

Pest Control Policy

Issue Date	Review Date	Version
June 2020	June 2025	4

Purpose

The Pest Control Policy sets out the procedures for dealing with the control of pests in line with Trust’s legal and statutory obligations. All staff are required to be conversant with this policy and the procedures therein.

Who should read this document?

All Staff. All retail catering partners for information

Key Messages

This policy will provide a framework for University Hospitals Plymouth NHS Trust to manage the pest control in order to provide a safe clean environment.

The Policy will ensure:

- Clear lines of accountability for pest control
- Robust contract for pest control in place which incorporates regular and proactive monitoring of Trust premises, in addition to timely and safe treatment and eradication.
- A framework for reporting sightings of pests or evidence of their presence at the earliest opportunity.

Reporting Procedure

In the first instance, report all sightings of pests or evidence of pests to the Site Services Helpdesk on Ext. 31300.

For out of hours emergency issues, contact the duty On-Call Manager.

Always follow the advice of the pest control contractor further to any visit/treatment.

Advice on pest control or pest proofing

Contact the Site Services Helpdesk on 31300 who will signpost you to the appropriate person.

Matrons and Heads of Departments must:

Have overall responsibility for all cleanliness and hygiene issues within their areas of responsibility.

Ward Department Managers must:

Be responsible for ensuring that staff under their control are aware of this policy and the procedures therein.

All Staff must:

Familiarise themselves with this policy and the procedures therein.

Be responsible for reporting sightings or evidence of pests in line with procedure.

Be aware of their individual responsibilities in line with ensuring that the hospital site is a clean and hygienic environment.

Core accountabilities		
Owner	Liz McGuffog: Deputy Head of Facilities	
Review	Infection Control Committee	
Ratification	Deputy Chief Executive	
Dissemination (Raising Awareness)	All Staff	
Compliance	All Staff	
Links to other policies and procedures		
Environmental Cleaning Services Policy Safe Handling and Disposal of Waste Policy Health and Safety Policy		
Version History		
1	February 2010	Circulated to PEAT for consultation
1.1	February 2010	Minor amendments made following consultation with PEAT
1.2	March 2010	Approved by the Health & Safety Committee
2.1	March 2011	Amended and circulated to Matrons & IPCT for comments
3	April 2014	Review
4	June 2020	Policy Review

The Trust is committed to creating a fully inclusive and accessible service. Making equality and diversity an integral part of the business will enable us to enhance the services we deliver and better meet the needs of patients and staff. We will treat people with dignity and respect, promote equality and diversity and eliminate all forms of discrimination, regardless of (but not limited to) age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership and pregnancy/maternity.

An electronic version of this document is available on Documents Library. Larger text, Braille and Audio versions can be made available upon request.

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1 Introduction

University Hospitals Plymouth NHS Trust acknowledges its responsibility to provide a clean, safe and pest free hospital environment for patients, visitors and staff. The Trust recognises that standards of cleanliness and hygiene are linked to infection prevention and control and play a role in reducing the risk of hospital-acquired infection.

University Hospitals Plymouth NHS Trust recognises its legal obligation to take the necessary measures to prevent the risk of pest infestation in all food storage/ preparation areas and throughout the hospital premises. The Trust will ensure a robust contract for pest control is in place and that together, the Trust and contractor will adopt procedures to ensure that the premises remain free from pest infestations.

The presence of pests can be offensive, present risk of infection, contaminate foodstuffs and surfaces where they are present, damage structure and fabric of buildings and become a nuisance to the business premises.

Proprietors of premises where food is prepared have a legal obligation to ensure their premises are free from pest infestations. Food premises are required to take necessary measures to prevent the risk of pest infestations in all food storage, distribution and preparation areas and to ensure good standards of pest control in other areas of the site.

The Health & Social Care Act 2008 requires that effective systems are in place to protect patients and staff from the risk of acquiring healthcare associated infection. An effective and operational pest control policy will be required as part of the evidence portfolio for compliance with Care Quality Commission standards.

NHS Trusts should recognise and accept responsibility as an employer to provide a safe and healthy workplace and working environment for all its employees and contractors as required by the Health & Safety at Work Act 1974.

2 Purpose, including legal or regulatory background

The overall aim of this policy is to provide a framework for University Hospitals Plymouth NHS Trust to manage the pest control policy and procedures, and in conjunction with the Trust's Cleaning Services Policy, will provide a basis from which the Trust can provide patients, visitors and staff with a clean and safe environment.

Specifically, the policy aims to ensure: -

- There are clear lines of accountability for pest control
- There is a robust contract for pest control in place, which incorporates regular and proactive monitoring of Trust premises in addition to timely and safe treatment and eradication
- The framework is set out for reporting sightings of pests or evidence of their presence at the earliest opportunity.

