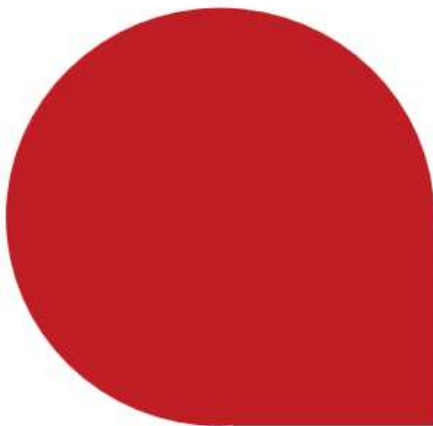




Office of Health Standards Compliance
Ensuring quality and safety in health care



v1.2.1

Laundry Services

**Regulatory Private Acute
Hospital Inspection tool**

Facility:
Date:

- **Tool Name:** Regulatory Private Acute Hospital Inspection Tool v1.2.1
- **HEs Type:** Hospitals
- **Sector:** Private
- **Specialization:** Private Acute Hospital
- **Created By:** Health Standards Development and Training

34 Laundry Services

Domain 34.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 34.2.1 7 Clinical management.

Standard 34.2.1.1 7(1) The health establishment must establish and maintain clinical management systems, structures and procedures that give effect to national policies and guidelines.

Criterion 34.2.1.1.1 7 Health care personnel must be informed about standard operating procedure and guidelines.

34.2.1.1.1.1 Health care personnel have been informed about the policy or standard operating procedure or procedure or guideline of the unit and health establishment.

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

Documented evidence that personnel have been informed about the policy or standard operating procedure or procedure or guideline 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 which could include but not limited to email distribution or documents deposited in intranet or other electronic platforms. Score 1 if such evidence is available and score 0 if it is not available.

Score	Comment	
Aspects	Score	Comment
1. Management of laundry services		
2. Management of chemical and biohazardous spills		
3. Management of contaminated, soiled and infested linen.		

Standard 34.2.1.2 7(2) (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.

Criterion 34.2.1.2.1 7 Procedures to minimise the risk of health care-associated infections must be implemented.

34.2.1.2.1.1 An emergency eyewash station or eyewash kit is available.

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

The emergency eyewash station or eye wash kit must be easily accessible.

Not applicable: Never

Score	Comment

34.2.1.2.1.2 Sterile sealed eyewash kit is checked.

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

Request documented evidence from the previous month indicating when the eyewash kit was checked for leaks and expiry dates.

Not applicable: Never

Score	Comment

Criterion 34.2.1.2.2 7 The management of used and soiled linen must meet infection prevention and control requirements.

34.2.1.2.2.1 A policy or standard operating procedure or procedure or guideline for management of contaminated, soiled and infested linen is available.

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

The aspects listed below are included and explained in the policy or standard operating procedure or procedure or guideline. Score 1 if the aspect is included and explained, score 0 if it is not included or included but not explained. The document must as minimum comply with the following requirements: Title of the document, Name of the health establishment or hospital group, signed and dated by the relevant authority responsible for approving the document, designation of the approver, date of implementation or approval, date of next review. Documents must be reviewed regularly up to the maximum of every 5 years. Document could be from the corporate head office. The document can be manual or electronic. The information may be detailed in a single document or in several documents.

Score	Comment	
Aspects	Score	Comment
1. The manner in which to prepare infested linen for transporting. Explanatory note: This will include the type of bag into which the linen must be placed and how it must be labelled		
2. Treatment of infested linen prior to transporting. Explanatory note: This refers to the application of pesticides or similar to eradicate infestation prior to transporting linen to the laundry.		
Monitoring and enforcement of adherence to infection prevention and control principles according to the aspects listed below:		
3. Procedure for receiving of dirty, soiled and infectious linen		
4. Sorting and classifying of dirty, soiled and infectious linen, using colour codes for labelling		
5. Procedure for cleaning up spillages from linen		
6. Wearing of appropriate personal protective equipment when handling dirty, soiled, infectious and infested linen		
7. Criteria for sluicing		
8. Procedure for cleaning linen trolleys		

<p>9. Procedure for cleaning and disinfecting dirty linen transportation containers and vehicles</p> <p>References: • https://www.iussonline.co.za/docman/document/supportservices/99-laundry-and-linen-department-gazetted • https://www.laundry.co.za/useful-info/handling-info2.php</p>		
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Sub Domain 34.2.2 8 Infection prevention and control programmes.

