**Linen & Laundry Service Specification**

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| **Trust Tender Reference:** |  |
| **Atamis Reference:** |  |
| **Framework Reference:** | **LPP, Linen and Laundry Dynamic Purchasing System (DPS), Ref: LPP/2021/006** |
| **URN:** |  |
| **Contract Period:** | **3 years with option for 12-month + 12-month extension.** |

**Schedule 1**

**Linen & Laundry Specification**

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# Trust Background and Values

## Trust Background

Created in April 2000, following the merger of the two former NHS Trusts serving the east and north areas of Hertfordshire, today the East and North Hertfordshire NHS Trust provides a wide range of acute and tertiary care services from its four hospitals, namely the:

* Hertford County Hospital, Hertford;
* The Lister Hospital, Stevenage (including Lister Treatment Centre);
* The New QEII Hospital, Welwyn Garden City; and
* The Mount Vernon Cancer Centre, Northwood (not included in the specification).

The Trust also provides regional and sub-regional services at Hertford County, the Lister and the New QEII Hospitals, providing routine care to people on an Outpatient basis, including radiology and pathology services. The Lister also provides a wide range of acute inpatient services including an Emergency Department and Maternity services.

The Trust provide services to our local community of around 500,000 people a year, additionally:

* The Emergency department sees around 130,000 people each year.
* The Trust employs over 5,000 staff; and
* The Trust has over 800 inpatient beds.

## Trust Values

**Include**

* We value the diversity and experience of our community colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together.

**Respect**

* We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas.

**Improve**

* We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose.

# 2. Overview

2.1 The Authority requires the following level of service:

* + Linen Hire (In-house linen staff distribute clean linen on site)

2.2 The Contractor shall provide a compliant Linen and Laundry Service to deliver the following:

a) Provision of Clean Linen to site (see **Appendix A** for further site information):

|  |  |  |
| --- | --- | --- |
| ENHT | Lister Hospital | Lister Hospital, Coreys Mill Lane, Stevenage, Hertfordshire, SG1 4AB |
| Lister Treatment Centre | Lister Treatment Centre, Coreys Mill Lane, Stevenage, Hertfordshire,  SG1 4AB |
| Hertford County Hospital | Hertford County Hospital,  North Road, Hertford  Hertfordshire, SG14 1LP |
| New QEII Hospital | New QEII Hospital  Howlands, Welwyn Garden City, Hertfordshire, AL7 4HQ |
| Chilton Kidney Centre | The Chilton Kidney Centre  6 Nimbus Park, Houghton Regis,  Dunstable, Beds  LU5 5WZ |

b) Collection and processing of used linen and laundry from site collection points (as above)

c) Provision of return to sender laundering service

* 1. The Linen Service shall be provided 24 hours per day, 365 days per year.
  2. The Linen Service applies to all areas of the sites.
  3. The Authority will accept no responsibility for the loss of linen on site; the Contractor will be solely responsible for the security of such linen within its sphere of operation in conjunction with the provision of the Services. The Contractor shall not charge the Authority or any Beneficiary for the processing of any Trust-owned Articles lost or damaged while in the possession of the Contractor.
  4. The Contractor must comply with all aspects of the Carriage of Dangerous Goods Act.
  5. The Contractor shall implement suitable procedures for the monitoring and control of expenditure. These procedures will include regular reviews, cost checking actual or projected expenditure against budgeted expenditure, and the preparation of regular cost reports in a format and at a frequency agreed with the Trust’s Authorised Officer(s) during mobilisation.
  6. The Contractor shall in the provision of the service, explore equipment (ScrubX) that can help reduce wastages, stock management, tracking and allocation of linen item such as scrubs, Theatre gown etc
  7. The Contractor’s management style, organisational structure, culture, HR policies, procedures and processes are expected to complement those of the Trust, demonstrating a positive contribution to the Trust’s Values and Objectives.
  8. The Contractor`s representatives must adhere to Trust safety and security policies, always displaying a photographic ID whilst conducting its official business on ENHT sites.
  9. The Contractor’s staff must adhere to the Trust’s Infection Control policies and procedures at all times. Staff must wash their hands frequently throughout their shift; the wearing of single-use gloves is forbidden unless under specific instruction from the Infection Control team.
  10. The Contractor shall continually seek Value for Money, benchmark the services and demonstrate that all equipment and consumables represent optimum quality and value. Benchmarking should include comparison with NHS suppliers and participation in benchmarking clubs, or as otherwise requested by the Trust. As and when requested, the Contractor may be required to provide accurate information to the Trust regarding internal matters, for participation in benchmarking, for NHS performance reporting, and to enable the Trust to respond to Freedom of Information requests.

