



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

BIANNUAL REPORT

October 2021 – March 2022

CERTIFICATION OF HEALTH ESTABLISHMENTS



DEFINITIONS

“**Board**” means the Board of the Office of Health Standards Compliance appointed in terms of Section 79A of the Act;

“**Chief Executive Officer**” means the person appointed as Chief Executive Officer of the Office in terms of Section 79H (1) of the Act;

“**Constitution**” means the Constitution of the Republic of South Africa, Act 108 of 1996;

“**Early Warning System**” means the surveillance systems that collect information of serious breaches of norms and standards that prompt interventions by the health establishment, the Office or relevant authority;

“**Health Establishment/HE**” means the whole or part of a public or private institution, facility, building or place, whether for profit or not, that is operated or designed to provide inpatient or outpatient treatment, diagnostic or therapeutic interventions, nursing, rehabilitative, palliative, convalescent, preventative or other health services;

1.6. “**Inspector**” means a person appointed as an inspector in terms of Section 80(2) of the Act;

1.7. “**Minister**” means the Minister responsible for Health;

1.8. “**Norms and Standards**” means the norms and standards prescribed by the Minister in terms of Section 90(1)(b) and (c) of the Act;

1.9. “**Office**” means the Office of Health Standards Compliance established by Section 77(1) of the Act;

1.10. “**Regulations**” means the Procedural Regulations Pertaining to the Functioning of the Office of Health Standards Compliance and Handling of Complaints by the Ombud;

1.11. “**the Act**” means the National Health Act, 2003 (Act No. 61 of 2003);

1.12. “**User**” means the person receiving treatment in a health establishment, including receiving blood or blood products, or using a health service, and if the person receiving treatment or using a health service is—

(a) below the age contemplated in section 129 of the Children’s Act 38 of 2005, “**user**” includes the person’s parent or guardian, or another person authorised by law to act on the first mentioned person’s behalf; or

(b) incapable of taking decisions, “**user**” includes the person’s spouse or partner or, in the absence of such spouse or partner, the person’s parent, grandparent, adult child or brother or sister, or another person authorised by law to act on the first mentioned person’s behalf.

1 INTRODUCTION

In terms of section 79 (1) of the National Health Amendment Act 2013, (Act 12 of 2013), the OHSC is mandated to “inspect and certify health establishments as compliant or non-compliant with the norms and standards. The norms and standards for different categories of health establishments were promulgated in February 2018 and came into effect in February 2019. Following promulgation of the norms and standards, the OHSC commenced with the process of aligning the inspection tools to the promulgated norms and standards.

2 LEGISLATIVE MANDATE

- 2.1 The Constitution of the Republic of South Africa, Act 108 of 1996;
- 2.2 The National Health Act, 2003 (Act No. 61 of 2003), as amended;
- 2.3 Norms and Standards Regulations applicable to different categories of health establishments, 2016; and
- 2.4 Procedural Regulations Pertaining to the Functioning of the Office of Health Standards Compliance and Handling of Complaints by the Ombud, 2016.
- 2.5 The purpose of the report is to inform the health establishments, stakeholders, and the public/users of the health establishments that have been certified by the OHSC.

3 BACKGROUND

- 3.1 This bi-annual report covers the compliance certificates issued to health establishments which were inspected in the 2020/21 financial year, including certificates issued for re-inspected health establishments inspected during routine inspections in 2019/2020 financial year. The list of health establishments in “Annexure A” are those establishments certified between October 2021 and March 2022.

4 PROCESS FOLLOWED TOWARDS CERTIFICATION

- 4.1 Following finalisation of the inspection report, the finalised inspections reports were subjected to an external review process for quality control and expert

opinion. Feedback from the external reviewers were considered accordingly and reports were finalised for dissemination to the health establishments.

- 4.2 All final reports inspection findings were shared and communicated to health establishments, communicating the status in relation to compliance with the norms and standards. The OHSC has, in terms of the Procedural Regulations Pertaining to the Functioning of the OHSC and handling of complaints by the Ombud (the regulations), 15 days from the date of recommendation by an inspector, to issue a certificate of compliance to all deserving health establishments and the time frame was adhered to.

