

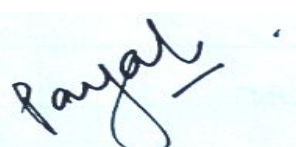

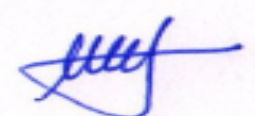



# Housekeeping Manual



SAIDEEP  
HEALTHCARE & RESEARCH PVT. LTD.

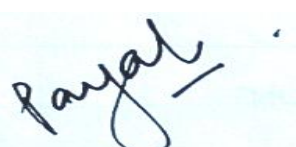

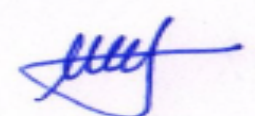

## Annual Documents adequacy & Change Requirements Review

Sr.No	SOP /Doc No	Documents Name	Issue. No	Rev.No	Review Date	Change	Rev No	Revision Date	Reason for Change	Amendment
1	SDH/HK /01	Housekeeping Manual	1	1	01-Nov-22	No Any change review completed	1	20-Nov-23	No Any change review completed	No Any Amendment History
		<b>Original Date</b>	<b>Effective Date</b>		<b>Next date of revision</b>		<b>Issue NO</b>			
		<b>01 Nov 21</b>	<b>20 November 2023</b>		<b>20 November 2024</b>		1			
<b>Reviewed &amp; Prepared By</b>			<b>Recommended By</b>				<b>Approved By</b>			
Dr.Payal Dhoot		Mrs.Shraddha suryavanshi	Dr.H.Kalgaonkar				Dr.S.S.Deepak			
Dentist		Quality Co-ordinator	Chief Medical Administartor				Chairman & Managing Director			
										



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		<b><u>01 Nov 21</u></b>	<b><u>20 November 2022</u></b>		<b><u>20 November 2023</u></b>		1			
<b>Reviewed &amp; Prepared By</b>			<b>Recommended By</b>				<b>Approved By</b>			
Dr.Payal Dhoot		Mrs.Shraddha suryavanshi	Dr.H.Kalgaonkar				Dr.S.S.Deepak			
Dentist		Quality Co-ordinator	Chief Medical Administartor				Chairman & Managing Director			
										



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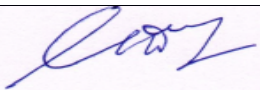
## SAIDEEP HOSPITAL

## HOUSE KEEPING

Doc No	SDH/HKS/SOP/01
Issue No	01
Rev No.	01
Date	1 NOV 21
Page	1 of1

### Amendment Sheet

Sr.No	Page No	Clause No	Date of Amendment	Amendment Made	Reasons	Signature of Approval Authority
01.						

Recommended By	Signature	Approved By	Signature
Dr. Hrishikesh Kalgaonkar		Dr. S. S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	



**SAIDEEP HOSPITAL**  
**HOUSEKEEPING**

Doc No	SDH/HKS/01
Issue No	01
Rev No.	01
Date	1 Nov 21
Pages	1

Contents

01. Contents
02. Department Organizational Chart
03. Roles & Responsibilities
04. Service Standards
<b>05. Standard Operating Procedures</b>
5.1 Cleaning Procedure
5.2 Pest Control
5.3 Linen Management
5.4 Laundry
5.5 Calibration of Biomedical Equipment
5.6 BME Safety
6. Records
7. Annexures

Recommended By	Signature	Approved By	Signature
Dr. Hrishikesh Kalgaonkar Chief Medical Administrator		Dr. S.S. Deepak Chairman & Managing Director	



SAIDEEP  
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# SAIDEEP HOSPITAL

## HOUSEKEEPING

Doc No SDH/HKS/02

Issue No 01

Rev No. 01

Date 1 Nov

Page 1

### Organisational Chart – Housekeeping

**Director of Facilities (Dr Payal Dhoot)**

General Administrative Officer (Mr Vilas Kalbhor)

Housekeeping In-charge (Mr Swapnil Todkar)

Laundry Supervisor

Floor Supervisors

Laundry Staff

Housekeeping Staff

Recommended By	Signature	Approved By	Signature
Dr. Hrishikesh Kalgaonkar Chief Medical Administrator		Dr. S.S. Deepak Chairman & Managing Director	

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		Issue No	01
		Rev No.	01
		Date	1 Nov 21
		Page	2
Roles & Responsibilities			

### In-charge - Housekeeping



The in-charge housekeeping shall be a graduate in any discipline with a working experience of 5 years with hotel / hospital in the area of housekeeping or a graduate / diploma holder in hotel management with 3 years experience in housekeeping with a reputed hotel / hospital.