# 3. Definitions

* 1. In this Specification the following words and phrases shall have the following meanings unless the context requires otherwise:

|  |  |
| --- | --- |
| “Attend” | Means attending the required location equipped to undertake the Ad-Hoc Services Request; |
| “Attendance Time” | Means the time relevant to the Services Request as set out in **Appendix A**; |
| “Authorised Person” | Has the meaning described to “Authorised Person” in HTM Guidance Notes; |
| “Authority” | Means the East and North Hertfordshire NHS Trust (ENHT), the beneficiary of the Service; |
| “Clean Linen” | Means items of Linen that have been processed or are otherwise clean and have not yet been used; |
| “Competent Person” | Has the meaning described to “Competent Person” as defined in HTM Guidance Notes; |
| “Complete” | Means completing the Ad-Hoc Services Request. “Completed” shall be construed accordingly; |
| “Completion Time” | Means the time relevant to the Ad-Hoc Services Request as set out in **Appendix E**; |
| “Condemned Linen” | Means Linen that is no longer functional which shall be determined in accordance with **Appendix B** of this Specific Service Specification; |
| “Continuous Improvement Indicator” | Is a target indicator against which the Authority can measure the Contractor performance in the medium to long term. If performance drops below the performance band the Contractor shall provide the Authority with an action plan to reverse this performance trend; |
| “Contract Month” | Means a calendar month; |
| “Contract Year” | Means the period of twelve (12) calendar months commencing on and including [the date of this Agreement] and each subsequent period of twelve (12) calendar months commencing on each anniversary of the date of this Agreement, provided that the final Contract Year shall be such period as commences on and includes the anniversary of [the date of this Agreement] that falls in the year in which this Agreement expires or is terminated (for whatever reason) and ends on and includes the date of expiry or earlier termination of this Agreement (as the case may be); |
| “Emergency Supplies” | Means the stock of Linen required to service the needs of a special incident in accordance with the provisions of **Appendix C** of this Specific Service Specification; |
| “Emergency” | Means any Fault felt to be life threatening or serious enough to cause significant damage or disruption, or lead to Unavailability, or any Ad Hoc Service Request that is required to avoid a life threatening event or an event serious enough to cause significant damage or disruption. Any time parameter ascribed to this category will be measured from the time of notification to the Linen Room, save when there are express alternative provisions within the specific Performance Parameter; |
| “ENHT” | Means the East and North Hertfordshire NHS Trust; |
| “Equipment” | Means fixed or loose equipment where the Contractor has the responsibility for maintenance and/ or replacement of the equipment during the Contract Term; |
| “Fouled Linen” | Means Used Linen that has been fouled by bodily substances including but not limited to sweat, blood and faeces; |
| “Infected Linen” | Has the meaning set out in Health Technical Memorandum 01-04 – Decontamination of linen for health and social care: Engineering, equipment and validation manual (HTM) 01-04 Hospital Laundry Arrangements for Used and Infected Linen; |
| “Linen and Laundry Services” | Means the linen and laundry services to be provided by the Contractor pursuant to this Specific Service Specification; |
| “Linen” | Means the items listed in **Appendix D** of this Specific Service Specification; |
| “Monitoring Method” | Means the methodology or process used by the Contractor and/ or the Authority to measure compliance with this Service Level Specification; |
| “NHS” | Means the National Health Service; |
| “Performance Parameter” | Describes the level of performance that The Contractor should achieve to attain compliance with the allotted output specification. Some Performance Parameters are allocated specific time requirements that are categorised as Emergency, Urgent or Routine (as defined within the General Service Specification); |
| “Planned” | Means work or services of a one-off nature where it is possible for the Authority to provide notice of the need. Any time parameter ascribed to this category will be measured from the time the activity was planned to occur; |
| “The Contractor” | Means the main Contractor who has taken on the Contract in partnership with the Authority; |
| “Return to Sender” | means linen owed by the Authority which is to be laundered and returned to the Authority; |
| “Routine” | Means any Fault that is not seen as immediately detrimental and not causing significant operational problems or any Ad Hoc Service Request that is not seen as immediately detrimental and not causing significant operational problems if not attended to. Any time parameter ascribed to this category will be measured from the time of notification to the Linen Room, save when there are express alternative provisions within the specific Performance Parameter; |
| “Scheduled” | Means recurring work or services undertaken against a schedule approved by the Authority. Any time parameter ascribed to this category will be measured from the time the activity was scheduled to occur; |
| “Service Standards” | Means the standard(s) set out in this Specific Service Specification at **Appendix B**; |
| “Soiled Linen” | Means all Used Linen not classified as Fouled Linen or Infected Linen; |
| “Staff” | Means those persons engaged or employed by The Contractor to carry out the Services including those if any who may be independent contractors and/ or seconded to it for that purpose; |
| “Trust Policies” | Means the policies of the Authority set out in the document annexed to this Agreement as amended from time to time; |
| “Trust Staff” | Means any person engaged or employed by the Authority whether as an employee or independent contractor or whether directly or indirectly; |
| “Trust” | Means the East and North Hertfordshire NHS Trust; |
| “Urgent” | Means any Fault that shall cause operational problems if not attended to quickly, or which may develop into an Emergency if not remedied or an Ad Hoc Service Request which requires attendance quickly to avoid operational problems or an Emergency if not remedied. Any time parameter ascribed to this category will be measured from the time of notification to the Linen Room, save when there are express alternative provisions within the specific Performance Parameter; |
| “Used Linen” | Means the articles of Linen whether Soiled, Fouled or Infected which are not Clean Linen. |

