

## Pest Control UHL Policy

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### REVIEW DATES

This is the first version of this policy. Review date to be set by PAGGS (Policy and Guidelines Team).

### KEY WORDS

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Pest, riddance, infestations, rats, wasps, ants, birds, mice, and slugs.

## **1 INTRODUCTION AND OVERVIEW**

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- 1.1 This document sets out the University Hospitals of Leicester (UHL) NHS Trusts Policy and Procedures for the management and control of pests. The presence of pests can be offensive, present infection hazards, contaminate foodstuffs, damage materials, building components and structures and be a nuisance. Once established, pests can be difficult and costly to deal with. Appropriate standards of pest control in both clinical and non-clinical areas are an integral part of providing an optimum environment for the delivery of quality care to patients and to maintain staff health.
- 1.2 The Trust and its contractors should adopt procedures to rid them of existing infestation and thereafter, by pro-active work, maintain this position. Within the policy, details and reference will be made to good practice and recommendations that should be followed to ensure a safe and pest free environment for service users, staff and other persons who access the Trusts services.
- 1.3 The purpose of this policy is to ensure that the Trust is exposed to minimum risk relating to pest infestation. The Trust recognises its 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.

## **2 POLICY SCOPE**

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- 2.1 This policy shall apply to all Trust staff, contractors, and other persons who influence pest control in premises which are managed by the Trust. These persons should comply with this policy and any supporting procedures. The Trust has many differing arrangements in relation to the properties that are occupied by its service users and staff. The accountability for the management of pest control is the organisation with the overall control of the building or the organisation with the designated responsibility for pest control. Other organisations may have their own policies and managers of Trust services in these buildings should follow any local policies and procedures in addition to those outlined in this policy.
- 2.2 Where the Trust staff work in premises provided or managed by a third party the Trusts departmental managers should work pro-actively with the third party in pest control management.
- 2.3 All pest control work should be conducted in accordance with the Code of Practice of the British Pest Control Association. All pesticides, (including insecticides or rodenticides), used shall conform to all current legislation and be used in accordance with Control of Pesticides Regulations, Control of Substances Hazardous to Health. The Trust will enter a contract with a suitably experienced contractor to provide for riddance of pests and treatment/monitoring to provide proactive measures to reduce the likelihood of pest infestations in accordance with the pest control contract.
- 2.4 Pet therapy is not included in the scope of this policy. Some of the activities associated with the management of pests overlap with other policies and procedures. Specific regulations and guidance cover the hazards of these activities and the precautions to be taken in relation to these activities. PAT dogs (Pets as Therapy) are permitted to visit the hospital if they are part of a recognised scheme. All other PAT animals such as cats, rabbits and birds are not permitted. It is not the intention of this policy to provide details of the overlapping regulations and guidance or the related hazards. Please refer to 'Animals in Hospital Guideline' for

further details. Information on common pests and their control is provided in appendix 1 (page 11 of this policy).

### **3 DEFINITIONS AND ABBREVIATIONS**

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3.1 The following definitions are used in this policy

COSHH	Control of Substances Hazardous to Health
Designated Person	An individual appointed by the Trust who has overall authority and responsibility for the estate management. This is the Director of Estates, Facilities and Sustainability on behalf of the Trust's Chief Executive for the purpose of the pest control contract.
EPA	Environmental Protection Act
Infestation	The presence of a pest where it transmits disease, causes damage, fouling, fear, offence, or nuisance
PAT	Pets as Therapy
Pest	Includes a wide variety of insects, mammals and birds that are actual or potential carriers of disease and/or cause nuisance or damage in several ways
Pesticide Regulations	The Control of Pesticide Regulations (COPR) amended in 1997 or any subsequent legislation
Rid and Riddance	Eradication or achieving the best level of control that is technically and practicably possible
RSPB	Royal Society of Protection of Birds

### **4 ROLES**

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Each staff member and each department have a responsibility to ensure compliance with this policy. This includes staff that generates, handle or transport any waste type within the Hospital site(s).

#### **4.1 The Chief Executive**

The Chief Executive has the overall accountability for ensuring compliance with all statutory regulations. The responsibility for ensuring appropriate measures is taken to discourage pest infestation and that pest infestations are reported is devolved to all staff. The Trust has many differing arrangements in relation to the properties that are occupied by its service users and staff. The accountability for the management of pests is devolved to the organisation with the overall control of the property.

#### **4.2 Director of Estates, Facilities and Sustainability**

The Director of Estates, Facilities and Sustainability has the overall responsibility for:

- a) The management, implementation, and monitoring of this policy
- b) Ensuring that adequate resources, including appropriate training for the role of authorised officer (Associate Director of Estates Operations and Engineering) to

be effectively undertaken, are available within the Trust for the implementation of this policy.

