



Facility:

Date:

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- **HEs Type:** Hospitals
- **Sector:** Public
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27 Dietetics Services

Domain 27.1 USER RIGHTS

Sub Domain 27.1.1 4 User information

Standard 27.1.1.1 4(1) The health establishment must ensure that users are provided with adequate information about the health care services available at the health establishment and information about accessing those services.

Criterion 27.1.1.1.1 4(2)(a)(ii) The health establishment must provide users with information relating to service opening and closing times.

27.1.1.1.1.1 Legible signage at the entrance to the unit indicates the days and times when services are offered.

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

The service opening and closing times (where applicable) must be displayed at the entrance of the dietetics unit. The information must be legible. Not applicable: Where the health establishment does not have an on-site dietetics unit

Score	Comment

Criterion 27.1.1.1.2 4(2)(a)(iv) The health establishment must provide users with information relating to the complaints, compliments and suggestions management system.

27.1.1.1.2.1 A complaints toolkit is available.

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

Verify whether the complaint forms, box and poster are available at the health establishment. Score 1 if compliant and 0 if not compliant

Score	Comment

Aspects	Score	Comment
1. Lockable complaints box is visibly placed in unit		
2. Complaints box is fixed to wall or a flat surface		
3. Official complaint forms in at least two commonly spoken official languages are available next to the box or there is an indication on the poster where to obtain the forms		
4. Standardised poster describing process to follow to lodge a complaint is visibly displayed		
5. Poster on complaints is available in at least two official languages commonly spoken in the area		

Domain 27.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 27.2.1 6 User health records and management

Standard 27.2.1.1 6(1) The health establishment must ensure that health records of health care users are protected, managed and kept confidential in line with section 14, 15 and 17 of the Act.

Criterion 27.2.1.1.1 6(2)(b) The health establishment must ensure confidentiality of health records.

27.2.1.1.1.1 Confidentiality of health records is maintained.

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

Observe how user health records are managed in the unit and determine whether unauthorised individuals would be able to access the information in the health records. This includes but not limited to the health records of users admitted to the unit, health records being used for clinical audits or other administrative purposes or health records outside the records storage area or room of the unit for any other reason. Such records should be kept in a manner that safeguards against unauthorised access to the content of the health record. User records may be placed at the foot end of the bed but must not be left open for people to be able to read them when a health care provider is not present. Not applicable: Never

Score	Comment

Standard 27.2.1.2 6(3) The health establishment must create and maintain a system of health records of users in accordance with the requirements of section 13 of the Act.

Criterion 27.2.1.2.1 6(4)(b) The health establishment must record information relating to the examination and health care interventions of users.

27.2.1.2.1.1 Users requiring services offered by the dietetics unit have been assessed and treated.

Assessment type: Patient record audit - **Risk rating:** Vital measure

Select the user health records for three users in the dietetics unit from the previous three months and verify whether the records include the aspects listed below. Score 1 if the aspect is included and 0 if not included

Score	Comment

Unit 1 Healthcare record 1

Aspects	Score	Comment
1. Anthropometric measurement		
2. Biochemical		
3. Dietary history (Social history / assessment of food security)		
4. Nutritional status		
5. Nutrition Education		
6. Date of each entry		
7. Time of each entry		
8. Each entry is signed.		
9. Full names to accompany signature for each entry.		

Unit 2 Healthcare record 2

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Aspects	Score	Comment
1. Anthropometric measurement		
2. Biochemical		
3. Dietary history (Social history / assessment of food security)		
4. Nutritional status		
5. Nutrition Education		
6. Date of each entry		
7. Time of each entry		
8. Each entry is signed.		
9. Full names to accompany signature for each entry.		

Unit 3 Healthcare record 3

Aspects	Score	Comment
1. Anthropometric measurement		
2. Biochemical		
3. Dietary history (Social history / assessment of food security)		
4. Nutritional status		
5. Nutrition Education		
6. Date of each entry		
7. Time of each entry		
8. Each entry is signed.		
9. Full names to accompany signature for each entry.		

27.2.1.2.1.2 Health care personnel educate users and their caregivers.

Assessment type: Patient record audit - **Risk rating:** Essential measure

This relates to treatment that must be repeated at home, e.g. the usage of nutrition supplements and implementation of dietary changes. Documented evidence of user education must be available. Not applicable: Never

Score	Comment

Sub Domain 27.2.2 7 Clinical management

Standard 27.2.2.1 7(1) The health establishment must establish and maintain clinical management systems, structures and procedures that give effect to national policies and guidelines.

Criterion 27.2.2.1.1 7 Healthcare providers are informed on the health establishment and their specific responsibilities.

27.2.2.1.1.1 Health care personnel have been informed about the Standard Operating Procedures of the unit and health establishment.

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

Documented evidence that personnel have been informed about the Standard Operating Procedures of the unit and health establishment 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, standard operating procedures are discussed, or similar evidence for electronic distribution. Score 1 if such evidence is available and score 0 if it is not available

Score	Comment

Aspects	Score	Comment
1. Management of dietetics user health records		
2. Confidentiality of user health records		

Standard 27.2.2.2 7(2) (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.

Criterion 27.2.2.2.1 7 The health establishment implements process to ensure environmental cleanliness.

