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# 18 Physiotherapy Services

## Domain 18.1 USER RIGHTS

### Sub Domain 18.1.1 4 User information

**Standard 18.1.1.1 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 18.1.1.1.1 4(2)(a)(ii)** The health establishment must provide users with information relating to service opening and closing times.

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

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

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

Score	Comment

**Criterion 18.1.1.1.2 4(2)(a)(iv)** The health establishment must provide users with information relating to the complaints, compliments and suggestions management system.

**18.1.1.1.2.1** A complaints toolkit is available.

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

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

Score	Comment

Aspects	Score	Comment
1. Lockable complaints box is visibly placed in the 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 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 of the official languages commonly spoken in the area.		

## Domain 18.2 CLINICAL GOVERNANCE AND CLINICAL CARE

### Sub Domain 18.2.1 6 User health records and management

**Standard 18.2.1.1 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 18.2.1.1.1 6(2)(b)** The health establishment must ensure confidentiality of health records.

**18.2.1.1.1.1** 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 18.2.1.2 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 18.2.1.2.1 6(4)(b)** The health establishment must record information relating to the examination and health care interventions of users.

**18.2.1.2.1.1** Health care personnel provide education to users and their caregivers regarding how to continue therapy at home to ensure continuity of care.

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

Select three user records and verify whether health education regarding continuity of care or therapy at home was provided. This relates to treatment that must be repeated at home, including, but not limited to, the use of devices, the correct performance of exercises and/or activities. Score 1 if the health education is documented and 0 if not documented.

Score	Comment

Aspects	Score	Comment
1. User health record 1		
2. User health record 2		
3. User health record 3		

**Sub Domain 18.2.2 7** Clinical management

**Standard 18.2.2.1 7(1)** The health establishment must establish and maintain clinical management systems, structures and procedures that give effect to national policies and guidelines.

**Criterion 18.2.2.1.1 7** Healthcare providers are informed on the health establishment and their specific responsibilities.

**18.2.2.1.1.1** 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

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Aspects	Score	Comment
1. Confidentiality of user health records		
2. Standard precautions		
3. Management of adverse events		

**Standard 18.2.2.2 7(2)** (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.

**Criterion 18.2.2.2.1 7 The health establishment implements process to ensure environmental cleanliness.**

**18.2.2.2.1.1** All work completed is verified by the supervisor or delegated health care 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 (e.g. checklists/tick sheets) listing all cleaning tasks must be completed for each room or area. Not applicable: Never

Score	Comment

**18.2.2.2.1.2** 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

**Criterion 18.2.2.2.2 7 Communication systems must be available and functional to facilitate adequate user care, and safety of user and health care personnel.**

**18.2.2.2.2.1** Functional, accessible telephones are available in the physiotherapy unit.

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

Maintaining and sustaining communication is essential for user safety. Telephones must be functional and available in physiotherapy unit. Not applicable: Never

Score	Comment

**Criterion 18.2.2.2.3 7 The management of emergency resuscitations must be guided and monitored to improve user outcomes.**

**18.2.2.2.3.1** The physiotherapy unit has access to an emergency trolley within three minutes of a user requiring emergency resuscitation.

**Assessment type:** Observation - **Risk rating:** Non negotiable measure

Where the layout of the hospital and the location of the physiotherapy unit makes this unfeasible, the unit must have an emergency trolley. Not applicable: Where there is an emergency trolley in the unit.

Score	Comment

**18.2.2.2.3.2** Emergency trolley is stocked with medicines and equipment.

**Assessment type:** Observation - **Risk rating:** Non negotiable measure

Inspect the contents of the emergency trolley against the aspects listed below. The emergency trolley can be shared by different units in rehabilitation services if they are located in the same area. For items of equipment, score 1 if the equipment is available and functional and 0 if not available or not functional. For non-equipment items, score 1 if the aspect is compliant and 0 if not compliant. Score NA if an emergency trolley is available in a nearby unit, in which case it can be accessed within three minutes of a user requiring emergency resuscitation.

