West Suffolk NHS Foundation Trust leads the way as the UK’s first hospital to achieve CIMS certification

West Suffolk Hospital is a vibrant, friendly and accessible hospital set in a 19-hectare parkland site on the edge of Bury St Edmunds. It has around 480 beds open at any given time, serving a population of 275,000 within its surrounding 600 square mile radius. West Suffolk Hospital also welcomes patients outside the immediate catchment area who actively seek referrals to it.

As well as patient care, West Suffolk NHS Foundation Trust offers a range of patient and staff facilities, including a WH Smith shop, café and staff restaurant. Its Education Centre houses two lecture theatres, meeting and training rooms, as well as a library offering a wide range of resources, books, journals and electronic information.

The site's highly dedicated housekeeping team not only offer cleaning services, including sanitation and deep cleaning, but also serve beverages to patients. In such a high-care environment, where cleanliness and hygiene are paramount, it is no surprise that West Suffolk Hospital is committed to service excellence and delivering this in the most efficient and cost effective manner possible.

With this ethos firmly in mind, West Suffolk Hospital recently lead the way for the entire healthcare sector and demonstrated its mission to constantly improve service delivery, by becoming the first hospital in the UK to achieve CIMS certification, which it passed with Honours.

Driven by ISSA and supported by BIC's Business Services (BBS), CIMS is a consensus-based management standard formed on principles that are universally considered to be the hallmarks of successful cleaning organisations. Ultimately, it is designed to assist cleaning organisations in developing customer-centered, quality organisations, managed in the most efficient and cost-effective manner possible.

For Carlos Alves, Housekeeping Services Manager at West Suffolk NHS Foundation Trust, turning to CIMS was the obvious choice for his organisation.

"CIMS is designed by the cleaning industry for the cleaning industry. This makes it a truly valuable and unique tool in the cleaning world."

— Carlos Alves, Housekeeping Services Manager, West Suffolk NHS Foundation Trust

While Mr Alves said it is still early days, positive impacts from the CIMS certification have been seen right from the outset.
“We are lucky to have a very dedicated housekeeping team, and since becoming certified with honours we have seen a positive impact in terms of staff motivation. Morale is extremely high within the team and becoming Certified with Honours is an achievement we are all very proud of,” he said.

As well as team spirit, there has been an improvement in operations, including a renewed understanding of responsibilities and streamlining of organisational processes.

“The office is more organised and the general hospital population is taking time to think about the importance of cleaning. Being CIMS certified has given us a deeper understanding of our roles and brought to light areas where we can increase efficiency and provide an even better service. We are confident we will continue to see the benefits over the coming months and years, especially in terms of the positive impacts on patients, staff and suppliers” Mr Alves said.

ABOUT ISSA:
The leading trade association for the cleaning industry worldwide, ISSA has a membership that includes more than 6,000 distributors, manufacturers, manufacturers’ representatives, building service contractors, in-house service providers and associated service members. In its role as the worldwide cleaning industry association, ISSA is helping its members change the way the world views cleaning – promoting it as an investment in human health, the environment and an improved bottom line. ISSA offers the industry’s largest cleaning shows in conjunction with Amsterdam RAI under the brand name ISSA/INTERCLEAN®, the popular website www.issa.com, educational products, industry standards, periodicals and legislative and regulatory services that specifically focus on the professional cleaning industry.

The association is headquartered in Lincolnwood, USA, with regional offices in Amsterdam, Netherlands; Leicester, United Kingdom; Monterrey, Mexico; and Shanghai, China. ISSA also works with more than 75 associations, alliances, and government agencies around the world to represent the cleaning industry. For more information, visit www.issa.com.

ABOUT BBS:
BBS is the commercial training arm of the British Institute of Cleaning Science (BICSc). All BICSc accredited training is managed and controlled through BBS.

Whether you are looking for one off accredited and certified skills training or you are looking for approval to certificate your own employees to BICSc Standard, BBS are your trusted and reliable provider.