

DHA Health Facility Guidelines 2019

Part B – Health Facility Briefing & Design

170 – Housekeeping Unit



800342 (DHA) | dha.gov.ae

@dha_dubai

Dubai Health Authority

Executive Summary

The Housekeeping Unit is responsible for maintaining the cleanliness of the facility in all areas including Inpatient Units, Waste Management Unit and all public areas. The cleaning service may be contracted or in-house. In addition to the Housekeeper's Rooms provided in the specialist Units, others may be required throughout the facility to maintain a clean and sanitary environment.

The Housekeeping Unit will typically operate up to 24 hours per day and 7 days per week. Some Hospital Units may be cleaned at night to avoid disruption to the Unit during the day.

The Housekeeping Unit is usually located at the 'Back of House' area with access to the Loading Dock of the facility. Housekeeper's Rooms in other units of the facility are managed by the Housekeeping Unit. Access to a Service Lift in facilities more than one storey should be considered. An area for Trolley Wash should be provided within the Unit.

The Schedules of Accommodation are provided using references to Standard Components (typical room templates) and quantities for typical units at all Role Delineation Levels (RDL) 1 to 6. Users should follow the principles established in these guidelines if they wish to create units of different sizes and configurations.

Further reading material is suggested at the end of this FPU but none are mandatory.

Users who wish to propose minor deviations from these guidelines should use the **Non-Compliance Report (Appendix 4 in Part A)** to briefly describe and record their reasoning based on models of care and unique circumstances.

The details of this FPU follow overleaf.



Table of Contents

- Executive Summary 2**
- Table of Contents 3**
- 170. Housekeeping Unit..... 5**
 - 1 Introduction..... 5**
 - 2 Functional & Planning Considerations..... 5**
 - 2.1 Operational Models..... 5
 - 3 Unit Planning Models..... 5**
 - 3.1 Functional Zones 5
 - 4 Functional Relationships 7**
 - 4.1 External Relationships..... 7
 - 4.2 Functional Relationship Diagram..... 7
 - 5 Design Considerations..... 8**
 - 5.1 Ergonomics / OH & S..... 8
 - 5.2 Safety & Security..... 8
 - 5.3 Finishes..... 8
 - 5.4 Fittings, Fixtures & Equipment..... 9
 - 5.5 Building Service Requirements..... 9
 - 5.6 Infection Control..... 9
 - 6 Standard Components of the Unit..... 10**
 - 6.1 Non-Standard Rooms.....12
 - 7 Schedule of Accommodation 13**
 - 7.1 Housekeeping Unit.....14



8 Further Reading..... 15



170. Housekeeping Unit

1 Introduction

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

The cleaning service may be contracted or in-house. In addition to the Cleaner's Rooms provided in the specialist Units, others may be required throughout the facility to maintain a clean and sanitary environment.

2 Functional & Planning Considerations

2.1 Operational Models

The Unit shall be located in the service area of the facility.

2.1.1 Hours of Operation

The Housekeeping Unit will typically operate up to 24 hours per day, 7 days per week. Some Hospital Units may be cleaned at night to avoid disruption to the Unit during the day.

3 Unit Planning Models

3.1 Functional Zones

A typical hospital Housekeeping Unit comprises the following:

- Staff Areas including:
 - Manager's Office
 - Meeting room for Briefing, Training and staff meetings
 - Staff Registration bay for Cleaning staff, optional depending on the Unit Operational Policy. This may also be centrally located for all staff of a facility
- Storage Areas for:



- Cleaner's Equipment, such as trolleys, buckets, mops, brooms
- Bulk cleaning materials, consumable supplies including soap and paper towel supplies for handbasins
- Trolley wash area that may be shared with other service units

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 be shared with the Supply Unit.

3.1.1 Staff Areas

3.1.1.1 Offices and Meeting Rooms

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

Meeting Rooms are to comply with Standard Components.

3.1.1.2 Staff Registration Bay

A recessed area may be required for staff to sign-on or register arrival and departure, check and record rosters.

