



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



# REGULATORY CHC INSPECTION TOOL VERSION 1.2

# MAINTENANCE SUPPORT



Facility:
Date:

- **Tool Name:** Regulatory CHC Inspection Tool 1.2
- **HEs Type:** CHC
- **Sector:** Public
- **Specialization:** CHC
- **Created By:** Health Standards Development and Training Unit

## 6 Maintenance Support

### Domain 6.2 CLINICAL GOVERNANCE AND CLINICAL CARE

#### Sub Domain 6.2.1 9 Waste management

**Standard 6.2.1.1 9(1)** The health establishment must ensure that waste is handled, stored, and disposed of safely in accordance with the law.

**Criterion 6.2.1.1.1 9(2)(b)** The health establishment must implement procedures for the collection, handling, storage and disposal of waste.

**6.2.1.1.1.1 CHECKLIST:** The health care risk waste and general waste storage areas comply with the minimum requirements listed below.

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

Check whether the central storage areas for healthcare waste are appropriate. Score 1 if compliant and score 0 if not compliant. NB: A central storage area is only compulsory for major generators of HCRW, i.e. health establishments that generate more than 20kg of health care risk waste per day, including the container, calculated monthly as a daily average (National Environmental Health Norms and Standards for Premises and Acceptable Monitoring Standards for Environmental Health Practitioners 2015)

Score	Comment	
Aspects	Score	Comment
<b>General waste storage area</b>		
1. General waste is stored in a designated area <i>Explanatory note: If waste is burned and not stored in a designated area, score non-compliant</i>		
2. General waste is stored in appropriate containers which are neatly packed or stacked		
<b>Healthcare Risk waste storage area</b>		
3. The area is enclosed and protected from natural elements (rain, wind and sun)		

4. Healthcare risk waste is stored in an access-controlled area		
5. Health care risk waste storage area is clean		
6. Healthcare risk waste storage area is free from rodents		
7. Healthcare risk waste storage area is well ventilated		
8. Healthcare risk waste containers are not stored directly on the floor, i.e. they are stored on shelves or pallets or wheelie bins		
9. The area has access to water to hose the area down		
10. The area has adequate drainage for the water		
11. The area is marked with the international bio-hazard symbol		

**6.2.1.1.1.2** There is safe disposal of general waste.

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

General waste is not burned or buried in the health establishment premises but collected by a service provider for disposal at a designated area/landfill. Not applicable: Never

Score	Comment

**Domain 6.5 FACILITIES AND INFRASTRUCTURE**

**Sub Domain 6.5.1 14** Management of buildings and grounds

**Standard 6.5.1.1 14(1)** The health establishment and their grounds must meet the requirements of the building regulations.

**Criterion 6.5.1.1.1 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.

**6.5.1.1.1.1 CHECKLIST:** The building(s) comply with safety regulations.

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

Use the checklist below to check whether the building(s) 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</p> <p><i>Explanatory note: This refers to the certificate issued by the municipality. The certificate is issued when the building is commissioned or when major renovations have been undertaken in the building. The content of the certificate must include but is not limited to the location and number of inspected fire extinguishers, hose pipes and other firefighting equipment, and the date of inspection.</i></p>		
<p>2. Electrical compliance certificates</p> <p><i>Explanatory note: Electrical Certificates of Compliance (C.O.C) are documents issued by a qualified and registered electrician. They function as a guarantee that all work carried out within an office or building conforms to the regulations set out by the Electrical Contracting Board of South Africa (ECB).</i></p>		

6.5.1.1.1.2 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 6.5.1.1.2 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.**

6.5.1.1.2.1 Maintenance schedules for buildings and grounds are available.

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

The maintenance plan will ensure optimum efficiency of infrastructure and installations. A documented maintenance schedule must be available. Not applicable: Never

Score	Comment

6.5.1.1.2.2 CHECKLIST: Observe if the areas of the buildings listed below are maintained.

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

Use the checklist below to check whether the various internal and external areas are in good condition. Review the areas indicated in the columns. Score 1 if compliant and score 0 if not compliant. Score NA (not applicable) if the health establishment has fewer than the listed areas or the aspect is not applicable to the specific health establishment because of the structural make-up of the health establishment, e.g. in a multi-storey building in a city.

