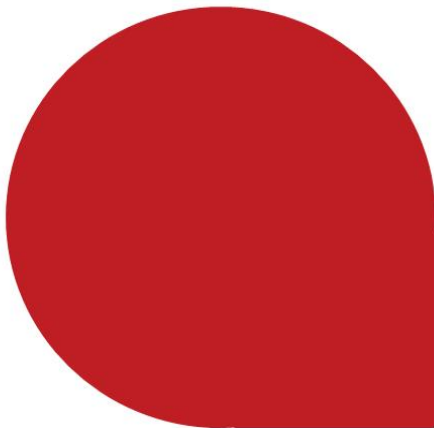




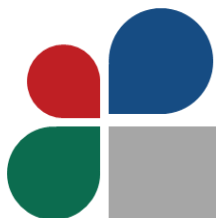
Office of Health Standards Compliance
Ensuring quality and safety in health care



v1.2

Cleaning Services

**Regulatory Private Acute
Hospital Inspection tool**



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.

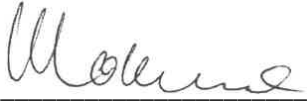
To achieve this mandate, standardised inspection tools aligned to Norms and Standards Regulations applicable to different categories of health establishments promulgated by the Minister of Health in 2018 have been developed for Private Acute Hospitals.

Acknowledgements

There are many people who have contributed to the development of the Regulatory Private Acute Hospital Inspection Tools Version 1.2. The Office of Health Standards Compliance wishes to extend most heartfelt acknowledgement and gratitude to the following:

- The WHO technical team for providing guidance on the very first draft inspection tools database
- OHSC CEO Dr Siphwe Mndaweni and Executive Manager for Health Standards Design, Systems and Support Ms Winnie Moleko for providing strategic and operational support.
- Former Health Standards Development and Training unit Director Dr Grace Labadarios
- Systems, Data Analysis and Research unit Director Dr Thabiso Makola who is also the Acting Director for Health Standards Development and Training unit
- The Health Standards Development and Training unit (Mr Jabu Nkambule who led the team and worked tirelessly with the leadership of Hospital Association of South Africa (HASA) during various development stages of the tool, Ms Florina Mokoena, Ms Mosehle Matlala, Ms Busisiwe Mashinini) and contract workers Ms Thresia Pather and Ms Busi Ngubane for the development of the Private Acute Hospital Inspection tools.
- The internal OHSC teams Compliance Inspectorate; Systems, Data Analysis and Research for their contribution during the development of the Inspection tools and Information Technology and Communication and Stakeholder Relations for providing support.
- Provincial Department of Health private hospital licensing units personnel (Ms Pinki Belot - Free State Province, Ms Dimakatso Moeketsi and Ms Zandile Nzuza - Kwa-Zulu Natal -Province, Ms Kim Jacobs - Western Cape Province, Ms Bulelwa Peter - Eastern Cape Province, Ms Pakama Nqadala - Northern Cape Province, Ms Lindiwe Mkhathshwa - Mpumalanga Province, and Ms Patience Ntamane - Gauteng Province) for their valuable input and support.
- The Certification and Enforcement Committee of the OHSC Board for reviewing the tools and for recommending to the Board for approval.
- The Hospital Association of South Africa (HASA) for their commitment and constructive engagements during the consultative process and for affording the OHSC an opportunity to conduct scoping visits in the private hospital health establishments.

It is hereby certified that these Regulatory Private Acute Hospital Inspection tools version 1.2 was developed by the Office of Health Standards Compliance.



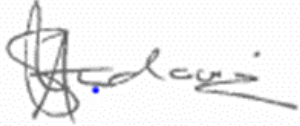
Ms. WMoleko

Executive Manager

Health Standards Development

Analysis and Support

Date: 31/03/2022



Dr. S. Mndaweni

Chief Executive Officer

Date: 31/03/2022

Facility:
Date:

- **Tool Name:** Regulatory Private Acute Hospital inspection tool v1.2 - Final
- **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

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

Not applicable: Never

Score	Comment

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. Score NA (not applicable) if an indicated area does not exist in the health establishment

Score	Comment

Aspects	Score	Comment
1. Waiting area		
2. Passages		
3. Stairs/Steps		
4. Lifts		
5. Admin block		

Criterion 32.2.1.1.2 7 Healthcare providers are informed on the health establishment and their specific responsibilities.

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

Verify whether the aspects listed below are included and explained in the document. 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 accounting officer or delegated person, signed and dated by the compiler or chairperson of committee that developed the document (optional), date of implementation, documents must be reviewed at a minimum every 5 years, summary of changes made to each version of the document (optional).NB: Document could be from the corporate head office (signed by the CEO or delegated person), electronic date and signature is acceptable. The document must meet these requirements to be considered for review. Score 1 if the aspect is included and explained and 0 if not included or not explained.

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.

