



NURSING LEVEL III

NTQF Level III

LEARNING GUIDE- 14

Unit of Competence: Prepare and Maintain Beds

Module Title : Preparing and Maintaining Beds

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LO4. Collect and manage Linen Stock at User-Locations

Instruction sheet # 4

learning guide # 4

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- ▶ Organization procedures
- ▶ Using the appropriate equipment and safe handling techniques.
- ▶ Transporting soiled linen to the designated holding area
- ▶ Identifying and reporting hazard
- ▶ Re-stocking linen
- ▶ Rotating linen stock
- ▶ Returning old stock for reprocessing.
- ▶ Maintaining optimum stock levels
- ▶ Requisitioning linen to the pre-determined quantity levels.
- ▶ Maintaining storage and security of linen.
- ▶ Maintaining linen stock records.

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Collect soiled linen is periodically from user locations and replace in bag according with the organization procedures.
- Transported soiled linen to the designated holding area using the appropriate equipment and safe handling techniques.
- Hazards are identified and reported to supervisor
- Transported clean linen periodically to user-locations using the appropriate equipment and safe handling techniques.
- Re-stocked Linen to ensure adequate supply to users



- Rotate linen stock and old stock returned for reprocessing.
- Maintain optimum stock levels to ensure the productivity and linen is available.
- Requisition Linen to the pre-determined quantity levels.
- Maintain storage and security of linen according to the organizational requirements.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 43 to 53.
3. Read the information written in the “Information Sheets 4”. Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check” in page 48 & 53.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work.
6. If your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #3.
7. Submit your accomplished Self-check. This will form part of your training portfolio.
8. Request your teacher to evaluate your performance and outputs. Your teacher will give you feedback and the evaluation will be either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advise you on additional work.

Information Sheet-17

Organization procedure

4.1. Organization procedures



Organization procedures necessary measures to prevent the risk of infection in all linen storage, (both clean & dirty), distribution and for staff to understand the correct process of the use of clean linen, handling and storage of dirty linen to linen contractor or in house facilities to ensure good standards

4.1.1 Collecting soiled linen

This unit of competency describes the skills and knowledge required to collect soiled linen from user-locations, deliver soiled linen to a designated holding area, distribute clean linen and maintains economic linen stock levels at user-locations.

Collect soiled linen periodically means collecting used linens from user locations for the purpose of laundry or discarded. Solid linens can be collected based on the item type or department in the bag. After laundry processes the clean linens can be transport to user locations using appropriate equipment and safe handling techniques.

MonoSol Patient Clothing Bags are now available for the transport of patient clothing for home laundering. These bags can be placed directly into the washing machine without the need to handle fouled linen. The relatives/cares must be informed of the contents of the bag and given an information sheet explaining how to use the bags correctly.

It has been shown that used linen, within healthcare settings, in particular, can harbor large numbers of potentially pathogenic microorganisms. Therefore, it is important that the appropriate precautions are taken to ensure contamination to/from linen does not occur as this might then

lead to transmission of microorganisms to people or to the environment potentially causing infection. Such important precautions apply to all stages of linen management: storage, handling, bagging and transporting.

The provision and management of linen services is an important function to enable sustainable delivery of patient care. By complying with this policy staff will facilitate the



continued delivery of these services, minimizing risks to health & safety, complying with infection control requirements and ensuring best value for the trust.

After invasive medical or surgical procedures or when changing linen in patient rooms:

Collect used linen in cloth or plastic bags or containers with lids. If linen is heavily contaminated with blood or body fluids, carefully roll the contaminated area into the center of the linen and place in a leak proof bag or container with a lid.

Cloth bags are adequate for the majority of the patient care linen. They require the same processing as their contents.

Handle soiled linen as little as possible and do not shake it. This helps prevent spreading microorganisms to the environment, personnel and other patients.

It is not necessary to double-bag or use additional precautions for used linen from patients in isolation.

Do not sort and wash soiled linens in patient care areas.

Collect and remove soiled linen after each procedure on daily basis or as needed including patient rooms.

All linen bags must be placed in the correct color bag, securely tied, labeled as appropriate and stored in a room or area designated for the purpose, which is safe and separate from service user areas. A laundry poster explaining the color coding of laundry bags to be displayed in the laundry storage areas.

Bags must be less than 2/3 full.

Laundry bags holding used linen should not be left unsealed/tied for long periods i.e. longer than 24 hours.

All trust owned items that are sent to the laundry must be appropriately marked including mattress overlays and patient clothing.



Plastic aprons and gloves should be worn when handling used, soiled or infected linen.

Hands must be washed after handling all used soiled or infected linen even though gloves have been worn.

Linen should be held away from the body to prevent contamination of clothing.