Standard 34.2.2.1 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 34.2.2.1.1 8(2)(a) The health establishment must ensure that there are hand washing facilities in every service area.

34.2.2.1.1.1 Hand washing facilities are available.

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

Verify whether the hand washing items listed below are available to laundry personnel. Score 1 if the item is available and 0 if not available.

Score	Comment

Unit 1 Dirty Area

Aspects	Score	Comment
1. Hand washing basin. Explanatory note: The basin should not be blocked, broken, or have cracks.		
2. Poster on correct hand washing technique		
3. Poster on the correct use of alcohol-based hand rub. Explanatory note: Posters must be placed at strategic places and above alcohol dispensers in the health establishment as stipulated in page 33 of Practical Manual for Implementation of IPC Strategic framework March 2020.		
4. Taps		
5. Running water		
6. Plain liquid soap or Chlorhexidine based soap		
7. Wall mounted soap dispenser		
8. Paper towels		
9. Paper towel dispenser		
10. Bin		
11. Alcohol based hand rub.		

Unit 2 Clean area

Aspects	Score	Comment
1. Hand washing basin. Explanatory note: The basin should not be blocked, broken, or have cracks.		

2. Poster on correct hand washing technique		
3. Poster on the correct use of alcohol-based hand rub. Explanatory note: Posters must be placed at strategic places and above alcohol dispensers in the health establishment as stipulated in page 33 of Practical Manual for Implementation of IPC Strategic framework March 2020.		
4. Taps		
5. Running water		
6. Plain liquid soap or Chlorhexidine based soap		
7. Wall mounted soap dispenser		
8. Paper towels		
9. Paper towel dispenser		
10. Bin		
11. Alcohol based hand rub.		

Criterion 34.2.2.1.2 8(2)(c) The health establishment must ensure there is clean linen to meet the needs of users.

34.2.2.1.2.1 A clean linen storage area is available.

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

Inspect the area where linen is stored to determine whether the aspects listed below are compliant. Score 1 if the aspect is compliant and 0 if not compliant.

Score	Comment	
Aspects	Score	Comment
1. There is a designated area for the storage of clean linen		
2. Linen is stored on shelves		
3. The area is well organised		
4. There are sufficient stocks of linen for the number of users in the health establishment.		

34.2.2.1.2.2 Laundry services has a linen stock management system in place.

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

Laundry services must keep a record of linen collected and dispatched. This may be a register to track items sent to and received from the units, a file with a copy of linen stock sheets completed by laundry personnel who collect and deliver linen or any other documented system. The purpose of the system is to ensure that units are provided with correct types and adequate quantities of linen.

Not applicable: Never

Score	Comment

34.2.2.1.2.3 A schedule for the delivery and collection of linen is in place.

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

The schedule will ensure that delivery and collection of linen is done at regular intervals and must be communicated to all health care personnel in the units. The schedule must indicate times for delivery and collection of linen in each specific unit.

Not applicable: Where linen is collected and issued as and when required.

Score	Comment

34.2.2.1.2.4 Laundry personnel adheres to the schedule for delivery and collection of linen.

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

There must be documented evidence that laundry personnel record all linen collections and deliveries done as per the schedule.

Not applicable: Where linen is collected and issued as and when required.

Score	Comment

34.2.2.1.2.5 Clean linen trolleys are available to transport linen to units.

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

Determine whether the unit has wheeled cart or trolleys for transporting clean linen.

Not applicable: Never

Score	Comment

34.2.2.1.2.6 Dirty linen is transported to the laundry in closed containers or trolleys.

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

Dirty linen must be transported to the laundry in closed containers. Determine whether laundry services unit has wheeled cart(s) or trolley(s) for transporting dirty linen from the clinical areas into the laundry.