Score	Comment

Aspects	Score	Comment
<b>Devices to open and protect airway</b>		
1. Laryngoscope handle		
2. Curved blade for laryngoscope size 2 (adult)		
3. Curved blade for laryngoscope size 3 (adult)		
4. Curved blade for laryngoscope size 4 (adult)		
5. Straight blade for laryngoscope size 1 (paediatric)		
6. Endotracheal tubes - uncuffed size 2.5mm (paediatric)		
7. Endotracheal tubes - uncuffed sizes 3mm (paediatric)		
8. Endotracheal tubes - uncuffed size 3.5mm (paediatric)		
9. Endotracheal tubes - uncuffed sizes 4.0mm (paediatric)		
10. Endotracheal tubes - uncuffed size 4.5mm (paediatric)		
11. Endotracheal tubes - uncuffed sizes 5.0mm (paediatric)		
12. Endotracheal tubes - uncuffed sizes 5.5mm (paediatric)		
13. Endotracheal tubes - cuffed sizes 3.0mm (paediatric)		

14. Endotracheal tubes - cuffed sizes 3.5mm (paediatric)		
15. Endotracheal tubes - cuffed sizes 4.0mm (paediatric)		
16. Endotracheal tubes - cuffed sizes 4.5mm (paediatric)		
17. Endotracheal tubes - cuffed sizes 5.0mm (paediatric)		
18. Endotracheal tubes - cuffed sizes 5.5mm (paediatric)		
19. Endotracheal tubes - cuffed sizes 6.0mm (paediatric)		
20. Endotracheal tubes - cuffed sizes 6.5mm (paediatric)		
21. Endotracheal tubes - cuffed sizes 7.0mm (adult)		
22. Endotracheal tubes - cuffed sizes 7.5mm (adult)		
23. Endotracheal tubes - cuffed sizes 8.0mm (adult)		
24. Endotracheal tubes - cuffed sizes 8.5mm (adult)		
25. Oropharyngeal airway size 1 (small child)		
26. Oropharyngeal airway size 2 (child)		
27. Oropharyngeal airway size 3 (small adult)		
28. Oropharyngeal airway size 4 (medium adult)		
29. Oropharyngeal airway size 5 (large adult)		
30. Nasopharyngeal airway size 3		
31. Nasopharyngeal airway size 4		
32. Nasopharyngeal airway size 5		
33. Plaster or ties for endotracheal tubes		
34. Xylocaine spray or Lubricating gel		
<b>Equipment for difficult Intubation</b>		
35. Introducer		
36. Laryngeal mask airway size 2		
37. Laryngeal mask airway size 3		
38. Laryngeal mask airway size 4		
39. Laryngeal mask airway size 5		
40. Magill forceps (adult)		
41. Magill forceps (paediatric)		

<b>Devices to deliver oxygen/ventilate users</b>		
42. Manual resuscitator device or bag and valve mask (adult)		
43. Manual resuscitator device or bag and valve mask (paediatric)		
44. Oxygen masks		
45. Oxygen supply – ready for use (portable). Explanatory note: An oxygen cylinder fitted with regulator indicating cylinder pressure and adjustable flowrate must be available. Oxygen levels must not be below the minimum level indicated in the oxygen cylinder gauge		
<b>Equipment to diagnose and treat cardiac dysrhythmias</b>		
46. Automated external defibrillator (AED) or defibrillator with pads, paddles and electrodes		
47. Cardiac arrest board		
<b>Devices to gain intravascular access</b>		
48. Intravenous administration sets		
49. IV Cannulae		
<b>Medicine</b>		
50. Emergency medicines according to local protocol are available and have not expired.		

**18.2.2.2.3.3** Medical supplies and equipment for resuscitation are available.

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

Inspect whether medical supplies and equipment used for resuscitation is available. The items may be available in the trolley or vicinity of the trolley. Score 1 if the aspect listed is available, functional and not expired (if applicable) and score 0 if the aspect is not available, not functional or expired (if applicable). Score NA if an emergency trolley is available in a nearby unit, in which case it can be accessed within three minutes of a user requiring emergency resuscitation.

