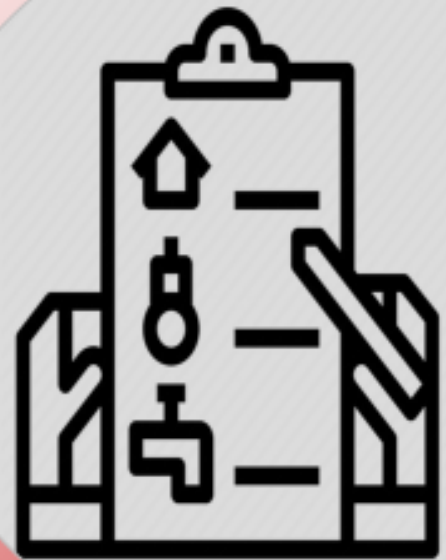




Office of Health Standards Compliance  
Ensuring quality and safety in health care

# Regulatory Regional Hospital Inspection Tool v1.3



Facility infrastructure\_Maintenance\_Technical Unit



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

## 35 Facility Infrastructure and Maintenance/Technical Unit/Department

### Domain 35.1 USER RIGHTS

#### Sub Domain 35.1.1 4 User information

**Standard 35.1.1.1 4(1)** The health establishment must ensure that users are provided with adequate information about the health care services available at the health establishment and information about accessing those services.

**Criterion 35.1.1.1.1 4(2)(a)(i)** The health establishment must provide users with information relating to the health care services provided by the health establishment.

**35.1.1.1.1.1** The package of services offered in the health establishment is legible and displayed at the entrance.

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

Signage indicating the services offered in the health establishment must be displayed at the entrance of the health establishment. The information must be legible. Not applicable: Never

Score	Comment

**Criterion 35.1.1.1.2 4(2)(a)(ii)** The health establishment must provide users with information relating to service opening and closing times.

**35.1.1.1.2.1** Legible signage at the entrance to the health establishment indicates the days and times when various services are offered.

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

The days and times that various services are available must be displayed at the entrance of the health establishment. The information must be legible. Not applicable: Never

Score	Comment

**Criterion 35.1.1.1.3 4(2)(a)(iii)** The health establishment must provide users with information relating to visiting hours where relevant.

**35.1.1.1.3.1** The visiting hours for the health establishment are indicated at the entrance.

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

Visiting hours must be displayed at the entrance of the health establishment. Not applicable: Never

Score	Comment

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**Domain 35.4 GOVERNANCE AND HUMAN RESOURCES**

**Sub Domain 35.4.1 20 Occupational health and safety**

**Standard 35.4.1.1 20(1)** The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

**Criterion 35.4.1.1.1 20(2)(b) Awareness of safety and security issues must be promoted**

**35.4.1.1.1.1** Signage is displayed in strategic points informing occupants of the location of assembly areas in the event of an evacuation.

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

This must be in the form of pictograms indicating the nearest assembly areas to the units, to be displayed at strategic points in the health establishment. Not applicable: Never

Score	Comment

**Domain 35.5 FACILITIES AND INFRASTRUCTURE**

**Sub Domain 35.5.1 14 Management of buildings and grounds**

**Standard 35.5.1.1 14(1)** The health establishment and their grounds must meet the requirements of the building regulations.

**Criterion 35.5.1.1.1 14(2)(a) The health establishment must as appropriate for the type of buildings and grounds of the establishment have all the required compliance certificates in terms of the building regulations.**

**35.5.1.1.1.1** The health establishment has a valid fire certificate.

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

This refers to the certificate issued by the municipality. It is issued when the building is commissioned or when major renovations have been done in the building. Examine the fire certificate to determine its validity. Not applicable: Never

Score	Comment

**35.5.1.1.1.2** A fire protection plan prepared by a fire engineer is in place.

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

All buildings must have a fire protection plan to obtain a certificate of occupancy. A fire protection plan contains detailed floor plans of the building, showing all exits, doors, corridors and partitions serving as fire barriers. Not applicable: Never

Score	Comment

**35.5.1.1.1.3** Fire extinguishing devices are serviced annually.

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

Each fire extinguishing device must have a label indicating the date that it was serviced and the date that the next service is due. Not applicable: Never

Score	Comment

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**35.5.1.1.1.4** The health establishment has a valid electrical compliance certificate.