5 CERTIFICATION OF HEALTH ESTABLISHMENTS

- 5.1 During the reporting period, a total of Hundred and Fifty-Eight (158), establishments were certified by the OHSC. Forty-seven of the 158 were re-inspection of the 2019/2020 routine inspection. (See Annexure A for the list of certified health establishments).
- 5.2 All health establishments found to be non-compliant with the norms and standards have been issued with a compliance notice stating the areas of non-compliance and the period within which the identified breaches should be addressed. The OHSC will continue to monitor implementation of the conditions set out in the compliance notices and additional inspections will be conducted when the period stated in the compliance notices lapse.
- 5.3 Health establishments found to be persistently non-compliant after the additional inspections, the formal enforcement process will follow.

6 CONDITIONS FOR CERTIFICATION

- 6.1 A certificate of compliance issued by the OHSC is valid for a period of four years and is subject to renewal. However, health establishments are required in terms of regulation 19 of the Procedural regulations pertaining to the functioning of the Office of Health Standards Compliance and handling of complaints by the Ombud to, within a period of not more than six months before the expiry of the compliance certificate, submit an application to the OHSC for renewal of a certificate of compliance.

- 6.2 Should a health establishment issued with a compliance certificate be inspected for any other reason and thereafter a compliance notice issued against a previously certified health establishment the validity of a certificate of compliance is suspended until the conditions set out in the said compliance notice are fulfilled (Regulation 20 (2)).

7 CHALLENGES

- 7.1 The majority of the inspected health establishments during 2019/20 and 2020/21 financial years did not achieve compliance status and were not eligible for certification. There are several reasons for non-compliance mainly related to the breaches of the norms and standards. However, health establishments are provided with a preliminary inspection report and have an opportunity to provide evidence.
- 7.2 Some health establishments responded and provided evidence that was either, irrelevant, or not acceptable.
- 7.3 Some health establishments provided information that indicated a serious lack of understanding of what was expected from the health establishments.
- 7.4 Different districts and sub-districts within the same province responded differently to the reporting process (responding to preliminary findings). This could be due to the proximity of the health establishments to the relevant required knowledge to respond to the OHSC (Information Communication Technology equipment).

8 CONCLUSION

- 8.1 The OHSC is enjoined by the Act to inspect and certify health establishments as compliant or non-compliant with the prescribed norms and standards. Furthermore, the OHSC has a responsibility to publish and inform the public about the performance of health establishments in relation to the norms and standards. Health establishments are therefore encouraged to work tirelessly to ensure compliance with the norms and standards which is followed by certification by the OHSC.