His / her duties and responsibilities are as given below:

- Will report to the General Manager
- Shall manage the department staff and cleaning staff assigned under her
- Shall liaison with the agencies assigned for supply of housekeeping staff
- Shall interact with the patients / family regarding their problems in relation to housekeeping
- Will define and establish cleaning standards and systems for the various areas of the hospital
- Shall issue and control the housekeeping consumables and materials
- Will be overall in charge of laundry and linen management
- Shall maintain close coordination with Infection Control Committee, Condemnation Committee, Nursing and Facility Maintenance
- Shall conduct planned and surprise inspection of all hospital areas to ensure cleanliness standards are maintained
- Will ensure the aesthetics of the hospital building, public areas and patient rooms through appropriate interior decorations like flower vases, paintings, posters etc.
- Shall ensure proper landscaping and garden maintenance in the SAIDEEP HEALTHCARE & RESEARCH PVT LTD premises
- Shall be overall in-charge of allied activities like tailoring, supply of uniforms etc.
- Will execute any other responsibilities assigned to him / her by the SAIDEEP HEALTHCARE & RESEARCH PVT LTD management.

### Floor Supervisors

The floor supervisor shall be at least a High Secondary Pass; with at least three years of relevant experience. They should have reasonably good communication skills and ability to converse in both English and Marathi or Hindi.

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Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	

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	<b>HOUSEKEEPING</b>		Issue No	01
			Rev No.	01
			Date	1 Nov 21
			Page	2
<b>Roles &amp; Responsibilities</b>				

His / her duties and responsibilities shall be as follows:



- Shall report to the In-charge housekeeping
- Shall be responsible for the cleaning and housekeeping activities in the assigned floor
- Will assign daily tasks to the housekeeping staff assigned under him
- Shall ensure that all tasks assigned are properly executed.
- Shall distribute the cleaning materials on a daily basis
- Shall inspect on a daily basis all areas / rooms in their floor and check for cleanliness and repairs.
- Shall inspect and report on status for occupation for all rooms in which discharge has occurred, post its cleaning and preparation.
- Shall be in charge for the linen supplied for the room and ensure the linen rooms / cupboards are maintained in an orderly fashion.
- Shall ensure that all soiled linen is removed and sent to laundry as per the standing instructions on handling of linen
- Shall ensure proper waste collection and proper handling of biomedical waste in the floor.
- Shall work in close coordination with the nursing staff in maintaining a cleanliness and hygiene through out

#### **Laundry Supervisor**


The supervisor shall be at least a High Secondary Pass; with at least three years of relevant experience. He should be aware of the working of the laundry equipment and should understand the basic principles of various laundry chemical used.

His / her duties and responsibilities shall be as follows

- Shall report to Housekeeping Supervisor
- Shall be responsible for the proper functioning of the laundry
- Will assign daily tasks to the laundry staff assigned under him
- Shall ensure that all tasks assigned are properly executed.
- Ensure that the system of linen collection and distribution at laundry
- Ensure that procedures handling of infected linen is followed by the users.
- Monitoring of proper washing and processing of the linen by the outsourced agency
- Control and Issuing of laundry consumables like detergent, bleach, softener etc. by the outsourced agency.
- Ensuring proper record of laundry activity
- Removal of torn linen after its inspection and issue of linen from buffer stock instead.
- Coordinating with tailors for mending of linen, stitching work etc
- Providing feedback to the housekeeping supervisor of the quality of linen stock.

Recommended By	Signature	Approved By	Signature
Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	





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		Issue No	01
		Rev No.	01
		Date	1 Nov 21
		Page	1
Service Standards			

### Service Objective


- reduce the number of microorganisms that may come in contact with patients, visitors, staff and the community; and.
- provide a clean and pleasant atmosphere for patients and staff.