Not applicable: Never.

Reference: Practical Manual for Implementation of the National Infection Prevention and Control Strategic Framework. March 2020(pg.70)

Score	Comment

34.2.2.1.2.7 Laundry machines are in working order.

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

Verify whether the equipment listed below is in working order. Score 1 if equipment is working and 0 if not working. Not applicable if the health establishment does not have laundry services on site.

Score	Comment

Aspects	Score	Comment
1. Washing machines		
2. Drying machines		
3. Ironing equipment		
4. Linen trolleys		
5. Linen folding machine (where available)		

34.2.2.1.2.8 A valid service level agreement for outsourced laundry services is in place.

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

This is to ensure effective management of outsourced laundry services. The service level agreement must be valid and current and must be signed by the service provider and the responsible accounting officer.

Not applicable: Where the service is not outsourced.

Score	Comment

34.2.2.1.2.9 A designated individual monitors the service level agreements for outsourced laundry services.

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

The individual responsible for monitoring the laundry service must be designated to do so, either as part of his/her job description or in a letter. Evidence of monitoring includes, but is not limited to, checklists, minutes of meetings, reports.

Not applicable: Where the service is not outsourced.

Score	Comment

34.2.2.1.2.10 Remedial action is taken to address identified gaps.

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

There must be documented evidence of actions implemented to address shortfalls or areas needing attention. The document must be signed and dated.

Not applicable: Where no gaps are identified or where the service is not outsourced.

Score	Comment

34.2.2.1.2.11 All linen is signed for by the service provider on collection and return.

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

This is to ensure that all items of linen given to the service provider are returned. A linen register must be used to record collection and return of linen. The entries must be signed by the contractor.

Not applicable: Where the service is not outsourced.

Score	Comment

34.2.2.1.2.12 Linen stock sheets are reconciled monthly to identify losses and shortages.

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

Evidence of monitoring of linen stock must be available.

Not applicable: Never

Score	Comment

34.2.2.1.2.13 A policy or standard operating procedure or procedure or guideline for the management of the laundry service is available.

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

The aspects listed below are included and explained in the policy or standard operating procedure or procedure or guideline. Score 1 if the aspect is included and explained, score 0 if it is not included or included but not explained. The document must as minimum comply with the following requirements: Title of the document, Name of the health establishment or hospital group, signed and dated by the relevant authority responsible for approving the document, designation of the approver, date of implementation or approval, date of next review. Documents must be reviewed regularly up to the maximum of every 5 years. Document could be from the corporate head office. The document can be manual or electronic. The information may be detailed in a single document or in several documents.

Score	Comment	
Aspects	Score	Comment
1. Process flow for handling of linen. Explanatory note: The process flow of linen from receipt to dispatch of linen must be done in such a way that there is no crossover between dirty and clean linen.		
2. Procedure for checking of linen upon receipt for damages		
3. Record keeping of linen received and linen dispatched in the linen register		
4. An inventory list of linen showing new linen, usable linen and linen for disposal		
5. Availability of linen stocktaking schedule		
6. Documented evidence of linen stocktake		
7. Process for disposal of damaged linen		
8. Training and schedule for training of laundry personnel on infection prevention and control principles		
9. Inventory list for laundry equipment		
10. Availability of a manual for each machine		
11. Training of laundry personnel who operate machines		

12. Instructions on use of washing and disinfection solutions		
13. Labelling of washing and disinfection solutions		
14. Washing or extraction of linen		
15. Drying of linen		
16. Ironing and folding of clean linen		
17. Criteria for packaging of clean linen		
18. Schedule for delivery and collection of laundry from various units		
19. Process for dispatch of clean linen to units		

Criterion 34.2.2.1.3 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.

34.2.2.1.3.1 Laundry personnel have access to and use appropriate protective clothing and equipment.

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

Select three working areas to determine whether the protective clothing and equipment listed below are available and worn. Observe laundry personnel during the inspection to determine whether they are wearing personal protective equipment correctly. Score 1 if the items are available and worn and 0 if they are not available or not worn. Not applicable: Where, at the time of the inspection, laundry personnel are not working in a situation where they are required to wear protective clothing.

