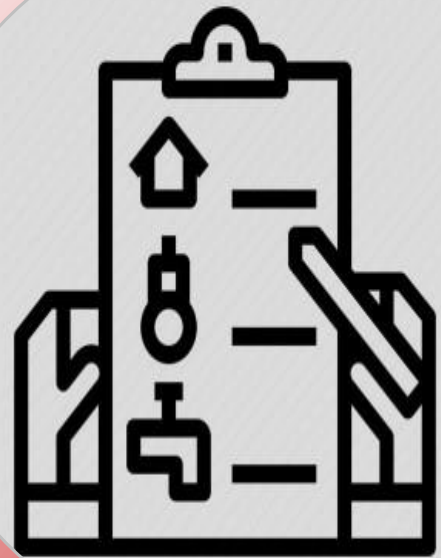


# Regulatory Regional Hospital Inspection Tool v1.3



**Cleaning Services**



Facility:
Date:

- **Tool Name:** Regulatory Regional Hospital inspection tool v1.3 - Final
- **HEs Type:** Hospitals **Sector:** Public
- **Specialization:** Regional
- **Created By:** Health Standards Development and Training

## 32 Cleaning Services

### Domain 32.2 CLINICAL GOVERNANCE AND CLINICAL CARE

#### Sub Domain 32.2.1 7 Clinical management

**Standard 32.2.1.1 7(1)** The health establishment must establish and maintain clinical management systems, structures and procedures that give effect to national policies and guidelines.

**Criterion 32.2.1.1.1 7 Healthcare providers are informed on the health establishment and their specific responsibilities.**

**32.2.1.1.1.1** Health care personnel have been informed about the Standard Operating Procedures of the unit and health establishment.

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

Documented evidence that personnel have been informed about the Standard Operating Procedures of the unit and health establishment must be available. This could include but is not limited to distribution lists which include personnel signatures to indicate they have read and understood the document (which must be dated and signed), proof of attendance at meetings where policies, guidelines and standard operating procedures are discussed, or similar evidence for electronic distribution. Score 1 if such evidence is available and score 0 if it is not available.

Score	Comment	
Aspects	Score	Comment
1. Conducting terminal cleaning		
2. Cleaning of hazardous and biohazardous spills		

**Standard 32.2.1.2 7(2)** (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.

**Criterion 32.2.1.2.1 7 The health establishment implements process to ensure environmental cleanliness.**

**32.2.1.2.1.1** All work completed is verified by the cleaning supervisor or a delegated person.

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

Daily inspections will ensure the cleanliness of the building. The person responsible for overseeing the cleaning service must inspect the building daily to confirm that cleaning has been carried out according to the schedule and that all areas attended to have been effectively cleaned. Monitoring tools (i.e. checklist/tick sheets) listing all cleaning tasks must be completed for each room or area. Not applicable: Never

Score	Comment

**32.2.1.2.1.2** The areas listed below are clean.

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

Verify whether the service areas listed below are clean. Inspector to observe general cleanliness of the area including but not limited to whether the area is free of dirt and stains. Score 1 if the area is clean and score 0 if not clean. Score NA (not applicable) if an indicated area does not exist in the health establishment

Score	Comment	
Aspects	Score	Comment
1. Waiting area		
2. Passages		
3. Stairs/Steps		
4. Lifts		
5. Admin block		
6. Public toilets		

**Criterion 32.2.1.2.2 7 Appropriate cleaning materials and equipment must be available and safely stored.**

**32.2.1.2.2.1** Disinfectant, cleaning materials and equipment are available.

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

Inspect available cleaning materials and storage facilities. Score 1 if the item is present and 0 if not present. Score 0 for cleaning agents that are not labelled. Score 0 for disinfectants and cleaning agents not approved by the infection prevention and control committee or relevant structure. Score NA if the item is not a required aspect of the unit's routine supplies

Score	Comment	
Aspects	Score	Comment
<b>Hand hygiene for cleaning personnel</b>		
1. Plain liquid soap or antimicrobial soap		
2. Alcohol-based hand rub with emollient		
3. Paper towels		
4. High-level disinfection for medical equipment (e.g. sodium perborate powder or phthalaldehyde) where applicable		

