



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



REGULATORY CLINIC INSPECTION TOOL

VERSION 1.2

MAINTENANCE SUPPORT



Facility:
Date:

- **Tool Name:** Regulatory Clinic Inspection tool version 1.2 - Final
- **HEs Type:** Clinics/ PHC
- **Sector:** Public
- **Specialization:** Clinic
- **Created By:** Health Standards Development and Training Unit

4 Maintenance Support

Domain 4.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 4.2.1 9 Waste management

Standard 4.2.1.1 9(1) The health establishment must ensure that waste is handled, stored, and disposed of safely in accordance with the law.

Criterion 4.2.1.1.1 9(2)(b) The health establishment must implement procedures for the collection, handling, storage and disposal of waste.

4.2.1.1.1.1 CHECKLIST: The healthcare risk waste intermediate/temporary storage area complies with the minimum requirements listed below.

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

Use the checklist below to check whether the temporary/intermediate storage area(s) for healthcare risk waste are appropriate.

Score 1 if compliant and score 0 if not compliant.

Score	Comment	
Aspects	Score	Comment
1. There is adequate space available to store waste containers		
2. The area is not accessible to unauthorised personnel(No entry sign on the door)		
3. The area is well ventilated		
4. The area is well lit		
5. Health care risk waste storage area is clean		
6. The area has impervious floor surface(i.e. The floor area is water proof/resistant and not cracked)		

7. There is a container with items required to manage spillage(i.e. disinfectant, absorbent material)		
8. The entrance door of the storage area is marked with the international bio-hazard symbol		

4.2.1.1.1.2 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 for disposal at a designated area/landfill. Not applicable: Never

Score	Comment

Domain 4.5 FACILITIES AND INFRASTRUCTURE

Sub Domain 4.5.1 14 Management of buildings and grounds

Standard 4.5.1.1 14(1) The health establishment and their grounds must meet the requirements of the building regulations.

Criterion 4.5.1.1.1 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.

4.5.1.1.1.1 CHECKLIST: The building(s) complies with safety regulations.

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

Use the checklist below to check whether the building(s) is (are) compliant with safety regulations. Score 1 if compliant and score 0 if not compliant

Score	Comment

Aspects	Score	Comment
1. Fire safety compliance certificates. Explanatory note: The certificate is issued when the building is commissioned or when there has been major renovations done in the building. This refers to the certificate issued by the municipality. The certificate must show amongst others: location and number of inspected fire extinguishers, hose pipes, other firefighting equipment and the date of inspection.		
2. Electrical compliance certificates (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))		

4.5.1.1.1.2 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 4.5.1.1.2 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.

4.5.1.1.2.1 The maintenance schedule for building(s) and grounds is available.

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

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

Score	Comment

4.5.1.1.2.2 CHECKLIST: Observe if the areas of the building(s) 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	
Aspects	Score	Comment
Exterior of buildings		
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)		
INTERIOR OF BUILDING(S)-WAITING AREAS		
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		
TOILETS		
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. Hand sanitizer (in areas experiencing drought)		
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)		
CONSULTING ROOMS		
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		
VITAL SIGNS ROOM(S)		
54. Wall-mounted paper towel dispenser(s)		

55. Wall-mounted hand soap dispenser(s)		
56. Walls - the paint is in good condition (i.e. not peeling off; score NA where the walls are made of face brick)		
57. The walls are not cracked (on observation cracks should not extend to the bricks)		
58. Floor is intact, i.e. no holes, and, if tiled, not broken or damaged		
59. Ceiling paint is in good condition, i.e. not peeling off		
60. Ceiling is intact, i.e. not collapsing or damaged		
61. Lights are functional		
62. Window glass is not broken		
63. Window handles are working		
64. Windows can open and close		
65. Doors are intact, i.e. not broken or damaged		
66. Door handles are working		
67. Door can open and close		
68. Functional basins (Basins should not be blocked, broken, or have deep cracks causing leaking of water)		
69. Taps are functional (with running water)		
70. Hand sanitizer (in areas experiencing drought)		

Criterion 4.5.1.1.3 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.

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

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

Hazards or obstructions could include but are not limited to hawkers, potholes, debris at the entrance to the premises and vehicles parked in unauthorised areas. Not applicable: Never

Score	Comment

4.5.1.1.3.2 All emergency exits are kept free of obstacles.

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

An emergency exit in a structure is a special exit for emergencies such as a fire. The combined use of regular and special exits allows for faster evacuation, while it also provides an alternative if the route to the regular exit is blocked by fire, etc. Assess all emergency exits to confirm that they are not obstructed by items including but not limited to chairs, beds, equipment or boxes. Not applicable: Never

Score	Comment

Sub Domain 4.5.2 15 Engineering services

Standard 4.5.2.1 15(1) The health establishment must ensure that engineering services are in place.

Criterion 4.5.2.1.1 15(2) The health establishment must have 24-hour electrical power, lighting, medical gas, water supply and sewerage disposal system.

4.5.2.1.1.1 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. A water reticulation system refers to a piped water network. When a tap is opened, it provides instant access to pure, clean water supply. The water supply for the health establishment must be connected to the reticulation system. Not applicable: Never

Score	Comment

4.5.2.1.1.2 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 supply provided by water truck tankers. Water can be made available in amongst others- containers with lids or water tanks(Jojos) at the health establishment. Not applicable: Never

Score	Comment

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

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

Electricity back up system must be available to provide power to critical areas of the health establishment. This could be a generator or solar power system Not applicable: Never

Score	Comment

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

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

Request the records listed below. Only assess the back-up system utilised by the health establishment. Score 1 if compliant and score 0 if not compliant. For systems not utilised by the health establishment, e.g. a solar system, score NA (not applicable).

Score	Comment	
Aspects	Score	Comment
1. The generator is tested for functionality in accordance with the manufacturer's instructions (score NA 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.)		
2. Where an emergency generator provides emergency power supply, it is maintained in accordance with the manufacturer's instructions. (The manufacturer's instructions must be available, as well as the log book 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.)		
3. The solar system is functional (score NA if the health establishment does not use solar power as a back-up)		
4. Where the solar system provides emergency power supply, it is maintained in accordance with the manufacturer's instructions (score NA if the health establishment does not use solar power as a back-up; 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.)		

4.5.2.1.1.5 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 are identified at the time of inspections. In clinics where only pit toilets are available, score non-compliant. Not applicable: Never

Score	Comment

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Sub Domain 4.5.3 16 Transport management

Standard 4.5.3.1 16(1) The health establishment must ensure that vehicles used to transport users and health care personnel are safe and well maintained.

Criterion 4.5.3.1.1 16(2)(a) The health establishment must ensure that vehicles, owned or used, are licensed and maintained.

4.5.3.1.1.1 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 license certificates for all vehicles must be available. Not applicable: Where the clinic is not responsible for the management of vehicles.

Score	Comment

4.5.3.1.1.2 All official vehicles used to render services or transport users are serviced according to 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 clinic is not responsible for the management of vehicles.

Score	Comment

Criterion 4.5.3.1.2 16(2)(b) The health establishment must ensure that drivers have a valid driver's license and or public transport driving permit.

4.5.3.1.2.1 All staff driving official vehicles to render services or transport users have a valid driver's licence.

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 license in compliance with the National Road Traffic Act regulations. Copies of valid driver's licenses must be available. Not applicable: Where the clinic is not responsible for the management of vehicles

Score	Comment

4.5.3.1.2.2 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 199, 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 clinic 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 Clinics.

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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 Clinic Inspection tools version 1.2 was developed by the Office of Health Standards Compliance.

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