### Measurable Service Standards

Service Parameters	Measurable Outcomes / Outputs
Cleanliness of hospital areas	<ul style="list-style-type: none"> <li>- Scoring on housekeeping audits</li> <li>- Patient Satisfaction survey</li> </ul>
High Environmental cleaning and disinfection	HIC Environmental Surveillance

Recommended By	Signature	Approved By	Signature
Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	



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		Issue No	01
		Rev No.	01
		Date of Issue	1 Oct 19
		Page	7
Document Title : Cleaning Procedure			

## 5.2 Cleaning Areas

**Lower Basement:** Parking area, PTS machine room, Chiller Plant, BMW area and Pump House.

**Upper Basement:** Parking area, Medical Store, Mortuary, Electrical Room.

**Ground Level:** Emergency room, Health Checkup room, Main & Emergency Reception areas, Emergency Theater, Radiology Department, Dr. Dhoot's OPD, Dr. Kathuriya's OPD, Dr. Nisar's OPD and VIP OPD, Sample Collection Room, Change Rooms, ELV Room, MRD Room, IPD Billing Counter, Pharmacy, Waiting Areas, Toilets, Corridors, Nursing Stations and staircase.

**Level 1.** Consultation Rooms, Waiting Areas, OP Reception, Toilets, X-Ray room, Sample Collection Room, Echo Rooms, USG room, TMT room, ECG ROOM, Neuro-diagnostics Room, Doctors' Lounge, Staff Room, ELV Room, Corridors, Nursing Stations and Staircase.



**Level 2:** Deluxe ICU, Dialysis Room, Waiting Areas, toilets, MICU, Medical Store, Dialysis Sub-store, Endoscopy Room, Stretcher Parking Bay, Staff Room, Duty Doctors' rooms, Counselling Room, ELV Room, corridors, Nursing Stations and staircase.


**Level 3:** Coronary Care Units, Cardiac Surgery care unit, Cath-lab, CVTS OT, Post Angiography Ward, Medical Store, Duty Doctor's room, Staff room, ELV room, Counselling room, Waiting Area, Toilets, Corridors, Nursing Stations and staircase.

**Level 4:** Gynaecology OT, Changing room, Post Op Ward, Labor room, Baby Wash area, Neonatal Intensive Care Units, Mother station, Nurse Stations, Corridors, Duty Doctor's room, Counselling room, Staff room, ELV room, waiting areas, IVF section, Dental room, Ophthalmology checkup room, IPD Billing counter, Conference Hall, toilets and staircase.

**Level 5:** General Ward, Psychiatry ward, Nursing stations, Medical Store, ECT room, toilets, ELV room, Staff room, Corridors and staircase.

**Level 6:** OT complex, Post op ward, OT & Anesthesia stores, preparation room, Doctors' room, anesthetist's room, counselling room, Staff rooms, OT medical store, ELV room, CSSD complex, waiting area, corridors, toilets, nursing station and staircase.

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Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	

	<b>SAIDEEP HOSPITAL</b>  <b>HOUSE KEEPING</b>	Doc No	SDH/HKS/5.1
		Issue No	01
		Rev No.	01
		Date of Issue	1 Oct 19
		Page	7
Document Title : Cleaning Procedure			

**Level 7:** Administration block, Central, Housekeeping stores, MRD room, Digital library, CCTV room, IT room, UPS room, AHU room, corridors, toilets and staircase.

**Level 8:** Single & Double occupancy rooms, X-ray room, USG room, Duty doctor's room, nurse station, staff room, ELV room, medical store refuge area, toilets, corridors and staircase.

**Level 9:** Single & Double occupancy rooms, Duty doctor's room, nurse station, staff room, ELV room, Medical store, toilets, corridors and staircase.

**Level 10:** Single occupancy rooms, Duty doctor's room, nurse station, staff room, ELV room, Medical store, toilets, corridors and staircase.

**Terrace:** Terrace, RO plant room, toilets and staircase.

**Common Areas:** Lifts, Hospital Compound, Compound Wall, Hospital Façade, Car Park, Roads, Security Posts / Rooms.

### 5.3 Cleaning Pattern



The following pattern is suggested for determining the cleaning schedule at each level.