Score	Comment

Unit 1 Linen receiving area: Available.

Aspects	Score	Comment
1. Heavy duty rubber gloves		
2. Disposable gowns or aprons		
3. Face masks		
4. Safety shoes or boots(where applicable)		

Unit 2 Linen receiving area: Worn

Aspects	Score	Comment
1. Heavy duty rubber gloves		
2. Disposable gowns or aprons		
3. Face masks		
4. Safety shoes or boots(where applicable)		

Unit 3 Linen washing area: Available.

Aspects	Score	Comment
1. Heavy duty rubber gloves		
2. Disposable gowns or aprons		
3. Face masks		
4. Safety shoes or boots(where applicable)		

Unit 4 Linen washing area: Available.

Aspects	Score	Comment
1. Heavy duty rubber gloves		
2. Disposable gowns or aprons		
3. Face masks		
4. Safety shoes or boots(where applicable)		

Unit 5 Linen ironing area: Available

Aspects	Score	Comment
1. Disposable gowns or aprons		
2. Face masks		
3. Safety shoes or boots(where applicable)		

Unit 6 Linen ironing area: Worn

Aspects	Score	Comment
1. Disposable gowns or aprons		
2. Face masks		
3. Safety shoes or boots(where applicable)		

Sub Domain 34.2.3 9 Waste management.

Standard 34.2.3.1 9(1) The health establishment must ensure that waste is handled, stored, and disposed of safely in accordance with the law.

Criterion 34.2.3.1.1 9(2)(a) The health establishment must have appropriate waste containers at the point of waste generation.

34.2.3.1.1.1 Appropriate containers for the disposal of all types of waste are available.

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

Verify whether the waste containers listed below are available. Health care risk waste containers must have the appropriate international hazard symbol and be marked as prescribed in the SANS 10248-1:

Management of healthcare waste, Part 1: Management of healthcare risk waste from a health facility. Score 1 if the waste container is available and 0 if not available.

Score	Comment

Aspects	Score	Comment
1. Infectious non-anatomical waste (red)		
2. General waste (black, beige, white or transparent packaging may be used)		

Domain 34.4 GOVERNANCE AND HUMAN RESOURCES

Sub Domain 34.4.1 20 Occupational health and safety.

Standard 34.4.1.1 20(1) The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

Criterion 34.4.1.1.1 20 Measures must be in place to minimise the incidence of critical occupationally acquired injuries and diseases.

34.4.1.1.1.1 A policy or standard operating procedure or procedure or guideline for the cleaning of chemical and biohazardous spills is available.

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

The aspects listed below are included and explained in the policy or standard operating procedure or procedure or guideline. Score 1 if the aspect is included and explained, score 0 if it is not included or included but not explained. The document must as minimum comply with the following requirements: Title of the document, Name of the health establishment or hospital group, signed and dated by the relevant authority responsible for approving the document, designation of the approver, date of implementation or approval, date of next review. Documents must be reviewed regularly up to the maximum of every 5 years. Document could be from the corporate head office. The document can be manual or electronic. The information may be detailed in a single document or in several documents.

Score	Comment	
Aspects	Score	Comment
1. Initial management to be implemented by first person to notice the spill. Explanatory note: This may include covering the spill with paper towels or placing a spill sock around a chemical spill		
2. Details on who to contact to clean up spill		
3. Personal protective equipment to be worn		
4. Cleaning agents to be used		
5. Correct dilution of cleaning agents where relevant		
6. Correct procedure for cleaning up solid waste, including sharps		
7. Procedure for cleaning up spills		
8. Disposal of waste		
9. Cleaning of cleaning equipment		
10. Disinfection of cleaning equipment		
11. Removal and disposal of personal protective equipment		
12. Hand hygiene performed as last step in process		



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 Private Acute Hospitals.