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

Electrical certificates of compliance are documents issued by a qualified and registered electrician. They function as a guarantee that all work carried out within an office or building conforms to the regulations set out by the Electrical Contracting Board of South Africa. Examine the electrical certificate to determine its validity. Not applicable: Never

Score	Comment

**35.5.1.1.1.5** Notices prohibiting smoking are displayed in the health establishment.

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

Verify whether signage prohibiting smoking is available in the areas listed below. Score 1 if signage is available and 0 if not available.

Score	Comment	
Aspects	Score	Comment
1. Main gate		
2. Main entrance to the building		
3. Oxygen and gas storage areas		
4. Generators		

**Criterion 35.5.1.1.2 14(2)(b)** The health establishment must as appropriate for the type of buildings and grounds of the establishment have a maintenance plan for buildings and the grounds.

**35.5.1.1.2.1** The annual management inspection report on safety hazards and maintenance requirements is available.

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

This is to prevent user safety incidents and adverse events and prevent unnecessary expenditure on unplanned or unexpected structural dilapidation due to inadequate preventive maintenance. A report detailing safety hazards and maintenance requirements for that year/financial year must be available.

The report must be signed and dated. Not applicable: Never

Score	Comment

**35.5.1.1.2.2** The health establishment has a planned preventive maintenance schedule for buildings and grounds.

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

A documented planned preventive maintenance schedule for the calendar year must be available. Not applicable: Never

Score	Comment

**35.5.1.1.2.3** Planned preventive maintenance for buildings and grounds is carried out according to schedule.

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

Compare the planned preventive maintenance schedule with the maintenance reports to verify whether planned preventive maintenance has been carried out according to schedule. Not applicable:

Never

Score	Comment

**35.5.1.1.2.4** Requisitions for repairs are reviewed monthly.

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

There must be documented evidence of review of requisitions for repairs in the requisition book. The purpose of the review is to identify which jobs have been successfully completed and which are outstanding. Not applicable: Never

Score	Comment

**35.5.1.1.2.5** Outstanding requisitions for repairs are raised with the responsible person or service provider.

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

Documented evidence must be available that outstanding repairs are addressed with the person responsible if there is an in-house service, or the service provider where maintenance is outsourced. This process is the responsibility of the person designated to oversee the maintenance service. Not applicable: Never

Score	Comment

**35.5.1.1.2.6** No obvious safety hazards are observed during the visit.

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

Check obvious safety hazards, including, but not limited to, the aspects listed below. Score 1 if no safety hazards are observed and 0 if any safety hazards are observed.

Score	Comment	
Aspects	Score	Comment
1. Loose electrical wiring		

2. Collapsing ceiling or roof		
3. Collapsing doors		
4. Broken door handles		
5. Broken windows		
6. Unstable walls or partitions		
7. Uneven floors. Explanatory note: This could include, but need not be limited to, steps, or loose or broken floor tiles)		
8. Slippery floors		
9. Collapsing curtain or screen rails		
10. Any other type of safety hazards that represent a risk to the health and safety of health care personnel, users and/or visitors.		

**35.5.1.1.2.7** The areas of the buildings listed below are maintained.

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

Use the checklist below to verify whether the various internal and external areas are in good condition. Review the areas indicated in the columns by scoring 1 if compliant and 0 if not compliant. Score NA (not applicable) for any aspects not found in an indicated area, or if an indicated area does not exist in the health establishment because of its structural make-up.

Score	Comment

Unit 1 Exterior of buildings

Aspects	Score	Comment
1. Walls – the paint is in good condition (i.e. not peeling off; score NA where walls are made of face brick)		
2. Walls are not cracked (on observation cracks must not extend to the bricks)		
3. Gutters are intact		
4. Gutters – paint is in good condition, i.e. not peeling off		
5. Entrance doors are intact, i.e. not damaged		
6. Lights are functional		
7. Paving is intact		

8. Perimeter fencing is intact		
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Unit 2 Interior of buildings

Aspects	Score	Comment
1. Walls – the paint is in good condition (i.e. not peeling off; score NA where walls are made of face brick)		
2. Walls are not cracked (on observation cracks must not extend to the bricks)		
3. Ceiling paint is in good condition, i.e. not peeling off		
4. Ceiling is intact, i.e. not collapsing or damaged		
5. Lights are functional		

