

## **Cleaning Instruction Cards for Domestic & Housekeepers**

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# ESSENTIAL CLEANING TECHNIQUES

## WET CLEANING

### INTRODUCTION

Wet cleaning by hand is the first essential cleaning technique and by the far the most widely used technique. Two options are given here: using a trigger spray bottle and a traditional hand bucket. Whichever option you choose, if you have a choice, the steps are the same.

However, it is recommended that for deep cleaning, high risk infection control cleaning, and other cleaning jobs where there is a high volume of soiling, you use the hand bucket option. Using a hand bucket allows you to remove much more soiling from the surface and on to the cloth, then into the solution with each rinse. Remember to change the solution in the bucket before it turns black!

Trigger sprayers are a very convenient option when you have to carry everything with you on site. The solution in the bottle never gets dirty and it's ready to use at a moment's notice. However, there is no way to rinse the dirt from the cloth; once the cloth gets dirty it must be replaced with a fresh clean one.

This is where the 4-sides of a cloth comes in, using a cloth in an efficient way will help you clean a larger area more quickly and maintain good cleaning standards per cloth. Don't try to clean a surface with a dirty cloth, you will just put the dirt back on to the surface.

### WHAT YOU WILL NEED



#### EQUIPMENT



### WHAT YOU NEED TO KNOW



#### HEALTH & SAFETY

##### Hand spray bottles:

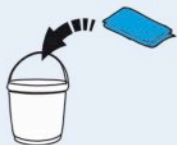
- Always direct the spray away from you and from anyone around
- Keep the spray close to the surface, or more preferably, spray directly on to the cloth.
- Never use with corrosive cleaning products like Bleach, acids and descalers
- Never spray directly onto electrical outlets, sockets, and electrical equipment





## STEPS

1



### Soak Cloth in Solution

If using hand buckets fully wet the cloth in the cleaning solution, then fully wring out the cloth into the bucket.

Try to avoid causing splashes on to surrounding areas. It is vitally important to ensure the cloth is NOT dripping wet.

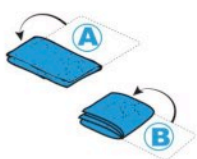
2



### Soak Cloth with Spray

If working with spray bottles, carefully wet one side of the cloth (4-sides of a cloth). Keep the spray close to the cloth and away from you and any other person. It is vitally important to ensure the cloth is NOT dripping wet.

3

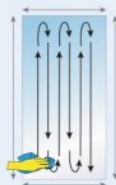


### 4-Sides of a Cloth

Good and careful use of cloths will lead to good and consistent cleaning standards. There are 4 usable sides to a cloth which encourages two principles: it always presents a clean side of the cloth to the surface, and extends the cleaning range each cloth can clean.

There are 4 sides to a cloth: Fold the cloth lengthwise (A), then fold in half (B).

4



### Wiping

Break the surface down into smaller areas, starting with the edges and methodically working from area to area. Don't just randomly wipe across the surface. As you clean continuously look at the surface - we all miss bits.

As one side of the cloth gets dirty, flip the cloth over, as that new side gets dirty, fold the cloth inside out to expose two clean sides.

5



### Routine or Hygiene Cleaning?

- For Routine only - After wiping surface, re-wet cloth and wring out thoroughly
- For Hygiene Cleaning only - After wiping surface, dispose of cloth, *do not re-wet cloth in solution*



## HELPFUL TIPS AND HINTS

- Make it a habit to look before cleaning, during cleaning and after cleaning to ensure all surfaces are cleaned
- Always start with clean cloths and clean equipment - you cannot achieve the required standards with

dirty equipment

- Wring out the cloth well and carefully to prevent splashes
- Highly reflective surfaces can be buffed after cleaning by repeating the clean with a clean dry cloth

# DAMP CLEANING

## INTRODUCTION

Damp cleaning by hand is a less well-known technique in general cleaning circles, it's more widely known in high-value housekeeping and health care cleaning as damp dusting. This technique is distinctly different from wet cleaning by hand even though it is mistakenly called cleaning with a wet cloth.

The key difference between wet and damp cleaning is the amount of solution added to the cloth. You just need the bare minimum to dampen the cloth ever-so-slightly. Just enough to pick up dust and dirt and not be flicked into the air. The type of cloth, whether it is a microfibre, non-woven or toweling, even paper does not matter, they all work well. It is recommended that microfibre cloths be used as they don't leave lint behind on the surfaces.

