



Miele

Miele Professional

Hygiene credentials guide

This guide has been produced to give clarity across all sectors on the hygiene practices to be followed when using Miele products.

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This guide for Miele aims to give you some guidance around the simple things that you can do in your business, but also the ways in which its top of the range equipment can help you to adhere to the new stricter guidelines on hygiene controls.

Hygiene has always been a crucial part of any customer facing business but it has been brought further into the spotlight with the global pandemic which has affected all businesses. Two specific examples of markets where hygiene has become an increasing focus is care and hotels. In the care sector, hygiene has always been a key priority, with the need to keep infections controlled high on the agenda. With new infections developing, it is more important than ever to ensure that when linens are sent to the laundry, the clean is guaranteed to be of the highest possible standard. In the hotel industry, customers will now be seeking additional reassurances around the cleanliness of the venue including all linens (bedding, table cloths, napkins etc). Hotel owners should be considering how these reassurances can be given and what format they should take.

There are many other industries where hygiene has increased in priority such as spas, gyms, hairdressing salons, veterinary practices and schools. All users of these types of businesses are seeking the same reassurances – they want to know that everything is hygienically clean.

One of the first places where consumers can get their information from is from the staff that work in your organisation. It is vital that all of your staff have received training around hygiene and how your business is tackling this issue. They should be able to talk eloquently to members of the general public about the need for hygiene and how this is being dealt with in your establishment, whether this is the type of washing that you are doing in your laundry room or the way that your cutlery and crockery is being cleaned in your kitchens.



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The most obvious place to start dealing with the issues of cleanliness is in the laundry where dirty linen is cleaned. Here there is a real opportunity to deal with the every day issues by following some simple guidance.



Staff should wear **personal protective equipment (PPE)** such as single use gloves, a plastic apron over their workwear, and a suitable face mask.



Contaminated workwear should always remain on the laundry premises. **Do not take items home for washing** in a domestic machine.



Used **single-use PPE should be disposed of** on site and in a safe manner.



Always **wash workwear and protective clothing** within the laundry in a hygiene programme.



Dry items thoroughly and immediately after the wash cycle is complete.



In laundries without a diaphragm wall or partition, particular care should be paid to **separating clean and dirty areas**. This approach ensures your own protection (and in residential care homes, that of any residents who use the laundry).



If staff are leaving the grey area or they want to unload a machine, they must **change their work wear** or change their PPE.



Delicate garments require washing at low temperatures. Please contact your detergent supplier in order to ensure the **correct use of detergent** and/or disinfectant.



When using front loading machines clean the door/door sealing/front panel and control panel with a **disinfectant before unloading the machine**.



Soiled textiles to be collected in suitable colour-coded laundry bags, ideally pre-sorted in self-opening bags for further processing in the laundry.



Load washing machines with the self-opening bags without first removing the contents. Self-opening bags unwrap automatically during the wash process as long as the drawstring has been released.



- > Thermo or chemo-thermo disinfection wash cycles should be used.
- > Washing cycles: Disinfection wash cycles according to local standards e.g. RKI, VAH, NHS etc.
- > Select the correct wash cycle (thermal or chemo-thermal disinfection cycle) for hygienic reprocessing.
- > Ensure the prescribed quantity of detergent is properly measured and that an appropriate temperature for the specific detergent is set when manually dispensing detergent.

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Kitchens are high traffic areas where hygiene is crucial. Much of the basic hygiene guidance will remain the same as it is driven by health and safety rules, but there are some areas where Miele can lend a hand when it comes to keeping your cutlery, crockery and glassware hygienically clean.

- ✓ **Wash hands** before and after handling food, taking breaks and bathroom breaks.
- ✓ **Wear protective equipment** such as gloves and mask when handling food.
- ✓ **Do not** smoke or eat in any kitchen areas.
- ✓ Items such as clothes and bags should be **stored away from the kitchen**.
- ✓ **Tie back** or cover long hair.
- ✓ **Cover cuts and sores** with a waterproof dressing/plaster.
- ✓ Staff **cannot enter the kitchen if they have symptoms** of a transmittable disease or virus.
- ✓ Apply the **basic principles of hygiene** when unloading a dishwasher (thorough and regular hand hygiene) in order to avoid the risk of re-contaminating clean crockery.
- ✓ **Avoid overlapping** or overcrowding in a dishwasher that can prevent water from reaching all surfaces.
- ✓ Only use programmes with **elevated temperatures** (>60°C) to ensure good hygiene and disinfection.
- ✓ Ensure that sufficient detergent is dispensed on all machines. By way of a further safety measure, we recommend the use of a **detergent containing chlorine**.