Unit 3 Ablution facilities (toilets)

Aspects	Score	Comment
1. Wall tiles are in good condition, i.e. not broken or damaged		
2. Walls – paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick)		
3. Walls are not cracked (on observation cracks must not extend to the bricks)		
4. Ceiling paint is in good condition, i.e. not peeling off		
5. Ceiling is intact, i.e. not collapsing or damaged		
6. Lights are functional		
7. Window glass is not broken		
8. Doors are intact, i.e. not broken or damaged		
9. Functional basins (basins must not be blocked, broken, have deep cracks causing leaking of water, or have hairline cracks)		
10. Taps are functional (with running water)		
11. Floor is intact, i.e. no holes, and, if tiled, not broken or damaged		

12. Toilet bowl or squat pan is intact		
13. Toilet seat and cover are intact		
14. Toilet flush or sensor flush is functional		
15. Toilet cistern cover is complete and in place		
16. Urinals are intact and functional		
17. Urinal or flush sensor is functional		

Unit 4 Corridors/passages

Aspects	Score	Comment
1. Walls – paint is in good condition (i.e. not peeling off; score NA where walls are made of face brick)		
2. Walls are not cracked (on observation cracks should not extend to the bricks)		
3. Floor is in good condition, i.e. no holes, and, if tiled, not broken or damaged		
4. Ceiling paint is in good condition, i.e. not peeling off		
5. Ceiling is intact, i.e. not collapsing or damaged		
6. Lights are functional		
7. Window glass is not broken (where applicable)		
8. Doors are intact, i.e. not broken or damaged		

**Criterion 35.5.1.1.3 14(2)(c) The health establishment must as appropriate for the type of buildings and grounds of the establishment ensure emergency exit and entrance points are provided in all service areas and kept clear at all times.**

**35.5.1.1.3.1** The entrance is free from any obstruction or hazards.

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

Hazards or blockages could include, but need not be limited to, hawkers, potholes and debris at the entrance to the premises, and unauthorised parked vehicles. Not applicable: Never

Score	Comment



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**35.5.1.1.3.2** The emergency vehicle access route is clearly marked.

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

Verify whether the emergency vehicle access route within the health establishment premises is clearly marked. Not applicable: Never

Score	Comment

**35.5.1.1.3.3** The emergency vehicle route is free from any obstruction or hazards.

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

Obstructions can delay the transfer of users into the emergency unit to receive emergency treatment. The emergency vehicle access route must be kept clear to facilitate rapid entry and exit. Hazards or obstructions could include, but need not be limited to, hawkers, cars, furniture or potholes, or any other objects or obstructions. Not applicable: Never

Score	Comment

**Sub Domain 35.5.2 15** Engineering services

**Standard 35.5.2.1 15(1)** The health establishment must ensure that engineering services are in place.

**Criterion 35.5.2.1.1 15(2)** The health establishment must have 24-hour electrical power, lighting, medical gas, water supply and sewerage disposal system.

**35.5.2.1.1.1** Emergency power supply is available.

**Assessment type:** Observation - **Risk rating:** Non-negotiable measure

This may be a generator, a solar power system or any other backup power supply. Not applicable: Never

Score	Comment

**35.5.2.1.1.2** The back-up electricity supply system is tested.

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

The back-up electricity supply system must be tested for functionality in accordance with the manufacturer's instructions. In cases where the manufacturer's instructions are not available, a guiding document developed by the health establishment's engineering/maintenance unit must be available the back-up system could include, but not limited to, generators and solar systems. Request documented evidence of testing conducted by the health establishment in the previous six months. Not applicable: Never

Score	Comment

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**35.5.2.1.1.3** The back-up electricity supply system is maintained.