Score	Comment

Unit 1 BUILDING EXTERIOR AND CLINICAL SERVICES AREA

Aspects	Score	Comment
<b>Exterior of buildings</b>		
1. Walls - the paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick		
2. The walls are not cracked (on observation cracks should not extend to the bricks)		
3. Gutters are intact		
4. Gutters - the paint is in good condition, i.e. not peeling off		
5. Entrance doors are intact, i.e. not damaged		
6. Entrance doors - the handles are working		
7. Entrance doors can open and close		
8. Lights are functional		
9. Paving is intact (where applicable)		
<b>INTERIOR OF BUILDING(S) - WAITING AREAS - Waiting Area 1: Clinical services area</b>		
10. Walls - the paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick)		
11. The walls are not cracked (on observation cracks should not extend to the bricks)		
12. Ceiling paint is in good condition, i.e. not peeling off		
13. Ceiling is intact, i.e. not collapsing or damaged		
14. Lights are functional		

**INTERIOR OF BUILDING(S) ABLUTION FACILITIES (TOILETS) - Clinical services area**

15. Wall-mounted paper towel dispenser(s)		
16. Wall-mounted hand soap dispenser(s)		
17. Wall tiles are in good condition, i.e. not broken or damaged		
18. Walls - the paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick)		
19. The walls are not cracked (on observation cracks should not extend to the bricks)		
20. Ceiling paint is in good condition, i.e. not peeling off		
21. Ceiling is intact, i.e. not collapsing or damaged		
22. Lights are functional		
23. Window glass is not broken		
24. Window handles are working		
25. Window(s) can open and close		
26. Doors are intact, i.e. not broken or damaged		
27. Door handles are working		
28. Door(s) can open and close		
29. Functional basins (Basins should not be blocked, broken, or have deep cracks causing leaking of water)		
30. Taps are functional (with running water)		
31. Alcohol based hand rub dispensers are functional		
32. Floor is intact, i.e. no holes, and, if tiled, not broken or damaged		

33. The toilet bowl or squat pan is intact		
34. The toilet seat and cover are intact		
35. The toilet bowl is stain free		
36. The toilet flush/sensor flush is functional		
37. The toilet cistern cover is complete and in place		
38. The urinals are intact and functional (where applicable)		

39. The urinal flush/sensor is functional (where applicable)		
<b>CONSULTING ROOMS/AREAS - Clinical services area</b>		
40. Wall-mounted paper towel dispenser(s)		
41. Wall-mounted hand soap dispenser(s)		
42. Walls - the paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick)		
43. The walls are not cracked (on observation cracks should not extend to the bricks)		
44. Floor is in good condition, i.e. no holes, and, if tiled, not broken or damaged		
45. Ceiling paint is in good condition, i.e. not peeling off		
46. Ceiling is intact, i.e. not collapsing or damaged		
47. Lights are functional		
48. Window glass is not broken		

49. Window handles are working		
50. Windows can open and close		
51. Window coverings (curtains/blinds) are clean and intact		
52. Doors are intact, i.e. not broken or damaged		
53. Door handles are working		
54. Doors can open and close		
<b>VITAL SIGNS ROOMS - Clinical services area</b>		
55. Wall-mounted paper towel dispenser(s)		
56. Wall-mounted hand soap dispenser(s)		
57. Walls - the paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick)		
58. The walls are not cracked (on observation cracks should not extend to the bricks)		
59. Floor is intact, i.e. no holes, and, if tiled, not broken or damaged		
60. Ceiling paint is in good condition, i.e. not peeling off		
61. Ceiling is intact, i.e. not collapsing or damaged		
62. Lights are functional		
63. Window glass is not broken		
64. Window handles are working		
65. Windows can open and close		

66. Doors are intact, i.e. not broken or damaged		
67. Door handles are working		
68. Door can open and close		
69. Functional basins (Basins should not be blocked, broken, or have deep cracks causing leaking of water)		
70. Taps are functional (with running water)		
71. Alcohol based hand rub dispensers are functional		

Unit 2 EMERGENCY UNIT

Aspects	Score	Comment
<b>INTERIOR OF BUILDING(S) - WAITING AREAS - Waiting Area 2: Emergency Unit</b>		
1. Walls - the paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick)		
2. The walls are not cracked (on observation cracks should not extend to the bricks)		
3. Ceiling paint is in good condition, i.e. not peeling off		
4. Ceiling is intact, i.e. not collapsing or damaged		
5. Lights are functional		
<b>INTERIOR OF BUILDING(S) ABLUTION FACILITIES (TOILETS) - Emergency Unit</b>		
6. Wall-mounted paper towel dispenser(s)		
7. Wall-mounted hand soap dispenser(s)		
8. Wall tiles are in good condition, i.e. not broken or damaged		
9. Walls - the paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick)		

10. The walls are not cracked (on observation cracks should not extend to the bricks)		
11. Ceiling paint is in good condition, i.e. not peeling off		
12. Ceiling is intact, i.e. not collapsing or damaged		
13. Lights are functional		
14. Window glass is not broken		
15. Window handles are working		

