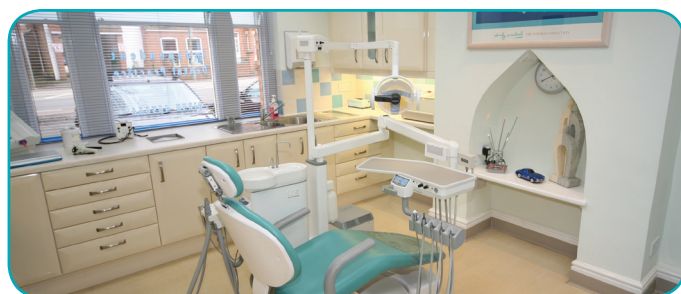


*In early December 2011, Sharon Basely the Practice Manager at 2th in Market Harborough, advised that they would be undergoing a CQC inspection within the next week. Although they were existing customers of ServiceMaster Clean, the compliance system had not yet been implemented, thus leaving a small window of opportunity to ensure compliance.*



Despite the short notice, the local ServiceMaster business rose to the challenge and with less than a week's notice they were able to install the additional colourways for the equipment along with all the method statements and documentation required for CQC compliance. Most importantly, they instigated the training programme for the cleaner. She was already working to the brand standard, so the training was able to focus on the methods and checking documentation required for compliance. The cleaner was taken through all the CQC requirements and assisted by additional staff so that all her normal cleaning duties were completed during the training period which lasted 3 evenings.



The inspection went very well and the practice passed with flying colours. Not only that but the inspector was very impressed with the storage and range of equipment and made particular reference to the documentation.