



Policy:

EST 001 - Pest Control

Executive Director Lead	Executive Director of Finance
Policy Owner	Hotel Services Manager
Policy Author	Hotel Services Manager

Document Type	Policy
Document Version Number	V2
Date of Ratification	27/07/2020
Ratified by	Finance and Performance Committee (FPC)
Date of Issue	30/07/2020
Date for review	31/07/2023

Summary of policy

This policy is a statement of the Trust's intention to manage the pest control services within its premises and ensure good practices are maintained.

Target audience	All Trust staff, agency staff working for the Trust and contractors engaged by SHSC.
------------------------	--

Keywords	Pest, riddance, infestations
-----------------	------------------------------

Storage

Version 2 of this policy is stored and available through the SHSC intranet/internet. This version of the policy supersedes the previous version (V1: September 2017). Any copies of the previous policy held separately should be destroyed and replaced with this version.

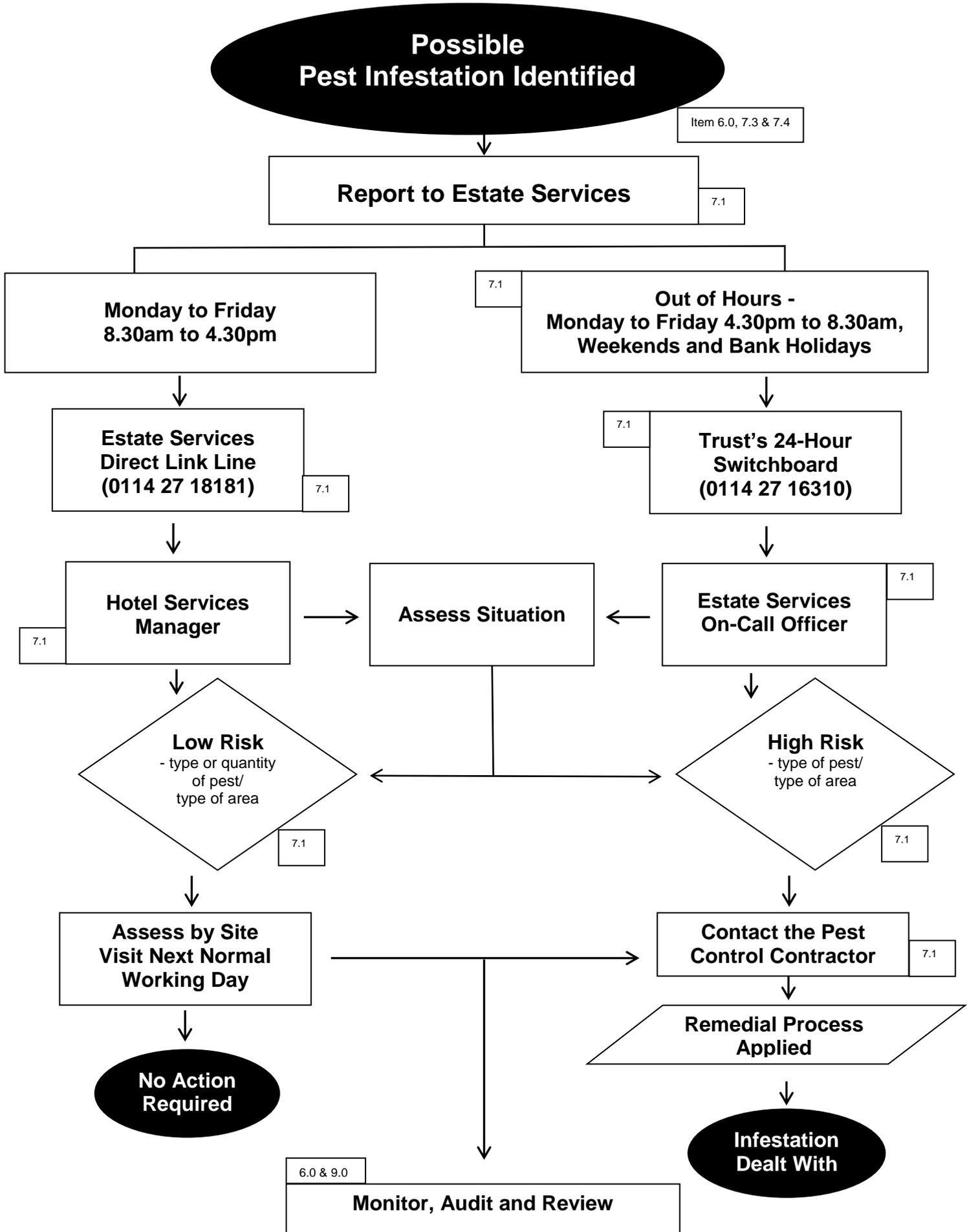
Version Control and Amendment Log

Version No.	Type of Change	Date	Description of change(s)
1	Ratification and issue	September 2017	A new policy was commissioned via the Director of Facilities Management to address a gap in statutory requirement.
2	Update due to policy renewal/review	June 2020	<p>Text changes made during consultation, prior to ratification, e.g.</p> <p>Section 4 <i>Definitions</i> - identification of the Contracts Manager</p> <p>Section 6 <i>Duties</i> - identifying the Pest Control Contractor</p> <p>Section 7.1 <i>Procedure for the Reporting of Pests</i> - insertion of paragraph re <i>Out of Hours</i></p> <p>Section 7.3 <i>List and Description of Common Pests</i> - text change re control of birds</p> <p>Section 7.4 <i>Procedure for Dealing with Biting Insects</i> - text change</p> <p>Section 7.6 <i>Pets as Therapy</i> - text change and reference to the Visitors Policy</p>

Contents

Section		Page
	Version control and amendment log	
	Flowchart	1
1	Introduction	2
2	Scope	2
3	Purpose	3
4	Definitions	3
5	Detail	4
6	Duties	4
