

Clinical Practice Process Improvement Tool : Hand Hygiene Environment

Functional Area: \_\_\_\_\_ Start Date: \_\_\_\_\_ Overall Auditors: \_\_\_\_\_

Module: Hand Hygiene Environment

Date: \_\_\_\_\_ Auditors: \_\_\_\_\_

Standard: The environment is designed and managed effectively to minimise reservoirs for micro organisms and reduce the risk of cross infection to patients, staff and visitors.

Question Set: Hand Hygiene Environment - Environment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are hand hygiene policies accessible near to the point of care?	'Near' means accessible to all staff during a span of duty .				
2	Are alcohol based hand rub bottles available at the point of care? (55, 90)	Check it is within reach, this may be a personal dispenser .				
3	Are alcohol based hand rub dispensers visibly clean? (90)	Check there is no build up on the nozzle. The dispenser should be functioning with enough solution in the dispenser for the next two uses.				
4	Are alcohol-based handrub pocket bottles carried by staff?	Select a random selection of staff in the clinical setting (Pocket bottles may be described as personal dispensers) .				
5	Are alcohol-based handrub bottles available on clinical procedure trolleys?	Check procedure trolleys.				
6	Are alcohol-based handrub bottles wall mounted in treatment rooms? (90)	Check all treatment rooms.				
7	Are there dedicated hand wash basins available? (15, 53, 80, 82, 90)	Dedicated means for hand washing only. Check for hand wash basin.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
9	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
10	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow.				
11	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
12	Are elbow/sensor taps available? (15)	Visually check.				
13	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
14	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
15	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				

Question Set: Hand Hygiene Environment - Environment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
16	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
17	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
18	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
19	Is the soap dispenser visibly clean?	Check the nozzle for build up of soap and debris.				
20	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
21	Is the paper towel dispenser visibly clean?	Check underside of dispenser.				
22	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
23	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
24	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
25	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
26	Are hand care lotion dispensers available in staff changing rooms? (53)	Visually check.				
27	Are hand hygiene compliance results available? (90)	Check for on general wall or in staff room that is accessed by all disciplines. Date of last results presented should be within previous 6 months.				
28	Are action plans available to address hand hygiene compliance failures? (90)	Action plan with specific time limited actions available where all staff can access it readily, e.g. not in a locked drawer or office.				
29	Are hand hygiene promotional posters displayed at hand wash basins?	Check all basins.				
30	Are hand hygiene promotional posters displayed in general clinical areas?	Check treatment room, clinic, sluice, laundry, domestic room and kitchen.				
31	Is a hand hygiene training programme, including behaviour change strategies, conducted at least annually? (90)	Check for evidence of complete programme featuring staff numbers, details and dates.				
32	Can staff correctly answer a complete, standard list of knowledge questions on hand hygiene?	Ask 5 members of staff of various disciplines to answer standard hand hygiene questions. WHO knowledge questions are recommended.				

Question Set: Hand Hygiene Environment - Environment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
33	Is there data available on staff tolerance and acceptability to products? (90)	Alcohol-based handrub products and soap products tolerance and acceptability survey results available. WHO survey for tolerance and acceptability recommended. The data may be held by infection prevention or occupational health.				

Question Set Comments/Recommendations for Hand Hygiene Environment - Environment

Question Set: Hand Hygiene Environment - Environment

Observation: 2

	Question	Guidance	Yes	No	N/A	Comment
1	Are hand hygiene policies accessible near to the point of care?	'Near' means accessible to all staff during a span of duty .				
2	Are alcohol based hand rub bottles available at the point of care? (55, 90)	Check it is within reach, this may be a personal dispenser .				
3	Are alcohol based hand rub dispensers visibly clean? (90)	Check there is no build up on the nozzle. The dispenser should be functioning with enough solution in the dispenser for the next two uses.				
4	Are alcohol-based handrub pocket bottles carried by staff?	Select a random selection of staff in the clinical setting (Pocket bottles may be described as personal dispensers) .				
5	Are alcohol-based handrub bottles available on clinical procedure trolleys?	Check procedure trolleys.				
6	Are alcohol-based handrub bottles wall mounted in treatment rooms? (90)	Check all treatment rooms.				
7	Are there dedicated hand wash basins available? (15, 53, 80, 82, 90)	Dedicated means for hand washing only. Check for hand wash basin.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
9	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
10	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow.				
11	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
12	Are elbow/sensor taps available? (15)	Visually check.				