- c) Fit for purpose contracts are in place so Trust premises can be Pest controlled effectively.
- d) The accountability for the overall management of pest control for properties that are maintained by the Trust, and further devolves responsibility to the Associate Director of Estates Operations and Engineering and to officers of the Estates department.

### **4.3 Associate Director of Estates Operations and Engineering**

The Associate Director of Estates Operations and Engineering has the delegated responsibility for ensuring that where reasonably practicable the guidance relating to pest control management is implemented and maintained where resource allows within Trust agreed financial limits. For buildings that are maintained by the Trust the accountability for pest control is given to the Associate Director of Estates Operations and Engineering who devolves this responsibility to the Estates Managers and to other officers of the Estates department.

### **4.4 Estates Managers**

The Estates Managers are responsible for ensuring that properties under the control of the Estates function have one monthly routine checks by a pest control specialist to the acute sites, and that reports of pests are followed up in an appropriate manner.

### **4.5 Retail and Patient Catering Managers**

Is responsible for ensuring:

- a) The guidelines within this Policy are implemented.
- b) All catering guidelines produced by catering department are met in conjunction with this document.
- c) Ensuring high standards of service provision and value for money are maintained.
- d) Responsible for monitoring the Pest Control contract and ensuring that the Trust's Facilities staff are adequately trained in the expectations of this policy.
- e) Procedures are put in place for a Major Incident; following the Pest Control Measure guidance, and Reporting Process for reporting any pest control issues promptly through the proper channel (see Appendix 1 - page 11 of this policy).

### **4.6 Infection Prevention**

Infection Prevention provides advice and support where pests may be an infection prevention issue. The IP (Infection Prevention) Team collaborates with the Consultant Microbiologist for their area and /or consults with the Senior Medical Officer (SMO) for the area, particularly during an outbreak situation.

### **4.7 Pest Control Contractors**

- 4.7.1 The Trust will ensure that an appropriate pest control contract is in operation at all times.

- 4.7.2 The pest control contract will be monitored by Estates staff and records will be made available to the Infection Prevention team and Food Safety Compliance Manager at all times.
- 4.7.3 The contractor will conduct pro-active work to monitor for evidence of pests and take corrective actions as necessary to provide the Trust with a comprehensive, technical, and fully operational pest control service. The contractor will deliver the service through Policy and/or Procedural requirements.
- 4.7.4 The contractor will undertake a minimum of one routine visit per month to acute areas.
- 4.7.5 The contractor service will be provided on a planned and reactive basis. Emergency call out request will require attendance within two hours followed by a full repair as specified on the call off order from the contracting authority.
- 4.7.6 The Contractor will record in the Pest Books at the end of each visit whether emergency or otherwise: a signed and dated report detailing the locations, area inspected, treated, the product name, and registration number of the pesticides used; any evidence of any pest and any belief that any infestation is associated with any other locations whether contracting authority locations or otherwise.
- 4.7.7 All pesticides used by the Trust's pest control contractor will be approved in accordance with the Control of Pesticides Regulations (COPR) 1986 (as amended 1997), be strictly controlled and monitored and fully comply with the requirements of the Control of Substances Hazardous to Health (COSHH) Regulations 2002. The contractor service also includes electric fly killers' maintenance and annual lamp replacements.
- 4.7.8 The contractor will ensure they continue with relevant CPD, and hold required qualifications/licences for office.

#### **4.8 Trust Employees**

All sightings of pests or evidence of their existence should be reported in the first instance via Helpdesk / CSC on extension 17888. See Appendix 1 for the information required in reporting (Basic pest control measures -page 11).

### **5. POLICY IMPLEMENTATION AND ASSOCIATED DOCUMENTS**

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- 5.1 It is recognised that there is a need to balance the needs of complying with available guidance and the resources available to the Trust. The Trust therefore operates a risk-based strategy for pest control.
- 5.2 All pest control work should be conducted in accordance with the Code of Practice of the British Pest Control Association and BS EN 16636:2015. All pesticides used shall conform to ISO 257:2018 and shall be used in accordance with the Control of Pesticides Regulations (as amended 1998) and the COSHH Regulations (2002).
- 5.3 The Trust has many differing arrangements in relation to the properties that are occupied by its service users and staff. The accountability for pest control management is the organisation with the overall control of the property.
- 5.4 The contractor will conduct pro-active work to monitor for evidence of pests and take corrective actions as necessary to keep Trust premises free from pests. The contractor service will be provided on a planned and reactive basis.
- 5.5 Prevention of pests: Basic pest control measures and the reporting of pests are set out in Appendix 1 of this policy (page 11).

