

Quest Recovery 1 – Cleanliness and Hygiene

Guidance Notes



Module Outcome

- The level of cleanliness is visibly acceptable.
- There are high standards of hygiene in critical areas.
- Standards are in place to prevent injuries and ill health, increasing customer compliments.
- The centre cleanliness meets the expectations of its stakeholders, including customer expectations

Mystery Visit					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
How does the facility communicate the expected cleaning standards to its customers?	There is limited evidence of any commitment to cleanliness online or within the facility.	The facility demonstrates a basic commitment to cleanliness standards inside the facility.	Cleanliness and sanitise standards are in place for all critical areas of the building. There is a commitment to cleanliness online.	There is a strong commitment to cleanliness and hygiene inside the facility.	Best practice approaches both in facility and online are used to provide customer confidence of the cleaning, sanitise and disinfecting standards in place.
Is the facility clean and well-presented?	Significant improvements need to be made to the level of cleanliness. Customers feel unsafe.	There are some areas of the facility where cleanliness is acceptable, however there are several opportunities for improvement.	<p>Critical areas such as the changing room are to an acceptable standard.</p> <p>Aspects of cleanliness and clutter removal have been noted that have negatively impacted the visit to the facility.</p>	<p>The levels of cleanliness are to a very high standard. The facility looks, feels, and smells clean.</p> <p>Minimal clutter around the facility. A few opportunities for improvement have been noted.</p>	<p>The team are seen to be cleaning high touch points throughout the visit.</p> <p>Where applicable areas have been sectioned off for cleaning and sanitising</p>

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Mystery Visit					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Are hand soap or hand sanitiser stations widely available for all staff and customers?	Hand soap or hand sanitiser is not available near contact/ touch points.	Hand soap or hand sanitiser is not available near two or more contact/ touch points.	Hand soap or hand sanitiser is not available near one high contact/ touch points.	Hand soap or hand sanitiser stations are available at all high touch points. This includes the entrance, reception desk, at the entrance to activity areas, and adjacent to toilets and changing areas. Wash hands signage is displayed at these locations of the building.	Hand soap or hand sanitiser stations are available at all high touch points and handwashing/ sanitising is encouraged through signage and staff washing/ sanitising hands.
Are surfaces and equipment clean and hygienic?	Surfaces and equipment are not clean in most areas.	Surfaces and equipment in one or two areas were clean and hygienic.	There was evidence that surfaces, and equipment are clean and hygienic in in most areas. This includes floors, walls, gym and studio equipment, vanity areas and mirrors, reception desks, lockers, café counter and tables, and general circulation areas.	There was evidence that staff were cleaning surfaces and equipment throughout the visit in all. Surfaces and equipment were generally clean and hygienic. There were limited areas for improvement.	Industry standards are being followed. The facility has taken action to ensure all surfaces and equipment in all areas are kept clean at all times.

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Mystery Visit						
Challenge:	NA	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Are spray and cloths and instructions/ signage provided for users to wipe down each machine and equipment after use?	NA	Spray and cloths with instructions not provided in multiple activity areas.	Spray and cloths with instructions not provided in one area.	Spray and cloths provided but, no signage or staff / customers using them.	Spray and cloths with instructions provided in all relevant activity areas, with clear signage.	Spray and cloths with instructions provided, with good clear signage and staff actively encouraging customers to clean.
Challenge:	Unsatisfactory		Satisfactory	Good	Very Good	Excellent
There is a visible commitment to cleaning, monitoring cleanliness and hygiene standards	There is limited evidence of a commitment to monitoring or team members seen to be monitoring cleanliness and hygiene levels.		There is commitment to inspection signage displayed and some evidence of front-line team members monitoring cleanliness and hygiene standards.	There is evidence that the front-line team are regularly inspecting the facility to ensure cleanliness and hygiene standards are met.	There is evidence that management are inspecting the facility on a regular basis to ensure cleanliness and hygiene standards are being met.	Proactive approach to monitoring cleaning standards which includes team members reminding customers to sanitise at key points of their visit.
				There is high presence of team members cleaning during the visit.	Up to date cleaning schedules are visible to customers.	This includes at reception and before and after activities.
				Spray and cloths with instructions available to clean some equipment after use.	Spray and cloths with instructions available to clean equipment after use.	Spray and cloths with instructions available to clean equipment after use.
				Hand soap or hand sanitiser stations available at most high touch points.	Hand soap or hand sanitiser stations available at all high touch points.	

