

10.30am – 11.30am
19th June 2023

JHH - L2 L Block room
6027

Minutes

JHH – Patient Support Services SCC

Attendance and
declarations

Welcome to Country:

Kate Ireland (Chair)

In attendance:

Kate Ireland (HS A/Operations Manager) Matt Ramsey (HSU Organiser), Lyn Garrard (HSU), Margaret Davies (HSU)

Apologies/ Not in attendance:

Jody Chatman (HS PSS Site Manager), Kirra Noonan (HS HR)

Previous meeting:
Confirmation of minutes

N/A

Actions arising from the
previous meeting

N/A

Business Items

Item 1:

**Welcome and
Introductions**

- Kate welcomed all attendees to the first JHH Patient Support Services SCC meeting and introductions were made around the room.

Item 2:

Potential Impacts and Concerns

- Naming of team (cleaning squad)
 - Survey to be completed by staff to vote on suggestions for the naming convention to find a workable solution .
- Workloads and Duties
 - DECT phones to be put back on the charger prior to going on a break. Phones to be stored in sign on/off room if there is availability to have additional power points installed for the charging units.
 - 4 bed infectious cleans – trial allocating 2 persons at a time, LH will need to organise the staff.
 - Lab 5 cleans normally RNC LH and CT/Angio normally JHH LH – Plan to support removal of other tasks from the LH's. On weekends, this will remain with the Bedmakers. Contact numbers to be updated and provided to Lab 5 and Angio for weekends.
 - Leading Hand scheduled duties – need to look at where some tasks can be moved around. Plan to be made pending finalisation of CoS agreements.
 - Infectious cleans - training for afternoon shift. To engage Vicki McQueen to do a group training session with the afternoon shift team.
 - Dead areas for DECT phones – we will need to rely on feedback for this issue.
 - Process for when beds aren't ready – to be monitored and escalated to offending wards. Cleaners to document and advise Supervisors so they can raise these concerns with NUMS.
 - 22 hour position – Bedmaker hours will remain.
 - Sick Leave coverage – to be escalated to LH Mon – Fri, weekend process to be reviewed.
 - Bedmaker roster – staff have agreed to leave as is.

- Item 3:
- As discussed, suggested changes to proposed service model**
- Phones to be stored and charged during breaks
 - Infectious cleaning training to be arranged for afternoon shift
 - Process of escalation when beds aren't ready
 - ADO coverage for afternoon shift – Jody has built this into the roster to cover this
 - Leading Hand area allocation – Jody has updated this and removed LH from w/end Bedmaker
 - Comms to LHD – meeting to be organised to discuss

- Item 4:
- Timeframes**
- The supply of DECT phones remains an issue as stock is currently unavailable. Telstra are unable to provide an ETA on when we can expect the delivery. We approached Jon Nightingale to see if we could borrow any spares from the LHD, however this is not an option as there are no spares.

- General Discussion**
- **Q** – KI How do we resolve staff refusing to do infectious cleans?
 - MR – The award states it is given as an option to employees.
 - MD – Staff are only paid the allowance for 1 x infectious clean per day however, they may do multiple cleans and it's not paid accordingly.
 - **Q** - MR Can a vacant role that doesn't include these cleans be offered to the staff refusing?
 - **A** – KI The majority of these roles would be cleaning offices which we utilise workers comp/staff with disabilities for these tasks.
 - MR – More staff are required. The issue is that the PD is very generic and the time that it takes getting staff on board through recruitment.
 - MD – We need to recommence training staff to work in all areas so they can fill in when required to cover S/L etc.
 - MD – Some staff are leaving early and not doing infectious cleans from 1.30pm. Staff are also leaving their areas before 2.20pm.
 - KI – 5 to 10 minutes is the agreement, any earlier is not appropriate.
 - KI – Additional staff are required to attend these meetings for consultation around infectious cleans, MR is in agreeance with this.
 - **Q** – MD Who audits the Bedmakers cleaning? Beds are being moved around the hospital with blood on them or vomit bags attached.
 - **A** – KI The Supervisors conduct spot checks however, they can't follow staff around. An IMMS is required to capture that there are dirty beds being moved by either contacting the NUM or Jody to escalate.

- Next Meeting
- Tuesday 18th July 2023

Issue and Action	Responsible Officer	Meeting Date	Due Date	Outcome / Action Completed
Infectious cleaning training to be arranged for afternoon shift	Kate Ireland to arrange with Vicki McQueen	19/06/2023		In Progress

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Comms to LHD – meeting to be organised to discuss	Kate Ireland	19/06/2023		In Progress