<b>Score</b>	<b>Comment</b>

<b>Aspects</b>	<b>Score</b>	<b>Comment</b>
1. Chlorhexidine solution or Alcohol swabs		
2. Eye protection		
3. Facemask		
4. Gloves		

5. Spare batteries for laryngoscope		
6. Spare bulb(where applicable)		
7. Syringe 2ml		
8. Syringe 5ml		
9. Syringe 20ml		
10. Catheter tip syringe 50ml		
11. Needles size 16 G		
12. Needles pink 18 G		
13. Needles green 21G		
14. Scissors		
15. Tourniquet		
16. Stethoscope		
17. Nasogastric tubes size 5 (paediatric)		
18. Nasogastric tubes size 6 (paediatric)		
19. Nasogastric tubes size 8 (paediatric)		
20. Nasogastric tubes size 10 (paediatric)		
21. Nasogastric tubes size 12 (adult / paediatric)		
22. Nasogastric tubes size 14 (adult)		
23. Nasogastric tubes size 16 (adult)		
24. Nasogastric tubes size 18 (adult)		
25. Suction catheter 8F (paediatric)		
26. Suction catheter 10F (paediatric)		
27. Suction catheter 12F (adult)		
28. Suction catheter 14F (adult)		
29. Suction devices (portable)		
30. Yankhauer suction		
31. Resuscitation algorithm		

**18.2.2.2.3.4** The emergency trolley in the unit is checked.

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

This must be done at the beginning of each shift and after each use. Check records from the previous 30 days. Not applicable: Where the unit uses emergency trolley from another nearby unit

Score	Comment

**Criterion 18.2.2.2.4 7 Medical equipment management systems must be in place to minimise the risk of patient safety incidents related to medical equipment.**

**18.2.2.2.4.1** Health care personnel receive training in the use of physiotherapy equipment.

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

This includes, but is not limited to, orientation records, in-service training, or training by a supplier of new equipment. Training must be provided for equipment that each physiotherapist will be required to use in the course of performing his/her duties. Not applicable: Where there was no new equipment introduced in the past 12 months.

Score	Comment

**Sub Domain 18.2.3 8 Infection prevention and control programmes**

**Standard 18.2.3.1 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 18.2.3.1.1 8(2)(a)** The health establishment must ensure that there are hand washing facilities in every service area.

**18.2.3.1.1.1** Hand washing facilities are available in the physiotherapy unit.

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

Verify whether the hand washing items listed below are available. Score 1 if the item is available and 0 if not available.

Score	Comment

Unit 1 User care area

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 health establishment as stipulated in page 33 of Practical Manual for Implementation of IPC Strategic framework March 2020		
4. Taps. Explanatory note: Taps must be elbow-operated in user care areas, but not in toilets		
5. Running water		

6. Plain liquid soap		
7. Wall mounted soap dispenser		
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.		

#### Unit 2 Personnel toilet

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 health establishment as stipulated in page 33 of Practical Manual for Implementation of IPC Strategic framework March 2020		
4. Taps. Explanatory note: Taps must be elbow-operated in user care areas, but not in toilets		
5. Running water		
6. Plain liquid soap		
7. Wall mounted soap dispenser		
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.		

#### Unit 3 User toilet

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 health establishment as stipulated in page 33 of Practical Manual for Implementation of IPC Strategic framework March 2020		
4. Taps. Explanatory note: Taps must be elbow-operated in user care areas, but not in toilets		
5. Running water		
6. Plain liquid soap		
7. Wall mounted soap dispenser		
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.		

**Criterion 18.2.3.1.2 8(2)(c) The health establishment must ensure there is clean linen to meet the needs of users.**

**18.2.3.1.2.1** Linen rooms or storage cupboards are adequately stocked and well organised.

**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 0 if the physiotherapy unit does not have a designated area with a door that can be kept closed.

Score	Comment

Aspects	Score	Comment
1. Designated area for storage of linen.		
2. Area is locked.		
3. Linen is stored on shelves.		
4. Area is well organised.		
5. Clean linen is available.		