ANNEXURE A

NO.	Province	Name of health establishment	Grading	Bar code	Date of certification
North West (09)					
1.	North West	Bophelo Clinic	Excellent	OHSC - 000088	01 December 2021
2.	North West	Boskop Clinic	Excellent	OHSC - 000089	01 December 2021
3.	North West	Ipelegeng Clinic	Good	OHSC - 000090	01 December 2021
4.	North West	Schweizer – Reneke Clinic	Satisfactory	OHSC - 000091	01 December 2021
5.	North West	Thekwane Clinic*	Excellent	OHSC - 000194	22 March 2022
6.	North West	Lesego Clinic*	Excellent	OHSC - 000189	22 March 2022
7.	North West	Rankelenyane Clinic*	Excellent	OHSC - 000190	22 March 2022
8.	North West	Steve Tshwete Clinic*	Excellent	OHSC - 000191	22 March 2022
9.	North West	Tlapeng (Ganyesa) Clinic*	Excellent	OHSC - 000193	22 March 2022
Western Cape (10)					
1	Western Cape	Soetendal Clinic	Satisfactory	OHSC - 000077	24 November 2021
2	Western Cape	Tulbagh Clinic	Satisfactory	OHSC - 000078	24 November 2021
3	Western Cape	Bella Vista Clinic	Satisfactory	OHSC - 000080	24 November 2021
4	Western Cape	Annie Brown Clinic	Satisfactory	OHSC - 000081	24 November 2021
5	Western Cape	Knysna Clinic	Excellent	OHSC - 000082	24 November 2021
6	Western Cape	Pacaltsdorp Clinic	Good	OHSC - 000083	24 November 2021
7	Western Cape	Crags Clinic	Good	OHSC - 000084	24 November 2021
8	Western Cape	Parkdene Clinic	Satisfactory	OHSC - 000085	24 November 2021
9	Western Cape	New Horizon Clinic	Satisfactory	OHSC - 000086	24 November 2021
10	Western Cape	Citrusdal Clinic	Good	OHSC - 000087	24 November 2021
Free State (13)					
1.	Free State	Molefi Tau Clinic	Good	OHSC - 000075	18 November 2021
2.	Free State	Blue Gum Bush Clinic*	Excellent	OHSC - 000195	25 March 2022
3.	Free State	Bronville Clinic*	Excellent	OHSC - 000196	25 March 2022
4.	Free State	Kokelong Clinic*	Good	OHSC - 000197	25 March 2022
5.	Free State	Mamello Clinic*	Excellent	OHSC - 000198	25 March 2022
6.	Free State	Monontsha Clinic*	Excellent	OHSC - 000199	25 March 2022
7.	Free State	Nelson Mandela Clinic*	Excellent	OHSC - 000200	25 March 2022
8.	Free State	Philippolis Clinic*	Excellent	OHSC - 000201	25 March 2022
9.	Free State	Phomolong Clinic*	Good	OHSC - 000202	25 March 2022
10	Free State	Reitumetse Clinic*	Good	OHSC - 000203	25 March 2022

NO.	Province	Name of health establishment	Grading	Bar code	Date of certification
11.	Free State	Riebeeckstad Clinic*	Excellent	OHSC - 000204	25 March 2022
12.	Free State	Thabong Clinic*	Good	OHSC - 000205	25 March 2022
13.	Free State	Thembaletu Clinic*	Excellent	OHSC - 000206	25 March 2022
Northern Cape (01)					
1.	Northern Cape	Dr Torres Clinic	Good	OHSC-000076	18 November 2021
Limpopo (01)					
1.	Limpopo	Seshego IV	Good	OHSC-000092	01 December 2021
Mpumalanga (17)					
1.	Mpumalanga	Carolina Clinic	Satisfactory	OHSC-000124	28 January 2022
2.	Mpumalanga	Fernie 2 Clinic	Good	OHSC-000125	28 January 2022
3.	Mpumalanga	Hartebeeskop Clinic	Excellent	OHSC-000126	28 January 2022
4.	Mpumalanga	Arthurseat Clinic*	Excellent	OHSC-000224	28 March 2022
5.	Mpumalanga	Bethal Town Clinic*	Excellent	OHSC-000225	28 March 2022
6.	Mpumalanga	Clau Clau Clinic*	Excellent	OHSC-000226	28 March 2022
7.	Mpumalanga	Doornkop Clinic*	Excellent	OHSC-000227	28 March 2022
8.	Mpumalanga	Evander Clinic*	Excellent	OHSC-000228	28 March 2022
9.	Mpumalanga	Kinross / Thistle Grove Clinic*	Excellent	OHSC-000229	28 March 2022
10.	Mpumalanga	Mbonisweni Clinic*	Good	OHSC-000230	28 March 2022
11.	Mpumalanga	Middleburg Ext 8 Clinic*	Excellent	OHSC-000231	28 March 2022
12.	Mpumalanga	Mjejane Clinic*	Excellent	OHSC-000232	28 March 2022
13.	Mpumalanga	Moreipuso Clinic*	Excellent	OHSC-000233	28 March 2022
14.	Mpumalanga	Nasaret Clinic*	Excellent	OHSC-000234	28 March 2022
15.	Mpumalanga	Newtown Park home Clinic*	Excellent	OHSC-000235	28 March 2022
16.	Mpumalanga	Rolle Clinic*	Good	OHSC-000236	28 March 2022
17.	Mpumalanga	White River Clinic*	Excellent	OHSC-000237	28 March 2022
Gauteng (44)					
1.	Gauteng	Azaadville Clinic	Satisfactory	OHSC - 000093	21 December 2021
2.	Gauteng	Geluksdal Clinic	Good	OHSC - 000094	21 December 2021
3.	Gauteng	Khutsong Ext 3 Clinic	Satisfactory	OHSC - 000095	21 December 2021
4.	Gauteng	Protea Glen Clinic	Good	OHSC - 000096	21 December 2021
5.	Gauteng	Dr R Martinez Clinic	Good	OHSC - 000097	21 December 2021
6.	Gauteng	Sonto Thobela Clinic	Satisfactory	OHSC - 000098	21 December 2021
7.	Gauteng	Badirile Clinic	Satisfactory	OHSC - 000128	10 February 2022
8.	Gauteng	Bedfordview	Good	OHSC - 000129	10 February 2022