Because this technique uses a very slightly damp cloth, you can only use this technique in the following cleaning situations:

- Cleaning and polishing highly reflective surfaces like mirrors and Chrome (or other highly polished metals)
- Cleaning and polishing polished stone surfaces
- Cleaning delicate and water sensitive items like TV's, computers
- Light-duty cleaning of glass and other hard surfaces, it's particularly good for fingerprints

Not one mention of cleaning for hygiene or deep cleaning or heavy-duty cleaning. This technique is just not capable of that degree of cleaning. If it can't be used for hygiene cleaning, how can it be used in bathrooms to polish chrome taps and mirrors? Clean those surfaces first using the wet cleaning method and then polish with a damp cloth afterwards.

## WHAT YOU WILL NEED



### EQUIPMENT



## WHAT YOU NEED TO KNOW



### HEALTH & SAFETY

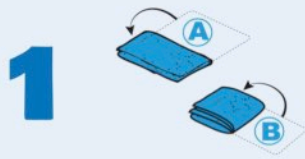
#### Hand spray bottles:

- Always direct the spray away from you and from anyone around
- Keep the spray close to the surface, or more preferably, spray directly on to the cloth.
- Never use with corrosive cleaning products like Bleach, acids and descalers
- Never spray directly onto electrical outlets, sockets, and electrical equipment





## STEPS



### 4-Sides of a Cloth

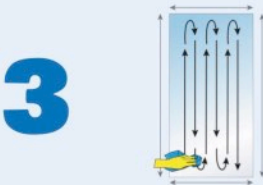
Good and careful use of cloths will lead to good and consistent cleaning standards. There are 4 usable sides to a cloth which encourages two principles: it always presents a clean side of the cloth to the surface, and extends the cleaning range each cloth can clean.

There are 4 sides to a cloth: Fold the cloth lengthwise (A), then fold in half (B).



### Very lightly Spray Cloth

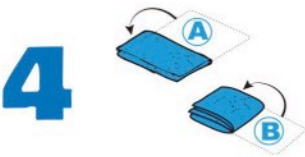
*Very lightly* spray one side of the cloth. The cloth should feel slightly damp, not wet. Keep the spray close to the cloth and away from you and any other person. As a good guide to the right amount of solution on the cloth - as you wipe the surface the solution should evaporate off the surface in seconds.



### Wiping

Break the surface down into smaller areas, starting with the edges and methodically working from area to area. Don't just randomly wipe across the surface. As you clean continuously look at the surface - we all miss bits.

For delicate surfaces like TV's, only apply the bare minimum hand pressure - just enough to remove dust and marks.



### 4-Sides of a Cloth

As one side of the cloth gets dirty, flip the cloth over, as that new side gets dirty, fold the cloth inside out to expose two clean sides.



### Optional: Clean Cloths

At the end of all cleaning tasks (or shift), it's good practice to set aside all the dirty cloths for washing or laundering. If you don't have laundry facilities, simply collect the cloths by colour code and give them a good rinse in a bucket, then leave to air dry.

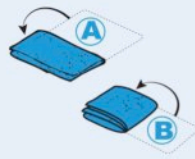


## HELPFUL TIPS AND HINTS

- Make it a habit to look before cleaning, during cleaning and after cleaning to ensure all surfaces are cleaned
- Only the very lightest amount of cleaning solution on the cloth is needed - the cloth must only be slightly damp
- Always start with clean cloths and clean equipment - you cannot achieve the required standards with dirty equipment
- This technique is ideal to clean and polish glass, chrome and other highly reflective surfaces
- This technique can be used to clean delicate and water sensitive surfaces like computers, TV's and varnished surfaces - be careful with the amount of pressure you apply

## 4-SIDES OF A CLOTH

# 1



### Folding the Cloth

Good and careful use of cloths will lead to good and consistent cleaning standards. There are 4 usable sides to a cloth which encourages two principles: it always presents a clean side of the cloth to the surface, and extends the cleaning range each cloth can clean.

There are 4 sides to a cloth: Fold the cloth lengthwise (A), then fold in half (B).

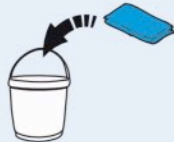
# 2



### Soil Loading on the Cloth

Wipe surface with one side of the cloth (side 1), as that side gets dirty flip the cloth over (side 2) to a present a clean side. When both sides are dirty, unfold the cloth to present two new sides (sides 3 and 4). Repeat until all sides are dirty.