5. Chlorine compounds (e.g. Biocide D or Clorox)		
6. Health establishment grade detergent-based solutions		
7. Proper dilution instructions		
8. Wet polymer (floor polish) (NB: Not applicable on ceramic tiles)		
9. Protective polymer (strippers) (NB: Not applicable on ceramic tiles)		
10. All cleaning materials clearly labelled		
11. Materials safety data sheets for all cleaning products		
<b>Cleaning equipment</b>		
12. Two-way bucket system for mopping floors (bucket for clean water and bucket for dirty water) or janitor trolley		
13. Colour labelled mop – red for toilets, showers, sluice rooms and bathroom floors		
14. Colour labelled mop – blue for general areas including wards, offices and hand wash basins		
15. Green bucket and cloths for bathroom and ward or consulting room basin		
16. Red bucket and cloths for toilet, showers		
17. White cloths for kitchen areas		
18. Yellow cloths for isolation areas		
19. Blue bucket and cloths for general areas including wards, offices and hand washing basins		
20. Spray container		
21. Window cleaning squeegee		
22. Mop sweeper or soft-platform broom		

23. Floor polisher		
24. Spill kits		
<b>Waste management supplies on cleaning trolley or in supplies or storage area</b>		
25. Red bags		
26. Yellow bags		
27. Bags for general (domestic) waste (colour as defined by local policy)		
28. Sealed impervious containers or boxes for waste disposal		

**32.2.1.2.2.2** Cleaning materials are stored in a lockable cupboard or area.

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

This is to reduce the risk of accidents relating to misuse of the cleaning agents, including, but not limited to, accidental ingestion. The storage cupboard or area used for storage of cleaning materials must be lockable. Not applicable: Never

Score	Comment

**32.2.1.2.2.3** Cleaning machines are regularly serviced.

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

Service records showing that cleaning machines are serviced in accordance with the manufacturer`s instructions must be available. Not applicable: Never

Score	Comment

**32.2.1.2.2.4** Cleaning machines are functional.

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

Examine the inventory list for cleaning machines. Ask cleaning personnel to demonstrate operation of the cleaning machines to determine whether they are functional. Not applicable: Never

Score	Comment

**32.2.1.2.2.5** Cleaners are trained on the aspects listed below.

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

Review in-service training records from the previous 12 months to verify whether cleaning personnel have received training on the aspects listed below. Score 1 if training has been provided and 0 if not provided

Score	Comment	
Aspects	Score	Comment
1. Use of cleaning equipment		
2. Use of cleaning materials		
3. Use of disinfectants, including dilution		
4. d. Use of detergents, including dilution		
5. Implementation of infection control procedures including but not limited to personal protective equipment to be worn		

**Criterion 32.2.1.2.3 7 Cleaning personnel must have been trained to conduct terminal cleaning.**

**32.2.1.2.3.1** Cleaning personnel are able to explain how they carry out terminal cleaning or disinfection of rooms and equipment used by infected users.

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

Interview three cleaning personnel to determine whether they can explain how to carry out terminal cleaning. Cleaning personnel must be able to explain the content of the standard operating procedure for terminal cleaning. Score 1 if they can explain the procedure and 0 if they cannot explain the procedure.

Score	Comment

**Unit 1 Cleaning personnel 1**

Aspects	Score	Comment
1. Personal protective clothing used		
2. Equipment to be used		
3. Type of detergent		
4. Procedure for handling linen from isolation room		
5. Procedure for handling medical waste		

6. Criteria for cleaning entire isolation room		
7. Management of mobile equipment		
8. Removal and discarding of used personal protective equipment		

Unit 2 Cleaning personnel 2

Aspects	Score	Comment
1. Personal protective clothing used		
2. Equipment to be used		
3. Type of detergent		
4. Procedure for handling linen from isolation room		
5. Procedure for handling medical waste		
6. Criteria for cleaning entire isolation room		
7. Management of mobile equipment		
8. Removal and discarding of used personal protective equipment		

Unit 3 Cleaning personnel 3

Aspects	Score	Comment
1. Personal protective clothing used		
2. Equipment to be used		
3. Type of detergent		
4. Procedure for handling linen from isolation room		
5. Procedure for handling medical waste		
6. Criteria for cleaning entire isolation room		
7. Management of mobile equipment		

8. Removal and discarding of used personal protective equipment		
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**Sub Domain 32.2.2 8** Infection prevention and control programmes

**Standard 32.2.2.1 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 32.2.2.1.1 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.

**32.2.2.1.1.1** Cleaning personnel have access to and wear personal protective equipment.

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

Check the areas listed below to determine whether protective clothing and equipment are available and worn. Score 1 if the items are available and worn and 0 if not available or not worn. Score NA (not applicable) where, at the time of the inspection, personnel are not working in a situation where they are required to wear protective clothing. Please note legislation permits cleaning personnel to refuse to enter an area without adequate personal protective equipment where their health is at risk.

