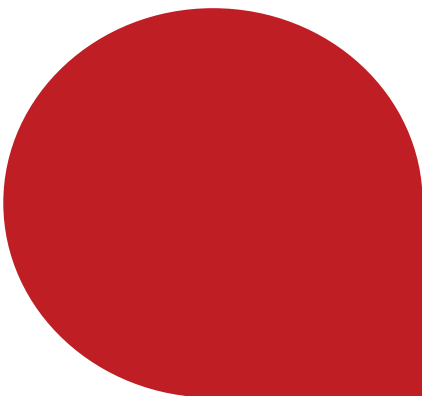




Office of Health Standards Compliance  
Ensuring quality and safety in health care



# Maintenance Support

**v1.4.1**

## Regulatory Clinic inspection tool

Facility:
Date:

- **Tool Name:** Regulatory Clinic Inspection Tool v1.4.1
- **HEs Type:** Clinics/ PHC
- **Sector:** Public
- **Specialization:** Clinic
- **Created By:** Health Standards Development and Training

## 4 Maintenance Support

### Domain 4.2 CLINICAL GOVERNANCE AND CLINICAL CARE

#### Sub Domain 4.2.1 9 Waste management

**Standard 4.2.1.1 9(1)** The health establishment must ensure that waste is handled, stored, and disposed of safely in accordance with the law.

**Criterion 4.2.1.1.1 9(2)(b)** The health establishment must implement procedures for the collection, handling, storage and disposal of waste.

**4.2.1.1.1.1** The health care risk waste temporary storage area is available.

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

Use the checklist below to check whether the temporary storage area for healthcare risk waste complies with the minimum requirements listed below. Some health establishments will have a purpose-built temporary waste storage area, others will utilize a specific area within the available space. Score 1 if compliant and score 0 if not compliant or where there is no designated healthcare risk waste storage area.

Score	Comment	
Aspects	Score	Comment
1. Storage space for empty waste containers is available		
2. The area is not accessible to unauthorized personnel (No entry sign on the door)		
3. The area is well ventilated		
4. The area is well lit		
5. The area is clean.		
6. The area is sheltered from direct sunlight		
7. The area has impervious floor surface (i.e. the floor area is waterproof or water resistant and not cracked)		

8. The area is equipped with a spill kit (This includes but is not limited to disinfectant, absorbent material, etc)		
9. The entrance door of the storage area is marked with the international bio-hazard symbol		

**4.2.1.1.1.2** There is no accumulation of general waste in the health establishment.

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

Observe that there is no accumulation of general waste.

Not applicable: Never

Score	Comment

**Domain 4.4 GOVERNANCE AND HUMAN RESOURCES**

**Sub Domain 4.4.1 20** Occupational health and safety

**Standard 4.4.1.1 20(1)** The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

**Criterion 4.4.1.1.1 20(2)(b) Awareness of safety and security issues must be promoted.**

**4.4.1.1.1.1** Safety and security notices are displayed.

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

Safety and security notices must be displayed including but not limited to signs indicating the following: notices prohibiting smoking, dangerous weapons not allowed, emergency exits, assembly points, location of stored flammable materials and location of the first aid box. This could also be a disclaimer sign.

Not applicable: Never

Score	Comment

**Domain 4.5 FACILITIES AND INFRASTRUCTURE**

**Sub Domain 4.5.2 14** Management of buildings and grounds

**Standard 4.5.2.1 14(1)** The health establishment and their grounds must meet the requirements of the building regulations.

**Criterion 4.5.2.1.1 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.**

**4.5.2.1.1.1** The building(s) complies with safety regulations.

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

Use the checklist below to check whether the building(s) is (are) compliant with safety regulations. Score 1 if compliant and score 0 if not compliant.

Score	Comment

Aspects	Score	Comment

<p>1. Fire safety compliance certificates.  Explanatory note: The certificate is issued when the building is commissioned or when there has been major renovations done in the building.  This refers to the certificate issued by the municipality.</p>		
<p>2. Electrical compliance certificates.  Explanatory note: Electrical Certificates of Compliance (C.O.C) are documents issued by a qualified and registered electrician. These certificates provide a guarantee that all work carried out in a building conforms to the regulations set out by the Electrical Contracting Board of South Africa (ECB)</p>		

**4.5.2.1.1.2** 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

**Criterion 4.5.2.1.2 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.

**4.5.2.1.2.1** Maintenance schedule for building(s) is available.

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

The maintenance plan will ensure optimum efficiency of equipment, infrastructure and installations. A documented maintenance schedule for building (s) must be available.

