

Client Spotlight

ServiceMaster Clean Saves the Day



Client Problem:

The Care Quality Commission conducted a planned inspection at a local surgery and was rated **inadequate**.

What did they fail on?

Failing to evidence clear systems and processes to keep patients and staff safe. The systems to support appropriate standards of cleanliness and hygiene were not in place.

The biggest anomaly:

When ServiceMaster Clean came to save the day- it was one of the cleanest surgeries they'd seen within the local area!

It didn't take long for the local press to catch wind of the 'inadequate' scoring and with the spotlight on this report locally, the surgery had to act quick to get this resolved. That's when ServiceMaster Clean came to save the day!

Our Solution

With pressures from the poor CQC audit results and the local press gaining more traction within the local community, the surgery's reputation was on the line. ServiceMaster Clean were called in to manage the failing CQC result ahead of another follow up inspection due shortly after.

Knowing what we know about CQC cleaning and the requirements of the governing parties, we worked closely with the surgery to understand where they fell short. We implemented the necessary systems, paperwork, cleaning schedules and records that were needed to evidence the CQC cleaning audit criteria had been met. Given our experience, know-how and access to all the necessary guidance we need to keep our clients CQC compliant; we knew this was going to be a quick fix for us and a big win for our client.

Fast-forward 6 months and the surgery have exceeded every inspection and passed every audit. They've regained their brand reputation with the continued support from ServiceMaster Clean, routine cleaning, deep cleans in the run up to audits. Their most recent CQC review found no evidence to suggest an audit or inspection is required to reassess their rating.

If you need our services call us on

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Problem solved!