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

The back-up electricity supply system must be maintained in accordance with the manufacturer's instructions. In cases where the manufacturer's instructions are not available, a guiding document developed by the health establishment's engineering/maintenance unit must be available. The backup system could include, but need not be limited to, generators and solar systems. Request documented evidence of maintenance conducted by the health establishment in the previous twelve months. Not applicable: Never

Score	Comment

**35.5.2.1.1.4** Electricity load testing is conducted.

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

A load test is conducted to check if there will be enough power supply to all units should there be a power failure. Request records of electricity load tests from the previous three months. Not applicable: Never

Score	Comment

**35.5.2.1.1.5** Water supplies are checked daily for adequacy and availability from the main reticulation system.

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

Daily checks must be done to ensure adequate, uninterrupted water supply. Daily records for checking of water supply must be kept. Not applicable: Never

Score	Comment

**35.5.2.1.1.6** The results of bi-annual quality checks of the water supply are within acceptable limits.

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

SANS 241 specifies the quality of acceptable drinking water, defined in terms of microbiological, physical, aesthetic and chemical determinants. Water sampling results must be available from the previous six months. This will include checks for bacteriological, chemical and residual chlorine particles in the water. Copies of the results of water testing from the local environmental health office or municipal website may be provided as evidence of compliance where the health establishment uses municipal water. Not applicable: Never <http://www.microchem.co.za/services/water-testing/>

Score	Comment

**35.5.2.1.1.7** The sewerage system is monitored.

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

Health establishment personnel must carry out rudimentary visual inspections to ensure that any blocked pipes, leaking pipes or other potential hazards are identified as soon as possible. Documented evidence of these checks is required for compliance.

These inspections must be done weekly as a minimum. Not applicable: Never

Score	Comment

**35.5.2.1.1.8** A functional system is in place to supply piped medical gas to clinical areas.

**Assessment type:** Document - **Risk rating:** Non-negotiable measure

This is to ensure that users have access to piped medical gas when required. The areas supplied with medical gas in the health establishment are documented and checked for functionality weekly.

Request records from the previous three months. Not applicable: Never

Score	Comment

**35.5.2.1.1.9** The oxygen supply system is checked for leakages.

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

Request documents from the previous twelve months indicating that oxygen supply system leakages have been checked. Not applicable: Never

Score	Comment

**35.5.2.1.1.10** The bulk oxygen plant is maintained.

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

The bulk oxygen plant must be maintained in accordance with the manufacturer's instructions. In cases where the manufacturer's instructions are not available, a guiding document developed by the health establishment's engineering/maintenance unit must be available. This will include but not limited to removing access ice on neck plug and pipes, checking for leaks. Request document indicating that bulk oxygen plant has been maintained. Not applicable: Never

Score	Comment

**35.5.2.1.1.11** A system to monitor oxygen levels in the bulk oxygen plant is in place.

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

Daily monitoring and documentation of the oxygen levels must be done to ensure adequate, uninterrupted supply to all clinical areas. The evidence may be manual in the form of a documented record or electronic. Not applicable: Never

Score	Comment

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**35.5.2.1.1.12** A functional system is in place to supply piped suction to clinical areas.

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

This is to ensure that users have access to piped suction when required. The areas supplied with piped suction in the health establishment are documented and checked for functionality weekly. Request records from the previous three months. Not applicable: Never

Score	Comment

**35.5.2.1.1.13** The suction points are maintained.

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

The suction points must be maintained in accordance with the manufacturer's instructions. In cases where the manufacturer's instructions are not available, a guiding document developed by the health establishment's engineering/maintenance unit must be available. Request documents from the previous six months indicating that suction points have been maintained. Not applicable: Never

Score	Comment

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### 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

There are many people who have contributed to the development of the Regulatory Regional Hospital Inspection Tools Version 1.3. The Office of Health Standards Compliance wishes to extend most heartfelt acknowledgement and gratitude to the following:

- The WHO technical team for providing guidance on the very first draft inspection tools database
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- National Department of Health, Mr Bennet Asia, Dr Shaidah Asmall for reviewing and commenting on the inspection tools.
- Provincial Department of Health personnel, Quality Assurance Managers, District Managers, Programme Managers, Operational Managers for their valuable feedback
- 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 Sipiwe Mndaweni**

**Signature:**



**Chief Executive Officer: OHSC**

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A decorative graphic on the left side of the page, consisting of three curved, overlapping bands. The top band is light green, the middle band is red, and the bottom band is dark blue. The bands curve from the top left towards the bottom right, following the shape of the page's content area.