3.1.2 Trolley Wash

An area shall be provided for washing of trolleys and cleaners equipment and may be shared with other service units. The Trolley Wash area should be located in the service area.

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
- A chemical storage cabinet may be included inside the trolley wash bay



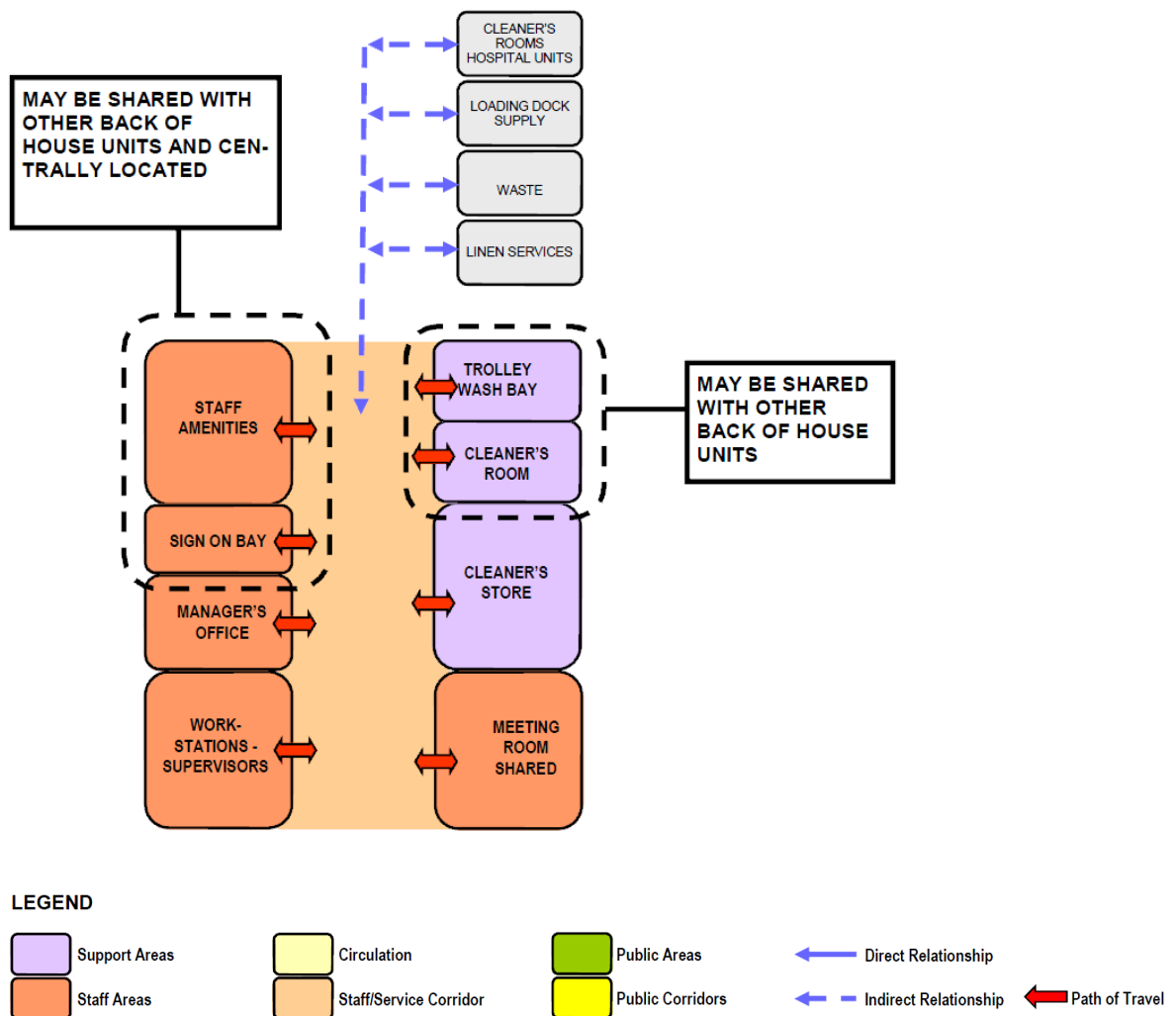
4 Functional Relationships

4.1 External Relationships

The Housekeeping Unit will require ready access to:

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

4.2 Functional Relationship Diagram





5 Design Considerations

5.1 Ergonomics / OH & S

The Housekeeping Unit facilities should be designed with consideration to ergonomics 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 manoeuvrability of equipment such as cleaners' trolleys.

