



OHSC

Office of Health Standards Compliance
Ensuring quality and safety in health care



Rehabilitation services & oral health

v1.3

Regulatory CHC inspection tool

Facility:
Date:

- **Tool Name:** Regulatory CHC Inspection tool v1.3 - Final
- **HEs Type:** CHC
- **Sector:** Public
- **Specialization:** CHC
- **Created By:** Health Standards Development and Training

7 Rehabilitation Services And Oral Health (Not Applicable Where The Service Is Not Provided)

Domain 7.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 7.2.1 6 User health records and management

Standard 7.2.1.1 6(3) The health establishment must create and maintain a system of health records of users in accordance with the requirements of section 13 of the Act.

Criterion 7.2.1.1.1 6(4)(a) The health establishment must record the biographical data of the user and the identification and contact information of the user and his or her next of kin.

7.2.1.1.1.1 Biographical, demographic and contact information of the user is recorded in the user record.

Assessment type: Patient record audit - **Risk rating:** Vital measure

Use the checklist below to check whether user records comply with the requirements. Select health records of users seen at the time of inspection or health records from the previous month and verify if aspects listed below have been documented. Score 1 if the aspect is recorded and score 0 if the aspect is not recorded.

Score	Comment

Unit 1 User health record 1-Rehabilitation services (select one health record from the services offered)

Aspects	Score	Comment
1. Name and surname		
2. User file number		
3. Gender		
4. Health establishment name		
5. ID or refugee number or passport number or date of birth		
6. Residential address		
7. Personal contact details		
8. Next of kin contact details		

Unit 2 User health record 2-Rehabilitation services (select one health record from the services offered)

Aspects	Score	Comment
1. Name and surname		
2. User file number		
3. Gender		
4. Health establishment name		
5. ID or refugee number or passport number or date of birth		
6. Residential address		
7. Personal contact details		
8. Next of kin contact details		

Unit 3 User health record 3 - Oral health services (select one health record)

Aspects	Score	Comment
1. Name and surname		
2. User file number		
3. Gender		
4. Health establishment name		
5. ID or refugee number or passport number or date of birth		
6. Residential address		
7. Personal contact details		
8. Next of kin contact details		

Criterion 7.2.1.1.2 6(4)(b) The health establishment must record information relating to the examination and health care interventions of users.

7.2.1.1.2.1 A clinical assessment and management plan for the user is recorded in the user health record.

Assessment type: Patient record audit - **Risk rating:** Vital measure

Use the checklist below to check whether user health records comply with the requirements listed below. Select three records of users who were seen at the time of inspection or health records from the previous month. Score 1 if the aspect is recorded and score 0 if the aspect is not recorded.

Score	Comment

Unit 1 User health record 1- Rehabilitation services

Aspects	Score	Comment
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1. Presenting complaints		
2. Treatment /intervention		
3. Medical device/equipment issued to user (where applicable)		
4. Health education provided		
5. Referral (where applicable)		
6. Date of next visit indicated (where applicable)		
7. Health care provider's name and surname		
8. Health care provider's designation		
9. Health care provider's signature		
10. Date of entry		
11. Time of entry		

Unit 2 User health record 2- Rehabilitation services

Aspects	Score	Comment
1. Presenting complaints		
2. Treatment /intervention		
3. Medical device/equipment issued to user (where applicable)		
4. Health education provided		
5. Referral (where applicable)		
6. Date of next visit indicated (where applicable)		
7. Health care provider's name and surname		
8. Health care provider's designation		
9. Health care provider's signature		
10. Date of entry		
11. Time of entry		

Unit 3 User health record 3- Oral health services

Aspects	Score	Comment
1. Presenting complaints		
2. Allergies (where applicable)		
3. Investigation/tests requested (where applicable)		

4. Results of investigations/test recorded (where applicable)		
5. Treatment /intervention		
6. Health education provided		
7. Referral (where applicable)		
8. Date of next visit indicated (where applicable)		
9. Health care provider's name and surname		
10. Health care provider's designation		
11. Health care provider's signature		
12. Date of entry		
13. Time of entry		

Sub Domain 7.2.2 8 Infection prevention and control programmes

Standard 7.2.2.1 8(1) The health establishment must maintain an environment, which minimises the risk of disease outbreaks, the transmission of infection to users, health care personnel and visitors.

Criterion 7.2.2.1.1 8(2)(a) The health establishment must ensure that there are hand washing facilities in every service area.