4.1.2 Replacing bag

The amount of space to be allocated for storage depends on the size and type of operation and the linen coverage

When designing the storage space for linen it is necessary to consider the type of shelves required, the method of storage as well as hygiene and safety factors. Using the appropriate equipment and safe handling techniques.

Information Sheet-18	Appropriate equipment and safe handling techniques
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4.1.3. Appropriate equipment and safe handling techniques

The use of linen, in its various forms, involves manual handling. For example, the use of roll containers and linen skips will be required for delivery, storage, retrieval and laundering activities. Bed and mattress movement will invariably be required in connection with bed linen.

For manual handling activities that present a risk of injury, a suitable and sufficient risk assessment will be required. Examples of control measures will be in the appropriate selection and maintenance of any equipment, in the way items are stored, handled and transported and in the weights of laundry bags.

Information Sheet-19	Transporting soiled linen to the designated holding area
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4.3. **Transporting soiled linen to the designated holding area**

Transport collected soiled linen in closed leak proof bags, containers with lids or covered carts to the processing area daily or as needed. Transport soiled linen and clean linen separately. If there are separate carts or containers available for soiled and clean linen, they should be labeled accordingly. If not, thoroughly clean the containers or carts used to transport soiled linen before using them to transport clean linen.

Used linen must be handled with care to prevent environmental contamination with excretion or secretions, skin scales or bacteria. Staff must wear gloves and linen must be bagged at the bedside, never shaken or allowed to touch the floor.

No extraneous items must be placed in the laundry bags, especially sharp objects.

This may contribute to a Health & Safety risk for staff.

Keep clean linen in clean, closed storage area

Use physical barriers to separate folding and storage rooms from soiled areas Keep shelves clear

Handle stored linen as little as possible

Clean and soiled linen should be transported separately Containers or carts used to transport soiled linen should be thoroughly cleaned before using the same for transporting clean line

Clean linen must be wrapped or covered during transport to avoid contamination

Protect clean linen until it is distributed, do not leave extra linen in patient"s area

Handle clean linen as little as possible

Avoid shaking clean linen. It releases dust and lint into the room

Clean soiled mattresses before putting clean linen on them



Sterilization is a preferred end process for surgical gowns, linen drapes and wrappers

Self-Check -9

Written Test

I- Multiple Choices: Choose the best answer

1. W/c one of the following is **incorrect** statement
 - A. Collect and remove soiled linen after each procedure
 - B. All linen bags must be placed in securely tied
 - C. In laundry bags used linen should be longer than 24 hours

ANSWER SHEET

Name: _____ Date: _____

I - Multiple choices

1. _____
2. _____
3. _____

Information Sheet-20

Identifying and reporting hazard

4.4. Identifying and reporting hazard

Hazard – a substance or situation that can cause injury or illness, damage to property, damage to the workplace environment, or any combination of these.

Reporting is a part of the internal responsibility system. Everyone shares in the responsibility for identifying, reporting & controlling hazards

Reporting hazards is a first step to workplace safety. Reporting hazards comes through worker reports safety inspections of work areas investigation reports employers must have a way for workers to report hazards, and a way or supervisors and the employer to follow up on them. Workers must report workplace hazards. Even if the aren't sure whether it's a "real" hazard or not.

Reporting hazards comes through:

- ▶ Worker reports
- ▶ Safety inspections of work areas
- ▶ Investigation reports

Information Sheet-21

Re-stocking linen

4.5. Re-stocking linen

Once the clean linen is delivered at each area's closet, it is ready for use by the nursing staff when needed. The nursing staff refills the side carts and side closets after the clean linen is delivered. The nurses and nursing assistants refill drawers outside each room with yellow prevention gowns after the large tubs are refilled. Nurses, nursing assistants, and housekeepers then utilize the linen as needed throughout the day by taking it from the side carts or closets, and bringing it to the patient who needs it. When the linen gets soiled, the nursing staff or Housekeeping disposes of it in the soiled linen bags located in each individual room. Housekeeping is responsible for taking the soiled linen bags every day to the soiled linen closet and placing them inside the empty tubs located there. Finally, whenever the nurses believe that the linen is running low, they call EMS to request a linen refill

Information Sheet-22

Rotating linen stock

4.6. Rotating linen stock

Stocktaking is counting what you have (Actual or Physical Stock) and comparing it with what you are supposed to have (Book or Recorded Stock). It is an essential activity that must be carried out at regular intervals. Any discrepancies should be accounted for and adjusted in the records. It is an operational necessity in order to be able to predict future requirements. Stocktaking acts as a control measure by highlighting discrepancies, thereby



promoting investigation. It also acts as a deterrent for pilferage and ensures rotation of stock