7	Procedure	4
	7.1 Procedure for the Reporting of Pests	4
	7.2 General Pest Control Measures	5
	7.3 List and Description of Common Pests	6
	7.4 Procedure for Dealing with Biting Insects	9
	7.5 Visiting Pets and Animals in Trust Premises	10
	7.6 Pets as Therapy (PAT) Animals and Guide Dogs, Including Dogs Trained to Assist with Other Conditions	10
8	Development, Consultation and Approval	10
9	Audit, Monitoring and Review	11
10	Implementation Plan	11
11	Dissemination, Storage and Archiving (Control)	12
12	Training and Other Resource Implications	12
13	Links To Other Policies, Standards, References, Legislation And National Guidance	12
14	Contact details	13
	APPENDIX	
	Appendix A - Equality Impact Assessment Process and Record for Written Policies	14

Managing Pest Infestation(s)



1 Introduction

Sheffield Health and Social Care NHS Foundation Trust, (the Trust), has a legal obligation to take necessary measures to prevent the risk of a pest infestation. The Trust will ensure that all parts of premises, in which it provides healthcare, are suitable for purpose, kept clean and maintained in good physical repair and condition. This includes having a robust approach to the management of pest infestation and taking preventative measures, as outlined in the Health and Social Care Act 2008 (2015). Patients, their relatives, and staff rightfully expect care to be delivered in an environment where risks from pest infestations are proactively reduced in all areas of the Trust as an important aspect in the provision of care. This can only happen if all staff accept responsibility for their role in ensuring good housekeeping control practice is adhered to at all times.

Pest Control is needed to:

- Prevent the spread of disease
- Prevent wastage and contamination of food
- Prevent damage
- Comply with the law

If pests become established they can prove difficult and costly to deal with.

Satisfactory standards of pest control in both clinical and non-clinical areas are an integral part of providing a safe, clean environment for the delivery of high-quality patient user care.