**Criterion 18.2.3.1.3 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.**

**18.2.3.1.3.1** Personal protective equipment is worn.

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

Using the checklist below, verify whether protective clothing and equipment are worn. Score 1 if the items are worn and 0 if not worn. Score NA where, at the time of the inspection, health care personnel

are not working in a situation where they are required to wear protective clothing.

Score	Comment

Unit 1 User area: Worn

Aspects	Score	Comment
1. Latex or nitrile gloves – non-sterile		
2. Gowns		
3. Disposable aprons		
4. Protective face shields or goggles		
5. Face masks		
6. N95 or KN95 or FFP2 respirators		

Unit 2 Cleaner: Worn

Aspects	Score	Comment
1. Latex or nitrile gloves – non-sterile		
2. Domestic gloves		
3. Disposable gowns or aprons		
4. Protective face shields or goggles		
5. Face masks		
6. N95 or KN95 or FFP2 respirators		

**Sub Domain 18.2.4 9 Waste management**

**Standard 18.2.4.1 9(1)** The health establishment must ensure that waste is handled, stored, and disposed of safely in accordance with the law.

**Criterion 18.2.4.1.1 9(2)(a)** The health establishment must have appropriate waste containers at the point of waste generation.

**18.2.4.1.1.1** The physiotherapy unit has appropriate containers for 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 SANS 10248-1: Management of Health Care 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. Where a particular type of waste is not generated in the unit, score NA.

Score	Comment

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Aspects	Score	Comment
1. Infectious non-anatomical waste (red)		
2. General waste (black, beige, white or transparent packaging can be used)		

**Sub Domain 18.2.5 21** Adverse events

**Standard 18.2.5.1 21(1)** The health establishment must have a system to monitor and report all adverse events.

**Criterion 18.2.5.1.1 21(2)(b)** The health establishment must have systems in place to report adverse incidents to a structure in the health establishment or responsible authority that monitors these events.

**18.2.5.1.1.1** Health care personnel are aware of the procedure to report adverse events.

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

Interview three health care personnel to establish their awareness on reporting of adverse events  
Score 1 if they are able to explain the aspects listed below and 0 if not.

Score	Comment

Unit 1 Health care personnel 1

Aspects	Score	Comment
1. Types of adverse events that might happen in the unit (give three examples)		
2. How to report adverse events in the unit?		
3. Feedback processes on reported adverse events. Explanatory notes: This could include but not limited to formal feedback on the progress, outcome and quality improvement plans)		

Unit 2 Health care personnel 2

Aspects	Score	Comment
1. Types of adverse events that might happen in the unit (give three examples)		
2. How to report adverse events in the unit?		
3. Feedback processes on reported adverse events. Explanatory notes: This could include but not limited to formal feedback on the progress, outcome and quality improvement plans)		

Unit 3 Health care personnel 3

Aspects	Score	Comment
1. Types of adverse events that might happen in the unit (give three examples)		
2. How to report adverse events in the unit?		
3. Feedback processes on reported adverse events. Explanatory notes: This could include but not limited to formal feedback on the progress, outcome and quality improvement plans)		

### Domain 18.3 CLINICAL SUPPORT SERVICES

#### Sub Domain 18.3.1 10 Medicines and medical supplies

**Standard 18.3.1.1 10(1)** The health establishment must comply with the provisions of the Pharmacy Act, 1974 and the Medicines and Related Substances Act, 1965.

**Criterion 18.3.1.1.1 10(2)(a)** The health establishment must implement and maintain a stock control system for medicine and medical supplies.

**18.3.1.1.1.1** The stock control system shows minimum and maximum levels and/or reorder levels for medical supplies.

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

Each item held as stock must have documented minimum, maximum and/or reorder levels. These levels must be recorded on bin cards, or equivalent. The system may be manual or electronic. Not applicable: Never

Score	Comment

**18.3.1.1.1.2** Physical stock of medical supplies corresponds with stock control system

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

Randomly select five items held as stock and verify whether their availability corresponds with the balance indicated on the bin cards or equivalent. The system may be manual or electronic.

