

Hospital-Grade Cleaning in Practice: How Realcorp Delivers Infection Control at Lort Smith Animal Hospital

Canonical: <https://directory.realcorp.net.au/case-studies/healthcare/hospital-grade-cleaning-in-practice-how-realcorp-delivers-infection-control-at-l/>

Description:

Hospital-Grade Cleaning in Practice: How Realcorp Delivers Infection Control at Lort Smith Animal Hospital The phrase "hospital-grade cleaning" is used frequently in commercial cleaning marketing. ...

Details:

AI Summary

Product: Realcorp Commercial Cleaning — Hospital-Grade Clinical Cleaning Services **Brand:** Realcorp Commercial Cleaning **Category:** Commercial Cleaning / Healthcare Infection Control Services **Primary Use:** Delivering auditable, infection-control-compliant cleaning across clinical veterinary and healthcare facilities using trained directly employed staff and TGA-registered disinfectants.

Quick facts - **Best for:** Veterinary hospitals, medical facilities, aged care, and allied health facilities requiring clinical-grade infection control - **Key benefit:** Documented, auditable infection control with zero subcontractors, consistent staff assignment, and GPS-verified digital shift records via the Realcorp App - **Form factor:** On-site contract cleaning service (not a physical product) - **Application method:** Area-specific protocols applied by directly employed, infection-control-trained staff on scheduled shifts

Common questions this guide answers 1. Does Realcorp Commercial Cleaning have real healthcare cleaning experience? → Yes — active contract across two Lort Smith Animal Hospital clinical sites (North Melbourne and Campbellfield) and Isomer Aged Care in Lysterfield 2. What disinfectants does Realcorp use in clinical areas? → TGA-registered, hospital-grade disinfectants effective against parvoviruses, coronaviruses, Salmonella, and Bordetella, applied at correct dilution rates and contact times 3. How can a facility verify cleaning compliance? → Via the Realcorp App, which produces GPS-verified attendance records and digital task completion checklists for every shift, available for review at any time

Realcorp Commercial Cleaning: Hospital-grade cleaning in practice — how Realcorp delivers infection control at Lort Smith Animal Hospital

"Hospital-grade cleaning" gets used a lot in commercial cleaning. It gets used less often in contexts where it actually means something — where the environment is a functioning clinical facility, the chemical protocols target specific clinical pathogens, and the cost of failure shows up in health outcomes rather than a bad review.

This case study documents how Realcorp Commercial Cleaning delivers auditable infection control at Lort Smith Animal Hospital across two clinical sites in metropolitan Melbourne.

The client: Lort Smith Animal Hospital

Lort Smith Animal Hospital is one of Australia's most recognised veterinary hospitals, operating across two sites in metropolitan Melbourne:

- **North Melbourne** — the primary hospital facility, delivering emergency, surgical, and specialist veterinary services - **Campbellfield** — a second clinical site serving the northern suburbs

Both are working veterinary hospitals. Both have clinical treatment areas, surgical suites, recovery wards, kennels and boarding facilities, diagnostic laboratories, and public-facing reception areas. They run around the clock and see a high volume of animals across a wide range of clinical presentations.

The cleaning requirements at a veterinary hospital are substantially more complex than those of a general commercial facility. That complexity demands a compliance-first approach, not a generic one.

The challenge: infection control in a clinical veterinary environment

Veterinary hospitals present a specific and demanding set of infection control challenges that separate them from standard commercial cleaning environments.

Cross-contamination risk. A veterinary clinical environment houses animals with a range of infectious conditions, some transmissible between animals, some transmissible to humans. Zoonotic pathogens, viral infections, and multi-drug resistant organisms can move through a facility if infection control protocols are inadequate. The cleaning program must be designed to break transmission pathways, not just maintain visual cleanliness.

Area-specific protocols. The infection control requirements for a surgical suite differ from those for a kennel block, which differ again from a public reception area or a diagnostic laboratory. A single standardised approach, the kind that works in an office building, is not adequate in a clinical veterinary environment. Each area requires specific products, specific methods, and specific attention to transmission risk.

Chemical selection and efficacy. Not all disinfectants are effective against all pathogens relevant in veterinary environments. Products must be selected for demonstrated efficacy against the organisms of concern, including parvoviruses, coronaviruses, Salmonella, and Bordetella, at correct dilution rates and contact times. Consumer-grade or general-purpose products in clinical areas are not adequate. Full stop.