# 4. Key Objectives

4.1 The key objectives for the Contractor will be as follows:

* + 1. Provide a comprehensive Linen and Laundry Service, in accordance with Department of Health Guidance: Health Technical Memorandum HTM 01-04 to ensure clean and appropriate Linen is available at all sites at the times required and, in the volumes, necessary to support the smooth running of the Authority.
    2. Ensure that the handling and transport of all linen fully complies with the Authority’s control of infection policy to minimise the risk of cross-contamination within the Facilities.
    3. Provide a laundering service which is based on fundamental sustainable development principles that minimise the impact on the environment and is energy efficient.
    4. Providing effective account management to the Authority, including on-going development and delivery of service improvement and/or cost saving opportunities. The Authority may request a level of guaranteed annual efficiency savings as well as forecast annual efficiency savings.
    5. Working in partnership with the Trust to implement minor service changes that may occur from time-to-time at no additional cost to either party.

# 5. Sustainability Goals

* 1. To provide the Trust with environmentally sustainable materials that helps the Trust meet its sustainability goals including Theatre reusable standard and reinforced gowns. The supplier shall;
     1. Provide initial submission of annual forecasted baseline plan for every type of emissions generated in the delivery of the contract at the mobilisation stage and on the anniversary of the contract start date.
     2. Provide details of carbon emissions reduction within the providers supply chain half yearly as appropriate including proportion of materials sourced from and/or products manufactured in the UK.
     3. To present details of planned and undertaken activity of emissions reduction both in actual figure and as a % of total emissions in the monthly report.
     4. Provide detail on changes or reduction in materials packaging and report on annual saving in materials / emissions through changes and agree on a timescale to reduce packaging provided with the product.
     5. Provide report detailing baseline of projected miles that will be travelled in the duration of the contract at mobilisation stage and annual saving of miles travelled / reduction in emissions and committed to an agreed timescale for making changes to the provision of the service.
     6. Detail areas of the service that can be digitalised and timescale to deliver such functionality and the amount of annual emissions saved through this change once set up. Details to be provided at mobilisation stage and yearly on the anniversary of the contract start date.

# 6. Scope of Service

6.1 The Contractor shall provide the following services as part of this specification:

* + 1. Provision of clean linen
    2. Collection of used linen from all sites
    3. Linen processing
    4. Linen maintenance
    5. Curtain and blind laundering where not disposable
    6. Provision of IT system for integrated stock control, ordering and reporting including handheld devices
    7. Laundering of Return to Sender items (RTS)
    8. Management of Emergency Supplies as defined in **Appendix C.**

# 7. Exclusions

7.1 For the avoidance of doubt, the following are not part of the Linen Service:

1. Laundering of Linen in residential accommodation during the term of a tenancy
2. Distribution of Linen internally from linen room to wards and departments. This will be undertaken by the in-house linen department.
3. Uniform Services including ordering, stocktaking and distribution. This will be undertaken by the Uniform Administrator.
4. Collection of used and foul linen from wards and departments to the soiled collection areas on site. This will be undertaken by the Domestic Services Contractor.

# 8. Specific Requirements (KPIs)

8.1 The Trust’s Authorised Officer will monitor the Services provided by the Contractor as a whole and provide a liaison point for the Contractor on a day-to-day basis.

