Pest Control Procedure

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The latest approved version of this document is online.
If the review date has passed please contact the Author for advice.

Powys Teaching Health Board is the operational name of Powys Teaching Local Health Board
Bwrdd Iechyd Addysgu Powys yw enw gweithredol Bwrdd Iechyd Lleol Addysgu Powys

Version Control

Version	Summary of Changes/Amendments	Issue Date
1	Initial Issue	20/03/2024

ENGAGEMENT & CONSULTATION

Key Individuals/Groups Involved in Developing this Document

Role / Designation
Support Services Manager – North

Circulated to the following for Consultation

Date	Role / Designation
25/10/23	Support Services Management Team
18/03/24	Health and Safety Group

Evidence Base
Please list any National Guidelines, Legislation or Health and Care Standards relating to this subject area?

IMPACT ASSESSMENTS

Equality Impact Assessment Summary					
	No impact	**Adverse**	**Differentia**	**Positive**	**Statement** ***Please provide supporting narrative for any adverse, differential or positive impacts that may arise from the implementation of this policy***
Age	x				
Disability	x				
Gender reassignment	x				
Pregnancy and Maternity	x				
Race	x				
Religion or Belief	x				
Sex	x				
Sexual Orientation	x				
Marriage and Civil Partnership	x				
Welsh Language	x				

Risk Assessment Summary
Have you identified any risks arising from the implementation of this procedure / procedure / written control document? No risks Identified
Have you identified any Information Governance issues arising from the implementation of this procedure / procedure / written control document? As above
Have you identified any training and / or resource implications as a result of implementing this? None

1 Introduction

The presence of pests can be offensive, present an infection control risk, contaminate foodstuffs, damage materials and structure or be a nuisance. Once established, pests can be difficult and costly to deal with. Satisfactory standards of pest control in both clinical and non-clinical environments are an integral part of providing an optimum environment for the delivery of high-quality patient care.

The procedure supports the pesticide regulations made under the Food and Environment Protection Act (FEPA) 1985 Part III and the Health and Social Care Act 2008 Regulation 12, which requires that effective systems are in place to protect service users and staff from the risk of acquiring healthcare associated Infection.

Powys Teaching Health board (PTHB) recognises its legal obligation to take necessary measures to prevent the risk of pest infestation in all food storage, distribution, and catering areas and to ensure good standards of pest control in all other areas of its sites. PTHB and its contractors will adopt procedures to rid our owned and leased premises of existing infestation and thereafter pro-active work to maintain this position.
This Procedure is created to ensure compliance with the Health Boards responsibilities under the relevant legislation.

The terms rid and riddance are defined as eradication or achieving the best level of control that is technically and practicably possible.

Information on common pests and their control is provided in Appendix 1.

2 Objective

The Objective of this document is to ensure that PTHB has a comprehensive and consistent approach to pest control management. The health board will keep its sites as free as is reasonably practical from pests to minimize the potential spread of disease and to satisfy its statutory duties. The health Board ensures that all staff, patients, and visitors are aware of the services available to manage pest control.

The Health Board continually strives to improve its performance regarding pest control management working with contracting partners, and support of all its employees. The health board works closely with other organisations to ensure continued good practice across all sites.

3 Definitions (Mandatory Heading)

- **PTHB** – Powys Teaching Health Board

4 Responsibilities

Each employee and each department have a responsibility to ensure compliance with this policy. This includes staff that generate, handle or transport any waste type within the Hospital sites and clinics.

4.1 Chief Executive

- The Chief Executive is responsible for ensuring that there are effective arrangements for Pest Control throughout the Health Board.

4.2 Executive Directors

The Executive Director has the overall responsibility for:

- The management, implementation, and monitoring of this policy.

4.3 Assistant Director of Support Services and Health and safety

The Assistant Director of Support Services and Health and safety is responsible for:

- Strategic and operational development of pest control services.
- Identifying funding requirements and preparation of bids.
- Ensuring high standards of service provision and value for money are maintained.
- Fit for purpose contracts are in place so Health Board premises can be Pest Free.

4.4 Support Service Improvement Manager

The support services Improvement Manager is responsible for –

- Ensuring an effective pest control contract is in place.
- Undertake the procurement of the pest control contract, making recommendations to the Assistant Director for contract award to suitably qualified contractor(s).
- Monitor to ensure that the contractor achieves their contractual obligations.

4.5 Support Service Managers

The Support Services Manager is responsible for:

- Ensuring the guidelines within this procedure are implemented.