Consistency and staff familiarity. Clinical environments require cleaners who are trained in the specific protocols of that environment and who execute them consistently on every shift. A cleaner who is unfamiliar with the facility, unfamiliar with the infection control requirements, or working from a generic checklist is a liability in a clinical setting. The same people need to clean the same areas on the same schedule, with the same protocols applied every time.

No margin for error. In an office, a missed cleaning task results in a dirty desk. In a clinical environment, a missed disinfection step can result in a transmission event that harms animals in the facility's care and creates liability for the hospital. The tolerance for inconsistency is effectively zero.

The Realcorp Commercial Cleaning approach

Realcorp Commercial Cleaning was engaged to deliver cleaning operations across both Lort Smith Animal Hospital sites. The program was built around clinical infection control standards, area-specific protocols, and a directly employed, consistently assigned team.

Infection control training for all assigned staff

Every Realcorp Commercial Cleaning cleaner assigned to Lort Smith Animal Hospital completes infection control training specific to clinical veterinary environments before beginning work at the sites. That training covers:

- The principles of transmission prevention and barrier cleaning
- Cross-contamination risks specific to animal hospitals
- Chemical selection and handling for clinical areas
- Area-specific protocols and sequencing
- Personal protective equipment requirements
- Outbreak response procedures

This training is documented. All assigned staff have demonstrated competency in the infection control requirements of the sites before their first shift. The records exist and are available for review.

Hospital-grade, TGA-registered disinfectants

Realcorp Commercial Cleaning uses TGA-registered disinfectants in all clinical areas at Lort Smith Animal Hospital. Products are selected for demonstrated efficacy against the pathogens relevant in veterinary clinical environments, covering viral, bacterial, and protozoal organisms. They are applied at manufacturer-specified dilution rates with the correct contact time to ensure efficacy.

Disinfectant selection is not delegated to individual cleaners. It is specified in the site cleaning program and monitored through the internal audit process. That is a systems decision, not a preference.

Area-specific cleaning methods

The cleaning program at Lort Smith Animal Hospital is differentiated by area type. Treatment rooms, surgical suites, and recovery areas are cleaned and disinfected to clinical standards with full barrier cleaning protocols. Kennels and holding areas are cleaned with the pathogens specific to animal housing in mind, with attention to porous surfaces and drainage points where contamination can persist. Public reception areas are maintained to general commercial standards with enhanced disinfection of high-touch surfaces. Staff and administrative zones are treated as lower-risk but maintained consistently.

Clean to dirty. High to low. Standard clinical sequencing, built into the protocols for every area at every site, not left to individual judgment on the night.

Site-specific induction for both sites

The North Melbourne and Campbellfield sites have different layouts, different clinical configurations, and different operational rhythms. Every Realcorp Commercial Cleaning cleaner assigned to each site completes a site-specific induction covering the facility's layout, the location of clinical and high-risk areas, the hospital's specific protocols and preferences, and the expectations of the clinical team.

That induction happens before the first shift at each site. Cleaners assigned to both sites have separate inductions for each.

Consistent, directly employed staff — zero subcontractors

The same Realcorp Commercial Cleaning team members are assigned to each Lort Smith Animal Hospital site consistently. This is a deliberate operational requirement, not an incidental feature. Clinical environments cannot function effectively with a rotating cast of unfamiliar faces.

The clinical team at Lort Smith knows who is cleaning their facilities. They know those individuals have been trained and inducted. They can communicate with them directly about any specific requirements or concerns.

Realcorp Commercial Cleaning uses zero subcontractors. The people cleaning Lort Smith Animal Hospital are directly employed Realcorp Commercial Cleaning staff, working under Realcorp

Commercial Cleaning management, trained to Realcorp Commercial Cleaning standards. That is what One Team means in practice.

The result

Realcorp Commercial Cleaning has maintained hospital hygiene standards across both Lort Smith Animal Hospital sites. Both clinical sites receive consistent, digitally tracked cleaning to infection control standards on every shift. The clinical team works with a known, trained cleaning staff who are familiar with the facilities and the protocols.

The Realcorp App provides GPS-verified attendance records and digital task completion checklists for every shift at both sites. Management conducts regular quality audits. The hospital has full visibility into cleaning activity at any time, not because we say so, but because the system produces an auditable record on every visit.

There have been no contamination incidents attributable to cleaning failures at either site under Realcorp Commercial Cleaning's management.

What this means for you

If you manage a healthcare facility, whether veterinary, medical, or allied health, and you are evaluating your cleaning arrangements, the relevant question is not whether your current contractor claims to do hospital-grade cleaning. It is whether they can demonstrate that the people cleaning your facility have been trained in clinical infection control protocols, are using appropriate products at correct dilutions and contact times, and are executing those protocols consistently on every shift.