Acknowledgments

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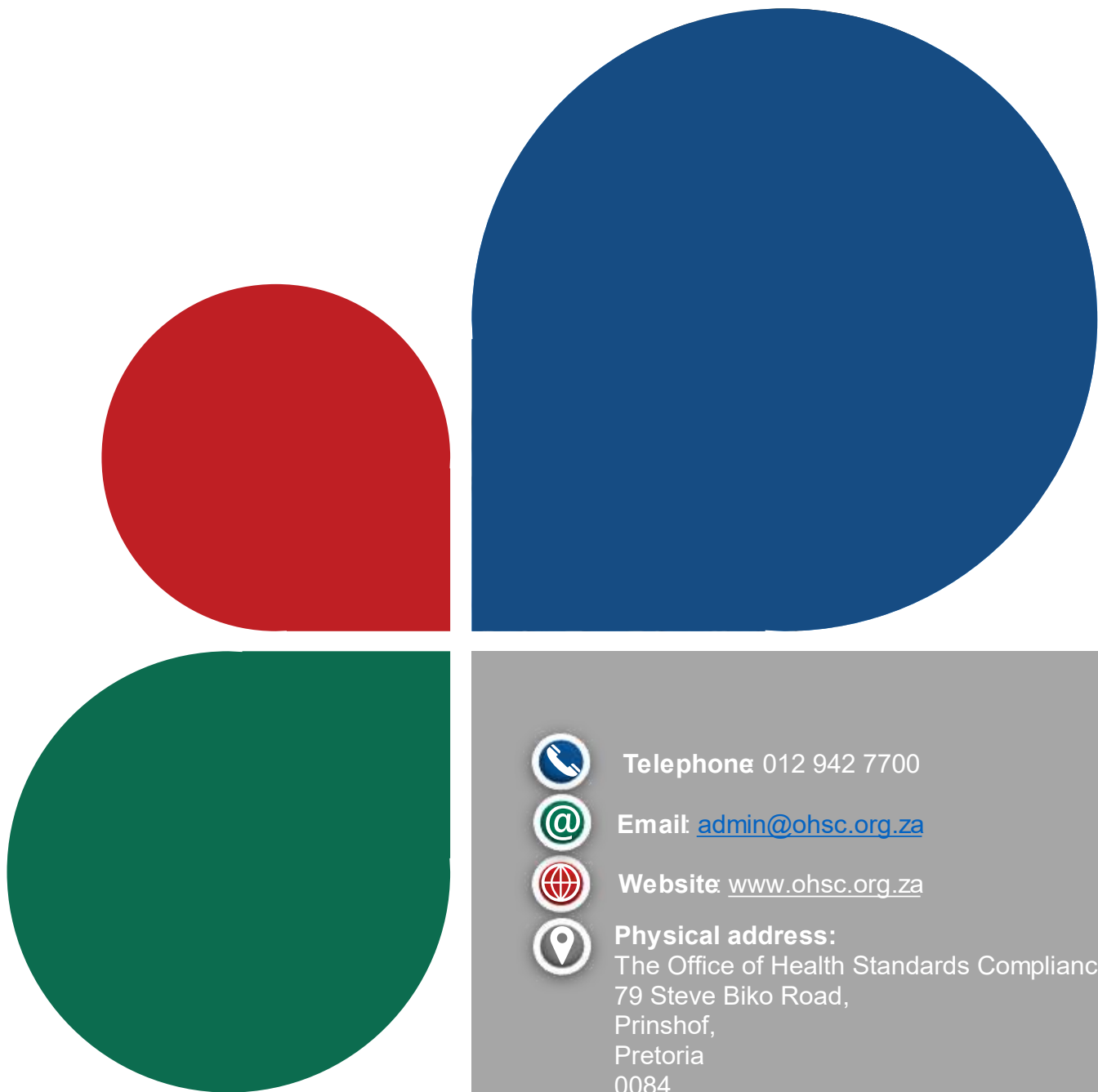
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It is hereby certified that the Regulatory Private Acute Hospital Inspection tools version 1.2.1 was updated by the Office of Health Standards Compliance.

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