Not applicable: Never

Score	Comment

**4.5.2.1.2.2** Maintenance schedule for grounds is available.

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

The maintenance plan will ensure health establishment grounds are in good condition. A documented maintenance schedule for health establishment grounds must be available.

Not applicable: Never

Score	Comment

**4.5.2.1.2.3** The health establishment building(s) are maintained.

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

Observe the condition of the various areas of the building (s) using the aspects listed below. Score 1 if compliant and score 0 if not compliant. Score not applicable if the health establishment does not have the listed areas or the aspects.

Score	Comment

Aspects	Score	Comment
<b>Exterior of buildings</b>		
1. Walls are intact and not damaged		
2. Ceiling is intact and not damaged. Explanatory note: this could include but is not limited to veranda or patio.		
3. Gutters or PVC pipes are intact and not damaged.		
4. Entrance doors are in working condition and not damaged.		
5. Lights are functional and not broken		
6. Grounds and floor (where applicable, e.g veranda or patio) are intact and not damaged		
<b>Interior of building-waiting areas</b>		
7. Walls are intact and not damaged		
8. Ceiling is intact and not damaged		
9. Lights are functional and not broken.		
10. Windows are in working condition (Glass or handles are not broken)		
11. Floor is intact and not damaged		
<b>Ablution facilities</b>		
12. Walls are intact and not damaged		
13. Lights are functional and not broken.		
14. Ceiling is intact and not damaged		
15. Doors are in working condition and not damaged		
16. Functional basins (Basins should not be blocked, broken, or have cracks).		
17. Taps are functional and not broken.		
18. Windows are in working condition (Glass or handles not broken)		
19. The toilets are functional and not broken		

20. The urinals are functional and not broken		
21. Floor is intact and not damaged		
<b>Consulting rooms</b>		
22. Walls are intact and not damaged		
23. Ceiling is intact and not damaged		
24. Lights are functional and not broken		
25. Windows are in working condition (Glass or handles not broken)		
26. Floor is intact and not damaged		
27. Doors are in working condition and not damaged		
<b>Vital signs or observation rooms</b>		
28. Walls are intact and not damaged		
29. Ceiling is intact and not damaged		
30. Lights are functional and not broken		
31. Windows are in working condition (Glass or handles not broken)		
32. Doors are in working condition and not damaged		
33. Functional basins (Basins should not be blocked, broken, or have cracks)		
34. Taps are functional and not broken		
35. Floor is intact and not damaged		

**Criterion 4.5.2.1.3 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.**

**4.5.2.1.3.1** The emergency vehicle entrance is free from any obstruction or hazards.

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

Hazards or obstructions could include but are not limited to hawkers, potholes, debris at the entrance to the premises and vehicles parked in unauthorised areas.

Not applicable: Never

Score	Comment
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**4.5.2.1.3.2** Emergency exits are kept free of obstacles.

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

An emergency exit in a structure is a special exit for emergencies such as a fire. The combined use of regular and special exits allows for faster evacuation, while it also provides an alternative if the route to the regular exit is blocked by fire, etc. Assess all emergency exits to confirm that they are not obstructed by items including but not limited to chairs, beds, equipment or boxes.

Not applicable: Never

Score	Comment

**Sub Domain 4.5.3 15** Engineering services

**Standard 4.5.3.1 15(1)** The health establishment must ensure that engineering services are in place.

**Criterion 4.5.3.1.1 15(2)** The health establishment must have 24-hour electrical power, lighting, medical gas, water supply and sewerage disposal system.

**4.5.3.1.1.1** Emergency power supply is available.

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

Back - up power supply system must always be available in case of power supply disruption. This could be a generator or a solar power system or any back-up power supply system.

Not applicable: Never

Score	Comment

**4.5.3.1.1.2** The back-up power supply system is tested and maintained.

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

Request the records listed below and assess the back-up power supply system utilized by the health establishment. Score 1 if compliant and score 0 if not compliant.