The Trust recognises its legal obligation to undertake all reasonable measures to prevent and manage the risk of pest infestation in all food storage, distribution and catering areas. The Trust will ensure high standards of pest control in all other areas of its premises.

2 Scope

This Policy will apply across the whole Trust. The process for ensuring suitable and sufficient pest control measures are in place will be managed by the Facilities Directorate. The Trust has a Nominated Pest Control Lead to manage this process; this is the Hotel Services Manager.

The Trust, assisted by its contractors, will implement procedures to rid premises occupied by the Trust of existing infestation, and ensure this position is maintained. Where Trust staff work in premises provided by a third party the Trust will require the third party to ensure similar satisfactory pest control is maintained.

All pest control work should be carried out in accordance with the Code of Practice of the British Pest Control Association. All pesticides, (including insecticides or rodenticides), used shall conform to all current legislation and be used in accordance with Control of Pesticides Regulations, Control of Substances Hazardous to Health.

The Trust will enter into a contract with a suitably experienced contractor to provide for riddance of pests and treatment/monitoring to provide proactive measures to reduce the likelihood of pest infestations in accordance with the pest control contract.

3 Purpose

The purpose of this policy is to ensure that the Trust's risk of exposure to pest infestation is minimised. The Trust has an obligation to take necessary measures to prevent pest infestation in all food storage, distribution and catering areas and to ensure good standards of pest control in all other areas. This policy sets out the requirements regarding the control of pest infestation within the buildings and grounds under the management of the Facilities Directorate.

The policy specifies a system of management that will ensure that pest infestations are prevented, where possible, but if infestations do occur that the effects are minimised and appropriate and effective actions are taken by:

- Proactive management to reduce the potential for infestations
- Reactive management to eliminate infestations found
- Maintaining records of infestations and actions taken

The policy provides information so that staff involved with each stage of the process are able to fulfil their duties and responsibilities.

This policy defines procedures that will provide a process for managing the risks associated with the control of pest infestation.

4 Definitions

The following definitions are used in this policy

Rid and Riddance	Eradication or achieving the best level of control that is technically and practicably possible
Pest	Includes a wide variety of insects, mammals and birds that are actual or potential carriers of disease and/or cause nuisance or damage in various ways
Infestation	The presence of a pest where it transmits disease, causes damage, fouling, fear, offence or nuisance
Contracts Manager	The person nominated and authorised on behalf of the Authority for the purpose of this contract, i.e. the Deputy Head of Procurement
Designated Person	An individual appointed by the Trust who has overall authority and responsibility for the estate management. This is the Director of Facilities Management on behalf of the Trust's Chief Executive/NHS Trust for the purpose of the pest control contract
Nominated Pest Control Officer	The member(s) of staff authorised within the delegated capacities of 'Nominated Pest Lead'
Pesticide Regulations	The Control of Pesticide Regulations (COPR) amended in 1997 or any subsequent legislation

5 **Detail**

This policy is an overview of how the Trust approaches the management of pest control services by preventative measures and ensuring good housekeeping. The information is applicable to all employees in the Trust to ensure safe practices are complied with effectively in accordance with the Health and Social Care Act 2008 (2015).

6 **Duties**

Overall Responsibility

The Chief Executive has overall accountability for ensuring compliance with all statutory regulations.

Nominated Pest Control Lead

The nominated Pest Control Lead will maintain a management system that effectively reduces the risk of infestations and will be 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 efficient service.

To ascertain the name of the current Pest Control Contractor, contact the Estate Services Direct Link on 27 18181. (The contractor may change during the life of the policy).

Management Responsibilities

Responsibility for ensuring pests are reported in accordance with Trust Policy, is devolved to all managers and heads of service/departments.

Staff Responsibilities

All staff are responsible for promptly reporting the presence, or suspected presence, of pests by following the Trust Policy.