3 Definitions

PLACE:	Patient Led Assessment of the Care Environment
IPCT:	Infection Prevention Control Team
COPR:	Control of Pesticides Regulation
COSHH:	Control of Substances Hazardous to Health

Chief Executive

The Chief Executive has overall responsibility for the provision of a safe and healthy workplace environment for all employees as required by the Health & Safety at Work Act 1974 and delegates this responsibility to senior managers of the trust as detailed in this policy.

Overall responsibility for pest control shall include ensuring arrangements are in place for identifying and managing the requirements of legislation relating to pest control and ensuring that adequate resources are provided to implement the policy.

Director of Estates and Facilities

The Director of Estates & Facilities shall have overall responsibility for the management of Estates & Facilities and shall ensure a high standard of service delivery for the maintenance and cleaning of the patients' environment. This will be done through in-house provision and services that are delivered through external contractors, including the pest control service. Responsibilities will include ensuring that pest control arrangements are in place for the organisation and that all premises within University Hospitals Plymouth NHS Trust are maintained in good condition in order to ensure effective cleaning can be carried out and to reduce pest harbourage.

Director of Finance

The Director of Finance shall have responsibility for ensuring that the contracting for pest control is undertaken according to financial best practice and in line with the Trust's Standing Financial Instructions and Standing Orders.

Head of Facilities

The Head of Facilities shall act as the Trust's nominated officer and will have overall responsibility for the management and monitoring of the pest control contract.

Responsibilities shall include:-

- Ensuring all necessary information and advice on the requirements of the policy are cascaded to all relevant staff
- Arrangements are in place to provide information and advice on the requirements of the policy
- Ensuring arrangements are in place for Trust staff to report sightings of pest activity
- Arrangements are in place to ensure pest related incidents are investigated and risks escalated accordingly
- Assessing the contractors documented service reports and to initiate the relevant action on any recommendations made by the contractor to keep the site free from pest infestations
- Providing overall co-ordination and monitoring of the Pest Control contractors

- Keeping up to date with legislation and guidance relating to pest control and environmental health, implementing changes to the policy when necessary.

Estates Helpdesk

The Estates Helpdesk shall be responsible for:-

- Receiving and logging day to day calls for pest control services ensuring pest issues are reported in a timely manner
- Liaise with the Nominated Officer/Deputy Officer on pest issues not covered in the pest control contract
- Forming the main link between the Trust and the Pest Control contractor in respect of pest control issues.

Matrons and Heads of Departments

Matrons will have overall responsibility for all cleaning related issues within their service area and are required to lead the development and implementation of standards of cleanliness across their areas of responsibility. This shall include encouraging a team approach to maintaining standards of cleanliness and hygiene.

Ward/Department Managers

Ward and Department Managers are required to ensure the areas under their direct control are kept clean and maintained to a standard which will deter the presence and harbourage of pests.

Ward/department managers are required to conduct hygiene and cleanliness checks of the areas under their control. They are also required to ensure that problems pertaining to the fabric, maintenance and décor of their areas which may impact on the ability to keep their areas clean and pest free are reported to and followed up with the Site Services helpdesk.

They shall be responsible for ensuring that the staff under their control are aware of the Pest Control Policy and of the procedures they need to follow in the event of pest activity.

All Trust Staff and Trust contractor

Pests pose an infection risk and therefore it is particularly important that sightings are reported as soon as possible. It is the responsibility of all staff to report sightings or evidence of pests.

Keeping the hospital sites clean is everyone's responsibility. Responsibilities shall include basic housekeeping practices and control measures which can help to keep the Trust premises free from pests. All staff are required to dispose of food and food packaging in compliance with the Trust's Safe Handling and Disposal of Hospital Waste policy and are required to report cleanliness issues through to the Hotel Services Helpdesk, especially those which result in spillages of food or water which can provide a source of food and hydration to pests. Staff are also required to report problems pertaining to the fabric, maintenance and décor of their working environment which may impact on the ability to keep their areas clean and pest free to the Site Services Helpdesk.

Range and Scope of Pest Control arrangements

Pest Control Contract

University Hospitals Plymouth NHS Trust will ensure that an appropriate pest control contract with a reputable company is in operation at all times. The contract will be monitored by the Deputy Authorised Officer against the contract specification. Due to the particular vulnerability of catering areas within the Trust, there will be a strict timetable of inspection in place, the contractor being required to inspect all vulnerable areas on a monthly basis.

All pesticides used by the Trust's pest control contractor will be approved in accordance with the Control of Pesticides Regulations (COPR) 1986 (as amended 1997), be strictly controlled and monitored and fully comply with the requirements of the Control of Substances Hazardous to Health (COSHH) Regulations 2002.

