

PM003

Pharmacy Housekeeping and Pest Control Policy

(combining PM003 Basic Housekeeping Standards/Checklists and Allcare GEN006: Window and Door Cleaning Policy)

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Prepared by	Paula Murphy MPSI Dan Burns, Superintendent Pharmacist
Approved by (Supervising Pharmacist)	
Pharmacy to which this policy relates	
Date of Implementation in this Pharmacy	
Roles to which this policy relates	Pharmacists Pharmacy Assistants Pharmacy Interns/APPEL Students Pharmacy Technicians and Trainee Pharmacy Technicians OTC Staff

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1 Introduction

1.1 Context

Pharmacies must have suitable policies in place in relation to house-keeping and pest-control so that pharmacy services are provided in a suitably professional clean and pest-free environment.

1.2 Purpose

To ensure all areas within the retail pharmacy business are maintained with a high level of cleanliness.

This policy covers:

- Cleaning of all areas
- Documentation to be maintained to ensure standards are adhered to.
- Allcare's Pest Control policy

This policy must be used in conjunction with all relevant SOPs and policies including:

- Allcare Pharmacy Operational Checklist
- PM009 Document and Paper Disposal Policy

1.3 Scope

This policy encompasses the cleaning and pest control of the registered pharmacy floorplan area including:

- Front of Counter
- Dispensary
- All other areas including entrances, corridors, external areas, storerooms, personal storage, bathrooms and canteen areas.
- This policy applies to all staff in the pharmacy who are involved in any activity in that pharmacy.
- It is the ultimate responsibility of the supervising pharmacist to ensure that all staff are appropriately trained, and the policy is implemented.
- It is also the responsibility of the supervising pharmacist to ensure this policy reflects the day-to-day practice in their pharmacy.
- All pharmacists are expected to exercise their professional judgement when needed.

2 Procedure

2.1 Staff training

All staff in the pharmacy who may be involved in activities in the pharmacy (including pharmacists, pharmaceutical assistants, technicians, trainee technicians, interns, APPEL students, front of shop colleagues) should be trained on this policy.

2.2 Procedure

2.2.1 Procurement and Storage of Cleaning Materials

- All cleaning materials should be procured from the approved Allcare suppliers and replaced as required.
- Replace cleaning cloths and scouring pads frequently or use disposable cleaning roll.
- Label cleaning chemicals clearly, and ensure they are suitable for their purpose.
- Contact your Territory Manager if electrical cleaning equipment is faulty or needs to be replaced.
- Store cleaning chemicals away from medicinal products or in a way that will prevent contamination of medicinal products.
- Ensure all equipment is stored in a non-hazardous manner e.g. does not create a trip hazard.

2.2.2 Assessment of cleaning requirements

- All pharmacies should assess their own cleaning needs and adapt their checklists accordingly.
- **Factors to consider include:**
 - Which microbial, chemical or physical contaminants may be present?
 - Hazards that may exist in your pharmacy or that are created during the cleaning process and remedial safety equipment required (e.g. If your floor becomes slippery during the cleaning process, what warning signs you may need to order from the Allcare stationary provider?)
 - What time it is most appropriate to clean your pharmacy daily?
 - While carrying out your duties in the pharmacy, clean as you go.
 - Vacuum air conditioning vents and radiators as appropriate.
 - Be mindful of all equipment you need to clean and compliance with manufacturers cleaning instructions.
 - Ensure you are aware of the pharmacy's waste bin collection service rota and that a person has been delegated to place all bins appropriately for collection on that day, particularly where this service may be affected by a public holiday. Ensure all bins and items for disposal are not blocking emergency exits or stored in a manner whereby the public may have inappropriate access.
 - Circumstances where you may need to engage the services of a third-party cleaning contractor.
- Consult your territory manager for advice if necessary.
- Ensure appropriate segregation of waste, and in particular, that all confidential waste is stored/disposed of appropriately.

2.2.3 Fridge Cleaning

- Clean the pharmacy refrigerator(s) following the manufacturer's instructions for cleaning at a minimum once monthly.
- Only clean at a quiet time when it can be done quickly with minimum interruption.
- Remove all stock from the refrigerators prior to cleaning and place them in the pharmacy domestic refrigerator as appropriate to preserve cold storage conditions. Wrap all items in plastic and do not store adjacent to food.
- Wipe down and wash using hot water and detergent, and dry surfaces.
- Return the stock to the pharmacy fridge immediately. Do not place products on the fridge floor.
- Ensure sufficient space (one finger-width) is maintained between products and the internal surfaces

- Document the time and date of cleaning on the monthly section of the Allcare Operational Checklist. (Contact the Allcare Retail Operations Support if you need a new copy of this checklist).