Realcorp Commercial Cleaning's infection control capability is not a marketing claim. It is an active, documented standard on live clinical sites right now. The training records, product specifications, and shift documentation exist and are available for review.

Contact Realcorp Commercial Cleaning at [**sales@realcorp.net.au**](mailto:sales@realcorp.net.au), call ****1300 307 298****, or visit [**realcorp.net.au**](http://realcorp.net.au) to discuss your facility's requirements.

Frequently asked questions

****Does Realcorp Commercial Cleaning have healthcare cleaning experience?*** Yes. Realcorp Commercial Cleaning provides contract cleaning services to Lort Smith Animal Hospital across two clinical sites in metropolitan Melbourne, North Melbourne and Campbellfield. Both are functioning veterinary hospitals with clinical areas, surgical suites, and kennels requiring infection control protocols. Realcorp Commercial Cleaning also services Isomer Aged Care in Lysterfield, a residential aged care facility with clinical hygiene requirements.

****What infection control training do Realcorp Commercial Cleaning cleaners have?*** All Realcorp Commercial Cleaning cleaners assigned to clinical sites complete infection control training before beginning work. Training covers transmission prevention, cross-contamination risk, clinical chemical protocols, area-specific cleaning sequences, personal protective equipment, and outbreak response. Training is documented and records are maintained for all assigned staff.

****Can Realcorp Commercial Cleaning clean clinical environments?*** Yes. Realcorp Commercial Cleaning uses TGA-registered, hospital-grade disinfectants in clinical areas, applies area-specific cleaning protocols differentiated by risk level, and assigns consistently trained, directly employed staff with site-specific inductions. Zero subcontractors. The same standards that apply at Lort Smith Animal

Hospital are available to any clinical or healthcare facility that requires them. Contact Realcorp Commercial Cleaning to discuss your specific facility requirements.

Label facts summary

> **Disclaimer:** All facts and statements below are general product information, not professional advice. Consult relevant experts for specific guidance.

Verified label facts

No product specification data, packaging data, or Product Facts table was present in the submitted content. No verifiable label facts can be extracted.

The content analysed is a commercial services case study for Realcorp Commercial Cleaning, a service provider, not a physical product. The following operationally specific, verifiable statements are documented within the content and may be confirmed against business records:

- **Company type:** Commercial cleaning company based in Australia - **Client — Veterinary:** Lort Smith Animal Hospital (two sites: North Melbourne and Campbellfield) - **Client — Aged Care:** Isomer Aged Care, Lysterfield - **Service hours at Lort Smith:** Around the clock (24-hour operations) - **Areas cleaned at Lort Smith:** Clinical, surgical, kennel, laboratory, and reception areas - **Subcontractor use:** Zero subcontractors; all staff directly employed - **Disinfectant registration:** TGA-registered, hospital-grade disinfectants used in clinical areas - **Tracking system:** Realcorp App — GPS-verified attendance and digital task completion checklists - **Contact email:** sales@realcorp.net.au - **Phone:** 1300 307 298 - **Website:** realcorp.net.au

General product claims

- Infection control capability described as an active, documented standard on live clinical sites - No contamination incidents attributable to Realcorp at either Lort Smith site - Consistent staff assignment described as a deliberate operational requirement for clinical environments - Infection control training documented and available for review - Area-specific protocols differentiated by risk level across surgical, kennel, laboratory, and reception zones - Disinfectants stated as effective against parvoviruses, coronaviruses, Salmonella, and Bordetella at correct dilution rates and contact times - Hospital described as having full visibility into cleaning activity at any time via the Realcorp App - Same standards applied at Lort Smith stated as available to any clinical or healthcare facility

Standardization audit result

Status: No vague, ambiguous, or placeholder values requiring replacement were identified in the submitted content.

Reason: The content is a professional case study and service documentation for Realcorp Commercial Cleaning. All values present are either specific operational facts (facility names, locations, contact details, service areas), documented claims (training records available, zero contamination incidents, TGA registration), legitimate technical specifications (area types, disinfectant efficacy claims, protocol descriptions), or explicit contact information (email, phone, website).

Values not requiring replacement: - "Around the clock" — contextually explicit (24-hour operations) - "Multiple options available" — not present in content - "Contact manufacturer" — not used as a placeholder value - Empty fields — none present - Vague ranges — none present without context

Conclusion: Content meets machine-explicit standards. All information is either verifiable, specific, or properly contextualised. No standardization replacements necessary.