7.2.2.1.1.1 Hand washing facilities are available in every service area.

Assessment type: Observation - **Risk rating:** Vital measure

Use the checklist below to check whether the hand washing facilities and items listed below are available. Score 1 if the aspect available and score 0 if the aspect is not available.

Score	Comment

Unit 1 Rehabilitation Services consulting room

Aspects	Score	Comment
1. Functional hand wash basin. Explanatory note: The basin should not be blocked, broken, or have cracks		
2. Taps are functional and not broken Explanatory Note: Taps must be elbow or non-touch operated in user care areas.		
3. Liquid hand wash soap		
4. Wall mounted soap dispenser		
5. Paper towel dispenser with disposable hand paper towels.		

6. General waste container. Explanatory note: This could be a wall mounted or a disposable or reusable vessel placed at the point of waste generation for the purpose of receiving waste. It may include but not limited to a bin, bucket, box, etc. The container must be lined with the appropriate colour coded liner.		
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Unit 2 Oral health services consulting room

Aspects	Score	Comment
1. Functional hand wash basin. Explanatory note: The basin should not be blocked, broken, or have cracks.		
2. Taps are functional and not broken. Explanatory Note: Taps must be elbow or non-touch operated in user care areas.		
3. Liquid hand wash soap		
4. Wall mounted soap dispenser		
5. Paper towel dispenser with disposable hand paper towels.		
6. General waste container. Explanatory note: This could be a wall mounted or a disposable or reusable vessel placed at the point of waste generation for the purpose of receiving waste. It may include but not limited to a bin, bucket, box, etc. The container must be lined with the appropriate colour coded liner.		

7.2.2.1.1.2 Alcohol based hand rub is available.

Assessment type: Observation - **Risk rating:** Vital measure

Select two areas and observe whether alcohol-based hand rub is available in the areas listed below. Score 1 if available and 0 if not available.

Score	Comment	
Aspects	Score	Comment
1. Area 1		
2. Area 2		

7.2.2.1.1.3 Posters on hand hygiene are displayed.

Assessment type: Observation - **Risk rating:** Essential measure

Select two areas and observe whether posters on hand hygiene are displayed. This could be a single hand hygiene poster or individual posters for hand washing or correct use of alcohol-based hand rub. Score 1 if available and 0 if not available.

Score	Comment	
Aspects	Score	Comment

1. Area 1		
2. Area 2		

Criterion 7.2.2.1.2 8(2)(c) The health establishment must ensure there is clean linen to meet the needs of users.

7.2.2.1.2.1 Clean linen is available in the health establishment.

Assessment type: Observation - **Risk rating:** Essential measure

Check whether clean linen is sufficient as determined by the unit requirements. This can be cloth or disposable linen.

Not applicable: Never

Score	Comment

Criterion 7.2.2.1.3 8(2)(d) The health establishment must ensure that health care personnel are protected from acquiring infections through the use of personal protective equipment and prophylactic immunisations.

7.2.2.1.3.1 Personal protective equipment is worn.

Assessment type: Observation - **Risk rating:** Vital measure

Using the checklist below, verify whether protective clothing and equipment is worn. Score 1 if the items are worn 0 if not worn.

Score not applicable where at the time of the inspection, personnel are not in a situation in which they are required to wear protective clothing.

Score	Comment

Unit 1 Rehabilitation services

Aspects	Score	Comment
1. Gloves - non-sterile		
2. Disposable gowns or aprons		
3. Face masks		
4. N95 or KN95 or FFP2 respirator or approved equivalent.		

Unit 2 Oral health services

Aspects	Score	Comment
1. Gloves - non-sterile		
2. Gloves - sterile		
3. Disposable gowns or aprons		
4. Face masks		

5. N95 or KN95 or FFP2 respirator or approved equivalent.		
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Sub Domain 7.2.3 9 Waste management

Standard 7.2.3.1 9(1) The health establishment must ensure that waste is handled, stored, and disposed of safely in accordance with the law.

Criterion 7.2.3.1.1 9(2)(a) The health establishment must have appropriate waste containers at the point of waste generation.

7.2.3.1.1.1 Health care waste is managed as required by waste management practices.

Assessment type: Observation - **Risk rating:** Essential measure

Use the checklist below to check whether health care risk waste is managed as required. Score 1 if the aspect is compliant and score 0 if it is not compliant.