NO.	Province	Name of health establishment	Grading	Bar code	Date of certification
9.	Gauteng	Bekkersdal East Clinic	Good	OHSC - 000130	10 February 2022
10.	Gauteng	Berario Clinic	Excellent	OHSC - 000131	10 February 2022
11.	Gauteng	Chief Albert Luthuli Clinic	Good	OHSC - 000132	10 February 2022
12.	Gauteng	Crystal Park Clinic	Excellent	OHSC - 000133	10 February 2022
13.	Gauteng	Davidsonville Clinic	Excellent	OHSC - 000134	10 February 2022
14.	Gauteng	Doornpoort Clinic	Excellent	OHSC - 000135	10 February 2022
15.	Gauteng	Elandsfontein Clinic	Satisfactory	OHSC - 000136	10 February 2022
16.	Gauteng	Jack Hindon Clinic	Good	OHSC - 000137	10 February 2022
17.	Gauteng	Kekanastad Clinic	Good	OHSC - 000138	10 February 2022
18.	Gauteng	ML Pessen Clinic	Good	OHSC - 000139	10 February 2022
19.	Gauteng	New Eersterus Clinic	Satisfactory	OHSC - 000140	10 February 2022
20.	Gauteng	PJ Maree Clinic	Satisfactory	OHSC - 000141	10 February 2022
21.	Gauteng	Pontshong Clinic	Good	OHSC - 000142	10 February 2022
22.	Gauteng	Ramotse Clinic	Satisfactory	OHSC - 000143	10 February 2022
23.	Gauteng	Refentse Clinic	Excellent	OHSC - 000144	10 February 2022
24.	Gauteng	Suurman Clinic	Good	OHSC - 000145	10 February 2022
25.	Gauteng	Venterspos Clinic	Satisfactory	OHSC - 000146	10 February 2022
26.	Gauteng	Wesbury Clinic	Excellent	OHSC - 000147	10 February 2022
27.	Gauteng	Windsor Clinic	Excellent	OHSC - 000148	10 February 2022
28.	Gauteng	Zuurbekom Clinic	Good	OHSC - 000149	10 February 2022
29.	Gauteng	Blyvooruitsig Clinic*	Good	OHSC - 000207	25 March 2022
30.	Gauteng	Enerdale Ext 9 Clinic*	Good	OHSC - 000208	25 March 2022
31.	Gauteng	Fanyana Nhlapo Clinic*	Excellent	OHSC - 000209	25 March 2022
32.	Gauteng	Folang Clinic*	Excellent	OHSC - 000210	25 March 2022
33.	Gauteng	Halfway House Clinic*	Excellent	OHSC - 000211	25 March 2022
34.	Gauteng	Jabavu (Vusabantu) Clinic*	Excellent	OHSC - 000212	25 March 2022
35.	Gauteng	Mayibuye Clinic*	Excellent	OHSC - 000213	25 March 2022
36.	Gauteng	Midrand west Clinic*	Excellent	OHSC - 000214	25 March 2022
37.	Gauteng	Mofolo South Clinic*	Excellent	OHSC - 000215	25 March 2022
38.	Gauteng	Moroka Clinic*	Excellent	OHSC - 000216	25 March 2022
39.	Gauteng	Motsamai Clinic*	Good	OHSC - 000217	25 March 2022