	• Responsible for monitoring the Pest Control contract and ensuring that the health board support services staff are adequately trained in the expectations of this policy. • Procedures are put in place for a Major Incident. • Ensure that the contractual arrangements deliver high standards of pest control and value for money. • Disseminate information and implement pest awareness toolbox talk training within the Health Board, calling on advice from specialist sources when necessary. • Liaise with the Pest Control Contractor, Environmental Health Officer of the relevant local authority and appropriate personnel within the health board on matters relating to pest control. • Identify Training needs in the teams.
	4.6 Support Service Coordinators and Supervisors **The Support Services Coordinators and Supervisors are responsible for –** • Monitoring to ensure that the contractor achieves its contractual obligations and in line with PTHB management of contractors policy. • Receive, investigate and initiate appropriate action on all reports of the evidence of pests or sightings of pests. Assess the contractors' written reports and to note: • Action taken to combat pest infestation since the contractors last report. • Assess the current situation, including any works required to be done to eliminate harborage and improve hygiene. • Any actions in relation to property and building need to be raised to the Estates team through Estates helpdesk. • Safety measures to prevent anti pest devices/traps or compounds causing harm to patients, visitors, or staff. • Ensure Basic Pets Control Measures set out below are followed. • Ensuring IPC are notified of all pest sightings. • Ensure all sightings are logged via the Datix reporting system. • Organizing the cleaning and decontamination of dead pests. Act as the main link between Health board staff and the Contractor in respect of pest control issues
	4.7 Health Board staff All sightings of pests or evidence of their existence should be reported in the first instance to the site Support Services Supervisor or

	Coordinator (An up to date list can be found on Share Point) at the earliest opportunity. Out of hours the sightings can be logged by emails the support services team. Calls to the switchboard will be emailed to the local support services team. The information required will be: • Site location i.e. ward, department, clinics etc. • Precise location i.e. bathroom, office etc. • Type of pest if known. • Possible numbers of and the frequency of sighting. • Name and contact number of the person reporting. • Date and time of sighting. The support services team will check if the sighting or activity has already been logged and if not raise a call out to Rentokil/Contractor, raise a Datix and notify IP&C. The Health Board staff are also responsible for ensuring their work area and department are following the basic pest control measures. This includes following recommendations from audits and checks.
	4.8 Estates Team The Estates Team is responsible for: • During routine building checks and jobs, be aware and notify Support services team of signs or pest activity. • Responding to helpdesk requests for repairing any access points / damage highlighted by the pest contractor. • Ensuring grounds are maintained and not left to overgrow, some areas are intentionally left for biodiversity, but these are set out in the biodiversity plan.

5 Training

All staff that have an involvement with pest control (catering, domestic, works etc.) Should attend an annual updated/refresher Toolbox talk on recognition of pests, signs of their infestation, pest control and procedures.

All Food handling staff receive similar training as above in their food hygiene training course.

All Departments should read or be briefed by their line manager using the toolbox to talk on their responsibility and reporting for pest management. (This is appendix 2)

6 Pest Prevention

A system of strategically placed traps advised and appropriately identified by our pest contractor will be placed around all Health Board premises. The traps will be checked for activity on a rolling schedule and recorded. This record will be held on each site for Audit and inspection.

All staff should report any sighting or signs of infestations, such as:

- Gnaw marks on doors or woodwork.
- Trails.
- Holes in food containers, boxes, packets.
- Gnawing of electric cables and equipment.
- Droppings.
- Unexplained odours.
- Visual live or dead bodies including eggs of insects.
- Smears around pipes and holes indicate rat runs.

All staff should ensure the following;

- Food must only be stored, consumed, and discarded in designated areas to enable the following to be adhered to.
- Always keep food covered and protected from flies.
- Never leave uncovered food in a kitchen overnight. Most pests will only come out at night, keep food in a refrigerator.
- Keep rubbish bins covered and take all rubbish out of the kitchen/food areas at the end of the day.
- Make sure all surfaces are clean, including floors and walls. Dirt and grease can collect in inaccessible areas which the pests can reach easily. Make sure that the corners and backs of units and equipment are also cleaned. Effective cleaning schedules should be in operation.
- Wash up all plates, cutlery and utensils and dry them properly. Never leave dirty plates overnight in the kitchen.
- Inspect deliveries, food stock and premises regularly to make sure there are no signs of pest infestation.
- All food should have a good system of stock rotation.
- All spillages should be cleaned as they happen.
- All food stuff should be placed in a container with tight fitting lids.
- Seal all cracks and crevices in walls, where pipes pass through a wall.
- Put thick metal kick plates at the base of external doors.
- Raise products off the floor using pallets to make nesting of rodents more difficult.
- For flying insects, fine mesh screens should be placed over the open windows and ventilators.
- Stop any habits of feeding birds and stray animals, particularly cats, by all persons, regardless of weather conditions, and sentiment.