2.2.4 Window Cleaning

2.2.4.1 Exterior Windows

- The exterior of the windows and doors must be cleaned regularly (every 2 to 4 weeks depending on location or more frequently if deemed necessary).
- The exterior window frames must be cleaned every 4 weeks.
- Territory Managers must be notified when paint begins to peel or look grubby on the front of your store, so it can be addressed by Aramark.

2.2.4.2 Interior Windows and Doors

- The interior of the windows and doors must be cleaned every 2 weeks.
- There should be no Sellotape, Blu-Tack® etc. on the windows.
- The window ledges must be cleaned daily and must be kept free from dust and insects.

2.2.4.3 Poster Holders

- Poster Holders must be cleaned every time the posters are changed (usually monthly).
- Clean by preparing a mixture of cold water and a **little** amount of washing up liquid.
- Spray the solution into the Perspex or wipe it gently (avoid too much pressure) using a lint-free soft cloth dampened with the prepared solution. Avoid use of solvents. Allow to dry before putting back the posters.

2.2.4.4 Window message/communication

- Only Allcare POS is to be displayed in the window.
- Only posters made to fit in the display system are to be used.
- Promotional window poster(s) must be visible and up-to-date.
- The appropriate service posters used to advertise the most current range of services available in the pharmacy must be on display.
- All small service notices must be visible and up-to-date (managing pharmacist and services/events).
- Pharmacy Opening Hours must always be on display.
- Request new or replacement posters from Allcare Pharmacy Retail Operations as needed.

2.3 Cleaning Checklists

- Cleaning should be documented in the Allcare Pharmacy Operational Checklist which should be displayed in your dispensary, as per the following frequencies:

Area	Daily	Weekly	Bi-weekly	Monthly	Other (Insert as appropriate)
Dispensary	X				
Counting equipment (e.g. triangles, capsule counters)	X				
Front of Shop	X				
Storerooms	X				
Consultation room	X				
Canteen and Kitchen Area	X				
Dispensary Equipment	X				
Bathroom	X				
Counter Surfaces		X			
Sinks and Glassware		X			
External Service and Refuse Area		X			
Windows (Interior)			X		
Windows (Exterior: location dependent)			X	X	
Poster Holders				X	
Fridge				X	
Medicinal/Clinical Waste				X	
Sharps				X	
Other (insert as appropriate)					

- The person completing the cleaning should initial the Allcare Operational Checklist. **This should be presented as evidence of cleaning if requested (e.g. by PSI inspector).**
- All records should be regularly reviewed by the supervising pharmacist and kept on the premises for 12 months for inspection purposes if required.
- All documentation for work undertaken by third party contractors including sanitation services should be kept stored in the designated Aramark Folder supplied to each pharmacy. Contact Aramark on 01 8715400 or helpdesk_workplace@aramark.ie if you need a replacement copy or for any facilities related queries.

3 Pest Control

- Allcare's pest control provider is Rentokil. Scheduled maintenance visits are arranged via Aramark to the pharmacy.
- Each pharmacy must have a dedicated Rentokil folder. This contains:
 - The contact details of the provider and specification of service
 - Site risk assessments
 - Schedules of pesticides
 - Records of site visits by a Rentokil representative
- If there is a suspected or confirmed pest identified at the pharmacy, Aramark should be contacted immediately, requesting a call-out from Rentokil.
- Contact your Territory Manager if you need any further assistance with pest control in the pharmacy.

4 References

- Health and Safety Authority : Safety, Health and Welfare at Work Act, 2005
[https://www.hsa.ie/eng/Topics/Managing_Health_and_Safety/Safety, Health and Welfare at Work Act 2005/](https://www.hsa.ie/eng/Topics/Managing_Health_and_Safety/Safety,_Health_and_Welfare_at_Work_Act_2005/) (accessed 15/4/19)
- IPU Standard Operating Procedure for Cleaning (Accessed 9/1/19)
- PSI Guidance on Standard Operating Procedures: <https://www.thepsi.ie/gns/inspection-enforcement/inspections/InspectorsAdvice/policies.aspx> (accessed 9/1/19)

5 Policy Revision History

- April 2019: Required Review: This policy combines Allcare PM003: Basic Housekeeping Standards/Checklists and Allcare GEN006: Window and Door Cleaning Policy and has been amended to include Pest Control policy.