Question Set: Hand Hygiene Environment - Environment

Observation: 2

	Question	Guidance	Yes	No	N/A	Comment
13	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
14	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
15	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
16	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
17	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
18	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
19	Is the soap dispenser visibly clean?	Check the nozzle for build up of soap and debris.				
20	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
21	Is the paper towel dispenser visibly clean?	Check underside of dispenser.				
22	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
23	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
24	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
25	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
26	Are hand care lotion dispensers available in staff changing rooms? (53)	Visually check.				
27	Are hand hygiene compliance results available? (90)	Check for on general wall or in staff room that is accessed by all disciplines. Date of last results presented should be within previous 6 months.				
28	Are action plans available to address hand hygiene compliance failures? (90)	Action plan with specific time limited actions available where all staff can access it readily, e.g. not in a locked drawer or office.				
29	Are hand hygiene promotional posters displayed at hand wash basins?	Check all basins.				

Question Set: Hand Hygiene Environment - Environment

Observation: 2

	Question	Guidance	Yes	No	N/A	Comment
30	Are hand hygiene promotional posters displayed in general clinical areas?	Check treatment room, clinic, sluice, laundry, domestic room and kitchen.				
31	Is a hand hygiene training programme, including behaviour change strategies, conducted at least annually? (90)	Check for evidence of complete programme featuring staff numbers, details and dates.				
32	Can staff correctly answer a complete, standard list of knowledge questions on hand hygiene?	Ask 5 members of staff of various disciplines to answer standard hand hygiene questions. WHO knowledge questions are recommended.				
33	Is there data available on staff tolerance and acceptability to products? (90)	Alcohol-based handrub products and soap products tolerance and acceptability survey results available. WHO survey for tolerance and acceptability recommended. The data may be held by infection prevention or occupational health.				

Question Set Comments/Recommendations for Hand Hygiene Environment - Environment

Question Set: Hand Hygiene Environment - Environment

Observation: 3

	Question	Guidance	Yes	No	N/A	Comment
1	Are hand hygiene policies accessible near to the point of care?	'Near' means accessible to all staff during a span of duty .				
2	Are alcohol based hand rub bottles available at the point of care? (55, 90)	Check it is within reach, this may be a personal dispenser .				
3	Are alcohol based hand rub dispensers visibly clean? (90)	Check there is no build up on the nozzle. The dispenser should be functioning with enough solution in the dispenser for the next two uses.				
4	Are alcohol-based handrub pocket bottles carried by staff?	Select a random selection of staff in the clinical setting (Pocket bottles may be described as personal dispensers) .				
5	Are alcohol-based handrub bottles available on clinical procedure trolleys?	Check procedure trolleys.				
6	Are alcohol-based handrub bottles wall mounted in treatment rooms? (90)	Check all treatment rooms.				
7	Are there dedicated hand wash basins available? (15, 53, 80, 82, 90)	Dedicated means for hand washing only. Check for hand wash basin.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				

**Clinical Practice Process Improvement Tool : Hand Hygiene Environment**

Question Set: Hand Hygiene Environment - Environment

Observation: 3

	Question	Guidance	Yes	No	N/A	Comment
9	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
10	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow.				
11	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
12	Are elbow/sensor taps available? (15)	Visually check.				
13	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
14	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
15	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
16	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
17	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
18	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
19	Is the soap dispenser visibly clean?	Check the nozzle for build up of soap and debris.				
20	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
21	Is the paper towel dispenser visibly clean?	Check underside of dispenser.				
22	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
23	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
24	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
25	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
26	Are hand care lotion dispensers available in staff changing rooms? (53)	Visually check.				