7 **Procedure**

- The reporting of pests
- General pest control measures
- Information on common pests
- Types of pests historically found in the Trust
- The procedure for dealing with biting insects
- Visiting pets and animals in Trust premises
- Pets as Therapy (PAT) animals and guide dogs

7.1 **Procedure for the Reporting of Pests**

During Office Hours - Monday to Friday: 8.30am to 4.30pm

- Any staff finding or suspecting the presence of pests, must immediately contact the Estate Services Direct Link Maintenance Line - (on telephone 0114 27 18181).

- The incident will be logged by the operator and relayed to the Hotel Services Manager, (Pest Control Lead), for further advice.
- If the incident requires further information, the Hotel Services Manager, (Nominated Pest Control Lead), will liaise with the member of staff making the report before deciding whether to call out the Contractor directly, or conduct a site assessment first.
- If the Contractor is required to attend a site, the Direct Link Operator will issue the Contractor with a job number.
- All information logged regarding pest control is stored on the electronic data base, (Planet).

Out of Office Hours

- Contact the Estate Services officer on-call via the Trust's 24-hour switchboard - (telephone 0114 27 16310). The Estate Services officer, in liaison with the reporting member of staff, will decide if urgent action is required or if it can be delayed until the next normal working day.
- If urgent action is required, the Estate Services officer will contact the Contractor and ask them to attend and deal with the pest(s).
- An [out-of-hours information](#) sheet is provided in the on-call box and on the intranet.
- Each ward/unit will be provided with an ant spray via the Hotel Services Manager which can be used in an emergency until such a time as the Pest Control Contractor can attend. This must be stored in the Housekeepers' storeroom together with the relevant COSHH information.

7.2 **General Pest Control Measures**

- Check deliveries carefully; pests can enter premises in packaging and food items.
- Food must be covered or stored in pest-proof containers and stored off the floor.
- Spillages must be promptly removed. Maintain a clean workplace, paying special attention to food preparation areas, stores, drains and gullies.
- Waste bins must have tight fitting lids and waste must be stored in a manner suitable to prevent access by pests.
- Accumulation of static/stagnant water must be avoided.

- Buildings must be of sound structure and well maintained; drains must be covered; leaking pipework repaired and damaged surfaces made good. Defects must be reported to Estate Services via the Direct Link Maintenance Line.
- Cracks in plaster and woodwork, unsealed areas around pipework, damaged tiles, badly fitted equipment and kitchen units, are all likely to provide excellent harbourage for pests and must be repaired and maintained in a suitable condition.
- Where fitted, fly screens should always be closed when windows are open.
- Doors to food preparation areas must be kept closed.
- Treatment with insecticides and rodenticides alone is seldom sufficient; attention must be paid to good hygiene and structural maintenance.
- It is the responsibility of all users of buildings NOT to feed any birds, squirrels, or any other pests.
- Pest control devices must not be removed or disposed of, except by the contractor or the Trust's Pest Control Officer. Any damage to devices should be reported immediately to the Pest Control Officer.

7.3 List and Description of Common Pests

Houseflies

Significance

Houseflies can transmit intestinal worms, or their eggs, and are potential vectors of disease such as dysentery, gastroenteritis, typhoid, cholera and tuberculosis. They will frequent and feed indiscriminately on any liquefiable solid food, putrefying material or food stored for human consumption.

Control

Flies have rapid, prolific breeding habits and high mobility. In order to break the life-cycle, control measures should be directed against larval and adult flies. Good hygiene is necessary to limit potential breeding sites and food sources. Entry of flies in to buildings can be prevented by 1.12mm mesh fly screen, air curtains, bead screens or self-closing door equipment with rubber seals.

Cockroaches

Significance

Cockroaches are common in premises associated with the production or handling of food. Gregarious and nocturnal they spend the day hiding in cracks and crevices around areas such as sinks, drains, cookers, the back of cupboards and in refrigerator motor compartments. They favour buildings with service ducts and complex plumbing installations which allow them to travel freely. Cockroaches are potential vectors of diseases such as dysentery, gastroenteritis, typhoid and poliomyelitis. Their diet is omnivorous and includes fermenting substances, soiled dressing, hair, leather, parchment, wallpaper, faeces and food for human consumption. The latter may be contaminated either by the mechanical transfer of causative agents of disease from the insect's body, or by transmission in the faeces.

