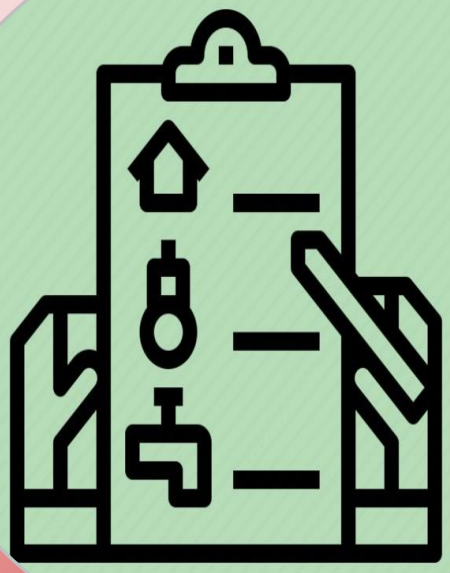
OHSC

Office of Health Standards Compliance

Ensuring quality and safety in health care

Regulatory Central Hospital Inspection Tool v1.0



Laundry Services

Facility: Date:

- **Tool Name:** Regulatory Central Hospital Inspection Tool v1.0
  HEs Type: Hospitals
- **Sector:** Public
- **Specialization:** Central
- **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(2) (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.
Criterion 34.2.1.1.1 7 Procedures to minimise the risk of health care-associated infections must be implemented.

34.2.1.1.1.1 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

34.2.1.1.1.2 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 34.2.1.1.2 7 The management of used and soiled linen must meet infection prevention and control requirements.

34.2.1.1.2.1 Dirty linen trolleys are not overflowing.

Assessment type: Observation - **Risk rating:** Essential measure
Linen must be washed or collected by service provider to avoid excessive accumulation of dirty linen in the laundry.
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

Select three areas in the unit and inspect the handwashing facilities for the items listed below. Score 1 If the item is available and 0 if not available.

Score	Comment

Unit 1 Area 1

Aspects	Score	Comment
1. Functional hand wash basin. Explanatory note: The basin should not be blocked, broken, or have cracks.		
2. Taps are functional and not broken.		
3. Plain liquid soap		
4. Wall mounted soap dispenser		
5. Paper towel dispenser with disposable hand paper towels		
6. General waste container. Explanatory note: Containers used for the temporary storage of general waste should be leak proof, intact, corrosive resistant and have a tight-fitting lid. The container must be lined with the appropriate colour coded liner. (Practical Manual: Implementation of the National Infection Prevention and Control Strategic Framework page 82 and page 84).		

Unit 2 Area 2

Aspects	Score	Comment
1. Functional hand wash basin. Explanatory note: The basin should not be blocked, broken, or have cracks.		
2. Taps are functional and not broken.		
3. Plain liquid soap		
4. Wall mounted soap dispenser		
5. Paper towel dispenser with disposable hand paper towels		
6. General waste container. Explanatory note: Containers used for the temporary storage of general waste should be leak proof, intact, corrosive resistant and have a tight-fitting lid. The container must be lined with the appropriate colour coded liner. (Practical Manual: Implementation of the National Infection Prevention and Control Strategic Framework page 82 and page 84).		

Unit 3 Area 3

Aspects	Score	Comment
1. Functional hand wash basin. Explanatory note: The basin should not be blocked, broken, or have cracks.		
2. Taps are functional and not broken.		
3. Plain liquid soap		
4. Wall mounted soap dispenser		
5. Paper towel dispenser with disposable hand paper towels		
6. General waste container. Explanatory note: Containers used for the temporary storage of general waste should be leak proof, intact, corrosive resistant and have a tight-fitting lid. The container must be lined with the appropriate colour coded liner. (Practical Manual: Implementation of the National Infection Prevention and Control Strategic Framework page 82 and page 84).		

34.2.2.1.1.2 Alcohol based hand rub is available.

Assessment type: Observation - **Risk rating:** Vital measure
Select three areas and observe whether alcohol-based hand rub is available. Score 1 if available and 0 if not available.

Score	Comment

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

34.2.2.1.1.3 Posters on hand hygiene are displayed.

Assessment type: Observation - **Risk rating:** Essential measure
Select three areas and observe whether posters on hand hygiene are displayed. This could be a single hand hygiene poster or individual posters for hand washing or correct use of alcohol-based hand rub. Score 1 if available and 0 if not available.

Score	Comment

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

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 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

34.2.2.1.2.3 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

34.2.2.1.2.4 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

34.2.2.1.2.5 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

34.2.2.1.2.6 Service level agreement or memorandum of agreement for outsourced laundry services is monitored..

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

34.2.2.1.2.7 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

34.2.2.1.2.8 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

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

Assessment type: Observation - **Risk rating:** Essential measure
Determine whether the unit has a wheeled cart or trolley for transporting clean linen.
Not applicable: Never

Score	Comment

34.2.2.1.2.10 Laundry equipment is functional.

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 not applicable where the equipment is not available because the service is not provided or where laundry services are outsourced.

Score	Comment

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

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 Personal protective equipment is worn.

Assessment type: Observation - **Risk rating:** Vital measure
Using the checklist below, verify whether protective clothing and equipment is worn. Score 1 if the items are worn 0 if not worn. Score not applicable where, at the time of the inspection, personnel are not in a situation in which they are required to wear protective clothing.

Score	Comment

Unit 1 Linen receiving area:

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

Unit 2 Linen washing area:

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

Unit 3 Linen ironing area:

Aspects	Score	Comment

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

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)		

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 Central Hospitals.

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It is hereby certified that the Regulatory Central Hospital Inspection Tools version 1.0 was developed by the Office of Health Standards Compliance.

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