Question Set: Hand Hygiene Environment - Environment

Observation: 3

	Question	Guidance	Yes	No	N/A	Comment
27	Are hand hygiene compliance results available? (90)	Check for on general wall or in staff room that is accessed by all disciplines. Date of last results presented should be within previous 6 months.				
28	Are action plans available to address hand hygiene compliance failures? (90)	Action plan with specific time limited actions available where all staff can access it readily, e.g. not in a locked drawer or office.				
29	Are hand hygiene promotional posters displayed at hand wash basins?	Check all basins.				
30	Are hand hygiene promotional posters displayed in general clinical areas?	Check treatment room, clinic, sluice, laundry, domestic room and kitchen.				
31	Is a hand hygiene training programme, including behaviour change strategies, conducted at least annually? (90)	Check for evidence of complete programme featuring staff numbers, details and dates.				
32	Can staff correctly answer a complete, standard list of knowledge questions on hand hygiene?	Ask 5 members of staff of various disciplines to answer standard hand hygiene questions. WHO knowledge questions are recommended.				
33	Is there data available on staff tolerance and acceptability to products? (90)	Alcohol-based handrub products and soap products tolerance and acceptability survey results available. WHO survey for tolerance and acceptability recommended. The data may be held by infection prevention or occupational health.				

Question Set Comments/Recommendations for Hand Hygiene Environment - Environment

Question Set: Hand Hygiene Environment - Environment

Observation: 4

	Question	Guidance	Yes	No	N/A	Comment
1	Are hand hygiene policies accessible near to the point of care?	'Near' means accessible to all staff during a span of duty .				
2	Are alcohol based hand rub bottles available at the point of care? (55, 90)	Check it is within reach, this may be a personal dispenser .				
3	Are alcohol based hand rub dispensers visibly clean? (90)	Check there is no build up on the nozzle. The dispenser should be functioning with enough solution in the dispenser for the next two uses.				
4	Are alcohol-based handrub pocket bottles carried by staff?	Select a random selection of staff in the clinical setting (Pocket bottles may be described as personal dispensers) .				

Question Set: Hand Hygiene Environment - Environment

Observation: 4

	Question	Guidance	Yes	No	N/A	Comment
5	Are alcohol-based handrub bottles available on clinical procedure trolleys?	Check procedure trolleys.				
6	Are alcohol-based handrub bottles wall mounted in treatment rooms? (90)	Check all treatment rooms.				
7	Are there dedicated hand wash basins available? (15, 53, 80, 82, 90)	Dedicated means for hand washing only. Check for hand wash basin.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
9	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
10	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow.				
11	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
12	Are elbow/sensor taps available? (15)	Visually check.				
13	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
14	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
15	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
16	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
17	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
18	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
19	Is the soap dispenser visibly clean?	Check the nozzle for build up of soap and debris.				
20	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
21	Is the paper towel dispenser visibly clean?	Check underside of dispenser.				
22	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				



Question Set: Hand Hygiene Environment - Environment

Observation: 4

	Question	Guidance	Yes	No	N/A	Comment
23	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
24	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
25	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
26	Are hand care lotion dispensers available in staff changing rooms? (53)	Visually check.				
27	Are hand hygiene compliance results available? (90)	Check for on general wall or in staff room that is accessed by all disciplines. Date of last results presented should be within previous 6 months.				
28	Are action plans available to address hand hygiene compliance failures? (90)	Action plan with specific time limited actions available where all staff can access it readily, e.g. not in a locked drawer or office.				
29	Are hand hygiene promotional posters displayed at hand wash basins?	Check all basins.				
30	Are hand hygiene promotional posters displayed in general clinical areas?	Check treatment room, clinic, sluice, laundry, domestic room and kitchen.				
31	Is a hand hygiene training programme, including behaviour change strategies, conducted at least annually? (90)	Check for evidence of complete programme featuring staff numbers, details and dates.				
32	Can staff correctly answer a complete, standard list of knowledge questions on hand hygiene?	Ask 5 members of staff of various disciplines to answer standard hand hygiene questions. WHO knowledge questions are recommended.				
33	Is there data available on staff tolerance and acceptability to products? (90)	Alcohol-based handrub products and soap products tolerance and acceptability survey results available. WHO survey for tolerance and acceptability recommended. The data may be held by infection prevention or occupational health.				