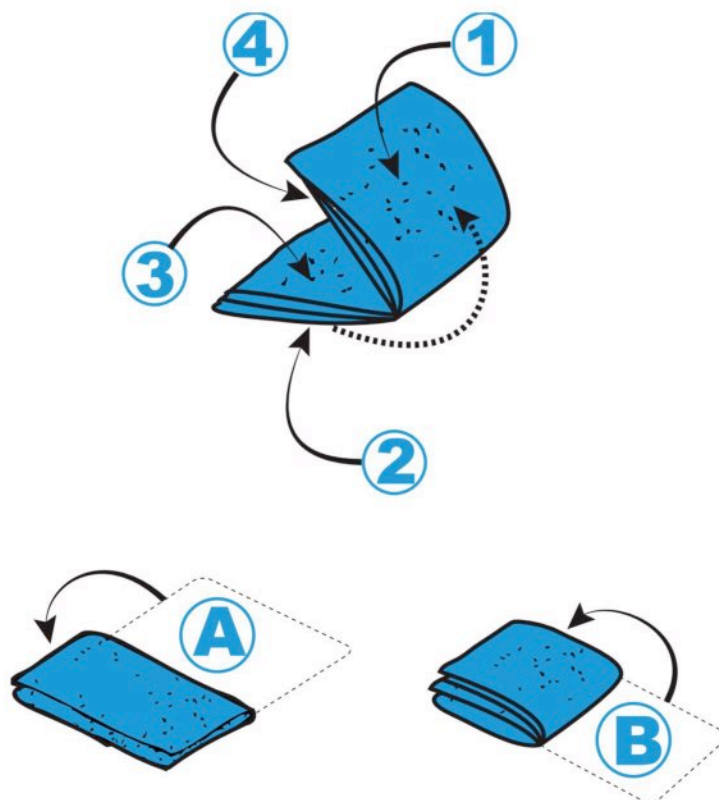
# 3



### Wash Cloth or Dispose

For hygiene and high risk cleaning, cleaning bodily fluids or known infectious waste dispose cloth once all sides are dirty. Do not attempt to reuse the cloth.

For all other cleaning, clean out the cloth well once all sides are dirty using clean water or new solution.



# MOPPING TECHNIQUE

1



## Start with Clean Solution

You should be able to see the bottom of the bucket with clean solution. Always start a new clean with fresh solution

2



## Plan Your Work - Corridors

Plan your cleaning route carefully. Think where you are going to start and where you will finish. For corridors, clean one side of the corridor first and ensure that there is a dry section for people to walk on.

3



## Plan Your Work - Large Areas

For large floor areas, break the floor down into smaller more manageable 'zones' and move from 'zone' to 'zone'. Overlap each 'zone'.

4



## Mop Floor

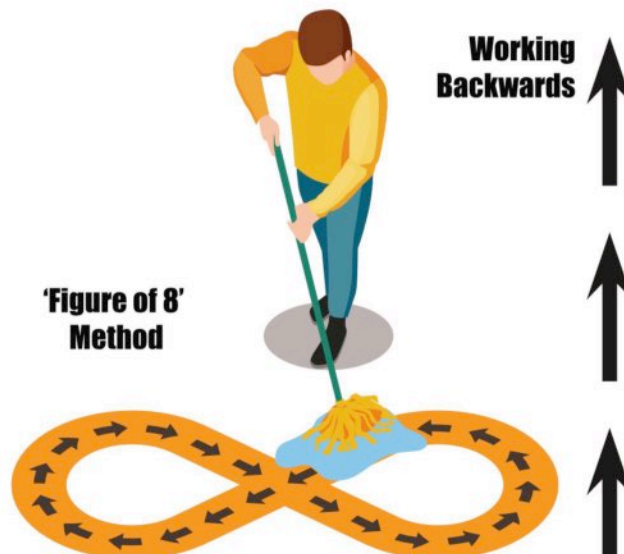
Mop the floor using either a 'Figure of 8' or 'side to side' method, and work backwards. For corridors and small rooms - Mop the edges and corners first and then the floor. For large areas - mop each 'zone' in turn from the furthest point to the exit.