27.2.2.2.1.1 All work completed is verified by the cleaning supervisor or delegated health care personnel.

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

Daily inspections will ensure the cleanliness of the unit. The person responsible for overseeing the cleaning service must inspect the unit 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 (including, but not limited to, checklists/tick sheets) listing all cleaning tasks must be completed for each room or area. Not applicable: Never

Score	Comment

27.2.2.2.1.2 The unit is observed to be clean.

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

Inspector to observe general cleanliness of the unit including but not limited to whether the unit is free of dirt, dust and stains. Not applicable: Never

Score	Comment

Sub Domain 27.2.3 8 Infection prevention and control programmes

Standard 27.2.3.1 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 27.2.3.1.1 8(2)(a) The health establishment must ensure that there are hand washing facilities in every service area.

27.2.3.1.1.1 Hand washing facilities are available in the dietetics unit.

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

Assess the hand washing facilities for the items listed below. Score 1 if the item is available and 0 if not available

Score	Comment

Aspects	Score	Comment
1. Hand washing basin. Explanatory note: The basin must not be blocked, broken, have deep cracks causing leaking of water, or have hairline cracks.		
2. Poster on correct hand washing technique		
3. Poster on correct use of alcohol- based hand rub. Explanatory note: Posters must be placed at strategic places and above alcohol dispensers in the unit as stipulated in page 33 of Practical Manual for Implementation of IPC Strategic framework March 2020		
4. Taps		
5. Running water		
6. Wall mounted soap dispenser		
7. Plain liquid soap		
8. Paper towels		
9. Paper towel dispenser		
10. Bin		
11. Alcohol based hand rub. Explanatory note: Item does not necessarily have to be in the hand washing basin/facility area.		

Domain 27.3 CLINICAL SUPPORT SERVICES

Sub Domain 27.3.1 13 Medical equipment

Standard 27.3.1.1 13(1) Health establishments must ensure that the medical equipment is available and functional in compliance with the law.

Criterion 27.3.1.1.1 13(2)(b) The health establishment must ensure that equipment is in accordance with the essential equipment list in all clinical service areas.

27.3.1.1.1.1 Medical equipment and materials are available.

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

Verify whether the unit has the equipment listed below. Score 1 if the item is available and 0 if not available. NB: This equipment can be available in the triage station or consulting rooms.

Score	Comment

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Aspects	Score	Comment
1. Platform scale for adults with height meter		
2. Stadiometer		
3. Baby scale		
4. Length mat for babies or Infantometer		
5. Mid upper-arm circumference (MUAC) tape		
6. Waist/Hip circumference measuring tape		
7. Skinfold callipers		
8. Body mass index (BMI) calculator		
9. BMI Charts for children 5 years and older		

Domain 27.4 GOVERNANCE AND HUMAN RESOURCES

Sub Domain 27.4.1 20 Occupational health and safety

Standard 27.4.1.1 20(1) The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

Criterion 27.4.1.1.1 20(2)(b) Awareness of safety and security issues must be promoted

27.4.1.1.1.1 The emergency evacuation plan is prominently displayed.

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

The evacuation plan must include but is not limited to route/directions to be followed during evacuation, emergency exits and assembly point(s). This must be visibly displayed. Not applicable: Never

Score	Comment

27.4.1.1.1.2 The healthcare personnel are familiar with the emergency evacuation procedure

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

Interview three health care personnel to establish whether they are able to explain the evacuation procedure as illustrated in the evacuation plan. Score 1 if they explain the procedure as illustrated in the evacuation plan and 0 if not. Where no evacuation plan is available, this measure must be scored 0.

Score	Comment

Aspects	Score	Comment

1. Healthcare personnel 1		
2. Healthcare personnel 2		
3. Healthcare personnel 3		

Domain 27.5 FACILITIES AND INFRASTRUCTURE

Sub Domain 27.5.1 14 Management of buildings and grounds

Standard 27.5.1.1 14(1) The health establishment and their grounds must meet the requirements of the building regulations.

Criterion 27.5.1.1.1 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.

27.5.1.1.1.1 No obvious safety hazards are observed during the visit.

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

Inspect the surroundings for maintenance-related safety hazards in the unit, including but not limited to: loose electrical wiring, collapsing ceiling or roof, collapsing doors, or any other type of safety hazards that represent a risk to the health and safety of personnel, users and visitors. Not applicable: Never

Score	Comment

Criterion 27.5.1.1.2 14(2)(d) The health establishment must as appropriate for the type of buildings and grounds of the establishment have ventilation systems that maintain the inflow of fresh air, temperature, humidity and purity of the air within specified limits set for different service areas such as theatres, kitchen and isolation units.

27.5.1.1.2.1 Dietetics unit has natural ventilation or functional mechanical ventilation.

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

The national building regulations stipulate that satisfactory ventilation is only provided by forcing outdoor air into a space mechanically or passively through either ducting or apertures open to the outside, including, but not limited to, windows or ventilation grilles. Verify whether the unit has passive ventilation (windows, doors that can be opened and ventilation grilles) or functional mechanical ventilation (i.e. a ducting system). Score 1 if the aspect is compliant and 0 if not compliant. Not applicable: Never

Score	Comment