NO.	Province	Name of health establishment	Grading	Bar code	Date of certification
40.	Gauteng	Mountain view Clinic*	Excellent	OHSC - 000218	25 March 2022
41.	Gauteng	Odirileng Maponya Clinic*	Good	OHSC - 000219	25 March 2022
42.	Gauteng	Senaone Clinic*	Excellent	OHSC - 000220	25 March 2022
43.	Gauteng	Thula Mntwana Clinic*	Excellent	OHSC - 000219	25 March 2022
44.	Gauteng	Witkoppen Clinic*	Excellent	OHSC - 000219	25 March 2022
Eastern Cape (15)					
1.	Eastern Cape	Algoa Park Clinic	Good	OHSC-000099	21 December 2021
2.	Eastern Cape	Ndabakazi Clinic	Good	OHSC-000100	21 December 2021
3.	Eastern Cape	Ntshеле Clinic	Good	OHSC-000101	21 December 2021
4.	Eastern Cape	Tyata Clinic	Excellent	OHSC-000102	21 December 2021
5.	Eastern Cape	Central (Port Elizabeth) Clinic	Satisfactory	OHSC - 000150	10 February 2022
6.	Eastern Cape	Gonubie Clinic	Good	OHSC - 000151	10 February 2022
7.	Eastern Cape	Goso Forest Clinic	Excellent	OHSC - 000152	10 February 2022
8.	Eastern Cape	Hlamandana Clinic	Good	OHSC - 000153	10 February 2022
9.	Eastern Cape	Jamestown Clinic	Satisfactory	OHSC - 000154	10 February 2022
10.	Eastern Cape	Kenton-On-Sea Clinic	Excellent	OHSC - 000155	10 February 2022
11.	Eastern Cape	Marselle Clinic	Satisfactory	OHSC - 000156	10 February 2022
12.	Eastern Cape	Matyantya Clinic	Excellent	OHSC - 000157	10 February 2022
13.	Eastern Cape	Mkapusi Clinic	Satisfactory	OHSC - 000158	10 February 2022
14.	Eastern Cape	Port Alfred Clinic	Excellent	OHSC - 000159	10 February 2022
15.	Eastern Cape	Qandu Clinic	Good	OHSC - 000160	10 February 2022
KwaZulu-Natal (48)					
1.	KwaZulu-Natal	Baphumile Clinic	Satisfactory	OHSC-000103	21 December 2021
2.	KwaZulu-Natal	Besters Clinic	Good	OHSC-000104	21 December 2021
3.	KwaZulu-Natal	C Jonson Memorial Gateway Clinic	Good	OHSC-000105	21 December 2021