Question Set Comments/Recommendations for Hand Hygiene Environment - Environment

Question Set: Hand Hygiene Environment - Environment

Observation: 5

	Question	Guidance	Yes	No	N/A	Comment
1	Are hand hygiene policies accessible near to the point of care?	'Near' means accessible to all staff during a span of duty .				

Question Set: Hand Hygiene Environment - Environment

Observation: 5

	Question	Guidance	Yes	No	N/A	Comment
2	Are alcohol based hand rub bottles available at the point of care? (55, 90)	Check it is within reach, this may be a personal dispenser .				
3	Are alcohol based hand rub dispensers visibly clean? (90)	Check there is no build up on the nozzle. The dispenser should be functioning with enough solution in the dispenser for the next two uses.				
4	Are alcohol-based handrub pocket bottles carried by staff?	Select a random selection of staff in the clinical setting (Pocket bottles may be described as personal dispensers) .				
5	Are alcohol-based handrub bottles available on clinical procedure trolleys?	Check procedure trolleys.				
6	Are alcohol-based handrub bottles wall mounted in treatment rooms? (90)	Check all treatment rooms.				
7	Are there dedicated hand wash basins available? (15, 53, 80, 82, 90)	Dedicated means for hand washing only. Check for hand wash basin.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment.				
9	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc.				
10	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow.				
11	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
12	Are elbow/sensor taps available? (15)	Visually check.				
13	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
14	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature.				
15	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
16	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
17	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
18	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
19	Is the soap dispenser visibly clean?	Check the nozzle for build up of soap and debris.				

Question Set: Hand Hygiene Environment - Environment

Observation: 5

	Question	Guidance	Yes	No	N/A	Comment
20	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
21	Is the paper towel dispenser visibly clean?	Check underside of dispenser.				
22	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check.				
23	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
24	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
25	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
26	Are hand care lotion dispensers available in staff changing rooms? (53)	Visually check.				
27	Are hand hygiene compliance results available? (90)	Check for on general wall or in staff room that is accessed by all disciplines. Date of last results presented should be within previous 6 months.				
28	Are action plans available to address hand hygiene compliance failures? (90)	Action plan with specific time limited actions available where all staff can access it readily, e.g. not in a locked drawer or office.				
29	Are hand hygiene promotional posters displayed at hand wash basins?	Check all basins.				
30	Are hand hygiene promotional posters displayed in general clinical areas?	Check treatment room, clinic, sluice, laundry, domestic room and kitchen.				
31	Is a hand hygiene training programme, including behaviour change strategies, conducted at least annually? (90)	Check for evidence of complete programme featuring staff numbers, details and dates.				
32	Can staff correctly answer a complete, standard list of knowledge questions on hand hygiene?	Ask 5 members of staff of various disciplines to answer standard hand hygiene questions. WHO knowledge questions are recommended.				
33	Is there data available on staff tolerance and acceptability to products? (90)	Alcohol-based handrub products and soap products tolerance and acceptability survey results available. WHO survey for tolerance and acceptability recommended. The data may be held by infection prevention or occupational health.				

## Question Set Comments/Recommendations for Hand Hygiene Environment - Environment

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- 23 Department of Health (2006) Health Technical Memorandum 07-01: Safe management of healthcare waste.  
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- 52 The national specifications for cleanliness in the NHS: A framework for setting and measuring performance outcomes April 2007.  
[www.nrls.npsa.nhs.uk/resources/?EntryId45=59818](http://www.nrls.npsa.nhs.uk/resources/?EntryId45=59818)
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- 82 Department of Health (2009) Code of Practice for the NHS on the prevention and control of healthcare associated infections and related guidance: Department of Health.
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[www.scotland.gov.uk/Publications/2004/05/19319/36643](http://www.scotland.gov.uk/Publications/2004/05/19319/36643)
- 90 World Health Organisation (2009) Guidelines on hand hygiene in health care. Geneva, Switzerland: World Health Organisation
- 92 Kerr J. (1998) Handwashing. Nursing Standards 12 (51) 35-42
- 94 Ward (2000) Handwashing facilities in the clinical area; a literature review. British Journal of Nursing 9 (2) 82-86