

CrestClean®

Healthcare



NADEESHA KALANSOORIYA | CrestClean franchise owner
cleaning a theatre at Forté Health's private hospital in Christchurch

Professional Healthcare Cleaning Services

CrestClean Healthcare are leaders in healthcare cleaning. We understand the specific needs of providing effective cleaning for the healthcare sector.

HealthClean®

Infection Prevention & Control

CrestClean[®]

Healthcare



NADEESHA KALANSOORIYA & NALIN DISSANAYAKE | CrestClean franchise owners
cleaning at Forté Health's private hospital in Christchurch

Healthcare Cleaning Services

Cleaning medical centres, private hospitals and healthcare facilities requires stringent hygiene procedures, plus the ability to maintain strong customer communications.

CrestClean Healthcare contributes to the supply chain for Health New Zealand. We are accountable for the delivery of cleaning services to numerous private hospitals, surgeries, and medical clinics, including multi-site facilities nationwide.

We understand the specific needs of cleaning for the healthcare sector. Our cleaning teams receive specialist healthcare cleaning training and regular upskilling, plus ongoing 'on the job' auditing. This ensures they provide consistent, reliable cleaning to the highest evidence-based hygiene standards.

For surgeries, we meet the strictest specificities of surgical cleaning.

CrestClean Healthcare has a strong track record in this field, providing a consistent service that meets the standards set by our customers' protocols.

We also keep bathrooms, public facing areas and staff amenities cleaned to high standards. We can also tailor the frequency of services to meet your needs.

Maintaining vinyl floors is also important in healthcare facilities. CrestClean Healthcare ensures they are kept to a hygienic standard.

“Our teams receive specialist training leading to a Certificate in Healthcare Cleaning, so they are well prepared to provide a consistent quality of service.”

LIEZL FOXCROFT
CEO, Master Cleaners Training Institute



Providing hygienic cleaning services to healthcare customers nationwide

CrestClean Healthcare has developed HealthClean®, a comprehensive set of systems and processes which enable us to clean effectively in healthcare environments.

Here's how HealthClean® works:

Cleaning Teams

- Trained in Infection Prevention and Control to maintain the highest evidence-based hygiene standards
- Able to work competently to prescribed specifications
- Dedicated cleaning teams for each site, familiar faces
- Back up cleaning teams inducted to each site

Cleaning Processes

- Evidence-based cleaning procedures and hospital grade chemicals
- Adherence to customer prescribed methodologies
- Full site inductions for each person
- Understanding of restricted and semi-restricted areas



Colour-coded microfibre cloths are used to prevent cross-contamination

Account Management

- Single point of contact
- Quality Assurance Co-ordinators support our cleaning teams
- Experienced local management



For larger scale and multi-site facilities:

- Monthly audits of sites
- Onsite Health and Safety observations during cleaning hours
- Compliances to Health New Zealand reporting

Certificate in Healthcare Cleaning

All personnel cleaning at your premises will have completed CrestClean's Certificate in Healthcare Cleaning. This covers the fundamentals of Infection Prevention and Control with content based on the South Australian Cleaning Standard for Healthcare Facilities 2021.

We have HealthClean® accredited trainers in each region, who support our cleaning teams with advice and skills development.



**MASTER
CLEANERS**
TRAINING INSTITUTE



HyperClean® Hydrogen Peroxide Cleaner

HyperClean® is a powerful cleaner that cleans and removes biofilm from hard surfaces.

Hydrogen Peroxide oxidises on contact with soiled surfaces, providing an aggressive cleaning action. It breaks down into water and oxygen, so it's safe for users and the environment.



Sanitising Service for high-touch surfaces

Sanitising high-touch surfaces improves hygiene. We use a 2-step process where surfaces are first cleaned to remove soil and biofilm build-up, and then sanitiser is applied. Our Anti-Viral Sanitiser is officially rated against coronavirus.*

Formulation HWS-64 (LONZA)

*Registered by the US Environmental Protection Agency (EPA) as a disinfectant qualified for use against COVID-19.



Healthcare Training and Skills Development

CrestClean Healthcare's commitment to continuous training and skills development sets the benchmark for healthcare cleaning in New Zealand.

CrestClean Healthcare's commitment to continuous training and skills development sets the benchmark for healthcare cleaning. All healthcare cleaning teams receive specialist healthcare cleaning training and regular upskilling, plus ongoing 'on the job' auditing. Annual refresher training ensures teams remain up to date with current best practice.

Our personnel are trained by the Master Cleaners Training Institute, a respected training organisation that delivers internationally recognised programmes including courses accredited by the British Institute of Cleaning Science (BICSc). Training is delivered in person on healthcare sites, with all staff assessed by qualified workplace assessors.