## 8.2 Service Quality and Satisfaction Monitoring

1. Monitoring is to be seen as the joint responsibility of both the Trust and the Contractor. Without co-operation, different and competing goals may emerge to the detriment of the provision of a satisfactory service. The objective of both parties is to ensure that the service specified is provided to the minimum standard set out in the Contract on each and every occasion.
2. In addition to joint monitoring, the expectation is that the Contractor will self-monitor continuously and robustly to ensure standards are met and to aspire to excellence in quality of service and deliverables.
3. Monitoring is not simply an extension of Quality Assurance or Quality Control. It is a continuous process of checking performance against specification and highlighting shortcomings in the specified requirements at an early stage. It demands specific and detailed familiarisation with all the terms, conditions, specifications and provisions of the Contract. The monitoring system will provide a means of early detection of unsatisfactory performance, work not completed or work performed to a standard higher than that specified.
4. In addition to assessing the standard of service provided by the Contractor, the Trust Authorised Officer will focus attention on areas where changes may be needed to improve standards.
5. It is essential that all aspects of the Contract are monitored. To facilitate the monitoring process, the Contractor’s records relating to equipment, supplies, training, occupational health, daily attendance records, staff allocation, etc. as specified in the Contract must be freely available at all times to the Authorised Officer.
6. It important that all clean linen supplied by the Contractor is delivered using clean cages, the Trust Authorised Officer will report all defective and dirty cages to the Contractor. It is essential that all cages delivered to site are in a state of good repair. i.e. not using damaged cages such that can negatively impact Trust staff.

## 8.3 Monitoring Arrangements

* 1. The Contractor will monitor all aspects of service delivery and will have in place mechanisms to regularly measure customer satisfaction. This will include, but not be limited to, a survey of key customers (such as ward and department managers) at all service delivery points, conducted every quarterly contract period.
  2. A designated officer of the Trust will monitor any or all Contract standards as detailed in the Specification.
  3. An inspection of detailed monitoring subjects will be recorded in a Quality Assurance Report which will include a reference to the physical location where monitoring will occur at the laundry and across the Trust.
  4. The Contractor shall carry out quality checks on linen delivered to the main linen rooms to a minimum frequency of once per week. The findings shall be reported to the Trust Authorised Officer and the Contractor’s Factory management for analysis and rectification of any negative issues.
  5. The Contractor and Authorised Officer will jointly audit linen quality and service delivery monthly on each of the main hospital sites.
  6. Failures in Contract Standard will arise if correct quality, quantity, or delivery schedules/notes are not met.
  7. Articles of laundry rejected by the Trust for failure to pass monitoring procedures will be made available by the Trust in a container supplied by the Contractor and clearly marked or labelled “Reject” for re-collection by the Contractor. The Contractor shall list the bag contents, re-possess and re-deliver such articles promptly at no further cost to the Trust.
  8. Articles of laundry rejected by the ENHT will be bagged in accordance with bagging procedure, listed by the Trust and returned to the Contractor for credit for items to be issued.