Control

Monitoring and control is essential although successful control of cockroaches is a complex subject, and depends very much upon tailoring control measures to the species concerned. Infestations can be difficult to control as cockroach eggs are poorly penetrated by insecticides. Consequently, surveillance of the area by the Pest Control Contractor may be required.

Ants - Black Garden Ants

Significance

Foraging worker ants cause a nuisance as they travel widely in search of food, following well-defined trails and clustering around the food source. Sweet foods are preferred. They are obviously an unpleasant sight and may damage food for human consumption.

Control

Although frequently inaccessible and difficult to destroy, ants' nests must be eradicated. If infestation is to be successfully controlled, hormone treatment is required, which sterilises the female ant.

Wasps

Significance

Wasp stings cause pain and distress. Some individuals are particularly sensitive. Wasp nests are only used for one season so it may be possible to put up with the problem temporarily. They are often found in cavities in brickwork, in air bricks and roof vents.

Control

The nest can be treated by the Trust's Pest Control Contractor; such work may be best carried out in the evening or weekend as poisoned stupefied wasps can cause problems. Particular attention should be paid to areas around rubbish bins that must be kept in a hygienic condition.

Other Insect Pests

Significance

There are many other insect pests that occur sporadically in healthcare areas. The most common of these being flies of various species, crickets, silverfish and stored product insects and mites, which can be found infesting dried foods such as flour weevils.

Control

Ensure all spillages are cleaned thoroughly. Food must be transferred to containers with tight fitting lids. All food must be covered/wrapped appropriately

Mice and Rats

Significance

These are the vertebrates with greatest potential for damage to food stocks and building fabric in hospitals or healthcare areas. Modern rodenticides are extremely efficient in the eradication of mice and rats from these areas.

The Trust will notify the relevant local authority of any infestation of its land or buildings by rats and mice in 'substantial numbers' as required by the Prevention of Damage by Pests Act 1949. Rodents have been known to gnaw through electric cables and cause fires.

Control

All sightings and other evidence of their presence should be reported. The Trust will take reasonable steps to ensure that its buildings are rodent-proofed by, for example, fitting collars where pipes pass through walls and by filling gaps in the building fabric, etc. All food and organic waste shall be kept in rodent-proof containers

Squirrels

Significance

The most serious damage in urban areas arises where the squirrel enters the roof spaces of premises by climbing the walls or jumping from nearby trees. Once inside, they chew woodwork, ceilings, electrical wiring insulation or tear up loft insulation to form a drey.

Control

The best method of control is to proof the building/loft. Prevention is better than cure. If a cure is required, the best form of control is trapping with the use of a squirrel trap.

Birds

Significance

The nuisance of birds can be damage to property and health problems.

Control

In the first instance they can be controlled by preventative measures, e.g. blocking of nesting holes and application of devices to discourage perching. Netting and trapping can also be considered with the aim of immediate release from the area/location of capture. Whichever method is employed, advice will be sought from the pest contractor regarding the legal aspects and advice from the Royal Society of Protection of Birds.

Staff must ensure all windows are closed at the end of each working day when leaving premises to prevent birds entering buildings and fouling the interior. Should birds be found to have entered via an open window this must be immediately reported to the Estate Services Direct Link who will liaise with the Hotel Services Manager to decide upon appropriate action. The affected room/area must be kept closed until the matter is dealt with and the room has been deep cleaned. Staff should not re-enter the room until cleaning has taken place.

7.4 Procedure for Dealing with Biting Insects

A common phenomenon in the ward, clinical area, office and similar environments, occurs when occupants complain of bites, rashes and itching and it's the perception that these symptoms are caused by insects, (or other arthropods), in the premises.

On the majority of occasions this is not the case and the irritation is caused by environmental factors, which are not animal-borne.