Our personnel are trained in:

- Infection Prevention and Control
- Cleaning restricted and semi-restricted areas
- The strictest specificities of cleaning for surgeries
- Colour-coded systems to prevent cross-contamination
- Safe handling of clinical and medical waste

Industry recognised training

- All healthcare cleaning teams are trained to the equivalent of NZQA Level 3 with a specialist strand in Infection Prevention and Control.
- All personnel working in healthcare environments complete CrestClean's 'Certificate in Healthcare Cleaning', based on the South Australian Cleaning Standard for Healthcare Facilities 2021.
- Training meets the NZS 8134:2021 Infection Prevention and Control (IPC) standard (Ngā Paerewa Health and Disability Services).
- Each year, we host more than 400 training and upskilling sessions nationwide to ensure our personnel are equipped with the latest cleaning processes.
- Our HealthClean® accredited trainers and Regional Managers provide ongoing support and quality assurance.



CrestClean Healthcare's training content is developed in consultation with Francie Morgan, an IPC Nurse Educator.

Francie Morgan is a highly experienced Infection Prevention and Control (IPC) nurse and educator, with over 45 years experience in the healthcare sector. She holds a Master of Health Practice in IPC and has worked extensively across private hospitals, surgical centres, and community-based care.

Francie has developed and delivered NZQA-accredited training at both postgraduate and practical levels and currently consults to a range of healthcare providers nationwide. Her expertise ensures CrestClean Healthcare's training remains current, effective, and aligned with best practice standards. She is currently leading a programme of work that will soon see 11 IPC Trainers certified across the country. This will enable on-site delivery of healthcare cleaning training for all CrestClean Healthcare personnel allocated to healthcare contracts.

Healthcare qualifications and systems

- Over 900 personnel have achieved their Certificate in Healthcare Cleaning through the Master Cleaners Training Institute (MCTI). This advanced qualification covers key areas such as Infection Prevention and Control, cross-contamination avoidance, and advanced hygiene procedures.
- Combines theoretical training and practical training at healthcare sites across the country.
- CrestClean Healthcare teams follow the HealthClean® system, a comprehensive set of processes and protocols designed specifically for healthcare settings.
- We deliver cleaning services that meet stringent, evidence-based Infection Prevention and Control standards to numerous private hospitals, surgeries, and medical clinics, including multi-site facilities throughout New Zealand.



HealthClean®

Infection Prevention & Control



“This milestone of over 900 qualified personnel shows our commitment to best practice healthcare cleaning and to the safety of the patients and staff we support.”

Liezl Foxcroft

General Manager Training, Safety & Wellbeing

Online Healthcare Cleaning Module

- The Online Healthcare Cleaning Module is delivered through the Master Cleaners Training Institute (MCTI).
- The Module is designed to deepen understanding of Infection Protection and Control, cross-contamination prevention, and specialised cleaning protocols essential to healthcare facilities.
- As a part of CrestClean Healthcare's HealthClean® system, it ensures our personnel are trained to meet the highest evidence-based standards in healthcare cleaning.
- Over 1750 personnel have completed our online Healthcare Cleaning Module. This module is now compulsory for all personnel, ensuring consistency and compliance.



Online Training Ecosystem and Learning Management System

- Our online training ecosystem serves as a hub for all training tools, documents, and videos, and is mobile-friendly for easy access on the job.
- As a Learning Management System, the content is relevant and accessible, using video and step-by-step summaries to aid the learning process.
- It includes up-to-date policies and procedures, Safe Systems of Work documents, training modules, videos, and specialist services training.
- We have also introduced new video training modules for healthcare cleaning, which are mandatory for personnel cleaning at our healthcare customer sites.



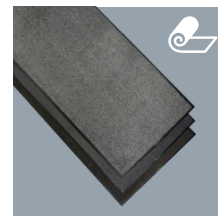
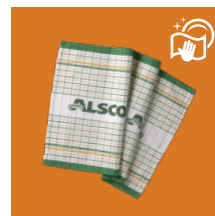
Hospital-grade hygiene consumables and services

ALSCO
UNIFORMS

FRESH
& **CLEAN**

Through our partnerships with AlSCO Uniforms and Fresh & Clean, we offer a full range of hospital-grade hygiene consumables, services and rental equipment at competitive healthcare industry rates.

This includes antimicrobial hand towels, specialised entrance matting systems, and hospital-grade medical supplies. We supply Tork paper products, locally made in New Zealand, which come with 'best in class' environmental credentials. We can arrange for the installation of new paper towels, toilet paper and foaming soap dispensers.



Specialist Services

We can make a real difference to the presentation of your premises.



Carpet and Upholstery Care



Hard Floor Cleaning and Maintenance



Pure Water Window Cleaning



Our Toitū Enviromark Diamond certification helps to improve the environmental sustainability of our cleaning services.

Call CrestClean for a detailed proposal

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