Refer also to **Part C - Access, Mobility, OH&S** of these Guidelines.

5.2 Safety & 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.

5.3 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.

5.4 Fittings, Fixtures & Equipment

The Housekeeping Unit requires sufficient cleaning equipment for cleaning and maintaining all type of finishes installed in the facility including vinyl, floors, carpeted floors and other finishes. This may include polishers, scrubbers, vacuum cleaners, steam carpet cleaners.

5.5 Building Service Requirements

This section identifies unit specific services briefing requirements only and must be read in conjunction with **Part E - Engineering Services** for the detailed parameters and standards applicable.

5.5.1 Information and Communication Technology

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

- Voice/ data cabling and outlets for phones, fax and computers
- Network data requirements and wireless network requirements in remote areas
- CCTV surveillance if indicated.

5.6 Infection Control

5.6.1 Hand Basins

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

Hand basins should comply with **Standard Components for Bay - Handwashing** and **Part D - Infection Control** of these guidelines for additional information.



5.6.2 Antiseptic Hand Rubs

Antiseptic hand rubs should be located so they are 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**, in these guidelines.

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

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

6 Standard Components of the Unit

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
2	Provided by the Client and installed by the builder
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.



6.1 Non-Standard Rooms

Non-standard rooms are 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.

6.1.1 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 operational policy; 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 an 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
 - Electronic equipment is usually used by in-house staff
 - Manual equipment is used by contractors, as well as for back-up registration at individual units
- Bench at standing height (optional)
- Pin board for display of rosters or other staff information (or computer for computerised rosters). This is not commonly located in the registration bay, but rather another area within the unit
- Computer terminal (optional)
- Power and data outlets for computer or electronic staff presence 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 sum of the room areas is shown as the Sub Total as the Net Area. The Total area is the Sub Total plus the circulation percentage. The circulation percentage represents the minimum recommended target area for corridors within the Unit 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 Schedule of Accommodation are developed for particular levels of services known as Role Delineation Level (RDL) and numbered from 1 to 6. Refer to the full **Role Delineation Framework (Part A - Appendix 6)** in these guidelines for a full description of RDL's.

The table below shows alternative SOA's for role delineations from RDL 1 to 6 of varying sizes.

Any proposed deviations from the mandatory requirements, justified by innovative and alternative operational models may be proposed and record in the **Non-Compliance Report** (refer to **Part A - Appendix 4**) with any departure from the Guidelines for consideration by the DHA for approval..



7.1 Housekeeping Unit

ROOM/ SPACE	Standard Component Room Codes	RDL 1/2 Qty x m ²			RDL 3 Qty x m ²			RDL 4 Qty x m ²			RDL 5 Qty x m ²			RDL 6 Qty x m ²			Remarks
Entry																	
Bay - Mobile Equipment	bmeq-4-d 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-d				1	x	9	1	x	9	1	x	9	1	x	9	For Manager Optional
Store – Cleaners	stcl-d	1	x	12	1	x	12	1	x	12	1	x	12	1	x	12	May be re-sized for storage needs, Optional
Store - Chemical	stcm-d 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-d	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-d				1	x	5.5	1	x	5.5	1	x	5.5	1	x	5.5	For supervisors. The quantity will depend on operational policy
Sub Total				22			36.5			52.5			54.5			56.5	
Circulation %				10			10			10			10			10	
Area Total				24.2			40.1			57.7			59.9			62.1	

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 RDL
- 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 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