The pest control service must be carried out in an appropriate manner to the entire satisfaction of University Hospitals Plymouth NHS Trust Authorised Officer or Deputy. The contractor is required to carry out routine inspections in all vulnerable locations (food storage/preparation areas and plant rooms) on a monthly programme. The dates for the inspections shall be agreed with the Authorised Officer or deputy.

On each inspection visit, the contractor shall be required to check all insect monitor stations and rodent baits, together with a general inspection of high risk areas, for signs of pest activity.

In addition to the pro-active preventative inspection visits, the contractor is also required to respond to emergency call-out visits.

Each inspection, emergency or follow-up visit shall give rise to a written report. This report shall detail:-

- Date and time of visit
- Type of visit whether routine, emergency or follow-up
- Locations inspected or treated
- Any evidence of infestation including both general and scientific name for the pest
- Type of treatment carried out including the common name of the pesticide and amount use
- Any proofing, housekeeping or hygiene recommendations to eliminate causes of infestation
- Any precautions necessary to be observed by trust staff as a result of action taken by the contractor
- List of monitors and their locations
- Technicians signature
- Deputy Authorised Officer or Nominated Officer signature

It should be noted that an important aspect of pest control is denial of access to pests and that the maintenance of an environment is important as it discourages the development of infestation. Reports should detail advice to the Trust regarding proofing against access, denial of harbourage and removal of food/water sources, to facilitate control measures and discourage infestation.

Reporting Procedure

All sightings of pests or evidence of their existence should be reported to the Site Services Helpdesk at the earliest opportunity. Appendix A illustrates the pest reporting procedure to be followed and lists the relevant numbers and information required.

Basic Pest Control Measures

There are some basic control measures that must be carried out to minimise the risk of pest problems. University Hospitals Plymouth NHS Trust staff and contractors are required to adhere to the following procedures:-

- Food must always be covered and stored off the floor. Once opened, food must be either stored in pest proof containers which are cleaned before refilling or stored in the original packaging, secured with the use of cleansable food packaging clips.
- Food stock must be rotated frequently to ensure items do not remain in the back of cupboards providing harbourage to pest.
- Spillages must be promptly dealt with.
- Waste should be stored in a manner suitable to prevent access to pests, disposed of in a timely manner and all waste storage locations must be kept clean and tidy.
- Accumulations of static/stagnant water should be avoided and dripping taps reported promptly.
- Buildings should be maintained in a sound state, well maintained with drains covered, holes sealed, leaking pipes repaired and damaged surfaces made good. Defects must be reported in a timely manner to the Site Services Helpdesk.
- Cracks in plaster and woodwork, unsealed areas around pipework, damaged tiles, badly fitted equipment and kitchen units can provide excellent harbourage for pests and therefore should be maintained in a good condition. Defects must be reported in a timely manner to the Site Services Helpdesk.
- Doors to food storage/preparation areas must be kept closed and adequately proofed to prevent access to pests.
- When rooms are unoccupied, windows should be kept closed to prevent access from birds. On no account should birds be encouraged by leaving food on ledges or sills.
- Treatment with insecticides and rodenticides alone is seldom sufficient and therefore attention must be paid to good hygiene, housekeeping and structural maintenance.

6 Overall Responsibility for the Document

Overall Responsibility for this document sits with the Head of Facilities.

7 Consultation and Ratification

The review period for this document is set as default of five years from the date it was last ratified, or earlier if developments within or external to the Trust indicate the need for a significant revision to the procedures described.

This document will be reviewed by the Infection Control Committee and ratified by the Deputy Chief Executive. Non-significant amendments to this document may be made, under delegated

authority from the Director of Estates and Facilities by the nominated owner. These must be ratified by the Deputy Chief Executive and should be reported, retrospectively, to the approving Health and Safety Committee.

Significant reviews and revisions to this document will include a consultation with named groups, or grades across the Trust. For non-significant amendments, informal consultation will be restricted to named groups, or grades who are directly affected by the proposed changes.

8 Dissemination and Implementation

Following approval and ratification, this policy will be published in the Trust's formal documents library and all staff will be notified through the Trust's normal notification process, currently the 'Vital Signs' electronic newsletter.

Document control arrangements will be in accordance with The Development and Management of Formal Documents.

The document owner will be responsible for agreeing the training requirements associated with the newly ratified document with the named Director and for working with the Trust's training function, if required, to arrange for the required training to be delivered.

9 Monitoring Compliance and Effectiveness

The nominated Authorised Officer and Deputy Authorised Officer are responsible for monitoring the performance of the Pest Control contractor to ensure that the contract specifications and standards are being met and that the Trust is receiving an effective service.

This policy shall be approved and ratified by the Trust's Health & Safety Committee.

This policy may be reviewed at any time should changes be made to the food safety agenda, when government legislation and guidance is reviewed or when other significant circumstances dictate e.g. re-tendering of the Pest Control contract. The policy will be reviewed on a 5 yearly basis.