## **6 EDUCATION AND TRAINING REQUIREMENTS**

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- 6.1 The pest control service is currently contracted to the Local Authorities and specialist contractors, and their advice is sought on all matters of pest control, resulting in no identified training needs for staff. As there is no specific need for training due to reliance on the competency of contractors engaged to undertake the work. However, the Estates Managers are responsible for auditing of contractor's paperwork to ensure contractors hold required qualifications/licences for office.

## **7 PROCESS FOR MONITORING COMPLIANCE**

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- 7.1 This Policy and its supporting procedures will be reviewed every three years or when working practices or statutory regulations change. The Compliance, Health and Safety Team will continuously monitor the implementation of this policy to ensure compliance through site inspection and audits.

## 7.2 POLICY MONITORING TABLE

Element to be monitored	Lead	Tool	Frequency	Reporting arrangements
Staff are following the arrangements	Line Manager	- Observations	As set by Estates manager. This may be influenced by concerns or incidents reported.	<ul style="list-style-type: none"> <li>- Notify any concerns to individual staff members/ team</li> <li>- Report concerns to the Customer Service Centre (CSC)</li> <li>- Ongoing concerns to be reported to the Estates and Facilities Estates Team or the Compliance, Health, and Safety Team.</li> </ul>
	Estates and Facilities Maintenance Team / Compliance, Health, and Safety Team.	<ul style="list-style-type: none"> <li>- Ensure that Pest control risk assessments are in place and regularly reviewed</li> <li>- Tabletop audit of contractor paperwork</li> </ul>		
Policy arrangements are in place, applied and effective	Line manager	- Investigation of concerns, incidents, and near-miss events	As required	<ul style="list-style-type: none"> <li>-Report on Datix</li> <li>-Report concerns to CSC</li> <li>-Ongoing concerns to be reported to the Estates and Facilities Estates Team or the Compliance, Health, and Safety Team.</li> </ul>



	Estates and Facilities Maintenance Team / Compliance, Health, and Safety Team.	<ul style="list-style-type: none"> <li>- Investigation of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) Reportable events.</li> <li>- Review the policy at the required time.</li> <li>-Health, Safety &amp; Environment table-top Audit</li> <li>- Spot check inspection / audit</li> </ul>	As required	<ul style="list-style-type: none"> <li>- Report RIDDORs to HSE (HEALTH and Safety Executive) as required</li> <li>- Local Health and Safety Committee</li> <li>- UHL Health and Safety Committee</li> <li>- Appropriate Board Level Committee</li> </ul>
			Annual	

## **8 EQUALITY IMPACT ASSESSMENT**

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- 8.1 The Trust recognises the diversity of the local community it serves. Our aim therefore is to provide a safe environment free from discrimination and treat all individuals fairly with dignity and appropriately according to their needs.
- 8.2 As part of its development, this policy and its impact on equality have been reviewed and no detriment was identified.

## **9 SUPPORTING REFERENCES, EVIDENCE BASE AND RELATED POLICIES**

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### **9.1 Supporting References**

- [Animals in Hospital UHL Guideline - B14/2006](#)
- BS EN 16636:2015- Pest Management Services- Requirements and Competencies. British Standards Institute (2015).
- [Code of Practice of the British Pest Control Association.](#)
- [Control of Substances Hazardous to Health Regulations \(2002\)\(as amended\).Health and Safety Executive. \(2002\)](#)
- [Controlled Waste Regulations 1992](#)
- [Management of Health and Safety at Work Regulations 1999](#)
- [National standards of healthcare cleanliness 2021: Pest control \(PAR271\).](#)
- [The Control of Pesticides Regulations \(1986\) \(as amended 1998\).](#)
- [The Health & Safety at Work Act 1974 \(as amended\)](#)

### **9.2 Related Policies**

- [Cleaning and Decontamination for Infection Prevention UHL Policy - B5/2006](#)
- [Contractors Health, Safety and Welfare UHL Policy - B24/2004](#)
- [Control of Substances Hazardous to Health COSHH UHL Policy - B10/2002](#)
- [Food Hygiene for Ward and Department Kitchens UHL Policy - B27/2004](#)
- [Infection Prevention UHL Policy - B4/2005](#)
- [Personal Protective Equipment at Work UHL Policy - B9/2004](#)
- [Safer Handling – Risk Assessment UHL Policy - B65/2011](#)
- [Waste Management UHL Policy - A15/2002](#)

## **10 PROCESS FOR VERSION CONTROL, DOCUMENT ARCHIVING AND REVIEW**

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- 10.1 This document will be uploaded onto SharePoint and available for access by Staff through INsite. It will be stored and archived through this system.
- 10.2 The UHL Health and Safety Committee through the Compliance, Health and Safety Team are responsible for keeping this policy up to date.