16. Window(s) can open and close		
17. Doors are intact, i.e. not broken or damaged		
18. Door handles are working		
19. Door(s) can open and close		
20. Functional basins (Basins should not be blocked, broken, or have deep cracks causing leaking of water)		
21. Taps are functional (with running water)		
22. Alcohol based hand rub dispensers are functional		
23. Floor is intact, i.e. no holes, and, if tiled, not broken or damaged		
24. The toilet bowl or squat pan is intact		
25. The toilet seat and cover are intact		
26. The toilet bowl is stain free		
27. The toilet flush/sensor flush is functional		

28. The toilet cistern cover is complete and in place		
29. The urinals are intact and functional (where applicable)		
30. The urinal/flush sensor is functional (where applicable)		
<b>CONSULTING ROOMS/ WARDS/ AREAS - Emergency Unit</b>		
31. Wall-mounted paper towel dispenser(s)		
32. Wall-mounted hand soap dispenser(s)		
33. Walls - the paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick)		
34. The walls are not cracked (on observation cracks should not extend to the bricks)		
35. Floor is in good condition, i.e. no holes, and, if tiled, not broken or damaged		
36. Ceiling paint is in good condition, i.e. not peeling off		
37. Ceiling is intact, i.e. not collapsing or damaged		
38. Lights are functional		
39. Window glass is not broken		
40. Window handles are working		
41. Windows can open and close		
42. Window coverings (curtains/blinds) are clean and intact		
43. Doors are intact, i.e. not broken or damaged		
44. Door handles are working		

45. Doors can open and close		
<b>VITAL SIGNS ROOMS - Emergency Unit</b>		
46. Wall-mounted paper towel dispenser(s)		
47. Wall-mounted hand soap dispenser(s)		
48. Walls - the paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick)		
49. The walls are not cracked (on observation cracks should not extend to the bricks)		
50. Floor is intact, i.e. no holes, and, if tiled, not broken or damaged		
51. Ceiling paint is in good condition, i.e. not peeling off		
52. Ceiling is intact, i.e. not collapsing or damaged		
53. Lights are functional		
54. Window glass is not broken		
55. Window handles are working		
56. Windows can open and close		
57. Doors are intact, i.e. not broken or damaged		
58. Door handles are working		
59. Door can open and close		
60. Functional basins (Basins should not be blocked, broken, or have deep		
61. Taps are functional (with running water)		

62. Alcohol based hand rub dispensers are functional		
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Unit 3 MIDWIFE OBSTETRIC UNIT

Aspects	Score	Comment
<b>INTERIOR OF BUILDING(S) ABLUTION FACILITIES (TOILETS) - MOU</b>		
1. Wall-mounted paper towel dispenser(s)		
2. Wall-mounted hand soap dispenser(s)		

3. Wall tiles are in good condition, i.e. not broken or damaged		
4. Walls - the paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick)		
5. The walls are not cracked (on observation cracks should not extend to the bricks)		
6. Ceiling paint is in good condition, i.e. not peeling off		
7. Ceiling is intact, i.e. not collapsing or damaged		
8. Lights are functional		
9. Window glass is not broken		
10. Window handles are working		
11. Window(s) can open and close		
12. Doors are intact, i.e. not broken or damaged		
13. Door handles are working		
14. Door(s) can open and close		
15. Functional basins (Basins should not be blocked, broken, or have deep cracks causing leaking of water)		

16. Taps are functional (with running water)		
17. Alcohol based hand rub dispensers are functional		
18. Floor is intact, i.e. no holes, and, if tiled, not broken or damaged		
19. The toilet bowl or squat pan is intact		
20. The toilet seat and cover are intact		
21. The toilet bowl is stain free		
22. The toilet flush/sensor flush is functional		
23. The toilet cistern cover is complete and in place		
<b>DELIVERY ROOMS/OBSERVATION AREAS - MOU</b>		
24. Wall-mounted paper towel dispenser(s)		
25. Wall-mounted hand soap dispenser(s)		
26. Walls - the paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick)		
27. The walls are not cracked (on observation cracks should not extend to the bricks)		
28. Floor is in good condition, i.e. no holes, and, if tiled, not broken or damaged		
29. Ceiling paint is in good condition, i.e. not peeling off		
30. Ceiling is intact, i.e. not collapsing or damaged		
31. Lights are functional		

32. Window glass is not broken		
33. Window handles are working		
34. Windows can open and close		
35. Window coverings (curtains/blinds) are clean and intact		
36. Doors are intact, i.e. not broken or damaged		
37. Door handles are working		
38. Doors can open and close		

**Criterion 6.5.1.1.3 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.**

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

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

Obstructions can delay the transfer of users into the emergency unit or MOU to receive emergency treatment. Hazards or obstructions could include but are not limited to hawkers, potholes and debris at the entrance to the premises and vehicles parked in unauthorised areas. Not applicable: Never

Score	Comment

**Sub Domain 6.5.2 15** Engineering services

**Standard 6.5.2.1 15(1)** The health establishment must ensure that engineering services are in place.

**Criterion 6.5.2.1.1 15(2) The health establishment must have 24-hour electrical power, lighting, medical gas, water supply and sewerage disposal system.**

**6.5.2.1.1.1** The health establishment has access to a back-up electricity supply system in case of power supply disruptions.