When complaints of biting insects are received, the following procedure should be adopted:

- Where commercial carpet flooring is involved, it should be cleaned by wet shampooing.

This serves to reduce the loose fibres and static charge, which inherently build up in materials of this kind and lead to an irritation that can mimic the symptoms of insect bites on the human skin. The Hotel Services Manager will be able to advise you on the best method of cleaning the carpet.

- Should the symptoms continue to exist, the Hotel Services Manager shall arrange a device, (flea trap), to be located in the area(s) which will determine the type of biting insects and then arrange for the Pest Control Contactor to attend.
- On identification of potential biting insects, the contractor will treat the affected area with the appropriate insecticide.

7.5 Visiting Pets and Animals in Trust Premises

Domestic pet animals can enhance the quality of life for many people. However, animals can carry infections such as MRSA, psittacosis and Salmonella, which can occasionally be transmitted to humans, particularly people who are immuno-suppressed or who have other health problems. Some animals may also be difficult to control and may pose risks to service users due to their behaviour.

To minimise the risk to service users receiving care, domestic pets are not allowed in the Trust's premises. The definition of pets includes all warm- and cold blooded species, including dogs, cats, lizards, snakes, fish, birds and insects.

The only exceptions to this rule are guide dogs for the blind; hearing dogs for the deaf; dogs trained to help people with conditions such as epilepsy and autism; and dogs/cats which belong to the Pets as Therapy (PAT) scheme. These animals are not excluded from the Trust premises because they are recognised as providing substantial benefits to service users.

7.6 Pets as Therapy (PAT) Animals and Guide Dogs, including Dogs Trained to Assist with other Conditions

All cats and dogs used by the PAT organisation will have a record detailing their vaccinations, visits to the vet and state of health. The PAT organisation ensures the checks are in place. The registered owner of the PAT animal has to submit all vaccination records and flea/worm records on an annual basis to those responsible for PAT and pay an annual subscription along with two character-references. They also arrange for an independent temperament assessment of the animal and provide indemnity insurance. A certificate/identification is issued to show that the animal complies with the PAT registrant requirements. This helps to minimise the risk of the animal harbouring an infection which could be transmitted to service users. A copy of the animal's health record should be available on request.

There is strict guidance on the PAT website for conducting visits and that they must always be accompanied by a member of staff while on any clinical area.

Further information can also be found in the Trust's [Visitors Policy](#).

8 Development, Consultation and Approval

This policy has been developed to meet the legal obligation stated in the Health and Social Care Act 2008 (2015) to take the necessary measures to protect the risk of a pest infestation within SHSC's premises.

The following individuals were consulted:

Mark Gamble, Head of Estate Services
Katie Grayson, Lead Nurse
Susan Highton, Staff-Side Chair
Vivienne Morley, Head of Procurement
Daniel Mulhall, Maintenance Manager
Helen Payne, Director of Facilities Management
Charlie Stephenson, Health and Safety/Risk Advisor

9 Audit, Monitoring and Review

Audit and Monitoring

The Nominated Pest Control Lead will be responsible for auditing and monitoring the effectiveness of this policy.

As part of the Contract, periodic meetings will be held with the Trust's authorised Pest Control Contractor to consider performance against the agreed range of key performance indicators, (KPIs), and discuss any performance improvements which may be required.

For governance purposes, any significant issues regarding the Policy or the operation of the Contract will be brought to the attention of the Director of Facilities Management and/or the Facilities Directorate Management Group.

Review

This policy should be reviewed in 3 years, or earlier if there are any changes which necessitate review, e.g. changes in legislation or regulations.

10 Implementation Plan

Action/Task	Responsible Person	Deadline	Progress update
Put the new policy on to the intranet/website and remove the old policy.	Policy Governance via Trust Communications	After policy ratified	
Make Trust staff aware of new policy	Hotel Services Manager via Trust Communications	After policy ratified	

11 Dissemination, Storage and Archiving (Control)

This policy will be available on the Trust's intranet/website and available to all staff in accordance with governance arrangements. Previous versions must be removed and replaced with this version, (V2). Managers are to ensure that members of staff for whom they have delegated responsibility are aware of the instructions contained within this policy. It will be disseminated via the Health and Safety Group, the Infection Control Committee and available to all staff.