#### *Hospital Premises:*

- Grass, Weeds, Debris etc. in the Hospital Compound and Compound Wall are removed every day.
- Car Park area and roads inside hospital are cleaned twice a day.
- Hospital premises to be kept clean and neat every day.
- Posters or stickers on compound wall or inside to be removed at once and the area to be cleaned.
- The waste from the hospital premises should be disposed off as per the instructions of the Housekeeping Supervisor / Floor Supervisors every day and dust bins to be cleaned thoroughly.
- Security outposts and sheds in the premises to be cleaned daily.

#### *Hospital Interior*

- Glass windows, doors, ceilings, staircases, railings etc., should be dusted and cleaned daily.
- All the corridors, lobby, lounges, patient waiting areas, consultation rooms, laboratories, blood bank, X-ray rooms etc. are to be mopped thrice a day or more as per the requirement.

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Chief Medical Administrator		Chairman & Managing Director	

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		Issue No	01
		Rev No.	01
		Date of Issue	1 Oct 19
		Page	7
Document Title : Cleaning Procedure			

- The furniture in the above mentioned areas are to be dusted and cleaned every day. The furniture in the patient waiting areas is to be cleaned twice a day.
- Lift floors and staircases are to be mopped thrice a day and lift floors and walls once a day.
- All rooms and wards are to be mopped and cleaned thrice a day or more using disinfectant.
- After the patient gets discharged, the room and bathroom, wash basin, utility area etc., to be cleaned thoroughly with disinfectant.
- Dustbins in the rooms should be emptied daily and replaced after proper cleaning.
- The waste is to be disposed off as per the regulations of the hospital.
- All cupboards, lockers, chairs and other fixtures in the rooms and wards are to be dusted and cleaned daily and mopped twice a week.
- Bathrooms and toilets should be cleaned using disinfectant twice a day or more as per requirement. Walls of these areas should be cleaned using disinfectant twice a week.
- The buckets and mugs to be cleaned by soap solution daily and the availability of water to be checked.
- Malfunctioning of the flushing system, leakage of taps, electric system, Television, Telephone etc., should be reported immediately.
- All the office rooms to be mopped twice a day. The furniture and fixtures should be dusted and cleaned daily. Roof, fans etc. should be cleaned once a week.
- Incase any place within the hospital or premises is found dirty, it shall be cleaned immediately.



#### 5.4 Cleaning and Housekeeping Activities for the Patient Rooms


##### *Housekeeping before the arrival of a new patient*

The Housekeeping supervisor shall receive the information from the admission counter regarding the admission of a new patient.

The Supervisor shall arrange to get the room cleaned and keep it ready for receiving the patient.

The Supervisor shall check the room cleaned by the House keeping staff, and shall inform the Desk attendant.

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Chief Medical Administrator		Chairman & Managing Director	

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		Issue No	01
		Rev No.	01
		Date of Issue	1 Oct 19
		Page	7
Document Title : Cleaning Procedure			

The Supervisor shall inform the Admission Counter that the room is ready and can be occupied by the patient and hand over the room key to the concerned Staff Nurse.

#### *Daily Housekeeping activities of Patient Rooms*

Housekeeping Supervisors shall ensure the supply of essential things like soap, tissue and flasks to the House keeping staff as required for the rooms. . The essential things are arranged on service trolley and carried to every ward and patient room. Cleaning equipment are also carried in the services trolley.

The Housekeeping Supervisors shall liaise with the Engineering Department for attending to complaints in patients rooms and wards pertaining to plumbing, electrical, civil engineering etc.

The housekeeping staff shall maintain upkeep of the room by dusting mopping, sweeping, clearing of cobwebs, cleaning bathrooms, providing soap, tissue, drinking water and towels.

The Housekeeping staff shall record the details of the Housekeeping activities done in the Cleaning Chart (Refer to Attachment).

The supervisor shall check the work done by House keeping staff and record the details in the Room Inspection Report (Refer to attachment).

#### *Housekeeping activities after patient discharge*



The housekeeping supervisor shall receive the information about the Patient discharge.


The Housekeeping supervisor shall receive the particular room key from the Staff Nurse.