## 8.4 KPIs

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ref** | **Performance Parameters** | **Performance Failure Category** | **Monitoring Period** | **Remedial Period** | **Monitoring Method** |
| **Provision and storage of Clean Linen to central storage areas:** | | | | | |
| **LL01** | The Contractor shall ensure each delivery site meets the Authority’s order requirement with no shortages and must comply with up to 95% per product category of the total order requirement. Linen orders shall ensure no shortages will affect the patients. | Medium | Daily | 4 hours | Daily Review of delivery notes to ensure 95% compliance. |
| **LL02** | Any anticipated shortages in the Authority’s orders must be reported before delivery. If any shortages are identified upon delivery, the Contractor shall rectify them by delivering the missing items no later than 10:00 AM on the next business day. | Minor | Per event | Non-Remedial | Daily Review of stock levels and determined by default. |
| **LL03** | The Contractor shall ensure that all deliveries to the site adhere to the delivery schedule outlined in the site information (**Appendix A**), as agreed upon with the Authority Representative. | Medium | Daily | 1 hour | Daily Review of delivery times and determined by default. |
| **LL04** | The Contractor shall review and report minimum stock levels (which shall be agreed with the Authority’s Representative) The Contractor shall also work with the Trust to reduce stock levels and support cost improvement plans. | Medium | Daily | 15 Minutes | Daily Review of stock levels and reported in Monthly Report. |
| **LL05** | The Contractor shall ensure all clean linen shall be clean and serviceable in accordance with Service Standards (**Appendix B**). | Major | Per event | 4 hours | Determined by visual inspection upon delivery. |
| **LL06** | The Contractor to ensure that deliveries only contain products agreed for use by the Authority. | Minor | Daily | Non-Remedial | Determined by visual inspection upon delivery. |
| **LL07** | The Contractor shall provide Emergency Supplies as set out but not limited to **Appendix C**. This emergency stock is to be rotated to accord with a programme agreed with the Authority | Medium | Every 2 months | 4 hours | Every 2 months review of Emergency Supplies and reported in Monthly Report. |
| **LL08** | The Contractor shall meet the Authority`s completion times as set out in Appendix E:   1. Emergency requests to be completed within 2 hours of request 2. Urgent requests to be completed within 4 hours of request 3. Routine requests to be completed within 4 hours of request 4. Scheduled/planned requests to be completed within 15 minutes of agreed time | Medium | Per event | Category dependent | Determined by time of request logged via email |
| **Segregation and collection of used linen from central storage areas:** | | | | | |
| **LL09** | The Contractor shall supply an adequate amount of clean receptacles for the segregation, storage and or collection of Used and Clean linen in accordance with the Authority’s control of Infection & Prevention Policy. | Medium | Daily | 4 hours | Departmental Checklists |
| **LL10** | The Contractor shall collect Used Linen and RTS items in accordance with the collection schedule for each site. | Major | Daily | 1 hour | Collection Notes and Departmental Checklists |
| **LL11** | The Contractor shall undertake, additional collections to those scheduled within 8 hours if:   1. Designated storage receptacles reach more than 75% capacity 2. Build up impinges on Authority operations; 3. Linen Collection areas are either unsightly or malodorous | Minor | Per event | 1 hour | Collection Notes and Departmental Checklists |
| **Linen Processing/Maintenance:** | | | | | |
| **LL12** | The Contractor shall launder all Used Linen in accordance with the detailed requirements of HTM 01-04 and the Authority’s Infection & Prevention and Control Policy. | Major | Annual | 1 week | Duty of Care Visit |
| **LL13** | The Contractor shall provide a return to sender (RTS) laundering service, together with a tracking system on an Ad-Hoc basis to deliver a 3-day turnaround time including but not limited to:   1. Slide Sheets 2. Patient Transfer Sheets 3. Baby Items 4. Blood Pressure Cuffs 5. Monitor Bags 6. Work Wear 7. Breast Screening Gown   The above is not exclusive of any other items.  The contractor shall be responsible for any loss or damaged RTS items while being processed and returned. | Medium | Per event | 4 hours | Tracking System and Departmental Checklists |
| **LL14** | The Contractor shall provide monthly management information to the Authority, including, usage and costs for each site and department/ward. | Medium | Monthly | 1 day | Monthly Cost/Usage Report |
| **LL15** | The Contractor shall provide a monthly report within (10) business days after the contract month end to the Authority providing the following information:   1. Linen usage for each site, ward, department; and 2. Quality checks at factory and site 3. Complaints, including call log 4. Van disinfection 5. Customer own work issues 6. Bagging procedures 7. Delivery times and procedures 8. Customer owned articles 9. Financials in agreed format 10. Ad-hoc requests 11. Microbiological test results and re-test outcomes 12. Annual Benchmarking against other NHS Trust sites 13. Sustainability Update | Medium | Monthly | 1 day | Monthly Report |
| **LL16** | The Contractor shall perform a monthly quality audit of 100 pieces in partnership with the Authority. Monthly Quality Audits must achieve above 95% to pass. | Medium | Monthly | Non-Remedial | Quality Audit Results |
| **LL17** | The Contractor must provide accurate delivery notes that correlate with the actual linen deliveries. | Minor | Per event | Non-Remedial | Determined by visual inspection upon delivery. |
| **Management/Leadership:** | | | | | |
| **LL18** | The Contractor shall attend a series of monthly meetings as agreed with the Trust:   1. monthly operational meeting 2. quarterly strategic and wider matters meeting | Medium | Monthly | Non-Remedial | Monthly Meeting. |
| **LL19** | The Contractor shall ensure that any information requested by the Trust for contribution to the Trust’s internal and external public relations is issued to the intended recipients, with Trust approval where necessary (within a maximum of 3 days). | Minor | Per event | 1 day | Information received by due date. |
| **LL20** | At the commencement of the contract year, The Contractor shall have, in partnership with the Trust, agreed the annual performance ranges for the Continuous Improvement Indicators. Ranges should be set such that:   1. Current performance falls within the amber band thus enabling both parties to clearly identify a performance trend in either direction; 2. Movement from one to another may be reasonably expected over the course of a Contract Year: 3. Notwithstanding point a) Above no range shall be set to a lesser standard than the previous year’s range. | Minor | Monthly | 1 week | Performance Reported using the continuous performance indicators and reported in monthly report. |
| **Staffing and Staff Development:** | | | | | |
| **LL21** | The Contractor shall ensure staff maintain a standard of hygiene and are properly and presentably dressed in appropriate uniforms and work wear while working on Trust premises:   1. Appropriate PPE (including safety shoes) 2. Photographic ID badges | Minor | Daily | 1 hour | Departmental Checklists and visual inspections |