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Plan					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
How has the facility made a commitment to cleaning, monitoring cleanliness and hygiene standards?	There is limited evidence of a commitment to monitoring or team members seen to be monitoring cleanliness and hygiene levels.	There is commitment to inspection signage displayed and some evidence of front-line team members monitoring cleanliness and hygiene standards.	There is evidence that the front-line team are regularly inspecting the facility to ensure cleanliness and hygiene standards are met.	There is evidence that management are inspecting the facility on a regular basis to ensure cleanliness and hygiene standards are being met.	Proactive approach to monitoring cleaning standards which includes team members reminding customers to sanitise at key points of their visit.
		Cleanliness and hygiene standards are at a basic level and there are multiple areas for improvement.	There is high presence of team members cleaning during the visit.	Up to date cleaning schedules are visible to customers.	This includes at reception and before and after activities.
			Spray and cloths with instructions available to clean some equipment after use.	Spray and cloths with instructions available to clean equipment after use. Hand soap or hand sanitiser stations available at most high touch points.	Spray and cloths with instructions available to clean equipment after use. Hand soap or hand sanitiser stations available at all high touch points.

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Do					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
How are those who are required to clean trained and kept informed of how to deliver cleaning and sanitising safely and effectively?	There is limited evidence of documented training in relation to cleaning.	There is evidence of generic health and safety related training such as equipment checks and COSHH.	A comprehensive range of team members have received health and safety training in relation to cleaning as a part of their induction.	A comprehensive range of team members have received site specific training for each chemical they use, cleaning schedules and method statements. This includes COSHH risk assessment controls.	Detailed training has taken place. The organisation has used competent trainers to bring about behavioural change. Training includes competency testing.
	Those interviewed do not recall any cleaning, sanitising, or disinfecting training in relation to additional relevant HSE or Government guidance. (e.g., Pandemic)	A limited number of team members have received basic cleaning and sanitizing update training in relation to additional relevant HSE or Government guidance. (e.g., Pandemic)	Key team members have received basic cleaning and sanitizing update training in relation to additional relevant HSE or Government guidance. (e.g., Pandemic)	There is an ongoing training programme in place for all team members, which has included training on cleaning and sanitizing in relation to additional relevant HSE or Government guidance. (e.g., Pandemic)	Team members are seen interacting with customers championing cleaning. The team lead by example.

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Do					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Are suitable and sufficient resources available to achieve cleanliness and hygiene standards?	There is limited evidence of resources being allocated to meet the cleanliness and hygiene standards expected by interested parties.	<p>Time has been specifically allocated to conduct cleaning.</p> <p>There is a basic provision of equipment, allowing for cleaning to take place. PPE is in place which reflects the requirements stated in the cleaning COSHH risk assessments.</p>	Workforce resources have been allocated to enable enough time to complete deep cleaning and reflect the regularity of cleaning and sanitising requirements.	<p>Additional workforce resources are evident during busier times when more frequent sanitising is required.</p> <p>There has been careful consideration of what chemicals and equipment are required to clean, then sanitise/disinfect, depending on the area/surface.</p>	<p>The organisation seeks out insight and best practice. Best available technologies are being used to ensure cleanliness and hygiene is to the highest standards.</p> <p>The facility has considered the longevity of cleaning and sanitising regimes to avoid fatigue and complacency.</p>

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Measurement, Monitoring and Review					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
How does the organisation measure, monitor and review cleanliness and hygiene to ensure a continuous improvement?	The facility provides limited evidence as to how cleanliness and hygiene standards are monitored or measured.	There is some evidence of how cleanliness and hygiene levels are monitored. This is demonstrated through basic documented monitoring by employees and supervisors.	Robust cleanliness and hygiene monitoring systems are in place, this includes stock checks.	The facility has developed SMART methods to monitor cleanliness and sanitise standards.	A comprehensive monitor, measure and review process is in place for cleanliness, the effectiveness of disinfecting and customer perceptions.
			There is evidence that the completion of schedules and check sheets are being reviewed.	The facility is using an effective blend of qualitative and quantitative information to measure and review performance.	Milestones/KPIs are used to track the progress towards a longer-term outcome. Therefore, the facility can demonstrate how outputs or activities link with the desired outcome.
			The facility can use customer feedback to review cleanliness satisfaction levels.	There is an effective documented monitoring process for stock levels of cleaning products.	Performance is communicated to key stakeholders.

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Impact and Outcomes					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Can the facility demonstrate that high standards are in place and the positive impact cleanliness and hygiene is having on the business?	The facility provides limited evidence as to how cleanliness and hygiene standards are improving or the positive impact they are having.	The facility can provide ad hoc evidence that it is meeting cleanliness and hygiene standards.	<p>The facility can evidence improvements that have been made to the cleaning and hygiene processes.</p> <p>The site can articulate the origins of the improvements.</p>	<p>Improvements made to the cleaning and hygiene processes can be linked to a wide range of stakeholder feedback.</p> <p>The site can articulate how standards have improved overtime.</p>	<p>The facility has a relentless continuous improvement process in place.</p> <p>The positive impact and outcome of cleaning and sanitising can be evidenced consistently over time using qualitative and quantitative data.</p> <p>The facility has developed a reputation for its high standards and can demonstrate this through not only high customer satisfaction levels but can also link this to footfall.</p>