Score	Comment

Aspects	Score	Comment
1. Item 1		
2. Item 2		
3. Item 3		
4. Item 4		
5. Item 5		

**Criterion 18.3.1.1.2 10(2)(b)** The health establishment must ensure the availability of medicines and medical supplies for the delivery of services.

**18.3.1.1.2.1** Medical supplies (consumables) are available.

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

Verify whether the medical supplies listed below are available in the storeroom Score 1 if the item is available and not expired if applicable and 0 if the item is not available or expired.

Score	Comment

Aspects	Score	Comment
1. Alcohol swab		
2. Compression or coning stump bandages		
3. Crepe bandages		
4. Disposable aprons or gowns		
5. Disposable mouth pieces for peak flow meter		
6. Electrodes for interferential therapy/TENS (carbon, disposable, or gel)		
7. Face masks		
8. KN95 or N95 or FFP2 or equivalent		
9. Ferrule, rubber (2 sizes) if unit issues item to patients		
10. Gloves, non-sterile in different sizes		
11. Gloves, sterile in different sizes		
12. Hand exercise equipment - at least one example available (e.g. power web, theraballs, therapy putty, finger elastic bands)		
13. Hot packs		
14. Hudson mask		
15. Access to linen savers		
16. Lubricant for soft tissue mobilisation (e.g. arnica oil, aqueous cream)		
17. Normal saline (ampoules)		
18. Plaster non-allergenic (e.g. micropore)		
19. Protective face shields or goggles		
20. Resistive exercise band (e.g. Theraband) in different strengths		

21. Basic respiratory exercise equipment at least one example available in unit (e.g. PEP bottle, incentive spirometer)		
22. Sterile water (ampoules)		
23. Suction catheters (various sizes) applicable only if the unit has a respiratory outpatient service		
24. Taping flexible		
25. Taping rigid		
26. Tubigrip/Tensogrip (different sizes)		
27. Ultrasound gel		

**Sub Domain 18.3.2 13** Medical equipment

**Standard 18.3.2.1 13(1)** Health establishments must ensure that the medical equipment is available and functional in compliance with the law.

**Criterion 18.3.2.1.1 13(2)(b)** The health establishment must ensure that equipment is in accordance with the essential equipment list in all clinical service areas.

**18.3.2.1.1.1** Medical equipment and materials are available in the physiotherapy unit.

**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.

Score	Comment

Aspects	Score	Comment
<b>Assessment equipment</b>		
1. Dynamometer (handheld or electronic)		
2. Goniometers - at least 1 goniometer and 1 finger goniometer		
3. Neurological treatment plinth (Bobath plinth)		
4. Patella hammer		
5. Peakflow meter		
6. Pulse oximeter		
7. Stethoscope		
8. Tape measure		
9. Treatment plinth		
10. Vitals monitor (BP, heart rate, oxygen saturation)		