# 9. Appendices

# Appendix A – Site Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Site** | **Address** | **Deliveries** | **Collections** | **Return to Sender Turnaround Time (RTS)** |
| **Lister Hospital** | Lister Hospital  Coreys Mill Lane  Stevenage  Hertfordshire  SG1 4AB | 5 days a week (Monday to Friday)  Delivery Point Between –  12:00 – 21:00 | 7 days a week (Monday to Sunday)  External Collection Point Between - 08:00 – 21:00 | 72 Hours |
| **Lister Treatment Centre** | Lister Treatment Centre  Coreys Mill Lane  Stevenage  Hertfordshire  SG1 4AB | 3 days a week  (Monday, Wednesday and Friday)  Delivery Point Between –  08:00 – 12:00 | 3 days a week  (Monday, Wednesday and Friday)  External Collection Point Between - 08:00 – 16:00 | 72 Hours |
| **Hertford County Hospital** | Hertford County Hospital  North Road  Hertford  Hertfordshire  SG14 1LP | 2 days a week  (Tuesday and Thursday)  Delivery Point Between –  08:00 – 13:00 | 2 days a week  (Tuesday and Thursday)  External Collection Point Between - 08:00 – 16:00 | 72 Hours |
| **New QEII Hospital** | New QEII Hospital  Howlands  Welwyn Garden City  Hertfordshire  AL7 4HQ | 2 days a week  (Tuesday and Thursday)  Delivery Point Between –  08:00 – 13:00 | 2 days a week  (Tuesday and Thursday)  External Collection Point Between - 08:00 – 16:00 | 72 Hours |
| **Chilton Kidney Centre** | The Chilton Kidney Centre  6 Nimbus Park, Houghton Regis,  Dunstable, Beds  LU5 5WZ | 3 days a week  (Monday, Wednesday and Friday)  Delivery Point Between –  08:00 – 12:00 | 3 days a week  (Monday, Wednesday and Friday)  External Collection Point Between - 08:00 – 16:00 | 72 Hours |

**Appendix B - Service Standards**

In line with the Health Technical Memorandum (HTM) 01-04: Decontamination of linen for health and social care, all linen delivered to NHS acute hospitals must be:

* **Hygienically clean**: processed to remove or kill microorganisms to a level safe for patient use, achieved through appropriate washing and disinfection.
* **Visibly clean**: free from stains, dirt, and foreign matter.
* **Dry and free from moisture**: completely free from moisture to prevent microbial growth and ensure fabric integrity.
* **Undamaged and fit for purpose**: without tears, rips or excessive wear, ensuring functionality.
* **Properly packaged**: enclosed in protective wrapping or sealed containers to maintain cleanliness and prevent contamination, during transport and storage.

These standards ensure that linen is safe and suitable for use in healthcare settings, minimising the risk of infection.

