



# Regulatory Regional Hospital Inspection Tool v1.3



## Laundry 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

## 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(2)(a)** The health establishment must ensure that clinical policies and guidelines for priority health conditions issued by the national department are available and communicated to health care personnel.

**34.2.1.1.1.1** 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. Management of laundry services		
2. Cleaning of hazardous 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** The health establishment implements process to ensure environmental cleanliness.

**34.2.1.2.1.1** All work completed is verified by the cleaning supervisor or delegated health care personnel.

**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 (e.g. checklists/tick sheets) listing all cleaning tasks must be completed for each room or area.

Not applicable: Never

Score	Comment

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**34.2.1.2.1.2** The unit is observed to be clean.

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

Inspector to observe general cleanliness of the unit including but not limited to whether the unit is free of dirt, dust and stains.

Not applicable: Never

Score	Comment

**Criterion 34.2.1.2.2 7 Procedures to minimise the risk of health care-associated infections must be implemented.**

**34.2.1.2.2.1** An emergency eyewash station or eyewash kit is available.

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

The emergency eyewash station or bottle must be available, functional and easily accessible. An eyewash kit which is moveable is acceptable. Not applicable: Never

Score	Comment

**34.2.1.2.2.2** Sterile sealed eyewash bottles are checked monthly for leaks and expiry dates.

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

There must be a documented record for the previous three months of the dates when the eyewash bottles were checked. Not applicable: Never

Score	Comment

**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 Clean area

Aspects	Score	Comment
1. Hand washing basin. Explanatory note: The basin must not be blocked, broken, have deep cracks causing leaking of water, or have hairline 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. Wall mounted soap dispenser		
7. Plain liquid soap		
8. Paper towels		
9. Paper towel dispenser		
10. Bin		
11. Alcohol based hand rub. Explanatory note: Item does not necessarily have to be in the hand washing basin/facility area.		

Unit 2 Dirty area

Aspects	Score	Comment
1. Hand washing basin. Explanatory note: The basin must not be blocked, broken, have deep cracks causing leaking of water, or have hairline 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. Wall mounted soap dispenser		
7. Plain liquid soap		
8. Paper towels		
9. Paper towel dispenser		
10. Bin		
11. Alcohol based hand rub. Explanatory note: Item does not necessarily have to be in the hand washing basin/facility area.		

**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** Clean linen is available in the storage area.

**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: Never

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: Never

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 ward has a wheeled cart or trolley 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

This is done to prevent cross infections. Determine whether laundry services has wheeled cart(s) or trolley(s) for transporting dirty linen from the clinical areas into the laundry. Not applicable: Never

Score	Comment

**34.2.2.1.2.7** All 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.

Score	Comment	
Aspects	Score	Comment
1. All washing machines		
2. All drying machines		
3. All ironing equipment		
4. All linen trolleys		
5. Linen folding machine (where available)		

**34.2.2.1.2.8** Records from the past 12 months show that laundry machines are maintained.

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

For the equipment listed below, examine the planned preventive maintenance schedule in the unit as well as the manufacturer’s instructions and the maintenance records. Determine whether the service intervals in the maintenance schedule correspond with the manufacturer’s instructions. In the event that manufacturer’s instructions are not available, they may be replaced by documented guidance from the local health technology team. Score 1 if this requirement is met and 0 if not met. Score NA (not applicable) where the health establishment does not have the equipment listed.

Score	Comment

Unit 1 Maintenance schedule available

Aspects	Score	Comment
1. Washing machines		
2. Drying machines		
3. Ironing machines		

Unit 2 Schedule aligned to manufacturer’s instructions

Aspects	Score	Comment
1. Washing machines		
2. Drying machines		
3. Ironing machines		

Unit 3 Maintained according to schedule

Aspects	Score	Comment
1. Washing machines		
2. Drying machines		
3. Ironing machines		

**34.2.2.1.2.9** A valid service level agreement or memorandum of 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 or memorandum of 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

**34.2.2.1.2.10** A designated individual monitors the service level agreement or memorandum of agreement 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 and reports. Not applicable: Where the service is not outsourced.

Score	Comment

**34.2.2.1.2.11** 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

**34.2.2.1.2.12** 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



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

Score	Comment

**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 for the tasks they are performing. Score 1 if the items are available and worn and 0 if they are not available or not worn. Score NA 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 Storeroom/storage area: Available

Aspects	Score	Comment
1. Heavy duty rubber gloves		
2. Safety shoes		
3. Disposable gowns OR aprons		
4. Face masks		
5. Goggles		

Unit 2 Linen receiving area: Worn

Aspects	Score	Comment
1. Heavy duty rubber gloves		
2. Safety shoes		
3. Disposable gowns OR aprons		
4. Face masks		

5. Goggles		
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Unit 3 Linen washing area: Worn

Aspects	Score	Comment
1. Heavy duty rubber gloves		
2. Safety shoes		
3. Disposable gowns OR aprons		
4. Face masks		
5. Goggles		

Unit 4 Linen ironing area: Worn

Aspects	Score	Comment
1. Heavy duty rubber gloves		
2. Safety shoes		
3. Disposable gowns OR aprons		
4. Face masks		
5. Goggles		

**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 are available for the disposal of all types of waste.

**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)		

3. Sharps (yellow)		
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**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(2)(b) Awareness of safety and security issues must be promoted**

**34.4.1.1.1.1** 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

**34.4.1.1.1.2** 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 34.5 FACILITIES AND INFRASTRUCTURE**

**Sub Domain 34.5.1 14 Management of buildings and grounds**

**Standard 34.5.1.1 14(1)** The health establishment and their grounds must meet the requirements of the building regulations.