7 Control

Prevention is better than a cure. However, despite the best intentions, infestation may take place. At this stage, physical and chemical control measures need to be taken. The advantage of a physical method is that the pest will be killed in a pre-determined place making the disposal of bodies easier, e.g., mouse traps, electrocution grids. When these methods fail to control the infestation, or a large infestation is discovered then chemicals are used.

Once an Infestation has been identified and treated the area needs to be cleaned to ensure it is sanitary. This may need to be a specialist clean by our pest contractor.

8 Monitoring Compliance, Audit & Review

All staff should note that non-compliance with this procedure or protocols could lead to disciplinary actions being taken. All Managers have a responsibility to monitor compliance of the policy. Local instances of non-compliance, whether due to poor working practice or lack of resources, should be notified to the Support Services Manager whose responsibility it will be to investigate.

The Support Services Manager(s) will centrally monitor the performance and compliance by all staff with the procedure and protocols and environmental legislation, taking into consideration instances of non-compliance escalated from the Support Services Coordinator and Supervisors.

Environmental audits – Regular inspections carried out by department heads and the Support Services teams.

Regular inspections carried out by the nominated pest control contractors, during the Environmental Audit they would also refer to current bait plans and callouts received to ensure the Health Board is managing the requirements of identified pests. These needs rewording.

Review of Datix's raised in relation to pest control.

Contract performance - Regular meetings will be held onsite when required and will involve:

- Review of current activity/ performance.
- Service issues/ complaints received.
- Service improvements.
- Action plan as agreed.

This document will be reviewed every three years or earlier should audit results or changes to legislation / practice within PTHB indicate otherwise.

Appendix 1

Common Pests

1. Houseflies

Significance

Houseflies can transmit intestinal worms or their eggs and are potential vectors of disease such as dysentery, gastro-enteritis, 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.

Hygiene/Management

Satisfactory hygiene is necessary to limit potential breeding sites and food sources. Entry of flies into buildings can be prevented by 1.12mm mesh fly screen, air cushions, bead screens or self-closing door equipment with rubber seals.

2. Cockroaches

Distribution

Cockroaches are common in premises associated with the production or handling of food. As nocturnal creatures they spend the day hiding in cracks and crevices around areas such as sinks, drains, cookers, the backs of cupboards and in refrigerator motor compartments. They favour buildings with service ducts and complex plumbing installations which allow them to travel freely.

Significance

Cockroaches are potential vectors of disease such as dysentery, gastro-enteritis, typhoid, and poliomyelitis. Their diet is omnivorous and includes fermenting substances, soiled dressings, 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 need to be prolonged.

Hygiene/Management

A high standard of hygiene will deny sources of food and hiding places.

3. Ants

Black Ants

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.

Pharaohs

These 2mm omnivorous light brown ants are half the size of the black ants. They cannot breed without artificial heat, are very persistent and pose a serious cross infection risk in hospitals The ants may be found in wall cavities, heating pipes, behind sinks and ovens and therefore in laundry, linen rooms, clinical and residential areas. They are particularly attracted to sweet or light protein.

Hygiene/Management

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.

4. Wasps

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. 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 should be kept in a hygienic condition.

5. Other Insect Pests

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

6. Mice and Rats

These are the vertebrates with greatest potential for damage to food stocks and building fabric in hospitals. Modern rodenticides are extremely efficient in the eradication of mice and rats from hospitals.
Rodents have been to gnaw through electric cables and cause fires. All sightings and other evidence of their presence should be reported to the Nominated Officer. 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.

7. Bats

Bats are protected by the Wildlife and Countryside Act 1981 and the Conservation (Natural Habitats etc. Regulations 1994.) The penalties for contravention are severe. If bats are discovered in any of the Trust's buildings or on any of its land, they must not under any circumstances be killed, expelled, stopped from gaining access, touched or disturbed. Contractors must be prevented from doing work anywhere near them.

8. Birds

The nuisance of birds can be controlled in the first instance by preventative measures, e.g. blocking of nesting holes and the application of devices to discourage perching. Netting and trapping can also be considered with the aim of immediate release away from the area/location of capture. As a last resort birds may be culled by shooting with the approval of the Trust Chief Executive and local police authority. No attempt should be made to poison them. Whichever method is employed it should take into account whether the birds are currently in a nesting season or whether they are protected by law. Advice should be sought from the Royal Society for the Protection of Birds (RSPB).