|  |  |
| --- | --- |
| **Sheets** | * Creasing allowed one third of the leading edge but must be confined to within one inch of the selvage. No other creasing allowed * Wrinkling will be allowed within one inch of both hems only * Dimensional distortion must not exceed two inches * Residual moisture retention should not exceed the standard regain level for the specific material type, ensuring appropriate dryness and compliance with industry standards. * The bed sheet will be folded with two lateral folds along the leading edge and three cross folds |
| **Pillowcase** | * Creasing allowed within the internal flap but not on the front and back surfaces. Minor creases are allowed on the front seams * Wrinkling will be allowed on the back surface of the flaps only * Dimensional distortion shall not exceed a half of inch at the seams of the open end * Residual moisture retention should not exceed the standard regain level for the specific material type, ensuring appropriate dryness and compliance with industry standards. * The pillowcase will be folded with two lateral folds on the short edge |
| **Draw sheets** | * Creasing allowed one third of the leading edge but must be confined to within one inch of the selvage. No other creasing allowed * Slight wrinkling will be allowed * Dimensional distortion must not exceed one inches * Residual moisture retention should not exceed the standard regain level for the specific material type, ensuring appropriate dryness and compliance with industry standards. * The draw sheet will be folded with two lateral folds along the leading edge and three cross folds |
| **Stretcher canvas (with handles)** | * No creasing will be allowed but slight wrinkling will be permitted * The Stretcher canvas will be folded with two lateral folds along the short edge plus one cross fold |
| **Bath Towels** | * Minimal creasing and wrinkling will be permitted * Towels will be folded with two lateral folds along the short edge and one cross fold * Residual moisture retention should not exceed the standard regain level for the specific material type, ensuring appropriate dryness and compliance with industry standards. |
| **Tea Towel** | * Minimal creasing and wrinkling will be permitted * Tea Towels will be folded with two lateral folds along the short edge and one cross fold |
| **Dual Bed Blankets** | * No wrinkling or creasing will be allowed * Bed blankets will be folded with two lateral and two cross folds |
| **Baby Wrap Flannelette White / Cot Cuddly** | * No creasing will be allowed but light wrinkling will be permitted * Dimensional distortion must not exceed one inch * Residual moisture retention should not exceed the standard regain level for the specific material type, ensuring appropriate dryness and compliance with industry standards. * The baby Wrap will be folded with two lateral folds along the short edge |
| **Baby Dual Bed Cover Green / Cot Blanket Lilac** | * Baby blankets will be folded with one lateral fold and one or two cross folds depending on size |
| **Baby Gowns** | * No creasing will be allowed but light wrinkling will be permitted * Baby gowns will be presented folded back-to-back with one lateral fold, arms folded in and one cross fold |
| **Patient Gowns** | * No creasing will be allowed on the body of the gown * Slight wrinkling will be allowed. Gowns must be folded back-to-back with only one lateral fold; the arms are required to be folded in and have two cross folds |
| **Night Gowns** | * No creasing will be allowed but slight wrinkling is permitted * The gowns will be folded back-to-back with one lateral fold, arms folded in and two cross folds with colour coded sizing patch where applicable uppermost |
| **Pyjama Tops** | * No creasing will be allowed but slight wrinkling will be permitted * Tops will be folded shoulder to shoulder with one lateral fold, arms folded into body with one cross fold. To present colour coded sizing patch uppermost |
| **Pyjama Bottoms** | * No creasing will be allowed, but slight wrinkling will be permitted * Trousers will be folded leg to leg with two cross folds. To present colour coded sizing patch uppermost |
| **Scrub Tops** | * No creasing will be allowed but slight wrinkling will be permitted * Tops will be folded shoulder to shoulder with one lateral fold, arms folded into body with one cross fold. To present colour coded sizing patch uppermost |
| **Scrub Bottoms** | * No creasing will be allowed, but slight wrinkling will be permitted * Trousers will be folded leg to leg with two cross folds. To present colour coded sizing patch uppermost |
| **Oven Cloths** | * Minimal creasing and wrinkling will be permitted * Cloths will be folded with two lateral folds along the short edge and one cross fold |

# Appendix C – Emergency Supplies

**LISTER HOSPITAL**

|  |  |  |
| --- | --- | --- |
| **No.** | **Item** | **Emergency 24hr Stock** |
| **1** | Sheet-Single White | 2100 |
| **2** | Pillow Case White | 1600 |
| **3** | Draw Sheet White | 300 |
| **4** | S Canvas Handles White | 42 |
| **5** | Bath Towel 2 Bar White | 1200 |
| **6** | Tea Towel | 50 |
| **7** | Dual Bed Cover Adult Light | 200 |
| **8** | Dual Bed Cover Adult Heavy | 800 |
| **9** | Baby Wrap Flannelette White /Cot Cuddly | 80 |
| **10** | Baby Dual Bed Cover Green / Cot Blanket Lilac | 50 |
| **11** | Patient Gown Dignity Adult | 500 |
| **12** | Patient Gown Bariatric 4 XL | 10 |
| **13** | Patient Gown Child Small | 5 |
| **14** | Patient Gown Child Medium | 5 |
| **15** | Patient Gown Child Large | 5 |
| **16** | Nightdresses Adult XL | 200 |
| **17** | PJ Top Adult XL | 120 |
| **18** | PJ Bottom Adult XL | 140 |
| **19** | Scrub Suit Blue Top Small | 150 |
| **20** | Scrub Suit Blue Top Medium | 150 |
| **21** | Scrub Suit Blue Top Large | 100 |
| **22** | Scrub Suit Blue Top XL | 20 |
| **23** | Scrub Suit Blue Top XXL | 15 |
| **24** | Scrub Suit Blue Top XXXL | 10 |
| **25** | Scrub Suit Blue Bottom Small | 150 |
| **26** | Scrub Suit Blue Bottom Medium | 150 |
| **27** | Scrub Suit Blue Bottom Large | 100 |
| **28** | Scrub Suit Blue Bottom XL | 50 |
| **29** | Scrub Suit Blue Bottom XXL | 20 |
| **30** | Scrub Suit Blue Bottom XXXL | 10 |
| **31** | Oven Cloths | 10 |

