



SCRUTINY: HEALTH AND SOCIAL CARE REVIEW GROUP	AGENDA ITEM 9
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DATE OF MEETING: 29th February 2016

REPORT OF: Director of Estates and Facilities, Luton & Dunstable Hospital

REPORT AUTHOR: Ian Allen

SUBJECT: Outsourcing Project Update - Luton and Dunstable (L&D) Hospital

PURPOSE

1. To provide the Health and Social Care Review Group (HSCRG) with an update in relation to the L&D Hospital's cleaning and catering outsourcing project.

RECOMMENDATION

2. **That HSCRG note and comment on, as appropriate, the update in relation to the L&D Hospital's cleaning and catering outsourcing project.**

REPORT

3. The provision of support services for patient catering, staff restaurant, domestic and ward housekeeping commenced on 8th November 2015 with Engie Workplace Ltd (EWL) at which point 253 staff transferred to the new service provider.
4. The new services are currently being operated in an 'interim form' pending the introduction of:-
 - New patient catering system based on prepared plated meals
 - Introduction of new microfibre cleaning
 - Full housekeeper service
 - New helpdesk
5. EWL have commenced a formal consultation process with transferred staff for the introduction of new working patterns to deliver services.

6. Early outcomes of new service delivery arrangements have been mixed in terms of performance against expectation.

Cleaning

7. Whilst cleaning standards have been maintained in wards, this was not the case in the communal areas before the Christmas and New Year bank holiday period. The concerns were raised in a specially convened meeting between the Trust and EWL when assurance was sought that matters needed to be addressed without delay.
8. EWL undertook to put more resources into the contract to address the concerns raised with additional senior management resource based on site to oversee the transition between old and new service provision.
9. A programme of deep cleaning (using a specialist sub-contractor) in communal areas was put in place during January 2016 to address some legacy cleaning issues.
10. An independent auditor has been assisting the Trust by monitoring cleaning standards. The audits have demonstrated improving level of cleanliness in corridors with elements of legacy cleaning being addressed since the beginning of January. The cleaning standards are expected to substantially improve once building works have been completed.
11. There have been major building works taking place during the contract start up and this has had an impact on cleaning standards during the early stages of the contract.
12. During February, EWL will introduce a cleaning system using micro-fibre technology. This constitutes a considerable up front capital investment by EWL as part of their contractual commitment with new cleaning trolleys and mop laundering equipment.

Patient Food

13. On the whole, positive feedback has been received for the interim patient food offering. On the occasion, where problems have been encountered, these have been addressed promptly by EWL.
14. The service was audited in December by the Trusts' own retained Environmental Health Officer to confirm safe working practices are in place and patients are not being put at risk.
15. The current food service is an interim arrangement until the new plated meal service is introduced later in the year. A number of building alterations need to be completed before this service commences.

Ward Housekeeping Service

16. EWL are recruiting staff into new positions created by the project and expect to be fully staffed in this respect by the end of January. Where the

new housekeeping service has been introduced it has been reported by the nursing team as having a positive impact on the patient experience.

Staff and Visitor Restaurant

17. The existing restaurant counter in the Chiltern Restaurant is due to be refurbished in February to support the new service offering. Already, an upgraded offering is available and, again, this has been well received by customers.

Contract Management

18. Following on from contract mobilisation, the Trust has appointed a dedicated Contract Manager to oversee EWL performance and deliverables.
19. As with any contract of this type, there have been a number of issues which could not have been readily foreseen such as custom and practice associated with previous management process.
20. During the transition period, the Trust is working with EWL to address issues as these arise in a timely fashion. Daily operational meetings are held with the on-site EWL operational management team to monitor progress and close down issues as they arise but also to ensure EWL are aware of service changes as they arise to support ongoing development of clinical services.
21. The Trust continues to pursue a partnership approach in operating the contract model with EWL. In this respect, EWL were fully engaged with the recent inspection by the Care Quality Commission (CQC) and their staff were recognised for their efforts in exactly the same way as Trust staff.