BSc. H&HA – V Semester Accommodation Management (BHM 314)

**MODULE MATERIALS – HOUSEKEEPING IN OTHER INSTITUTIONS**

**Chapter Outline:**

Housekeeping in :

1. Hospitals
2. Hostels
3. Universities
4. Residential homes
5. Art Galleries and Museums
6. Offices

Hotels not only focus on cleanliness which is naturally expected, but also on comfort and luxury. Maintaining the opulent facilities require a lot of technical know how on the part of the Housekeeping team. Compared to hotels, other Institutions like Hostels, Hospitals, and Residential homes are establishments which satisfy social needs. In such welfare sectors, a reasonable standard of cleanliness and comfort is expected at the lowest possible cost. Dealing with patients in hospitals or students in hostels is very different from dealing with hotel guests. Here, cleaning may not be the only responsibility and could include other responsibilities like checking in and out students, handling the mess etc.

**1 Hospitals**

In hospitals , hygiene is of particular importance with  control of  infection  becoming an important  factor.  Hospitals  include wards,  laboratories,  administrative  areas,  training  schools, kitchens,  and  other high risk areas- operation  theaters,  ICU, transplant and premature baby units.

*Organization chart*.

ADMINISTRATOR

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DISTRICT ADVISOR/ DOMESTIC SERVICES MANAGER (DA/ DSM)

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ASSISTANT DOMESTIC MANAGER

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DOMESTIC SUPERVISORS OR WARD HOUSEKEEPERS

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DOMESTIC ASSISTANTS/ WARD ORDERLIES

*Responsibilities* include:

1. Maintain high degree of cleanliness and hygiene with a focus on health.
2. Ensure safety and security.
3. Pest control.
4. Control on contract cleaning agencies.
5. Provide staff uniforms.
6. Launder hospital linen, uniforms and surgical suits.

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In the wards:

1. Cleaning and bed making. ( This must be done with the least amount of disturbance to the patient)
2. Service of food and beverage and clearing of food trays.
3. Arranging flowers.
4. Delivery and collection of patients' mail.
5. Care of clothes and personal belongings.

*Terminal Cleaning* of rooms must be done soon after a patient checks out and before the next patient checks in . This includes total disinfection of the room including furniture and fixtures. Linen are subjected to high temperature wash.(terminal wash).

*Precautions:*

All persons working in high risk areas must wear protective clothing; be gowned and masked if required. Gowns may be disposable or made of cotton. Once used, they may be treated as infected items and will require specific disinfections. Hands must be washed before entering, before cleaning and after leaving a unit to prevent spreading of infections.Cleaning materials and agents must be suitably coded and after use in an area, they must be suitably disinfected or changed before use in the next area. Waste arising in isolation areas must be disposed separately and appropriately. Syringes and sharps must be disposed appropriately.

**2 Hostels**

Hostels for young people and university hall of  residence  are medium  - long stay establishments. Staff are kept to a minimum and  students may be expected to make their own beds, keep  their room tidy etc. Rooms may be cleaned weekly and apart from public areas,  there may belittle or no cleaning at weekends.  Periodic heavy cleaning, repairs and maintenance is done during the vaca­tion.

*Organization chart*

*Responsibilities:*

The housekeeper's responsibilities include:

1. Cleanliness and hygiene.
2. Report and checking of maintenance.
3. Staffing.
4. Catering.
5. Budgetary control.
6. Well being and discipline of students.
7. Room keys and student mail.
8. Security.
9. Pest control.
10. Linen.
11. Lost property.
12. Stock control.

An inventory of all items must be taken at the time of check out. Usually some amount of money is taken as caution deposit at  the time of check in, to cover cost of damages, pilferage.

**3 Universities**

In large universities responsibilities are divided among:

* The estates manager is in charge of the building maintenance and repairs.
* The catering manager is in charge of the food and beverage  out­lets including their cleaning.
* The service  manager is in charge of all public  areas,  lecture rooms and other teaching areas.
* The accommodation manager is in charge of cleanliness and organi­zation of all student accommodation.

Although universities do get government grants they are  largely self financing organizations and they must at least break even at the end of any financial year.

**4 Residential homes :** For Elderly, physically and mentally challenged, children.

The important word is `homes'; it is essential to create a happy homely atmosphere. The residents could be involved in housekeep­ing activities according to their capabilities.   People working here, require dedication and temperament.

**5 Museums, Art Galleries, Libraries, Archives.**

These establishments include display areas, exhibits, old books, documents. Particular problems include dust control of extensive shelves  and books and control of UV rays necessary  to  prevent deterioration.  The organization and supervision of cleaning and maintenance form part of the curator's or librarians job descrip­tion.

**6 Offices**

Additional factors include:

* Deep cleaning must be completed before or after office hours.

Disposal of confidential waste by shredder and incineration