**Mobility assistive devices**

11. Crutch, adult (e.g. elbow crutch, axillary crutch)

12. Crutch, gutter

13. Crutch, paediatric (e.g. elbow crutch, axillary crutch)

14. Gutter walker or Pulpit walker or Rehab walker

15. Modular seating device (e.g. buggy)

16. Reverse walker, paediatric

17. Standing frame, adult

18. Walking frame or rollator, adult

19. Walking frame or rollator, paediatric

20. Walking stick, adult

21. Quadropod or tripod walking stick

22. Wheelchair, standard

**Exercise equipment**

23. Ball (e.g. soccer ball, netball, volley ball)

24. Ball, Physiotherapy (at least 2 sizes, e.g. 45cm &amp; 80 cm)

25. Exercise bicycle

26. Foot mat for balance or wobble board

27. Mat gym

28. Parallel bars ( adjustable fixed or adjustable portable)

29. Posture mirror

30. Push up blocks

31. Roller (at least 2 sizes, e.g. Bobath roller 30cm &amp; 50cm)

32. Stairs, training

33. Steps - single height/double height or stackable

34. Tilt table

35. Toys, assorted for play therapy and distraction

36. Transfer board

37. Wedge, set

38. Weights (dumbbells or ankle or wrist weights)		
<b>Electrotherapy equipment</b>		
39. Hydrocollator/hot pack heater with hot packs		
40. Ice machine (e.g. crushed ice or ice blocks) or ice packs		
41. Interferential unit with trolley or carry case		
42. Massager, electronic vibrator		
43. Hydrocollator/hot pack heater with hot packs		
44. Ice machine (e.g. crushed ice or ice blocks) or ice packs		
45. Interferential unit with trolley or carry case		
46. Massager, electronic vibrator		
47. Nebuliser (portable unit)		
48. Paraffin wax heater		
49. Suction unit (portable unit)		
50. Transcutaneous Electrical Nerve stimulation (TENS) unit		
51. Ultrasound unit with trolley/carry case		

**Domain 18.4 GOVERNANCE AND HUMAN RESOURCES**

**Sub Domain 18.4.1 20 Occupational health and safety**

**Standard 18.4.1.1 20(1)** The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

**Criterion 18.4.1.1.1 20(2)(b) Awareness of safety and security issues must be promoted**

**18.4.1.1.1.1** 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

**18.4.1.1.1.2** The healthcare personnel are familiar with the emergency evacuation procedure.

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

Instructions: 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

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Aspects	Score	Comment
1. Healthcare personnel 1		
2. Healthcare personnel 2		
3. Healthcare personnel 3		

**Domain 18.5 FACILITIES AND INFRASTRUCTURE**

**Sub Domain 18.5.1 14** Management of buildings and grounds

**Standard 18.5.1.1 14(1)** The health establishment and their grounds must meet the requirements of the building regulations.

**Criterion 18.5.1.1.1 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.

**18.5.1.1.1.1** 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. This will include but is not limited to loose electrical wiring, collapsing ceiling 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 18.5.1.1.2 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.

**18.5.1.1.2.1** Physiotherapy unit has natural ventilation or functional mechanical ventilation.

**Assessment type:** Observation - **Risk rating:** Vital 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 and doors that can be opened, and ventilation grilles) or functional mechanical ventilation (i.e. a ducting system). Not applicable: Never

Score	Comment

**Sub Domain 18.5.2 15** Engineering services

**Standard 18.5.2.1 15(1)** The health establishment must ensure that engineering services are in place.

**Criterion 18.5.2.1.1 15(2)** The health establishment must have 24-hour electrical power, lighting, medical gas, water supply and sewerage disposal system.

**18.5.2.1.1.1** The unit has functional system to supply piped oxygen.

**Assessment type:** Observation - **Risk rating:** Non negotiable measure

This is to ensure that users have access to oxygen when required in an emergency. Verify whether piped oxygen is available and functional in the physiotherapy unit. Not applicable: Where portable oxygen cylinder is utilised.

Score	Comment

**18.5.2.1.1.2** An oxygen cylinder with pressure gauge is available.

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

This is to ensure that users have access to portable oxygen when required. An oxygen cylinder fitted with regulator indicating cylinder pressure and adjustable flowrate must be available. Not applicable: Never

Score	Comment

**18.5.2.1.1.3** The oxygen available in the cylinder is above the minimum level.

**Assessment type:** Observation - **Risk rating:** Non negotiable measure

Oxygen levels must not be below the minimum level in accordance with local policy. This is verified by establishing that the pressure of the oxygen is adequate i.e. there is flow of oxygen. Not applicable: Never

Score	Comment

**18.5.2.1.1.4** A piped suction device is available in the unit.

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

This is to ensure that users have access to suction when required. Verify whether piped suction or vacuum is available and functional in the unit. Piped or portable suction or vacuum must be available as a contingency measure. Not applicable: Where a portable suction device is utilized.

Score	Comment

**18.5.2.1.1.5** A portable suction device is available in the unit.

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

This is to ensure that users have access to suction when required. Verify whether portable suction is available and functional in the unit. Not applicable: Never

Score	Comment