Score	Comment

Unit 1 Rehabilitation services

Aspects	Score	Comment
1. Health care risk waste disposal bins with functional lids or health care risk waste box with lid		
2. Health care risk waste disposal bins or boxes lined with red colour plastic bags		
3. Bins available for general waste		
4. Bins for general waste are lined with appropriate coloured bags (Black, beige, white or transparent packaging can be used.)		

Unit 2 Oral health services

Aspects	Score	Comment
1. Health care risk waste disposal bins with functional lids or health care risk waste box with lid		
2. Health care risk waste disposal bins or boxes lined with red colour plastic bags		
3. Bins available for general waste		
4. Bins for general waste are lined with appropriate coloured bags (Black, beige, white or transparent packaging can be used.)		

Criterion 7.2.3.1.2 9(2)(b) The health establishment must implement procedures for the collection, handling, storage and disposal of waste.

7.2.3.1.2.1 Sharps are safely managed and discarded in clinical areas.

Assessment type: Observation - **Risk rating:** Vital measure

Use the checklist below to check whether sharps are safely managed and discarded in clinical areas. Score 1 if the aspect is compliant and 0 if it is not compliant.

Score	Comment

Unit 1 Rehabilitation services (score not applicable where sharps are not generated).

Aspects	Score	Comment
1. Waste is properly segregated. Explanatory note: Only sharps are discarded into the container; no gloves, papers or any other waste is discarded into the container.		
2. Sharps containers are discarded when they reach the limit mark		
3. Sharps containers are placed on a work surface or in wall mounted brackets		
4. Sharps containers have correctly fitting lids		
5. Needles are not recapped before disposal, not applicable for safety needles and syringes		

Unit 2 Oral health services

Aspects	Score	Comment
1. Waste is properly segregated. Explanatory note: Only sharps are discarded into the container; no gloves, papers or any other waste is discarded into the container.		
2. Sharps containers are discarded when they reach the limit mark		
3. Sharps containers are placed on a work surface or in wall mounted brackets		
4. Sharps containers have correctly fitting lids		
5. Needles are not recapped before disposal, not applicable for safety needles and syringes		

Sub Domain 7.2.4 21 Adverse events

Standard 7.2.4.1 21(1) The health establishment must have a system to monitor and report all adverse events.

Criterion 7.2.4.1.1 21(2)(b) The health establishment must have systems in place to report adverse incidents to a structure in the health establishment or responsible authority that monitors these events.

7.2.4.1.1.1 Health care personnel are aware of the procedure to report adverse events.

Assessment type: Staff interview - **Risk rating:** Vital measure

Interview three health care personnel to establish their awareness on reporting of adverse events Score 1 if they are able to explain the aspects listed below and 0 if not.

Score	Comment

Unit 1 Health care personnel 1

Aspects	Score	Comment
1. Types of adverse events that might happen in the unit (provide three examples)		
2. How to report adverse events in the unit?		
3. Feedback processes on reported adverse events. Explanatory note: This could include but is not limited to formal feedback on the progress, outcome and quality improvement plans.		

Unit 2 Health care personnel 2

Aspects	Score	Comment
1. Types of adverse events that might happen in the unit (provide three examples)		
2. How to report adverse events in the unit?		
3. Feedback processes on reported adverse events. Explanatory note: This could include but not limited to formal feedback on the progress, outcome and quality improvement plans.		

Unit 3 Health care personnel 3

Aspects	Score	Comment
1. Types of adverse events that might happen in the unit (provide three examples)		
2. How to report adverse events in the unit?		
3. Feedback processes on reported adverse events. Explanatory note: This could include but not limited to formal feedback on the progress, outcome and quality improvement plans		

Domain 7.3 CLINICAL SUPPORT SERVICES

Sub Domain 7.3.1 10 Medicines and medical supplies

Standard 7.3.1.1 10(1) The health establishment must comply with the provisions of the Pharmacy Act, 1974 and the Medicines and Related Substances Act, 1965.

Criterion 7.3.1.1.1 10(2)(b) The health establishment must ensure the availability of medicines and medical supplies for the delivery of services.

7.3.1.1.1.1 Basic physiotherapy medical supplies (consumables) are available.

Assessment type: Observation - **Risk rating:** Vital measure

The health establishment is expected to have a list of basic physiotherapy medical supplies/consumables according to the needs of the users. Request the list of medical supplies/consumables for the health establishment and randomly select five items and check whether the selected items are available and not expired (where applicable). Document the name of the items that were sampled. Score 0 if the selected item is not available or expired or if there is no list of medical supplies/consumables available. Score not applicable if the service is not offered in the health establishment.

