff, visitors and contractors as appropriate.
- To manage the exchange of soiled and clean items between the NHSBT and the service provider.
- To manage the introduction of new items into the system.
- To minimise potential risks to NHSBT staff, visitors and contractors associated with the use and handling of items of PPE requiring laundering.
- To provide systems and procedures to ensure the effective management of third party contracts for the laundering of PPE and other associated items.

### Responsibilities

**Assistant Finance Director – Estates & Facilities** – Responsible for ensuring that the policy and process are continually reviewed and that the laundry contract is fully supported

**Estates & Facilities Manager (EFM)** – Management of the laundry service at NHSBT Centre. Agreement of storage and delivery / collection arrangements with local departmental managers

**NHSBT representative** – Act as point of contact for NHSBT and service providers

**Departmental Managers** – Ensure that staff, contractors and visitors wear PPE as appropriate in their department and return items for cleaning as arranged.

Inform their local E&F department of additions / reductions to the contract

**Individual Staff Members** – Wear items as required. Change items on a weekly basis or as required by departmental cleanroom protocol.

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### *Definitions*

**Must** – This is the minimum criteria that are to be met. Any standard below this is not acceptable.

**E&F CAFM system-** electronic system used by E&F to manage planned and reactive work requests

**Should** – This criteria is to be met where reasonably practicable

**NHSBT Representative**– member of the E&F team with responsibility for managing the laundry contract.

### *Applicable Documents*

[SPN145](#) – Re-usable Cleanroom Garments

[SPN338](#) - Standard laboratory coats for general laboratory use and blood component manufacturing.

[SPN146](#) – Cleanroom Garment Laundering

[SPN148](#) – Cleanroom Garment Sterilisation

### *Exclusions*

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### Procedure

The Estates & Facilities department will be responsible for:

- the procurement of new garments
- the collection of soiled items from user departments / nominated location on an agreed day each week
- the identification of a suitable storage area for items awaiting collection / delivery
- the preparation of items for collection by the service provider
- the delivery of cleaned items to the user departments / nominated location
- the provision of water soluble bags for items contaminated with blood
- the authorisation of invoices for payment and management of the budget for the service

The user department will be responsible for:

- ensuring that wearers use the service appropriately
- preparing soiled items for collection by Estates & Facilities at an agreed time
- placing soiled items in a bag that is appropriately identified to the department
- identifying a storage area for clean garments awaiting use.
- informing Estates & Facilities management of changes in staffing requiring the addition or reduction of the number or sizing mix of garments in service
- informing Estates & Facilities management of issues regarding the service

### General GMP Laboratory / Cleanroom Use

All garments are issued on a rental basis, that is, they are owned and supplied by the service provider for use by NHSBT for the duration of the contract period (typically three years). Sufficient items of the appropriate sizes will be issued to each user department. ***The items must be changed weekly or in accordance with the cleanroom operating protocol for the user department.***

### Garment Identification

Each NHSBT site will be allocated a unique Contract Number. Each item will contain an alpha numeric label, a bar code and a radio frequency ID tag.

**Note:** Items will not be identified to individuals, but will be a pooled stock identified by department and size. Where individuals may have specific requirements with regard to size, then these garments will be identified to the individual

### Introduction of new garments / Removal of garments

Where a member of staff joins or leaves the NHSBT it may be necessary to adjust the number of items on the contract. This will be achieved via formal contract variation. Where variations are required the Department Manager must inform the NHSBT Representative via their local E&F department, by raising a job request via the E&F CAFM system. Any contract variation will be negotiated with NHSBT Procurement team and the Servicer Provider. The Department head will be required to authorise the variation.

### Damage

The contract provides for the repair of damage caused by normal wear and tear. Where garments have been damaged beyond what may reasonably be expected or where garments have been deliberately damaged (including the defacing of garments with marker pen etc.) there will be an additional charge for the replacement of the garment

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### Visitors / Occasional Users

Visitors and occasional users must be provided with disposable items. These disposable items are to be procured by the user department via NHSBT using standard purchasing procedures.

### Management Information and Audit

The NHSBT Representative must carry out regular contract review meetings with the service provider to ensure compliance with the specification and satisfactory performance. Issues with the service must be reported to the local E&F team and escalated where appropriate by raising a Quality Incident. Where required, a quality audit may be conducted.

A monthly management information report will be provided by the service provider. This report will be reviewed the NHSBT Representative and circulated as appropriate for information.

### Training

The Estates & Facilities Manager must ensure that all Estates & Facilities staff responsible for the handling of items for laundering are aware of their responsibilities and that training records are available where necessary.

### General Information

The Estates & Facilities Department must issue local information providing the following details for circulation to Department heads.

Contact details for service providers  
Nominated location for delivery and collection of items for laundering  
Day / time for delivery and collection from departments  
Contact details for the NHSBT Representative

### Contaminated Items

**Note: Where items become contaminated with blood splashes, they must be placed in water soluble bags prior to return, as normal, to the laundry. These water soluble bags are available from the local E&F team.**

Items that become grossly contaminated with blood must be treated as clinical waste by the user department. The garments must be discarded via the clinical waste stream. The Estates and Facilities department and the NHSBT Representative must be informed when items are destroyed in this manner (where possible the barcode number should be recorded) to allow for the items be removed from the contract and replaced with new items.

No laundry bags must weigh more than 10 kgs