Score	Comment

Unit 1 Storage area: Available

Aspects	Score	Comment
1. Domestic rubber gloves. Explanatory note: The gloves must reach up to mid arm and offer protection against chemicals and direct contact with dirt.		
2. Plastic aprons		
3. Surgical masks		
4. Eye protection (goggles or face shields). Explanatory note: This is necessary in circumstances where there is anticipated risk of exposure to blood, body fluids, or strong chemicals		
5. Closed-toe shoes		

Unit 2 Passages/Corridors: Worn

Aspects	Score	Comment
1. Domestic rubber gloves. Explanatory note: The gloves must reach up to mid arm and offer protection against chemicals and direct contact with dirt.		
2. Plastic aprons		
3. Surgical masks		



4. Eye protection (goggles or face shields). Explanatory note: This is necessary in circumstances where there is anticipated risk of exposure to blood, body fluids, or strong chemicals		
5. Closed-toe shoes		

Unit 3 Admin Block: Worn

Aspects	Score	Comment
1. Domestic rubber gloves. Explanatory note: The gloves must reach up to mid arm and offer protection against chemicals and direct contact with dirt.		
2. Plastic aprons		
3. Surgical masks		
4. Eye protection (goggles or face shields). Explanatory note: This is necessary in circumstances where there is anticipated risk of exposure to blood, body fluids, or strong chemicals		
5. Closed-toe shoes		

Unit 4 Waiting areas: Worn

Aspects	Score	Comment
1. Domestic rubber gloves. Explanatory note: The gloves must reach up to mid arm and offer protection against chemicals and direct contact with dirt.		
2. Plastic aprons		
3. Surgical masks		
4. Eye protection (goggles or face shields). Explanatory note: This is necessary in circumstances where there is anticipated risk of exposure to blood, body fluids, or strong chemicals		
5. Closed-toe shoes		

**Domain 32.4 GOVERNANCE AND HUMAN RESOURCES**

**Sub Domain 32.4.1 20 Occupational health and safety**

**Standard 32.4.1.1 20(1)** The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

**Criterion 32.4.1.1.1 20(2)(b) Awareness of safety and security issues must be promoted**

**32.4.1.1.1.1** The emergency evacuation plan is prominently displayed.

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

The evacuation plan must include but is not limited to route/directions to be followed during evacuation, emergency exits and assembly point(s). This must be visibly displayed. Not applicable:

Never

Score	Comment

**32.4.1.1.1.2** The healthcare personnel are familiar with the emergency evacuation procedure

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

Interview three health care personnel to establish whether they are able to explain the evacuation procedure as illustrated in the evacuation plan. Score 1 if they explain the procedure as illustrated in the evacuation plan and 0 if not. Where no evacuation plan is available, this measure must be scored 0.

Score	Comment	
Aspects	Score	Comment
1. Healthcare personnel 1		
2. Healthcare personnel 2		
3. Healthcare personnel 3		

**Domain 32.5 FACILITIES AND INFRASTRUCTURE**

**Sub Domain 32.5.1 14** Management of buildings and grounds

**Standard 32.5.1.1 14(1)** The health establishment and their grounds must meet the requirements of the building regulations.

**Criterion 32.5.1.1.1 14(2)(d)** The health establishment must as appropriate for the type of buildings and grounds of the establishment have ventilation systems that maintain the inflow of fresh air, temperature, humidity and purity of the air within specified limits set for different service areas such as theatres, kitchen and isolation units.

**32.5.1.1.1.1** Cleaning services unit has natural ventilation or functional mechanical ventilation.

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

National building regulations stipulate that satisfactory ventilation is only provided by forcing outdoor air into a space mechanically or passively, through either ducting or apertures open to the outside, including, but not limited to, windows or ventilation grilles. Verify that the cleaning services unit or room or office has natural ventilation (windows and doors that can be opened) or functional mechanical ventilation (i.e. a ducting system). Not applicable: Where there is no unit or office for cleaning services.

Score	Comment

### 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 Regional Hospitals.

### Acknowledgements

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- The Certification and Enforcement Committee of the OHSC Board for reviewing the tools and for recommending to the Board for approval.

**It is hereby certified that the Regulatory Regional Hospital Inspection tools version 1.3 was developed by the Office of Health Standards Compliance.**

**Ms W Moleko**

**Signature:**



**Executive Manager: Health Standards  
Development Analysis and Support**

**Date:**

10/08/2022

**Dr Siphwe Mndaweni**

**Signature:**



**Chief Executive Officer: OHSC**

**Date:**

10/08/2022

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