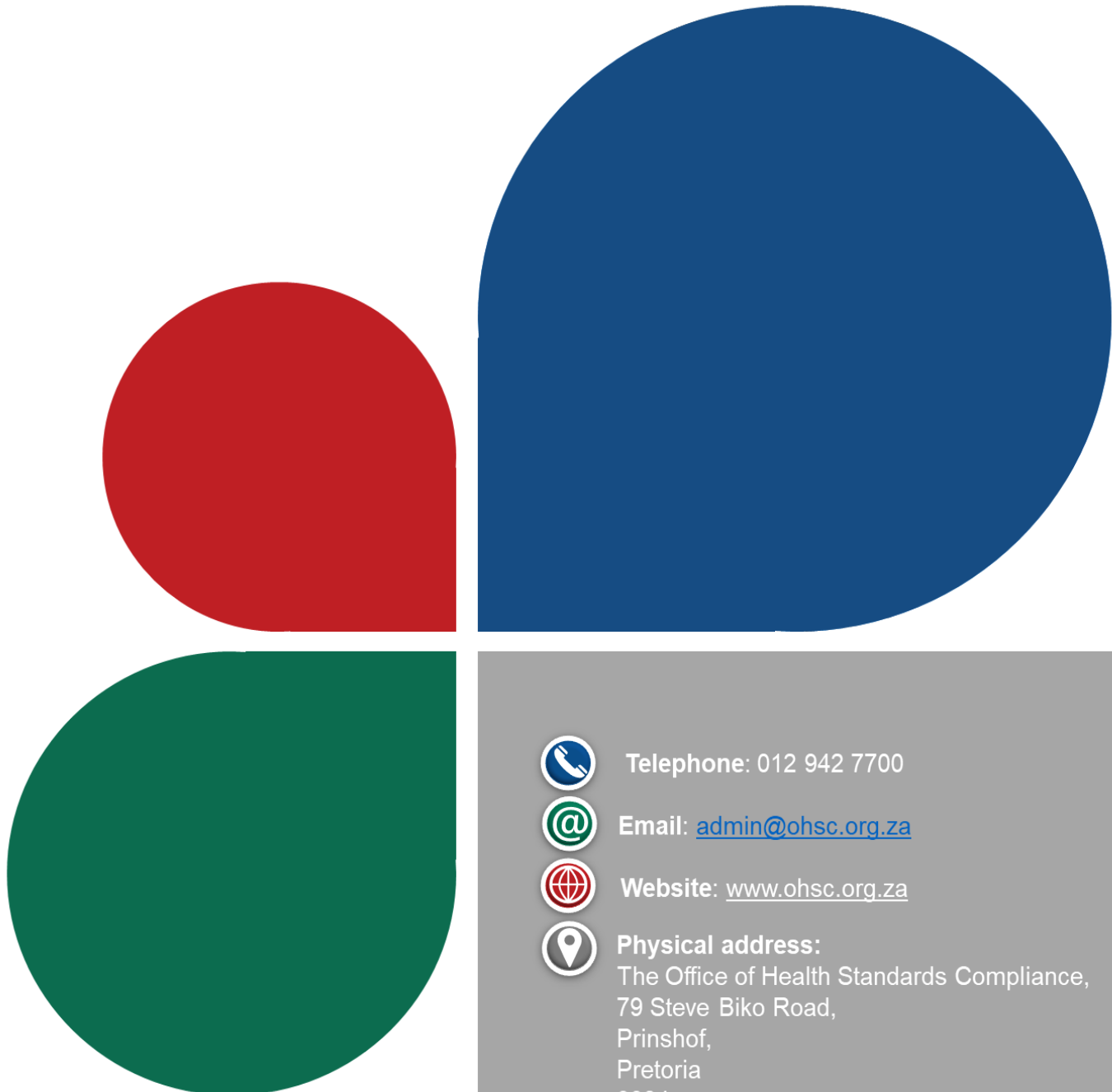
32.4.1.1.1.1 A policy or standard operating procedure or procedure or guideline for managing chemical and biohazardous spills is available.

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

Verify whether the aspects listed below are included and explained in the document. The document must incorporate body fluids, including, but not limited to, blood or vomit, and all hazardous substances used in the health establishment, including, but not limited to, chemical reagents in the laboratory or chemotherapy solutions. 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 accounting officer or delegated person, signed and dated by the compiler or chairperson of committee that developed the document (optional), date of implementation, documents must be reviewed at a minimum every 5 years, summary of changes made to each version of the document (optional).NB: Document could be from the corporate head office (signed by the CEO or delegated person), electronic date and signature is acceptable. The document must meet these requirements to be considered for review. Score 1 if the aspect is included and explained and 0 if not included or not explained.

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		



Telephone: 012 942 7700



Email: admin@ohsc.org.za



Website: www.ohsc.org.za



Physical address:

The Office of Health Standards Compliance,
79 Steve Biko Road,
Prinshof,
Pretoria
0084



Postal Address:

Private Bag X21
Arcadia
0007



ISBN:

978-0-620-90157-4