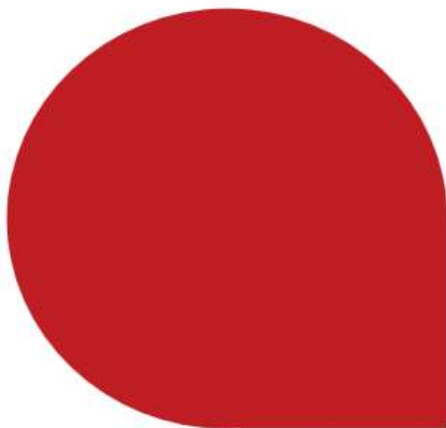




Office of Health Standards Compliance
Ensuring quality and safety in health care



v1.2.1

Cleaning 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

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

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

32.2.1.1.1.1 All cleaning work completed is verified by the cleaning supervisor or delegated personnel.

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		

32.2.1.1.1.2 The areas listed below are 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 stains. Score 1 if the area is clean and score 0 if not clean. 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 Health care personnel must be informed about standard operating procedure and guidelines.

32.2.1.1.2.1 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. Conducting terminal cleaning		
2. Managing of chemical and biohazardous spills		

Standard 32.2.1.2 7(2) (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.

Criterion 32.2.1.2.1 7 Appropriate cleaning materials and equipment must be available and safely stored.

32.2.1.2.1.1 Cleaning material and equipment are available.

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

The cleaning services is expected to have a list/inventory of cleaning material and equipment according to the services rendered. Request the list/inventory of cleaning material and equipment and check whether all the items listed are available ,functional and not expired. Score 0 if not all the items are available, or they are expired or not functional (where applicable) or if there is no list/inventory of cleaning material and equipment available.

Not applicable: Never

Score	Comment

32.2.1.2.1.2 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. The main storage cupboard or area used for cleaning materials must be lockable.

Not applicable: Never

Score	Comment

32.2.1.2.1.3 Cleaning machines are regularly serviced.

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

Service records showing that cleaning machines are serviced in accordance with the manufacturer`s instructions must be available.

Not applicable: Never

Score	Comment

32.2.1.2.1.4 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.

Not applicable: Never

Score	Comment

32.2.1.2.1.5 Cleaners are trained on the aspects listed below.

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

Review in-service training records from the previous 12 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	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		

Criterion 32.2.1.2.2 7 Cleaning personnel must have been trained to conduct terminal cleaning.

32.2.1.2.2.1 A policy or standard operating procedure or procedure or guideline for conducting terminal cleaning is available.

Assessment type: Document - **Risk rating:** Vital 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. Personal protective clothing used		
2. Equipment 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		

32.2.1.2.2.2 Cleaning personnel are able to explain how they carry out terminal cleaning or disinfection of rooms and equipment used by infectious users.

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

Interview three cleaning personnel who are responsible for terminal cleaning to determine whether they can explain how to carry out terminal cleaning. Cleaning personnel must be able to explain the content of the standard operating procedure for terminal cleaning. Score 1 if they can explain the procedure and 0 if they 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 disposal 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 disposal 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 disposal of used personal protective equipment		

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 Cleaning personnel have access to and wear personal protective equipment.

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

Check the areas listed below to determine whether protective clothing and equipment are available and worn. Score 1 if the items are available and worn and 0 if not available or not worn. Score NA (not applicable) where, at the time of the inspection, personnel are not working in a situation where they are required to wear protective clothing. Please note: legislation permits cleaning personnel to refuse to enter an area without adequate personal protective equipment where their health is at risk.

Score	Comment

Unit 1 Storage Area: Available

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. Closed-toe shoes		
5. 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		

Unit 2 Waiting Area: Worn

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. Closed-toe shoes		

Unit 3 Corridors/Passages: Worn

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. Closed-toe shoes		

Unit 4 Administration block: Worn

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. Closed-toe shoes		

Domain 32.4 GOVERNANCE AND HUMAN RESOURCES

Sub Domain 32.4.1 20 Occupational health and safety.

Standard 32.4.1.1 20(1) The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

Criterion 32.4.1.1.1 20 Measures must be in place to minimise the incidence of critical occupationally acquired injuries and diseases.

32.4.1.1.1.1 A policy or standard operating procedure or procedure or guideline for managing chemical and biohazardous spills is available.