Score	Comment	
Aspects	Score	Comment
<p>1. The back-up power supply system (e.g. generator or solar or any back-up power supply system) is tested for functionality in accordance with the manufacturer's instructions.</p> <p>Explanatory note: The manufacturer's instructions must be available, as well as the logbook indicating the testing done on the back-up power supply system in accordance with the manufacturer's instructions. In cases where the original manufacturer's instructions are not available, a guiding document developed by the local engineering or maintenance department (can be district, provincial, etc.) must be available.</p>		

<p>2. The back-up power supply system is maintained in accordance with the manufacturer's instructions.</p> <p>Explanatory note: The manufacturer's instructions must be available, as well as maintenance records indicating that maintenance has been carried out in accordance with the manufacturer's instructions. In cases where the original manufacturer's instructions are not available, a guiding document developed by the local engineering or maintenance department (can be district, provincial, etc.) must be available.</p>		
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**4.5.3.1.1.3** The health establishment has functional piped water supply.

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

The health establishment must provide clean water in a manner that protects the water from contamination. The water supply for the health establishment must be piped and connected to the reticulation system.

Not applicable: Never

Score	Comment

**4.5.3.1.1.4** Emergency water supply is available.

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

Emergency water supply must always be available in case of water supply interruptions. Water can be made available through but not limited to containers with lids or water tanks e.g. JoJo tank, Roto tank, etc; or access to water trucks (this can be documented evidence).

Not applicable: Never

Score	Comment

**4.5.3.1.1.5** The sewerage system is functional.

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

The Inspector must carry out rudimentary visual inspections of the sewerage system to ensure that there are no blocked pipes, leaking pipes or other potential hazards are identified at the time of inspections. In clinics where only pit toilets are available, score non-compliant.

Not applicable: Never

Score	Comment

**Sub Domain 4.5.4 16** Transport management

**Standard 4.5.4.1 16(1)** The health establishment must ensure that vehicles used to transport users and health care personnel are safe and well maintained.

**Criterion 4.5.4.1.1 16(2)(a)** The health establishment must ensure that vehicles, owned or used, are licensed and maintained.

**4.5.4.1.1.1** Official vehicles used to render services or transport users are licensed annually.

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

As required in Chapter 3 of the National Road Traffic Act No 93 of 1996, section 4, valid copies of license certificates for all vehicles must be available.

Not applicable: Where the clinic is not responsible for the management of vehicles.



Score	Comment

**4.5.4.1.1.2** Official vehicles used to render services or transport users are serviced according to manufacturer's schedule.

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

Request the service schedule for the previous 12 months for all vehicles and request evidence of the services conducted on the vehicle as documented in the schedule. This could include the service invoices from the service provider.

Not applicable: Where the clinic is not responsible for the management of vehicles.

Score	Comment

**Criterion 4.5.4.1.2 16(2)(b)** The health establishment must ensure that drivers have a valid driver's license and or public transport driving permit.

**4.5.4.1.2.1** Health care personnel driving official vehicles to render services or transport users have a valid driver's license.

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

As required in Chapter 4 of the National Road Traffic Act No 93 of 1996, section 12, every health care personnel driving official vehicles must be in possession of an appropriate driver's license. Copies of valid driver's licenses must be available.

Not applicable: Where the clinic is not responsible for the management of vehicles.

Score	Comment

**4.5.4.1.2.2** Health care personnel driving official vehicles where applicable, have valid professional driver's permit.

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

As required in Chapter 4 of the National Road Traffic Act No 93 of 199, section 32, every health care personnel driving official vehicles where applicable, must be in possession of a professional driver's permit. Copies of a valid professional driver's permit must be available.

Not applicable: Where the health care personnel are legally not required to have a professional driver's permit or where the clinic is not responsible for the management of vehicles.

Score	Comment

**Sub Domain 4.5.1 17** Security services

**Standard 4.5.1.1 17(1)** The health establishment must have systems to protect users, health care personnel and property from security threats and risks.

**Criterion 4.5.1.1.1 17** Security systems must safeguard the building, users, visitors and health care personnel.

**4.5.1.1.1.1** Systems are in place to ensure safety within the health establishment premises.

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

Inspect the systems in operation to safeguard occupants of the health establishment. Note that security systems could include but not limited to physical security personnel or systems like boom gates, CCTV, biometrics, etc.

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 Clinics.

#### Acknowledgments

Many people have contributed to the update of the Regulatory Clinic Inspection Tools version 1.4.1. The Office of Health Standards Compliance wishes to extend the most heartfelt acknowledgment and gratitude to the following:

- Health Standards Development and Training unit team (Ms. Izelle Loots, Mr. Jabu Nkambule, Ms. Busisiwe Mashinini, Ms. Derelene Hans, and Ms. Andiswa Mafilika) for the update of the Clinic inspection tools.
- The internal OHSC teams (Compliance Inspectorate, for their contribution during the update of the Clinic inspection tools).
- National Department of Health for their input and comments on the inspection tools.