**Criterion 34.5.1.1.1 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.**

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

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

Inspect the surroundings for maintenance-related safety hazards in the unit. This will include but is not limited to loose electrical wiring, collapsing ceiling, collapsing ceiling or roof, collapsing doors. or any other type of safety hazards that represent a risk to the health and safety of personnel, users and visitors. Not applicable: Never

Score	Comment

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**Criterion 34.5.1.1.2 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.**

**34.5.1.1.2.1** Laundry service area has natural ventilation or functional mechanical ventilation.

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

The 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 such as windows or ventilation grilles. Verify that the laundry service area has natural ventilation (windows and doors that can be opened) or functional mechanical ventilation (i.e. a ducting system). Not applicable: Never

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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- 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**

**Date:**

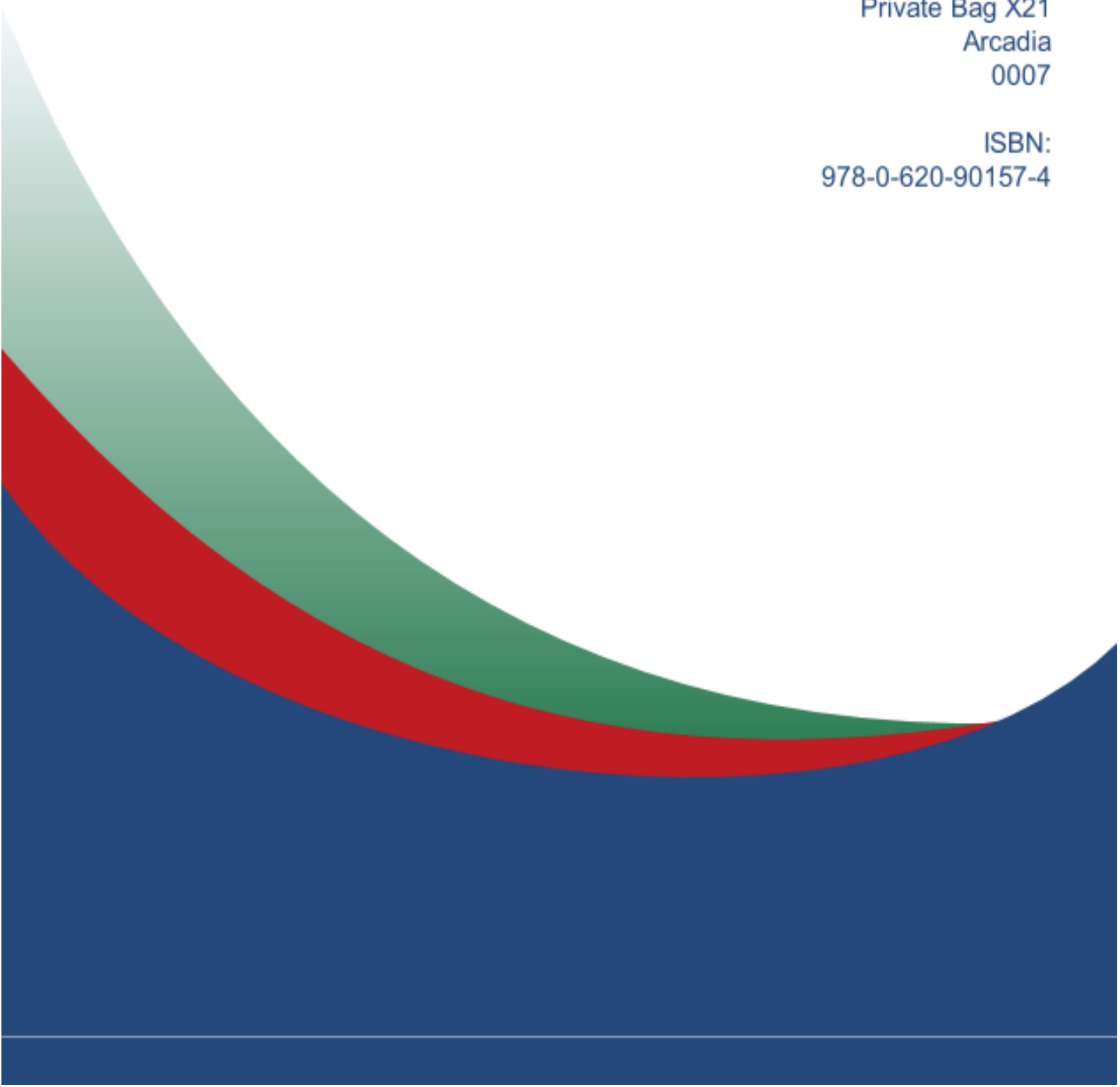
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A decorative graphic at the bottom of the page consists of three curved, overlapping bands. The top band is green, the middle band is red, and the bottom band is blue. The bands curve upwards from left to right, creating a sense of movement and depth.