This procedure is repeated every day and Floor Supervisors shall report to the House Keeping In-charge in case of any problems.

### **5.5 Housekeeping Rounds and Inspections**

The floor manager of each floor shall inspect all the areas assigned under them on a daily basis to identify malfunctioning / breakdown leaks of flushing systems, taps, electric systems, Air conditioners, Televisions, Telephone, Geysers, Furniture's, Built in areas / Floorings, Cupboards /Lockers etc.

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		Issue No	01
		Rev No.	01
		Date of Issue	1 Oct 19
		Page	7
Document Title : Cleaning Procedure			

The floor manager shall interact with the patients and staff members to identify such problems / complaints in cases where he may not be able to directly inspect the site.

The Floor Managers shall prepare a Work Requisition and send it to the Facility Maintenance Department in case of any problems regarding the engineering services. The Desk Attendant shall retain a copy of the Work Requisition. The Housekeeping managers shall follow up with the Engineering Department till the Work requisition has been completed.

The floor manager shall daily inspect and monitor the housekeeping activities of the areas assigned to them and report to the housekeeping in-charge through the Area Checklists and Room Inspection Reports.

Housekeeping In-charge shall go on rounds everyday to various areas, patient rooms and wards to ensure that best services are provided to the patients and the housekeeping standards of the hospital are maintained.

### 5.6 Staff Coordination



The House keeping attendants shall report to the floor managers at the end of their shift. Housekeeping Managers shall take the attendance for the next shift boys \ maids, and if there are any absentees, the shift attendants are requested to continue their duty.


If there are any hospital functions or extra work in the hospital like shifting departments, arranging a new area, the Housekeeping In-charge shall prepare duty chart for extra duties.

To provide good service, 24 hours house keeping services are provided for the patients, maintaining the patient room and waiting areas clean, providing water, soap, tissue rolls to the patient rooms, keeping the patient's rooms and bathrooms tidy, taking care of the patient complaints and following it up will be done by managers.

The In-charge - Housekeeping shall monitor the entire process, reports from the supervisor and shall solve the problems, which cannot be solved at the Managers level. This procedure repeats everyday in every shift.

The Housekeeping Managers shall raise a Material Requisition to the Housekeeping Stores for issue of housekeeping items. The Housekeeping

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		Issue No	01
		Rev No.	01
		Date of Issue	1 Oct 19
		Page	7
Document Title : Cleaning Procedure			

managers shall take the approval of the In-charge Housekeeping whenever he / she indents for the required items. The details of items received shall be made in the Housekeeping Items Stock Register. (Not applicable if outsourced.)

The Housekeeping Managers shall record the details of the internal issues made to the department personnel in the Daily Consumption Register.



## 6. Records

Record Code	Record	Format	Responsibility	Indexing	File No	Minimum Retention Period
R-HKD-01	Duty Register	Manual	Floor Managers	NA	NA	One Year
R-HKD-02	Public Area Checklist	Manual	Floor Managers	NA	NA	Three Months
R-HKD-03	Cleaning Chart	Manual	Floor Managers	Chronological / Floor wise	HKD/F01	1 Months
R-HKD-04	Room Inspection Reports	Manual	Floor Managers	Chronological / Floor wise	HKD/F02	3 Months
R-HKD-05	Housekeeping Items Stock Register	Manual	Housekeeping In-charge	NA	NA	One Year


## 7. Annexure

1. Instructions for toilet cleaning
2. Instructions for cleaning discharged rooms
3. Instruction for daily cleaning of the wards
4. Instructions for cleaning of the public area
5. Instructions for cleaning the intensive care units
6. Instructions for fumigations
7. Format of Public Area Checklist
8. Format of Cleaning Chart
9. Format of Room Inspection Report

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Recommended By	Signature	Approved By	Signature
Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	



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		Issue No	01
		Rev No.	01
		Date of Issue	1 Nov 21
		Page	2
Document Title : Pest Control			

## 1. PURPOSE:

To describe the processes established by Saideep Hospital for maintaining clean and hygienic conditions and to prevent any infection and damages by pests to patients, staffs, materials and records.

## 2. SCOPE:

This procedure is applicable for all pest control activities undertaken by the hospital in all units/ areas and premises.