9. Squirrels

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

10. Foxes

Foxes in this country may occasionally spread disease such as Toxocara and leptospirosis but the risk is believed to be small. More significantly foxes do cause nuisance in a number of ways. During the mating season the noise of barks and blood curdling screams proliferate and in addition to the feeding habits described above there is the damage to gardens caused when digging for food and of course the indiscriminate depositing of faeces. Killing foxes in urban areas is both unnecessary and unlikely to provide a long-term solution as other foxes move in to vacant territories.

11. Rabbits

Rabbits can cause great damage by burrowing under buildings and putting at risk the foundations of buildings, however there is strict guidelines on their removal so please contact the nominated officer for advice. This applies to any suspected myxomatosis cases.

12. Moles

Moles are a widespread species and are not protected by conservation legislation, only having basic protection from cruelty under the Wild Mammals Protection Act 1996.The mole is a common British mammal and, although not often seen, the results of its tunnelling are well known and may cause damage in a range of situations. In gardens and amenity areas, molehills and tunnels can be a nuisance. In agriculture, contamination of grass by soil may lead to poor quality silage being produced.

There is also a risk of damaging grass cutting machinery. Mole runs may disturb roots and adversely affect plant growth.
Before carrying out any mole control, it is important to consider if such action is warranted or if the molehills and tunnels can be tolerated. Where control measures can be justified, there are two main methods, trapping or poisoning with aluminium phosphide. Please note that strychnine hydrochloride can no longer be legally purchased or used for mole control in the UK.

13. Deer

From 1 October 2007, under the Deer Act 1991 (as amended), all wild deer with the exception of Muntjac (Muntiacus Reevesi) are protected by a close season. The Regulatory Reform (Deer) (England and Wales) Order 2007 amends the original Act and will improve deer welfare in a number of ways.

The best long-term solution to reduce the damage caused by deer is to achieve an adequate cull each year and so reduce the local deer population. This is best achieved through a wider, co-coordinated cull undertaken by a local Deer Management Group (DMG) rather than on an

ad-hoc basis by individuals. However, the legislation makes provisions for actions that can be taken in exceptional circumstances where problems cannot readily be resolved through normal deer management.

14. Badgers

Badgers and their setts are protected under the Protection of Badgers Act 1992, which makes it illegal to kill, injure or take badgers or to interfere with a badger sett. Interference with a sett includes blocking tunnels or damaging the sett in any way. The majority of problems posed by badgers can be resolved non-lethally, normally by the partial or complete closure of the sett of the badger(s) causing the problem. Sett closures require a license.

Appendix 2

Toolbox Talk on Pest Recognition and prevention

Toolbox Talk for Pests

Many species of pest are attracted to the food and shelter present in our facilities, and they can enter the food supply and production facilities at many points, contaminating surfaces, materials, equipment and food products.

Main Points

The three main groups of pests that are encountered in our hospitals are:

- Rodents – rats and mice.
- Insects – cockroaches, beetles, ants and flies.
- Birds – pigeons etc

They cause damage to premises, fittings and fixtures, furnishings and foodstuffs.

These pests can also transmit pathogens and illnesses such as: –

- Leptospirosis (Weil's disease)
- Salmonella
- Dysentery
- Gastroenteritis
- Typhoid
- Tuberculosis

Stored Product Pest Control

Effective Rat, Mouse and Rodent control is essential to maintaining a safe and hygienic working environment. Rodents not only carry diseases such as salmonella, E. coli and Weil's disease, but they also carry ticks, mites and fleas and can cause allergic reactions. Rodents can also inflict costly damage to property, stock and foodstuffs.

Signs that you have a rodent problem:

- Rats and mice produce characteristic 'stale' odours, which can be easily recognised.
- Scratching or gnawing noises in the wall, floor or roof space.
- Droppings in or around your workplace.
- Damage to your property such as chewed furnishings, fittings, desks, cables or torn up insulation.

- Nests with shredded material such as insulation, paper or packaging.
- Stock damage.

There are some best practices you can follow to help minimise the risk of infestation, such as storing foods in airtight sturdy containers or in a fridge or freezer where appropriate; keep food storage areas including shelves and cupboards clean and remove spillages such as flour and crumbs.

You can help by: –

- reporting sightings or signs of pests to Support services supervisor immediately.
- report any holes or damage to the building for repair.
- keep lids on bins.
- ultra-violet fly traps will not work unless switched on and serviced regularly.
- keep food and bags at least 150 mm off the floor
- throw out food damaged by pests.
- regularly inspect all stock and storerooms.
- keep doors and windows shut.
- keep pets out of kitchens.

Questions

1, What are the three main groups of pests encountered on our sites?

2, What is one of the signs you may have a pest infestation.

3, Who do you report pest activity to?

Attendees sign the register for attendance.