5




## Change Solution

Change bucket *before* it turns grey/black. The 'dirtier' the surface you are cleaning the more often you will need to change the solution.






# WET MOPPING




## EQUIPMENT



## PRODUCTS


PRODUCT NAME	DILUTION




## HEALTH & SAFETY


**A wet floor can be a dangerous hazard, reduce the risk of slips by:**


- Look to see the floor is not over wet when cleaning
- Look for wet patches and remove (dry mop)
- Do not shake the mop, the splashes thrown out can be hard to spot
- Remove slip warning signs when floor is fully dry
- Never leave warning signs in place as people become accustomed to them being there and ignore any genuine hazard.




## PPE










Other:



## COLOUR CODE

BLUE


RED

GREEN

YELLOW


Other:

## BEFORE STARTING




### Sweep Floor

- Position slip warning signs
- Sweep and remove rubbish from floor



### Fill Bucket

- Fill a clean mop bucket with warm or hot water
- Then add the correct amount of cleaning chemical



### Manage Work Area

- Break the work area down into smaller more manageable areas and overlap those areas
- Each small area is called a zone

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## STEPS

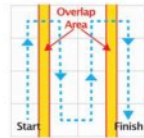
# 1



### Wet and Wring Out Mop

Fully wet the mop and wring out completely to remove excess solution - there must be no drips when you lift the mop out of the wringer. Don't over-wet the floor.

# 2



### Manage Work Area

For each zone plan your route - use the 'mopping technique' guide to help you for planning to clean corridors or large areas. Work from each of these smaller areas in turn, overlapping as you go.

# 3



### Apply Mop to Floor

Work backwards, keeping back straight and upright and moving the mop in a figure of eight or sideways motion. Try to avoid twisting too much from side to side as this puts too much strain on your back muscles. Try to avoid bending over too much as you mop under furniture as this puts too much strain on your lower back.

# 4



### Change Solution

Change bucket *before* it turns grey/black. The 'dirtier' the surface you are cleaning the more often you will need to change the solution.



## HELPFUL TIPS AND HINTS

- Position warning signs so that people can see the signs before entering room or area
- Make it a habit to look before cleaning, during cleaning and after cleaning to ensure all surfaces are cleaned
- Always wring out the mop as much as you can. This will ensure the floor dries quickly and without smears
- Always start with clean mops and clean equipment - you cannot achieve the required standards with dirty equipment
- Break your floor area down into smaller areas (called zones) that you can manage without overreaching
- Plan your work flow (how you move from zone to zone) and work methodically
- Rinse your mop bucket out after use

# CLEANING PLANS

## CLEANING BATHROOMS & WASHROOMS



### EQUIPMENT



### PRODUCTS

PRODUCT NAME	DILUTION



### HEALTH & SAFETY

#### Infection Risk:

- Toilets are a major source of infection that can spread to the rest of the building. Infection are spread mainly by hands, so make sure that all surfaces touched are cleaned thoroughly
- Infections can spread on gloves and cleaning equipment, make sure they are cleaned and sanitised after use
- Always use clean gloves before cleaning and change them afterwards
- Respect colour coding



### COLOUR CODE

BLUE	RED	GREEN	YELLOW	Other:



### PPE



Other:

### BEFORE STARTING



#### Wear PPE

- Gloves are to be worn
- Wear new gloves in every toilet if moving to another task.
- Wear eye protection where there is a risk splash



#### Prepare Equipment

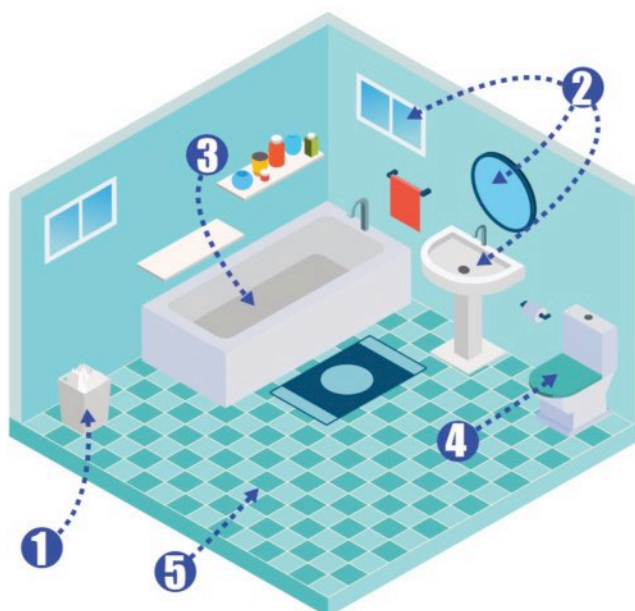
- Prepare cleaning solution(s) and cleaning equipment
- Use the correct colour-coded equipment
- Use clean cloths