Hygiene tips on the use of **fresh water** and **ProfiLine** dishwashers

- > Use the '**Intensive**', '**Hygiene**', '**Hygiene Plus**' or '**Vario TD**' programmes which all achieve a temperature of 60°C or higher.
- > On most of the other programmes, the **final rinse temperature can be increased to >70°C** via the 'Settings' menu.
- > Where available, **use the optional drying** at the end of the cycle to avoid the need for drying items by hand.
- > If available, **use automatic detergent dispensing** and a dispenser module to avoid the selection of a programme with too little or no detergent at all by mistake.

Hygiene tips on using **tank dishwashers**

- > **Use Programme 3 for heavy soiling** and the additional 'Intensive' option in the majority of cases.
- > **Wear gloves** if it is necessary to polish glassware or crockery.
- > **Replace the water** in the tank several times a day.
- > **Clean filters** regularly.

Crockery washing is covered by recommendations issued by national infection control authorities and hygiene associations

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Good laboratory practice regarding hygiene has come increasingly under the spotlight in recent months but it has always been a priority.

Most of the programmes available on commercial washers will have a thermal disinfection step in the cycle. This will kill harmful bacteria to a level where it is safe for the user to handle. All the programmes on the Miele equipment offer a hygiene far superior to manual washing.

When decontaminating your laboratory glassware or instruments in a dedicated Lab glass washing machine here a few pointers to help:



Using the recommended **detergent** will clean your glassware and using a neutraliser will help to eliminate any alkaline residue, leaving the glassware analytically clean.



Always **check the wash chamber** and filters for any labels or debris that may have been removed in the wash cycle.



Where needed **wear gloves** to remove your clean glassware to reduce contact recontamination.



Try to **allow space** between instruments and glassware to prevent overloading.



If your lab washer doesn't have forced air or an ECO drying cycle, **leave the contents to dry** before transferring or transfer to your drying cabinet.



Separate removable components of the item you want to clean to ensure all parts are **washed thoroughly**.



Use the appropriate cycle for the task e.g. organic chemistry for oil, grease, agar and wax contamination and or Inorganic for calcium or inorganic residues (sometimes known as an acid wash). If unsure of the correct cycle, the description of each programme is located in the manual towards the back. If you haven't got your manual to hand, please visit the Miele website where you can download the manual or please feel free to contact us at lab@miele.co.uk for support.



User maintenance of the lab washer once a week is recommended where the filters are checked for blockages, spray arms move freely, injectors are visibly inspected to be free from debris, no residue on seals and the outside is wiped clean.

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To help ensure the technical operation of your equipment you should follow these guidelines:

Regular maintenance and service in accordance with the user manual, carried out by a Miele laboratory trained technician or an Approved Partner. In-house maintenance in accordance with the standard checklist provided by Miele. If you do not have this checklist, please feel free to contact Miele and we can provide you with this.

Miele Service can also offer the following services below to prove that the machine is performing at its best and guarantees that your loads/cabinet is meeting the cleaning requirements.



Thermometric testing which involves 3-temperature probes being placed inside the machine at key points to generate a report that can be used as proof that temperatures are being met. Miele can tailor the testing to suit your requirements.



Soil testing is a protein based soiling agent where a load is purposely soiled and left for a set time before being processed through the machine. Once load is completed, it is swabbed with an approved kit to give a pass/fail result.

If you require any further information about these, please contact us and we can arrange a meeting to discuss further on your requirements.



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If you don't have the time to read this full guide, **we have put together the ten most important things to ensure you and your team are doing when it comes to hygienic practices.**

1



Effective handwashing is still the most important part of personal hygiene. All parts of the hands and wrists should be washed, rinsed and dried on a disposable paper towel.

2



The use of single use **Personal Protective Equipment** helps to keep uniforms or you own clothes clean and free from infection. It should be disposed of after each use.

3



Tying back or covering long hair so that it does not interfere with your job is crucial.

4



If you get a cut or graze anywhere on your body that could be exposed to bacteria (hands, arms, face etc) **it should be covered with a suitable dressing.**

5



If you have any symptoms of a transmittable disease you should not be at work and should **not return until you are 48 hours symptom free.**

6



To avoid recontamination of clean products, make sure that you observe **good hygiene practices** when emptying a washing machine, tumble dryer or dishwasher.

7



In a laundry area, **ensure that soiled linen is stored separately from clean linen.** Clean linen should be stored away from the floor area.

8



Only use programmes with **elevated temperatures (>60°C)** to ensure good hygiene and disinfection.

9



Do not wear your workwear to work – change when at work and leave dirty/soiled workwear at work to be hygienically laundered. This helps to **prevent the spread of infection** outside of the work environment.

10



To ensure that your equipment functions properly, **ensure that it is regularly serviced by a Miele engineer** who can identify any problems early and ensure that you are not left without your machine.

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