



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

Regulatory Regional Hospital Inspection Tool v1.4



Cleaning Services



Facility:
Date:

- **Tool Name:** Regulatory Regional Hospital Inspection Tool v1.4
- **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(2) (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.

Criterion 32.2.1.1.1 7 The health establishment implements process to ensure environmental cleanliness.

32.2.1.1.1.1 Cleaning work completed is verified by the cleaning supervisor or a delegated person.

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

Randomly sample five areas in the health establishment. Request records used to verify cleaning from the previous month. This could include but not limited to monitoring tools (i.e., checklist/tick sheets) listing all cleaning tasks completed for each room or area. Score 1 if compliant and 0 if not compliant.

Score	Comment		
Aspects	Score	Comment	
1. Area 1			
2. Area 2			
3. Area 3			
4. Area 4			
5. Area 5			

32.2.1.1.1.2 The areas listed below are observed to be 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 dust. Score 1 if the area is clean and score 0 if not clean. Score not applicable if an indicated area does not exist in the health establishment.

Score	Comment		
Aspects	Score	Comment	
1. Waiting area			

2. Passages		
3. Lifts(where applicable)		
4. Stairs or steps(where applicable)		
5. Admin block		
6. Public toilets		
7. General support area 1		
8. General support area 2		
9. Clinical support area 1		
10. Clinical support area 2		
11. Clinical area 1		
12. Clinical area 2		
13. Clinical area 3		

Criterion 32.2.1.1.2 7 Appropriate cleaning materials and equipment must be available and safely stored.

32.2.1.1.2.1 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

32.2.1.1.2.2 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. Score 1 if equipment is functional or 0 if the equipment is not functional.

Score	Comment	
Aspects	Score	Comment
1. Equipment 1		
2. Equipment 2		
3. Equipment 3		
4. Equipment 4		

5. Equipment 5		
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32.2.1.1.2.3 Cleaning personnel are trained on the use of cleaning materials and equipment.

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

Review in-service training records from the previous twelve 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 not applicable if in the past twelve months there were no new cleaning personnel appointed or purchasing of new cleaning equipment or newly approved cleaning agents or revised infection prevention and control procedures or guidelines.

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

32.2.1.1.2.4 Disinfectant, cleaning materials and equipment are available.

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

Inspect available disinfectants, cleaning materials and equipment to check if the items listed below are available. Score 1 if the item is available and 0 if not available. Score 0 for cleaning agents that are not labelled. Score not applicable if the item is not part of the unit's routine cleaning supplies.

Score	Comment	
Aspects	Score	Comment
Disinfectant and cleaning materials		
1. Chlorine releasing agent- hypochlorite (e.g. Biocide D or Clorox)		
2. Alcohol based agent (70-90%)		
3. Detergents- neutral pH		
4. Quaternary ammonium compounds (QAC)		
5. Wet polymer (floor polish)		
6. Protective polymer (strippers)		

7. All cleaning materials are clearly labelled		
8. Material Safety Data Sheets for all cleaning products		
Cleaning equipment		
9. Two-way bucket system for mopping floors (bucket for clean water and bucket for dirty water) or Janitor trolley		
10. Colour labelled mop - Red for toilets and bathroom floors		
11. Colour labelled mop - Blue for Clinical and non-clinical service areas		
12. Mop labelled for cleaning exterior areas		
13. Green bucket and cloths for bathroom and consulting room basins		
14. Red bucket and cloths for toilets		
15. Yellow bucket, yellow cloth for Isolation rooms		
16. White cloths for kitchens		
17. Blue bucket and cloths for clinical areas and non-clinical service areas		
18. Pistol-grip spray container		
19. Window cleaning squeegee		
20. Mop sweeper or soft-platform broom		
21. Floor polisher		
Waste management supplies on cleaning trolley or in supplies or storage area		
22. Red bags		
23. Yellow bags		
24. Bags for general (domestic) waste (colour as defined by local policy)		
25. Sealed impervious containers or boxes for waste disposal		

Criterion 32.2.1.1.3 7 Cleaning personnel must have been trained to conduct terminal cleaning.

32.2.1.1.3.1 Cleaning personnel are able to explain how they carry out terminal cleaning or disinfection of rooms and equipment.

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

Interview three cleaning personnel to determine whether they can explain how to carry out terminal cleaning. Score 1 if personnel can explain the procedure and 0 if personnel 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 Personal protective equipment is worn.

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

Select three different areas of the health establishment and observe whether cleaning personnel working there are wearing personal protective equipment listed below. Score 1 if worn and 0 if not worn. Score not applicable where, at the time of the inspection, cleaning personnel are not working in a situation where they are required to wear personal protective equipment.

Score	Comment

Unit 1 Area 1

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 Area 2

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 Area 3

Aspects	Score	Comment
1. Domestic rubber gloves.		

<p>Explanatory note: The gloves must reach up to mid arm and offer protection against chemicals and direct contact with dirt.</p>		
<p>2. Plastic aprons</p>		
<p>3. Surgical masks</p>		
<p>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</p>		
<p>5. Closed-toe shoes</p>		

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.

Acknowledgments

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It is hereby certified that the Regulatory Regional Hospital Inspection tools version 1.4 was updated by the Office of Health Standards Compliance.



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