Score	Comment

Aspects	Score	Comment
1. Item 1		
2. Item 2		
3. Item 3		
4. Item 4		
5. Item 5		

7.3.1.1.1.2 Basic speech therapy medical supplies (consumables) are available.

Assessment type: Observation - **Risk rating:** Vital measure

The health establishment is expected to have a list of basic speech therapy medical supplies/consumables according to the needs of the users. Request the list of medical supplies/consumables for the health establishment and randomly select five items and check whether the selected items are available and not expired (where applicable). Document the name of the items that were sampled. Score 0 if the selected item is not available or expired or if there is no list of medical supplies/consumables available. Score not applicable if the service is not offered in the health establishment.

Score	Comment	
Aspects	Score	Comment
1. Item 1		
2. Item 2		
3. Item 3		
4. Item 4		
5. Item 5		

7.3.1.1.1.3 Basic audiology medical supplies (consumables) are available.

Assessment type: Observation - **Risk rating:** Vital measure

The health establishment is expected to have a list of basic audiology medical supplies/consumables according to the needs of the users. Request the list of medical supplies/consumables for the health establishment and randomly select five items and check whether the selected items are available and not expired (where applicable). Document the name of the items that were sampled. Score 0 if the selected item is not available or expired or if there is no list of medical supplies/consumables available. Score not applicable if the service is not offered in the health establishment.

Score	Comment	
Aspects	Score	Comment
1. Item 1		

2. Item 2		
3. Item 3		
4. Item 4		
5. Item 5		

7.3.1.1.1.4 Basic occupational therapy medical supplies (consumables) are available.

Assessment type: Observation - **Risk rating:** Vital measure

The health establishment is expected to have a list of basic occupational therapy medical supplies/consumables according to the needs of the users. Request the list of medical supplies/consumables for the health establishment and randomly select five items and check whether the selected items are available and not expired (where applicable). Document the name of the items that were sampled. Score 0 if the selected item is not available or expired or if there is no list of medical supplies/consumables available. Score not applicable if the service is not offered in the health establishment.

Score	Comment	
Aspects	Score	Comment
1. Item 1		
2. Item 2		
3. Item 3		
4. Item 4		
5. Item 5		

7.3.1.1.1.5 Basic dental/oral health medical supplies (consumables) are available.

Assessment type: Observation - **Risk rating:** Vital measure

The health establishment is expected to have a list of basic oral/dental medical supplies/consumables according to the needs of the users. Request the list of medical supplies/consumables for the health establishment and randomly select five items and check whether the selected items are available and not expired (where applicable). Document the name of the items that were sampled. Score 0 if the selected item is not available or expired or if there is no list of medical supplies/consumables available. Score not applicable if the service is not offered in the health establishment.

Score	Comment	
Aspects	Score	Comment
1. Item 1		
2. Item 2		
3. Item 3		

4. Item 4		
5. Item 5		

Sub Domain 7.3.2 13 Medical equipment

Standard 7.3.2.1 13(1) Health establishments must ensure that the medical equipment is available and functional in compliance with the law.

Criterion 7.3.2.1.1 13(2)(b) The health establishment must ensure that equipment is in accordance with the essential equipment list in all clinical service areas.

7.3.2.1.1.1 Essential physiotherapy equipment is available and functional.

Assessment type: Observation - **Risk rating:** Vital measure

Request the list of basic physiotherapy medical equipment for the health establishment and randomly select five items and check whether the selected items are available and functional (where applicable). Document the name of the items that were sampled. Score 0 if the selected item is not available or not functional or if the list is not available. Score not applicable if the service is not offered in the health establishment.

Score	Comment	
Aspects	Score	Comment
1. Equipment 1		
2. Equipment 2		
3. Equipment 3		
4. Equipment 4		
5. Equipment 5		

7.3.2.1.1.2 Essential speech therapy equipment is available and functional.

Assessment type: Observation - **Risk rating:** Vital measure

Request the list of basic speech therapy medical equipment for the health establishment and randomly select five items and check whether the selected items are available and functional (where applicable). Document the name of the items that were sampled. Score 0 if the selected item is not available or not functional or if the list is not available. Score not applicable if the service is not offered in the health establishment.