## 3. DEFINITIONS

Nil

## 4. RESPONSIBILITY

The Housekeeping In-charge will be responsible for the monitoring of the pest control activity under taken at the hospital and premises.


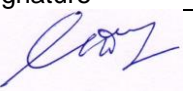
The housekeeping supervisors assigned for the particular floor is responsible for ensuring the activity allotted to their areas are performed by the pest control staff in a satisfactory manner.


## 5. DESCRIPTION

The housekeeping attendants assigned by the Housekeeping in-charge shall carryout pest control of the entire Hospital and its premises.

The Housekeeping In-charge shall allot the Pest control supervision work to Housekeeping Supervisor of the area where the pest control activity is taking place. The work of Pest control involves spraying the pest control solution in vacant patient rooms, all the bathrooms, hospital Records keeping areas, patient waiting areas etc., will be done everyday. In case the cleaning staff finds rodents or cockroaches, immediate action shall be taken to destroy them.

The housekeeping attendants assigned for pest control activities shall report to the respective housekeeping supervisor of the area they are assigned at the end of their duty regarding completion of spraying of various areas.

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Chief Medical Administrator		Chairman & Managing Director	

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	<b>HOUSE KEEPING</b>		Issue No	01
			Rev No.	01
			Date of Issue	1 Nov 21
			Page	2
Document Title : Pest Control				

The Pest control boy shall take the signatures of the concerned personnel from various departments in the Daily/Weekly Pest Control Activity Report (Refer to attachment).

Incase specialized pest control / extermination activities are undertaken at the hospital by outside agencies / municipal corporation staff etc., for rodent / mosquito / cockroach control the signatures of the concerned personnel from the department where the activity was undertaken.

## 6. Records

Record Code	Record	Format	Responsibility	Indexing	File No	Minimum Retention Period
R-HKD-06	Daily/Weekly Pest Control Activity Report	Manual	Pest control Personnel	Chronological	HKD/F03	3 Months


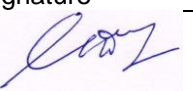
## 7. References


Nil

## 8. Annexure

### 1. Format of Daily/Weekly Pest Control Activity Report

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Recommended By	Signature	Approved By	Signature
Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	

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		Issue No	01
		Rev No.	01
		Date of Issue	Nov 21
		Page	4
Document Title : Linen Management			

## 1. PURPOSE:

To describe the processes established by Saideep Healthcare & Research PVT LTD for maintenance and distribution of linen to various units of the hospital and ensure the timely supply of clean and well laundered linen.

## 2. SCOPE:

This procedure is applicable for types of linen used by the hospitals including bed linens, Patient Linen, Uniforms and furnishings.

## 3. DEFINITIONS

Nil

## 4. RESPONSIBILITY

The housekeeping supervisor shall have the overall responsibility for management of the Linen related activities in the e hospital.

The Supervisor – Linen and Laundry management shall be responsible for management of the linen maintenance and distribution to various floors / units.

The concerned housekeeping supervisors shall be responsible for coordination the supply of fresh linen to patient rooms and collection and transport of soiled linen to the laundry.



The unit in-charge / Nurse in-charge shall be responsible for coordinating supply of fresh linen and timely transfer of soiled line to laundry in areas like wards, ICUs, OP and OT.


## 5. DESCRIPTION

### 5.1 General

Initially a ward stock of linen based on 1:4 ratios of the total beds on each floor shall be issued to all floors.

Soiled linen shall be counted on all the floors by the laundry staff along with the nursing supervisor / senior sister of ward and the housekeeping supervisor. Counted linen shall be placed in the laundry bag, which is tied and put into the linen trolleys.

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Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	

	<b>SAIDEEP HOSPITAL</b>  <b>HOUSE KEEPING</b>	Doc No	SDH/HKS/5.3
		Issue No	01
		Rev No.	01
		Date of Issue	Nov 21
		Page	4
Document Title : Linen Management			

The soiled linen shall be transferred to the laundry on a daily basis before 9 AM every morning.

The Laundry Attendants on receipt of laundered linen carryout a physical count and tally with the Linen Register under the supervision of Linen and Laundry Supervisor or the Laundry in-charge.