Information Sheet-23

Returning old stock for reprocessing

4.7. Returning old stock for reprocessing

Soiled linen may contain large numbers of microorganisms; there is little risk to health workers during linen processing. When work related infections occur, they often are the due to healthcare workers not using gloves or not washing their hands during or after collecting, transporting and sorting soiled items. No additional precautions are necessary, regardless of the patient's diagnosis, if standard precautions are used in all situations

Principles and key steps in processing linen:

- Housekeeping and laundry personnel should wear gloves and other personal protective equipment as indicated when collecting, handling, transporting, sorting and washing soiled linen. When collecting and transporting soiled linen handle it as little as possible and with minimum contact to avoid accidental injury and spreading of microorganisms
- Consider all cloth items (e.g., surgical drapes, gowns, wrappers) used during a procedure as infectious. Even if there is no visible contamination, the item must be laundered.
- Carry soiled linen in covered containers or plastic bags to prevent spills and splashes, and confine the soiled linen to designated areas (interim storage area) until transported to the laundry. Carefully sort all linen in the laundry area before washing.

Information Sheet-24

Maintaining optimum stock levels



4.8. Maintaining optimum stock levels

4.8.1. Requisitioning linen to the pre-determined quantity levels

The stock level is the quantity of an item that is available for use in a given period of time. The reserve stock (sometimes also called safety stock or buffer stock) is the lowest level of stock for each item, and quantities should not be allowed to fall below this level. Your reserve stocks are essentially extra supplies to ensure that there are no stock outs if there is an unexpected increase in demand or a delay in receiving supplies. The quantity of reserve stock depends on the average monthly consumption and the lead time. If there are factors that could increase lead times, for example, bad roads, unreliable transport or conflict, consider increasing the amount of reserve stock.

The minimum stock level (sometimes called the re-order level) is the stock level that indicates you need to place an order to avoid running short of supplies. The minimum stock level can change over time, so check it regularly and make any necessary adjustments to the stock card and your orders. To calculate the minimum level, use the formula:

Minimum stock level = Reserve stock + Stock used during lead time

The order quantity is the quantity of items that is ordered to be used in one supply period, and it depends on the length of time between orders (i.e. frequency of ordering) and average monthly consumption. If, for example, you place an order every 6 months, the quantity ordered should maintain stocks above the reserve stock level until the next supplies are received i.e. last for 6 months. To calculate the order quantity, in other words how much you need for the supply period, use the formula: Order quantity = Time between orders x Average monthly consumption

The maximum stock level is the maximum amount of any item you should have in stock at any time. You will usually only have the maximum level in stock just after receiving a delivery. The maximum level helps to prevent you from over-ordering. This level can



change over time, so check it regularly and make any necessary adjustments to the stock card and your orders. To calculate the maximum stock level, use the formula:

Maximum level = Reserve stock level + Order quantity for one supply period

Information Sheet-25

Maintaining storage and security of linen

4.10. Maintaining storage and security of linen

Clean linen should always be stored in a clean, designated area, preferably a purpose built cupboard, off the floor to prevent contamination with dust and/or aerosols. If a linen trolley is used for the storage of linen it should be enclosed. Ideally, linen should not be decanted onto different trolleys, or stored in corridors when delivered, as this may result in contamination.

Information Sheet-26

Maintaining linen stock records

4.11. Maintaining linen stock records

Many records are entered on a day-to-day basis for the exchange of linen between the linen room, laundry and floors/departments. Purchase records are essential and records of condemned linen and makeovers are usually maintained. Periodical stocktaking is carried out and the annual stocktaking is recorded in the stock register, thereby providing the value of linen as an asset. Stocktaking is counting what you have (Actual or Physical Stock) and comparing it with what you are supposed to have (Book or Recorded Stock). It is an essential activity that must be carried out at regular intervals. Any discrepancies should be accounted for and adjusted in the records. It is an operational necessity in order to be able to predict future requirements. Stocktaking acts as a control measure by highlighting discrepancies,



thereby promoting investigation. It also acts as a deterrent for pilferage and ensures rotation of stock.

Self-Check -10

Written Test

II- Multiple Choices: Choose the best answer

1. ----- Is a first step to workplace safety
 - A. Investigation reports
 - B. Identifying hazard
 - C. Reporting hazard
 - D. Reporting work
2. -----Is the quantity of an item that is available for use in a given period of time
 - A. Stocktaking
 - B. stock process
 - C. stock level
 - D. All

ANSWER SHEET

Name: _____ Date: _____

I - Multiple choices

1. _____
2. -----

References:

1. Abraham Alano. 2002. **Lecture note on basic clinical Nursing skills:**Hawassa University
2. DeLaune S C & Ladner P K. 2002. **Fundamentals of Nursing: standard and practice.** 2nd: Delmar/Thomson learning. Also available on <http://delaune.DelmarNursing.com>.



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