

Latest service update during COVID-19 outbreak.

The government have made it clear that domestic cleaners will still be permitted to work inside peoples' homes as long as the government guidelines on social distancing and staying safe are followed.

We supply our cleaners with a **SET OF GUIDLINES** to follow during their scheduled cleaning visits.

- Thoroughly wash their hands before, during and after their cleans with warm soapy water
- Surfaces should be cleaned using regular products and then where possible, disinfected using a product that is certified to kill 99.9%.
- Special attention should be paid to "high touched" areas such as; door and cupboard handles, light switches, TV remotes, tables, countertops etc
- Warm water (not hot or cold) should be used when cleaning surfaces and mopping floors, to maximise the effectiveness of cleaning products
- Use disposable or machine washable gloves
- Open windows where possible for ventilation
- Wash cleaning cloths and mop covers at a high temperature (60°C or above) after every use
- Avoid shaking dirty laundry and soft furnishings such as bath mats and rugs

We would also follow **the rules stated below:**

- Cleaners must not clean if anyone in their household has symptoms (however mild), shielding or self-isolating
- Clients must not allow cleaning if anyone in their household has symptoms (however mild), shielding or self-isolating
- Clients must stay in a different room to the cleaner. Social distancing of at least 2 metres must be maintained at all times
- Cleaners must at all times observe social distancing of 2 metres from anyone in the property
- Face coverings are not mandatory, however if the client asks for them to wear one, then they should be prepared to do so
- As always cleaners must never under any circumstances, take anyone (including children) with them to a clean
- We will ensure that the same cleaner attend the same clients each clean and that our cleaners only use the clients' cleaning materials, to prevent cross-contamination

These are based on the latest guidelines from Public Health England, Health Protection Scotland and the NHS.