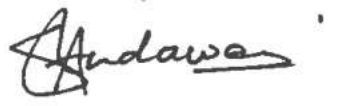
**It is hereby certified that the Regulatory Clinic Inspection tools version 1.4.1 was updated by the Office of Health Standards Compliance.**



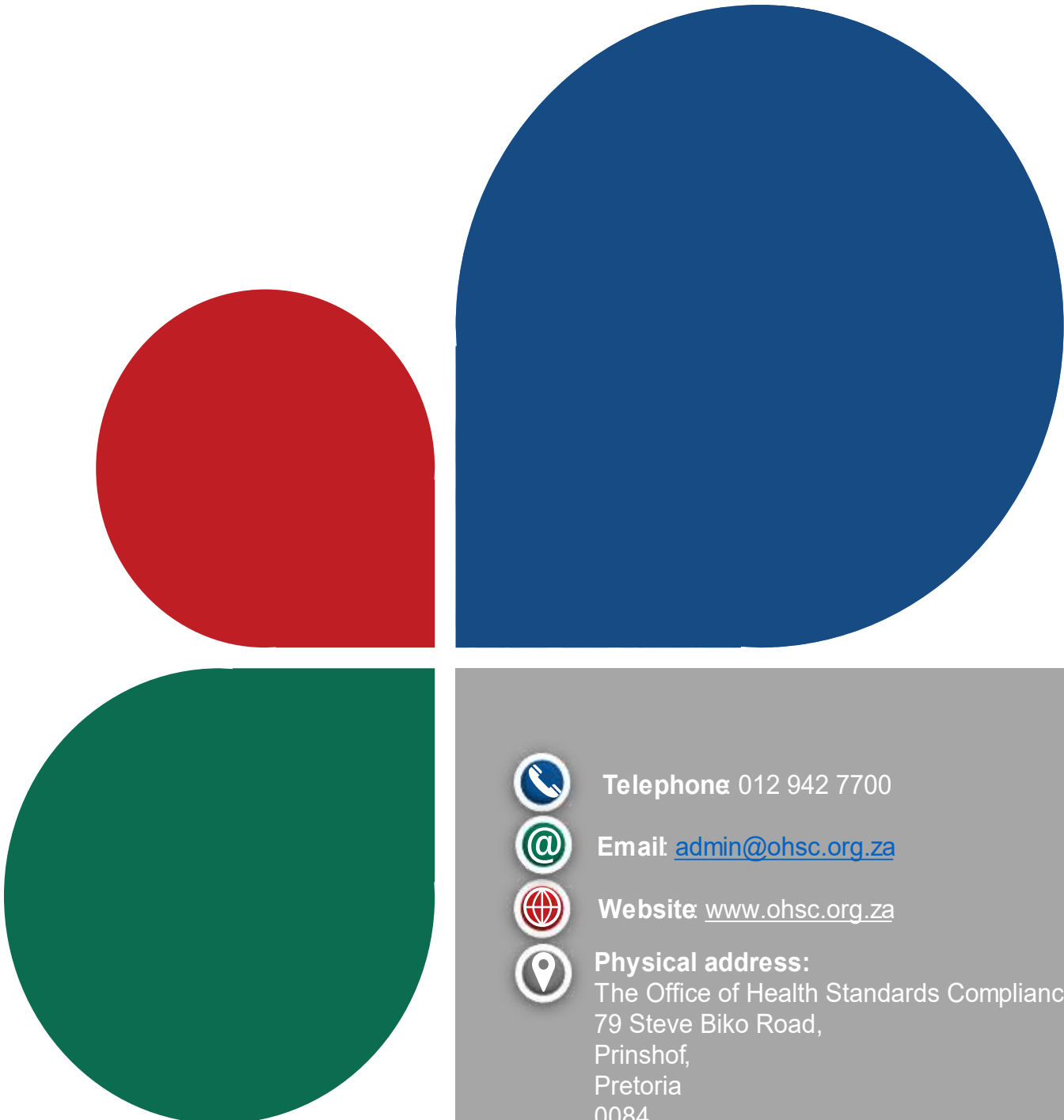
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**MS. WINNIE MOLEKO**  
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