Version	Date added to intranet	Date added to internet	Date of inclusion in <i>Connect</i>	Any other promotion/ dissemination (include dates)
1.0	2017	2017	/	/
2.0	July 2020	July 2020	July 2020	TBC

12 Training and Other Resource Implications

The Pest Control service is currently contracted out to a reputable Pest Control Contractor therefore there are no identified training needs for staff other than a pest awareness course for Facilities Directorate staff responsible for reporting pest incidents to the Pest Control Contractor. Training regarding food pests is covered in the foundation in Food Safety Course and the Food Hygiene Awareness Refresher Course.

The Trust's Nominated Pest Control Officer must have sufficient training and experience to be able to identify common pest species.

13 Links To Other Policies, Standards (Associated Documents)

- The Food Safety and Hygiene Regulations 2016
- The Environmental Protection Act 1990
- Control of Pesticides (Amendment) Regulations 1997
- EU Biocidal Products Regulations (BPR)
- Control of Pollution (Amendment) Act 1989
- Control of Substances Hazardous to Health (Amendment) Regulations 2004
- The Poisons Act 1972
- The Public Health (Infectious Diseases) Regulations 1988
- Health and Safety at Work Act 1974
- Health and Social Care Act 2008 (2015)
- The Wildlife and Countryside (Amendment) Act 1991
- Animal Welfare Act 2006
- Product Liability Legislation and any other legislation, national guideline or code of practice pertinent to the Contract
- Data Protection Act 2018
- BPCA Membership
- Infection Prevention and Control Policy
- Waste Management Policy
- Code of Practice of the British Pest Control Association

14 **Contact Details:**

<i>Title</i>	<i>Name</i>	<i>Phone</i>	<i>Email</i>
Director of Facilities Management	Helen Payne	27 18697	helen.payne@shsc.nhs.uk
Hotel Services Manager	Janet Mason	27 18350	janet.mason@shsc.nhs.uk
Estate Services Direct Link		27 18181	
24-Hour Switchboard		27 16310	

Appendix A

Equality Impact Assessment Process and Record for Written Policies

Stage 1 - Relevance: is the policy potentially relevant to equality, i.e. will this policy potentially impact on staff, patients or the public? This should be considered as part of the Case of Need for new policies.

NO - No further action is required: please sign and date the following statement.
I confirm that this policy does not impact on staff, patients or the public.

I confirm that this policy does not impact on staff, patients or the public.

Name/Date: **Janet Mason, June 2020**

YES, go to Stage 2

Stage 2 - Policy Screening and Drafting Policy: public authorities are legally required to have 'due regard' to eliminating discrimination, advancing equal opportunity and fostering good relations in relation to people who share certain 'protected characteristics' and those that do not. The following table should be used to consider this and inform changes to the policy (indicate yes/no/ don't know and note reasons). Please see the SHSC Guidance and Flow Chart.

Stage 3 - Policy Revision: make amendments to the policy or identify any remedial action required and record any action planned in the policy implementation plan section

SCREENING RECORD	Does any aspect of this policy or potentially discriminate against this group?	Can equality of opportunity for this group be improved through this policy or changes to this policy?	Can this policy be amended so that it works to enhance relations between people in this group and people not in this group?
Age	No		
Disability	No		
Gender Reassignment	No		
Pregnancy and Maternity	No		
Race	No		
Religion or Belief	No		
Sex	No		
Sexual Orientation	No		
Marriage or Civil Partnership	No		

Please delete as appropriate: **Policy Amended**/Action Identified (see Implementation Plan) / no changes made

Impact Assessment Completed by: **Janet Mason, June 2020**