NO.	Province	Name of health establishment	Grading	Bar code	Date of certification
4.	KwaZulu-Natal	Hlathi Dam Clinic	Excellent	OHSC-000106	21 December 2021
5.	KwaZulu-Natal	Isandlwana Clinic	Excellent	OHSC-000107	21 December 2021
6.	KwaZulu-Natal	Ladysmith Gateway Clinic	Excellent	OHSC-000108	21 December 2021
7.	KwaZulu-Natal	Limit hill Clinic	Good	OHSC-000109	21 December 2021
8.	KwaZulu-Natal	Mabedlane Clinic	Excellent	OHSC-000110	21 December 2021
9.	KwaZulu-Natal	Madadeni 1 Clinic	Excellent	OHSC-000111	21 December 2021
10.	KwaZulu-Natal	Madadeni gateway Clinic	Excellent	OHSC-000112	21 December 2021
11.	KwaZulu-Natal	Makhathini Clinic	Satisfactory	OHSC-000113	21 December 2021
12.	KwaZulu-Natal	Mosvold Gateway Clinic	Good	OHSC-000114	21 December 2021
13.	KwaZulu-Natal	Newcastle Clinic	Excellent	OHSC-000115	21 December 2021
14.	KwaZulu-Natal	Nomdiya Clinic	Excellent	OHSC-000116	21 December 2021
15.	KwaZulu-Natal	Ntshongwe Clinic	Good	OHSC-000117	21 December 2021
16.	KwaZulu-Natal	Osizweni 2 Clinic	Good	OHSC-000118	21 December 2021
17.	KwaZulu-Natal	Port Shepstone Clinic	Good	OHSC-000119	21 December 2021
18.	KwaZulu-Natal	Shemula Clinic	Good	OHSC-000120	21 December 2021
19.	KwaZulu-Natal	Southport Clinic	Satisfactory	OHSC-000121	21 December 2021
20.	KwaZulu-Natal	Ulundi A Clinic	Satisfactory	OHSC-000122	21 December 2021
21.	KwaZulu-Natal	Watersmeet Clinic	Excellent	OHSC-000123	21 December 2021
22.	KwaZulu-Natal	AE Haviland Memorial Clinic	Excellent	OHSC - 000161	14 February 2022
23.	KwaZulu-Natal	Amakhabela Clinic	Excellent	OHSC - 000162	14 February 2022
24.	KwaZulu-Natal	Amatimatolo Clinic	Excellent	OHSC - 000163	14 February 2022
25.	KwaZulu-Natal	Bhekuzulu Clinic	Excellent	OHSC - 000164	14 February 2022
26.	KwaZulu-Natal	Efaye Clinic	Good	OHSC - 000187	14 February 2022
27.	KwaZulu-Natal	Eshane Clinic	Excellent	OHSC - 000166	14 February 2022
28.	KwaZulu-Natal	Forderville Clinic	Good	OHSC - 000167	14 February 2022
29.	KwaZulu-Natal	Gluckstadt Clinic	Excellent	OHSC - 000168	14 February 2022
30.	KwaZulu-Natal	Hlobane Clinic	Satisfactory	OHSC - 000169	14 February 2022
31.	KwaZulu-Natal	Kranskop Clinic	Excellent	OHSC - 000170	14 February 2022
32.	KwaZulu-Natal	KwaNdaba Clinic	Good	OHSC - 000171	14 February 2022
33.	KwaZulu-Natal	Maphumulo Clinic	Satisfactory	OHSC - 000173	14 February 2022

NO.	Province	Name of health establishment	Grading	Bar code	Date of certification
34.	KwaZulu-Natal	Masson Street Clinic	Satisfactory	OHSC - 000172	14 February 2022
35.	KwaZulu-Natal	Mbuthisweni Clinic	Satisfactory	OHSC - 000174	14 February 2022
36.	KwaZulu-Natal	Mondlo 2 Clinic	Excellent	OHSC - 000175	14 February 2022
37.	KwaZulu-Natal	Montebello Gateway Clinic	Good	OHSC - 000176	14 February 2022
38.	KwaZulu-Natal	Ntababomvu Clinic	Satisfactory	OHSC - 000177	14 February 2022
39.	KwaZulu-Natal	Ntembisweni Clinic	Good	OHSC - 000178	14 February 2022
40.	KwaZulu-Natal	Oqaqeni Clinic	Good	OHSC - 000179	14 February 2022
41.	KwaZulu-Natal	Sibuyane Clinic	Excellent	OHSC - 000180	14 February 2022
42.	KwaZulu-Natal	Thafamasi Clinic	Good	OHSC - 000181	14 February 2022
43.	KwaZulu-Natal	Ukuthula Clinic	Excellent	OHSC - 000182	14 February 2022
44.	KwaZulu-Natal	Vumanhlamvu Clinic	Good	OHSC - 000183	14 February 2022
45.	KwaZulu-Natal	Xulu Clinic	Satisfactory	OHSC - 000184	14 February 2022
46.	KwaZulu-Natal	Zama Zama Clinic	Good	OHSC - 000185	14 February 2022
47.	KwaZulu-Natal	Zwelisha Clinic	Excellent	OHSC - 000186	14 February 2022
48.	KwaZulu-Natal	Maqumbi Clinic	Satisfactory	OHSC - 000187	14 February 2022

*Health establishment were re-inspected in 2021/22 financial year but their routine inspection was conducted in 2019/20 financial year.