Assessment type: Document - **Risk rating:** Vital 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 the 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 the last step in the 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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- The internal OHSC teams (Compliance Inspectorate, for their contribution during the update of the Private Acute Hospital inspection tools).

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.

SIGNATURE:

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EXECUTIVE MANAGER: HEALTH STANDARDS, DEVELOPMENT ANALYSIS AND SUPPORT

DATE: 18/04/2024

SIGNATURE:

DR MATHABO MATHEBULA

CHIEF OPERATIONS OFFICER: OHSC

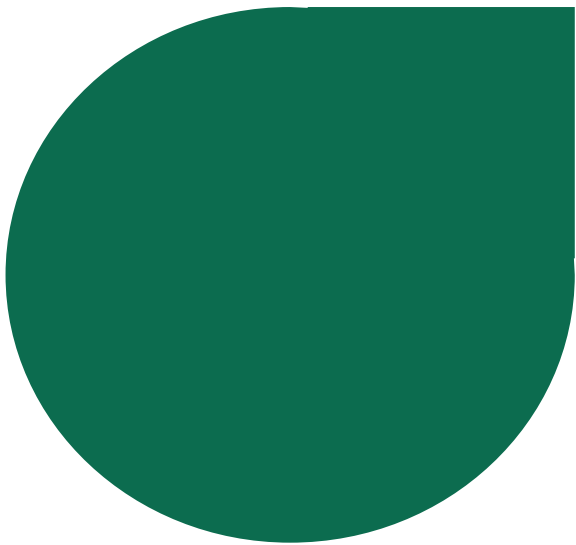
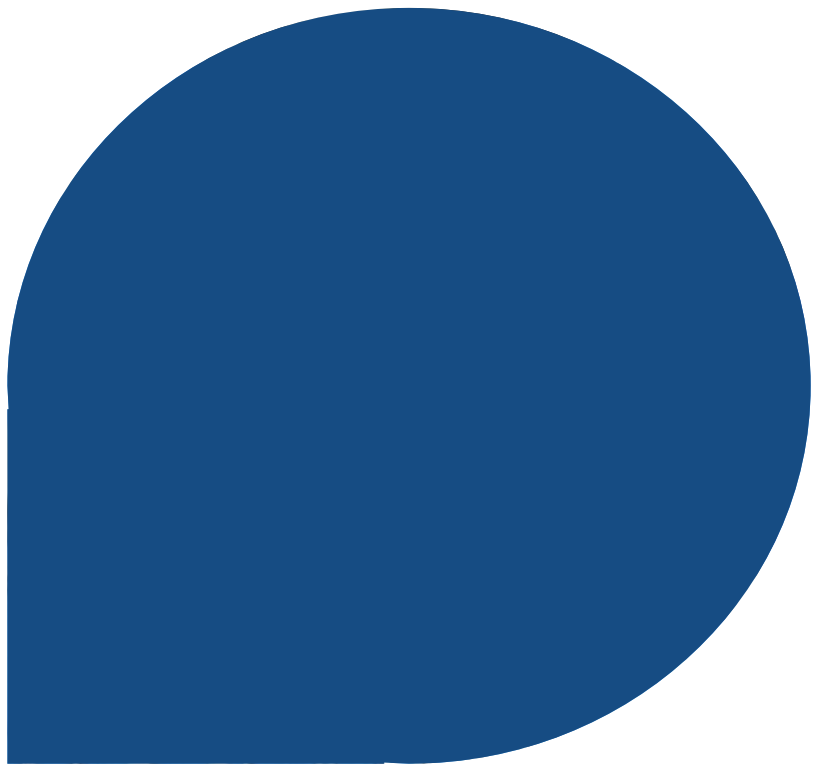
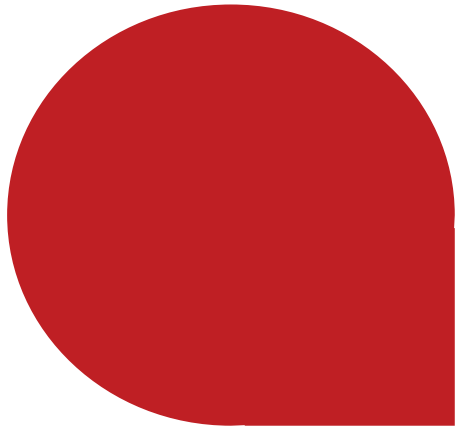
DATE: 23/04/2024

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