## **APPENDIX 1 – BASIC PEST CONTROL MEASURES**

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This document contains guidance for staff on the Trust's pest control policy.

### **Reporting**

All sightings of pests or evidence of their existence should be reported in the first instance via Helpdesk / CSC on extension 17888. The information required will include:

- a) The location, i.e., ward, department, clinic, etc
- b) Precise location, i.e., bathroom, office, door number etc
- c) Type of pest if known
- d) Possible numbers and the frequency of sighting
- e) The name of the person reporting
- f) The date and time of the sighting

### **Basic Pest Control Measures (Prevention)**

- Check deliveries carefully; pests can enter premises in packaging and food items
- Food should be covered or stored in pest proof containers off the floor.
- Spillages should be promptly removed.
- Maintain a clean workplace, paying special attention to food preparation areas, stores, drains and gullies.
- Waste bins must have tight fitting lids and waste must be stored in a manner suitable to prevent access by pests.
- Accumulation of static/stagnant water should be avoided.
- Buildings should be of sound structure and well maintained, drains should be covered, leaking pipework repaired and damaged surfaces made good. Defects should be reported to the Estates Department via Helpdesk.
- Cracks in plaster and woodwork, unsealed areas around pipework, damaged tiles, badly fitted equipment and kitchen units are all likely to provide excellent harbourage and should be maintained in a suitable condition.
- Where fitted fly screens should always be closed when windows are open.
- Doors to food preparation areas should be kept closed.
- Treatment with insecticides and rodenticides alone is seldom sufficient; attention must be paid to good hygiene and structural maintenance.
- It is the responsibility of all users of buildings NOT to feed any birds, squirrels, or any other pests.
- Pest control devices must not be removed or disposed of, except by the Pest Control Contractor. Any damage to devices should be reported immediately the Estates Department via Helpdesk.

## **APPENDIX 2 – LIST AND DESCRIPTION OF COMMON PESTS**

### **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 curtains, bead screens or self-closing door equipment with rubber seals.

### **Cockroaches**

#### **Distribution**

Cockroaches are common in premises associated with the production or handling of food. Gregarious and nocturnal they spend the day hiding in cracks and crevices around areas such as sinks, drains, cookers, the back 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 diseases such as dysentery, gastroenteritis, typhoid, and poliomyelitis. Their diet is omnivorous and includes fermenting substances, soiled dressing, 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 are 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.

## **Ants**

### **a) 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.

### **b) Pharaoh's Ants:**

These 2mm omnivorous light brown ants are half the size of 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.

## **Wasps**

Wasp stings cause pain and distress. Some individuals are particularly sensitive. Wasp nests are used for one season only and therefore do not need to be physically removed following treatment, 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. Remember, not every wasp's nest needs destroying - so if it is well away from a building in a rarely used part of the garden, it is best to just leave it alone. Wasps abandon their nests after the Summer and would not return to it the following year.

However, if there is a need to get rid of wasps, the nest does not need to be physically removed, but it may need to be treated. The nest can be treated by the Trust's pest control contractor; such work may be best conducted in the evening or weekend as poisoned stupefied wasps can cause problems. Particular attention should be paid to areas around rubbish bins that could be kept in a hygienic condition.

## **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 stored product insects and mites which can be found infesting dried foods such as flour weevils.

## **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 known to gnaw through electric cables and cause fires. All sightings and other evidence of their presence should be reported.

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.

## **Bats**

Bats are protected by The Conservation of Habitats and Species Regulations 2010. 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. Natural England should be contacted for advice.

## **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 if approved by the 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).

## **Squirrels**

The most severe damage in urban areas arises where the squirrel enters the roof spaces of buildings by climbing the walls or jumping from nearby trees. Once inside, they chew woodwork, ceilings, electrical wiring insulation or tear up 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.

## **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 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 may be 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 into vacant territories.

## **Moles**

Moles are a widespread species and are not protected by conservation legislation, with 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.

## **Badgers**

Badgers in this country may occasionally spread disease but the risk is believed to be small. More significantly Badgers do cause nuisance in a number of ways. Their feeding

habits cause damage to grounds and gardens caused when digging. Badgers are protected by the Protection of Badgers Act 1992 and the Conservation (Natural Habitats, etc) Regulations 1994. The penalties for contravention are severe. If badgers are discovered on any of the Trust's 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. Natural England should be contacted for advice.

### **Rabbits**

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