#### Slip Warning

- Be careful with splashes and drips on floors
- Carry buckets or spray bottles carefully and clean up splashes and drips immediately





## STEPS

# 1



### Look Around and Remove Rubbish and Linen

- Wear PPE
- Look around and bag up the loose rubbish
- Disinfect and clean up any hazardous waste (vomit, urine, faeces)
- Remove the wet and soiled towels out of the room and place into the correct laundry bag
- If the bathroom surfaces are heavily soiled, pre-treat those surfaces by spraying with the cleaning product used for those surfaces, and leave

# 2



### Working From The Top Down

- Wet clean down ceiling and wall fixtures to the ground
- Wet clean down blinds/curtains and window sills
- Check the windows and mirrors for dirt, dust and fingerprints
- Check ALL of the fixtures and fittings for cleanliness, damage and functionality

# 3



### Clean Bath and/or Shower

- Clean down the walls,
- Check plug holes and remove hairs with a pair of tweezers
- Clean shower and bath, including glass or plastic panels

# 4



### Inside and Outside of Toilets

- Clean the inside and outside of the pans, seats and lids, rinse and allow to dry
- Don't forget the corners, edges and hard to reach areas behind pans/bowls

# 5




### Floor

- Clean floor working from the furthest point to the exit

# SAFE USE, HANDLING AND STORAGE OF CLEANING PRODUCTS

## BEFORE

**1**  Always refer to the Safety Data Sheets, before starting work - it is a legal requirement

**2**  Always use the right cleaning product for the right surface. If in doubt, ask

**3**  Always use the right PPE for the cleaning product, including when diluting the product

## USING

**8**  Never use undiluted cleaning products, unless specifically indicated

**9**  When using a spray bottle, always direct the spray away from people to avoid breathing in the spray.

**10**  If the cleaning product comes in contact with skin or eyes, STOP and wash off immediately

## DILUTING

**4**  Always use the correct dilution ratio

**5**  Never mix cleaning products

**6**  When diluting, avoid splashes and always clean up spills

**7**  When diluting, always add the product to the water, never the other way round.

## STORING

**11**  Always store the cleaning product containers in an upright position with the caps fastened properly

**12**  Never store bleach-based products near acid-based or alkali-based products

**13**  Never pour large quantities (more than 5 litres) of neat cleaning product down the drains

**14**  Always dispose of empty containers appropriately

# WHEN TO CHANGE THE SOLUTION

1



## Start with Clean Solution

- You should be able to see the bottom of the bucket with clean solution
- Always start a new clean with fresh solution

2



## Clean Area or Surface

- Start to clean the area or surface
- Fold the cloth over so that you always have a clean part of the cloth to do the work.

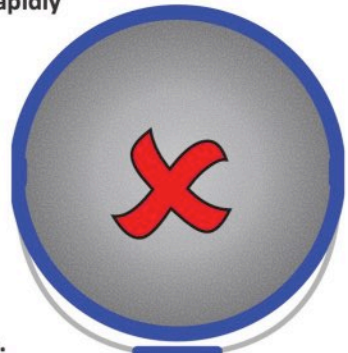


3



## Wash Cloth or Mop in Solution

- The soiling on the cloth or mop will rapidly build up.
- Rinse the dirty cloth or mop into the bucket of water or solution regularly to remove the soiling, otherwise you'll just re-introduce soiling back on to the surface.



4



## Change Solution

- Change bucket before it turns grey/black and you cannot see the bottom.
- The dirtier the surface you are cleaning the more often you will need to change the solution



## HELPFUL TIPS AND HINTS

- Change the solution before it turns a dirty black. A cleaning solution will only work to remove and hold dirt in solution if it is still relatively clean. Once the solution turns a dirty black it stops working and the dirt goes back on to the surface
- Change the solution before turning black, it will prevent unsightly smears and poor cleaning and hygiene standards
- Clean buckets, cloths and mop heads after use to prevent dirt build
- For really dirty surfaces change the solution more often especially in kitchens