The procurement and tailoring of linen / uniforms / furnishings shall conform to the Standards and Quality of Linens / Uniforms / Furnishings for Saideep Healthcare & Research PVT LTD; which shall ensure the standardization in terms of color, identification, quality and sizes of linen, uniforms and furnishing used throughout the hospital.

### 5.2 Transport of Linen:

Clean linen is shifted to wards in covered trolley. When linen requested is of small quantity and does not warrant usage of a trolley, linen is neatly wrapped in a cloth wrapper and carried to the wards.

The soiled linen shall be transported in the trolleys provided for the purpose and shall always be covered.

### Ward / Floor Supplies:

The Housekeeping Supervisors shall be in-charge of the linensupply rooms maintained at the 6<sup>th</sup> and 7<sup>th</sup> Floors for supply of line to the patient rooms.



The unit nurse in-charge will be responsible for linen stocks issued to units like Operation Theater / ICUs / Endoscopy etc.


### Condemned Linen;

The laundry shall maintain a buffer stock of linen with them. They shall inspect the linen during the laundering process and remove the torn and damaged items.

These shall be removed for repair and removal from circulation.

These shall be replaced by the buffer stock maintained at the laundry. All such inspections and replacements shall be done with the approval the Linen and Laundry supervisor only.

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		Issue No	01
		Rev No.	01
		Date of Issue	Nov 21
		Page	4
Document Title : Linen Management			

Once in a month, condemnation committee shall meet to decide upon the items, which could be disposed. (Refer to the relevant procedure of the Material Management Manual)

Parts of the condemned linen that are not damaged are salvaged, if big enough, to makes dusters that are used in non-critical areas as disposable wipes.

### Tailoring

When items are to be sent out for stitching (e.g. Uniforms, OT bed sheets, gowns etc.) the details shall be registered in the Tailoring Note maintained at the Laundry.

A returnable gate pass shall be issued in coordination with the Central Receiving Stores.

### Issue of Stitched Uniforms

Stitched uniform is to be issued to the employee once in a year and recorded in the Stitched Linen Issue Register.

### Issue of linen to dead body:

The Linen and Laundry Supervisor shall receive a request form from the nurse for issue of linen to dead body through the Requisition Form for Issue of Linen to Dead Bodies.



The tally of all such issued linen shall be forwarded to the condemnation committee during the quarterly condemnation process.


### Handling of infected linen

Infected linen shall be placed in a disposable plastic bag and the mouth of the bag shall be closed by a sticker marked "Infected linen" and shall be received by the Laundry staff for proper treatment. (Refer to the relevant procedure / instruction of the Infection control manual)

## 6. Records

Record Code	Record	Format	Responsibility	Indexing	File No	Minimum Retention Period
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	<b>HOUSE KEEPING</b>		Issue No	01
			Rev No.	01
			Date of Issue	Nov 21
			Page	4
Document Title : Linen Management				

R-HKD-07	Ward Linen Stock Book	Manual/ Electronic	Floor Manager	NA	NA	One Year
R-HKD-08	Tailoring Note	Manual/ Electronic	Laundry Supervisor	NA	NA	One Year
R-HKD-09	Stitched Linen Register	Manual/ Electronic	Housekeeping Supervisor	NA	NA	One Year



## 7. References

Nil

## 8. Annexure

1. Standards and Quality of Linen / Uniforms / Furnishings at Saideep Hospital
2. Instructions for Handling of Infected Linen

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**SAIDEEP HOSPITAL**

**HOUSE KEEPING**

Doc No	SDH/HKS/SOP/04
Issue No	01
Rev No.	01
Date of Issue	1 Nov 21
Page	4

Document Title : Laundry Process

**1.PURPOSE:**

To describe the processes established by Saideep Hospital for the management of the in-house laundry and ensuring proper washing and processing of dirty and infected linen. The laundry service is out sourced.

**2. SCOPE:**

This procedure is applicable to all the activities of the in-house laundry.

**3. DEFINITIONS**

Nil

**4. RESPONSIBILITY**

The Housekeeping supervisor shall coordinate laundry management with the out sourced agency.

The Housekeeping supervisor shall have the overall responsibility for management of the laundry services.