# Appendix D - Linen Pieces

|  |  |  |  |
| --- | --- | --- | --- |
| **01** | Sheet-Single White | **38** |  |
| **02** | Pillow Case White | **39** |  |
| **03** | Draw Sheet White | **40** | **RETURN TO SENDER ITEMS (RTS)** |
| **04** | S Canvas Handles White | **41** | Slide Sheet |
| **05** | Bath Towel 2 Bar White | **42** | Patient Transfer Sheet |
| **06** | Tea Towel | **43** | Sling |
| **07** | Dual Bed Cover Adult Light | **44** | Hoist |
| **08** | Dual Bed Cover Adult Heavy | **45** | Baby Items |
| **09** | Baby Wrap Flannelette White /Cot Cuddly | **46** | Breast Screening Gown |
| **10** | Baby Dual Bed Cover Green / Cot Blanket Lilac | **47** | Blood Pressure Cuffs |
| **11** | Patient Gown Dignity Adult | **48** | Monitor Bags |
| **12** | Patient Gown Bariatric 4 XL | **49** | White Coat |
| **13** | Patient Gown Child Small | **50** | Curtain |
| **14** | Patient Gown Child Medium | **51** | Work Wear/ Uniform Tunics |
| **15** | Patient Gown Child Large | **52** | Plastic Bag White |
| **16** | Nightdresses Adult XL | **53** | Plastic Bag Infected White |
| **17** | PJ Top Adult XL | **54** | Plastic Bag Clear |
| **18** | PJ Bottom Adult XL | **55** | Plastic Bag Rejected Linen |
| **19** | Scrub Suit Blue Top Small | **56** | Roll of Infected Linen Tape |
| **20** | Scrub Suit Blue Top Medium | **57** | Plastic Bag Return to Sender |
| **21** | Scrub Suit Blue Top Large | **58** | White gloves (boxing) |
| **22** | Scrub Suit Blue Top XL | **59** | Tabard |
| **23** | Scrub Suit Blue Top XXL | **60** | Belt |
| **24** | Scrub Suit Blue Top XXXL | **61** | Theatre straps (Sleep clinic) |
| **25** | Scrub Suit Blue Bottom Small | **62** | Tunic |
| **26** | Scrub Suit Blue Bottom Medium | **63** | Trousers |
| **27** | Scrub Suit Blue Bottom Large | **64** | Dress |
| **28** | Scrub Suit Blue Bottom XL | **65** | Yellow Gown (Covid use) |
| **39** | Scrub Suit Blue Bottom XXL | **66** | Cuffs |
| **30** | Scrub Suit Blue Bottom XXXL | **67** |  |
| **31** | Oven Cloths | **68** |  |
| **32** |  | **69** |  |
| **33** |  | **70** |  |
| **34** |  | **71** |  |
| **35** |  | **72** |  |
| **36** |  | **73** |  |
| **37** |  | **78** |  |

# Appendix E - Completion Times

**Off Site (Laundry to Site) response times:**

|  |  |
| --- | --- |
| **Request Category** | **Completion Times** |
| Emergency | 2 hours |
| Urgent | 4 hours |
| Routine | 4 hours |
| Scheduled/Planned | Within 15 minutes of agreed time |

# Appendix F - Service Deduction Points and Contract Default Mechanism

All services agreed in the performance of this contract will be subject to performance measurement. The specification, its KPIs and the linked points system below, will form the basis of this performance measurement and are non-negotiable.

Failure to provide the agreed service as per schedule will lead to service point deductions which will be deducted from the monthly invoice. This is referred to as a service credit due back to the Trust from the supplier, for failure to deliver the agreed service as per the Trust’s requirements.

The following service deduction points will used to measure the service of the supplier:

|  |  |
| --- | --- |
| Major Event | 100 points |
| Medium Event | 50 Points |
| Minor Event | 25 points |

**Notes**

The Contractor’s points score will be calculated on a monthly basis.

Deduction on the monthly invoice amounts:

* 0 – 99 points – no deduction
* 100 points – £100.00 deduction
* 100 plus points – Will be calculated as an additional £1.00 per point, i.e. 125 points will attract a £125.00 deduction

500+ points – Contract Default Mechanism (CDM – see below) initiated. In the event that 500 points are reached in any monthly period a double deduction will be made.

If a contract goes into contract default mechanism three times in any consecutive 3 monthly period ENHT will reserve the right to initiate Stage 3 of the CDM (without having to go through Stages 1 and 2 of the CDM).

**Contract Default Mechanism (CDM)**

Contract performance will be monitored on a monthly basis. Performance and contract monitoring will be discussed at the monthly contract review meetings. Should the Contractor exceed 500 points monthly in any 3 month rolling period, then the CDM will commence.

Stage 1 of this process will be initiated at a special review meeting detailing the failure to meet the performance management standards.  A formal improvement notice will be issued and the service closely monitored for 3 months.

Stage 2 is the 3 month monitoring period after the CDM has been initiated. If significant improvement is observed, no further official action will be taken at this point. If standards do not improve the ENHT will reserve the right to move to Stage 3 of the CDM.

Stage 3 is the formal notification of termination of contract with 3 months’ notice.