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

A back up system must be available to provide power to critical areas of the health establishment. This can include but is not limited to a generator or solar power system. Not applicable: Never

Score	Comment

**6.5.2.1.1.2 CHECKLIST:** The back-up electricity supply system is tested and maintained.

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

Request the records listed below. Score 1 if compliant and score 0 if not compliant. Only assess the back-up system utilised by the health establishment; score the other system NA (not applicable). Maintenance instructions compiled by the local maintenance service can be accepted where the original manufacturer's instructions are not available.

Score	Comment	
Aspects	Score	Comment
<p>1. The generator is tested for functionality in accordance with the manufacturer's instructions.</p> <p><i>Explanatory note: Score NA (not applicable) if the health establishment does not use a generator as a back-up. The manufacturer's instructions must be available, as well as the logbook indicating the testing done on the emergency generator. The logbook must reflect that the generator has been tested in accordance with the manufacturer's instructions.</i></p>		
<p>2. Where an emergency generator provides emergency power supply, it is maintained in accordance with the manufacturer's instructions.</p> <p><i>Explanatory note: The manufacturer's instructions must be available, as well as the logbook documenting the maintenance done on the emergency generator. Maintenance records must demonstrate that maintenance has been carried out in accordance with the manufacturer's instructions.</i></p>		
<p>3. The solar system is functional</p> <p><i>Explanatory note: Score NA if the health establishment does not use solar power as a back-up</i></p>		
<p>4. Where the solar system provides emergency power supply, it is maintained in accordance with the manufacturer's instructions.</p> <p><i>Explanatory note: The manufacturer's instructions must be available, as well as the logbook documenting the maintenance done on the solar system. Maintenance records must demonstrate that maintenance has been carried out in accordance with the manufacturer's instructions.</i></p>		

**6.5.2.1.1.3** The health establishment has a functional piped water supply.

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

The health establishment must provide water in a manner that protects the water from contamination. When a tap is opened, it must provide instant access to pure, clean water. The water supply for the health establishment must be connected to a reticulation system. A water reticulation system refers to a piped water network. Not applicable: Never

Score	Comment

**6.5.2.1.1.4** The health establishment has access to emergency water supply in case of water supply interruptions.

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

Emergency water supply should be available. This could be water provided by water truck tankers, containers with lids or water tanks (Jojos) at the health establishment. Not applicable: Never

Score	Comment

**6.5.2.1.1.5** 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 at the time of the inspection. Pit toilets will be scored noncompliant. Not applicable: Never

Score	Comment

**Sub Domain 6.5.3 16** Transport management

**Standard 6.5.3.1 16(1)** The health establishment must ensure that vehicles used to transport users and health care personnel are safe and well maintained.

**Criterion 6.5.3.1.1 16(2)(a)** The health establishment must ensure that vehicles, owned or used, are licensed and maintained.

**6.5.3.1.1.1** All 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 licence certificates for all vehicles must be available. Not applicable: Where the health establishment is not responsible for the management of vehicles.

Score	Comment

**6.5.3.1.1.2** All official vehicles used to render services or to transport users are serviced according to the manufacturer's schedule.

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

Request the service schedule 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 health establishment is not responsible for the management of vehicles.

Score	Comment

**Criterion 6.5.3.1.2 16(2)(b)** The health establishment must ensure that drivers have a valid driver's license and or public transport driving permit.

**6.5.3.1.2.1** All 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, each driver must be in possession of an appropriate licence in compliance with the National Road Traffic Act regulations. Copies of valid driver's licences must be available. Not applicable: Where the health establishment is not responsible for the management of vehicles

Score	Comment

**6.5.3.1.2.2** There is a copy of a valid professional driver's permit for each driver.

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

As required in Chapter 4 of the National Road Traffic Act No 93 of 1996, section 32, copies of valid professional driver's permits, where applicable, must be available. Not applicable: Where drivers are not expected to have a professional driver's permit or where the health establishment is not responsible for the management of vehicles

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 Community Health Centre(CHC).

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- The Certification and Enforcement Committee of the OHSC Board for reviewing the tools and for recommending to the Board for approval.

It is hereby certified that these Regulatory Community Health Centres(CHC) Inspection tools version 1.2 was developed by the Office of Health Standards Compliance.

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**Executive Manager**  
**Health Standards Development Analysis and Support**  
**Date: 17/02/2021**

Signature:



**Dr Sipiwe Mndaweni**  
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**Date: 17/02/2021**

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