Score	Comment	
Aspects	Score	Comment
1. Equipment 1		
2. Equipment 2		
3. Equipment 3		
4. Equipment 4		

5. Equipment 5		
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7.3.2.1.1.3 Essential audiology equipment is available and functional.

Assessment type: Observation - **Risk rating:** Vital measure

Request the list of basic audiology services medical equipment for the health establishment and randomly select five items and check whether the selected items are available and functional (where applicable). Document the name of the items that were sampled. Score 0 if the selected item is not available or not functional or if the list is not available. Score not applicable if the service is not offered in the health establishment.

Score	Comment	
Aspects	Score	Comment
1. Equipment 1		
2. Equipment 2		
3. Equipment 3		
4. Equipment 4		
5. Equipment 5		

7.3.2.1.1.4 Essential occupational therapy equipment is available and functional.

Assessment type: Observation - **Risk rating:** Vital measure

Request the list of basic occupational therapy medical equipment for the health establishment and randomly select five items and check whether the selected items are available and functional (where applicable). Document the name of the items that were sampled. Score 0 if the selected item is not available or not functional or if the list is not available. Score not applicable if the service is not offered in the health establishment.

Score	Comment	
Aspects	Score	Comment
1. Equipment 1		
2. Equipment 2		
3. Equipment 3		
4. Equipment 4		
5. Equipment 5		

7.3.2.1.1.5 Essential oral health services equipment is available and functional.

Assessment type: Observation - **Risk rating:** Vital measure

Request the list of basic oral health services medical equipment for the health establishment and randomly select five items and check whether the selected items are available and functional (where applicable). Document the name of the items that were sampled. Score 0 if the selected item is not available or not functional or if the list is not available. Score not applicable if the service is not offered in the health establishment.

Score	Comment	
Aspects	Score	Comment
1. Equipment 1		
2. Equipment 2		
3. Equipment 3		
4. Equipment 4		
5. Equipment 5		



Official Sign-Off

The National Health Act, 2003 (Act No. 61 of 2003) provides for quality requirements and standards in respect of health services provided by health establishments to the public. The main objective is to promote and protect the health and safety of the users of health services and contribute to improved outcomes and improved population health.

To achieve this mandate standardised inspection tools aligned to Norms and Standards Regulations applicable to different categories of health establishments promulgated by the Minister of Health in 2018 have been developed for Community Health Centres (CHC).

Acknowledgements

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- National Department of Health for their input and commenting on the inspection tools.

It is hereby certified that the Regulatory CHC Inspection tools version 1.3 was updated by the Office of Health Standards Compliance.

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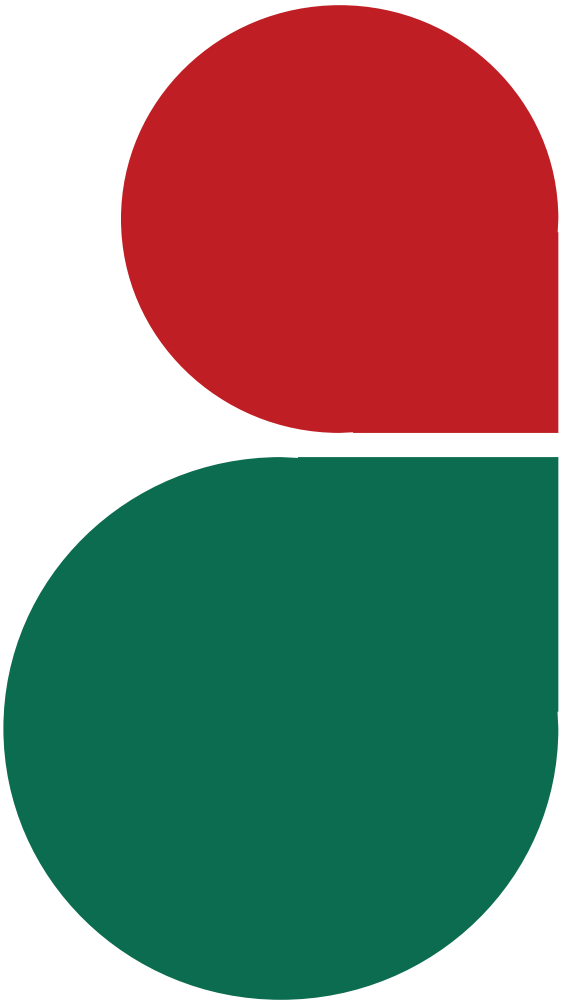
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