10 References and Associated Documentation

Control of Pesticides Regulation

Control of Substances Hazardous to Health

Health and Social Care Act 2008

Health and Safety at Work Act 1974

Dissemination Plan			
Document Title	Pest Control Policy		
Date Finalised	29/06/20		
Previous Documents			
Action to retrieve old copies			
Dissemination Plan			
Recipient(s)	When	How	Responsibility
All Trust staff		Vital Signs	Information Governance Team

Review Checklist		
Title	Is the title clear and unambiguous?	YES
	Is it clear whether the document is a policy, procedure, protocol, framework, APN or SOP?	YES
	Does the style & format comply?	YES
Rationale	Are reasons for development of the document stated?	YES
Development Process	Is the method described in brief?	YES
	Are people involved in the development identified?	YES
	Has a reasonable attempt has been made to ensure relevant expertise has been used?	YES
	Is there evidence of consultation with stakeholders and users?	YES
Content	Is the objective of the document clear?	YES
	Is the target population clear and unambiguous?	YES
	Are the intended outcomes described?	YES
	Are the statements clear and unambiguous?	YES
Evidence Base	Is the type of evidence to support the document identified explicitly?	YES
	Are key references cited and in full?	YES
	Are supporting documents referenced?	YES
Approval	Does the document identify which committee/group will review it?	YES
	If appropriate have the joint Human Resources/staff side committee (or equivalent) approved the document?	N/A
	Does the document identify which Executive Director will ratify it?	YES
Dissemination & Implementation	Is there an outline/plan to identify how this will be done?	YES
	Does the plan include the necessary training/support to ensure	YES

	compliance?	
Document Control	Does the document identify where it will be held?	YES
	Have archiving arrangements for superseded documents been addressed?	N/A
Monitoring Compliance & Effectiveness	Are there measurable standards or KPIs to support the monitoring of compliance with and effectiveness of the document?	YES
	Is there a plan to review or audit compliance with the document?	YES
Review Date	Is the review date identified?	YES
	Is the frequency of review identified? If so is it acceptable?	YES
Overall Responsibility	Is it clear who will be responsible for co-ordinating the dissemination, implementation and review of the document?	YES

Core Information	
Date	29/06/20
Title	Pest Control Policy
What are the aims, objectives & projected outcomes?	The Pest Control Policy sets out the procedures for dealing with the control of pests in line with Trust's legal and statutory obligations. All staff re required to be conversant with this policy and the procedures therein.
Scope of the assessment	
Collecting data	
Race	There is no evidence to suggest that there will be an impact on race with regard to this policy.
Religion	There is no evidence to suggest that there will be an impact on race with regard to this policy.
Disability	There is no evidence to suggest that there will be an impact on disability with regard to this policy.
Sex	There is no evidence to suggest that there will be an impact on sex with regard to this policy.
Gender Identity	There is no evidence to suggest that there will be an impact on gender identity with regard to this policy.
Sexual Orientation	There is no evidence to suggest that there will be an impact on sexual orientation with regard to this policy.
Age	There is no evidence to suggest that there will be an impact on age with regard to this policy.
Socio-Economic	There is no evidence to suggest that there will be an impact on socio-economic circumstances with regard to this policy.
Human Rights	There is no evidence to suggest that there will be an impact on human rights with regard to this policy.
What are the overall trends/patterns in the above data?	None
Specific issues and data gaps that may need to be addressed through consultation or further research	None

Involving and consulting stakeholders				
Internal involvement and consultation				
External involvement and consultation	Rokill			
Impact Assessment				
Overall assessment and analysis of the evidence	Consideration will be given if information is required in an alternative format.			
Action Plan				
Action	Owner	Risks	Completion Date	Progress update

Appendix 4: Pest Reporting Procedure

STEP 1

All sightings of pests or evidence of their existence should be reported in the first instance to the Site Services Helpdesk on 31300. For advice on pest control or pest proofing, the nominated officers can be contacted on extension 39732 or 39734

For Out of Hours emergency problems contact the On-Call Manager. If necessary, the On-Call Manager will contact the pest contractor out of hour's service.

STEP 2

When reporting pest sightings or evidence of their existence, the following information must be given to the nominated officer:-

- Location of incident i.e. ward/department/clinic
- Precise location i.e. room number or name of room
- Type of pest if known
- Possible numbers of pests present or frequency of sightings
- Name of person reporting
- Date and time of sighting

In the case of insect sightings and if possible/safe to do so, place the insect in a sample pot to enable the pest contractor to easily identify the pest type.

STEP 3

In the event that a satisfactory response is not received from the pest contractor within 24 hours of the time of reporting to the Site Services helpdesk, the nominated officers should be contacted for further assistance.

STEP 4

Follow the advice given by the pest contractor following attendance/treatment. This may include advice on housekeeping, cleaning and maintenance issues.