The Supervisor – Linen and Laundry management shall be responsible for management of the laundry and ensuring the standards of laundry practice and quality of processed linen.

The laundry in-charge shall be responsible for monitoring the laundry activity in the absence of the supervisor and ensuring that all guidelines for the processing of various types of linen are followed.

**5. DESCRIPTION**

**5.1 Receipt of Linen**

The soiled and infected linen from the wards and units are received by the laundry staff at the receiving area. They shall be counted and sorted in the presence of the housekeeping attendant who brings the linen.

The counting of the linen shall be supervised by either the Supervisor – Laundry and Linen or by the Laundry in-charge in his absence.

The detail of the linen is entered in the Laundry Register.

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**SAIDEEP HOSPITAL**

**HOUSE KEEPING**

Doc No	SDH/HKS/SOP/04
Issue No	01
Rev No.	01
Date of Issue	1 Nov 21
Page	4

Document Title : Laundry Process

The details of uniforms of staff given for laundering shall be entered in the Uniform Register.

All such uniforms shall be marked with the staff name / employee number for identification. The Surgeons uniforms are identified using their name-tags.

**5.2 The Laundering Process**

*Classification of Linen*

The laundering process is dependent upon the type of linen involved.

The linen is classified for the purpose of laundry process into:

- Colored Linen – Non-infected
- White Linen – Non-infected
- Colored Linen – Infected
- White Linen – Infected.
- Uniforms

*Steps in Laundering Process*

**A. Sorting of the linen**

The linen is sorted at the point of their receipt according to the their classification for the convenience of their processing. This sorting ensures the separation of infected linen from normal linen and avoids the washing of coloured linen with white linen.

**B. Washing**

The washing process include bleach soak, washing with detergents and chemicals and rinsing of the linen.

The details of the washing process are provided as per the Laundry Process Matrix(Refer to attachment).

All washing process in outsourced laundry is using automatic washing machine. (Refer to relevant operating instructions)

**C. Water Extraction**

The excess water is removed from the linen after the washing cycle using a automated hydro-extractor. (Refer to relevant operating instruction for details)

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**SAIDEEP HOSPITAL**  
**HOUSE KEEPING**

Doc No	SDH/HKS/SOP/04
Issue No	01
Rev No.	01
Date of Issue	1 Nov 21
Page	4

Document Title : Laundry Process

**D. Drying**

The linen is completely dried using an automatic dryer. . (Refer to relevant operating instruction for details)

**E. Rolling**

The linen is passed through an automatic rolling process to remove their creasing.

**F. Ironing / Processing**

Manual ironing or stem press is used at Saideep for final processing of the linen.

*Laundering Agents / Chemicals*

The laundering process uses the following laundering agents and chemicals for cleaning and disinfecting of linen.

**A. Chlorine Bleach**

For disinfection of infected linen (for the purpose of disinfection a concentration of 50 – 150 ppm of chlorine beach is suggested)

**B. Detergents**

For removal of dirt, grime and organic particles.

**C. Chemicals**

Mostly soda ash based to achieve stain removal, low level disinfection etc.

**D. Stain Removers**

Removal of stubborn stains especially in cases of white linen.

**E. Fabric Softeners**

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		Issue No	01
		Rev No.	01
		Date of Issue	1 Nov 21
		Page	4
Document Title : Laundry Process			

For giving the fabric a soft touch, a slight fragrance and masking odours.

The exact concentrations of each of these agents to be used for each category of linen and the methods for use is described in the Laundering Process Matrix.

### 5.3 General Practices

The laundry floors shall be cleaned and disinfected at least three times a day.

All laundry staff handling infected linen shall wear gloves and masks for protection while handling tem.

The processed linen stored in the laundry shall be stored in the designated racks and shelves provided for the purpose.

### 6. Records


Record Code	Record	Format	Responsibility	Indexing	File No	Minimum Retention Period
R-HKD-10	Laundry Register	Manual	Laundry Supervisor	NA	NA	One Year
R- HKD-11	Uniform Register	Manual	Laundry Supervisor	NA	NA	One Year

### 7. References

1. Center for Disease Control & Prevention Website; [www.cdc.gov](http://www.cdc.gov)

### 8. Annexure

1. Laundering Process Matrix
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