



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



# Rehabilitation and Oral health services

v1.2

**Regulatory CHC inspection tool**

Facility:
Date:

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- **HEs Type:** CHC Sector: Public
- **Specialization:** CHC
- **Created By:** Health Standards Development and Training

## 7 Rehabilitation Services And Oral Health (Not Applicable Where The Service Is Not Provided)

### Domain 7.2 CLINICAL GOVERNANCE AND CLINICAL CARE

#### Sub Domain 7.2.1 6 User health records and management

**Standard 7.2.1.1 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 7.2.1.1.1 6(4)(a)** The health establishment must record the biographical data of the user and the identification and contact information of the user and his or her next of kin.

**7.2.1.1.1.1 CHECKLIST:** Biographical, demographic and contact information of the user is recorded in the user record.

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

Use the checklist below to check whether user records comply with the requirements. Select records of users seen at the time of inspection and verify if aspects listed below have been documented. Score 1 if the aspect is recorded and score 0 if the aspect is not recorded

Score	Comment

Unit 1 Health record 1-Rehabilitation services (select one record from the services offered)

Aspects	Score	Comment
1. Name and surname		
2. User file number		
3. Gender		
4. Health establishment name		
5. ID or refugee number or passport number or date of birth		
6. Residential address		
7. Personal contact details		
8. Next of kin contact details		

Unit 2 Health record 1-Oral health services

Aspects	Score	Comment
1. Name and surname		

2. User file number		
3. Gender		
4. Health establishment name		
5. ID or refugee number or passport number or date of birth		
6. Residential address		
7. Personal contact details		
8. Next of kin contact details		

**Criterion 7.2.1.1.2 6(4)(b) The health establishment must record information relating to the examination and health care interventions of users.**

**7.2.1.1.2.1 CHECKLIST:** A clinical assessment and management plan for the user is recorded in the user health record.

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

Use the checklist below to check whether user health records comply with the requirements listed below. Select records of users who were seen at the time of inspection. Score 1 if the aspect is recorded and score 0 if the aspect is not recorded.

Score	Comment

Unit 1 Health record 1- Rehabilitation services

Aspects	Score	Comment
1. Presenting complaints		
2. Treatment /intervention		
3. Medical device/equipment issued to user (where applicable)		
4. Health education provided		
5. Referral (where applicable)		
6. Date of next visit indicated (where applicable)		
7. Health care provider's name and surname		
8. Health care provider's designation		
9. Health care provider's signature		

10. Date signed by health care provider		
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Unit 2 Health record 2- Oral health services

Aspects	Score	Comment
1. Presenting complaints		
2. Allergies (where applicable)		
3. Investigation/tests requested (where applicable)		
4. Results of investigations/test recorded (where applicable)		
5. Treatment /intervention		
6. Health education provided		
7. Referral (where applicable)		
8. Date of next visit indicated (where applicable)		
9. Health care provider's name and surname		
10. Health care provider's designation		
11. Health care provider's signature		
12. Date signed by health care provider		

**Sub Domain 7.2.2 8** Infection prevention and control programmes

**Standard 7.2.2.1 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 7.2.2.1.1 8(2)(a)** The health establishment must ensure that there are hand washing facilities in every service area.

**7.2.2.1.1.1 CHECKLIST:** Hand washing facilities are available in every service area.

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

Use the checklist below to check whether the hand washing facilities and items listed below are available. Score 1 if the aspect available and score 0 if the aspect is not available.

Score	Comment

Unit 1 Rehabilitation Services consulting room

Aspects	Score	Comment
1. Functional hand wash basin. Explanatory note: The basin should not be blocked, broken, or have deep cracks causing leaking of water.		
2. Taps are functional with running water		

3. Liquid hand wash soap		
4. Disposable hand paper towels		
5. A poster on hand hygiene is displayed above or next to the hand wash basin		
6. Alcohol based hand rub		

Unit 2 Oral health services consulting room

Aspects	Score	Comment
1. Functional hand wash basin. Explanatory note: The basin should not be blocked, broken, or have deep cracks causing leaking of water.		
2. Taps are functional with running water		
3. Liquid hand wash soap		
4. Disposable hand paper towels		
5. A poster on hand hygiene is displayed above or next to the hand wash basin		
6. Alcohol based hand rub		

**Criterion 7.2.2.1.2 8(2)(c) The health establishment must ensure there is clean linen to meet the needs of users.**

**7.2.2.1.2.1 CHECKLIST:** The linen in use is sufficient, clean, appropriately used and not torn.

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

Use the checklist below to check whether the linen is sufficient, clean, appropriately used and not torn (meaning it is not ripped, split, slit, cut, lacerated or in disrepair). Score 1 if the aspect is compliant and score 0 if it is not compliant.

Score	Comment

Unit 1 Rehabilitation services consultation room

Aspects	Score	Comment
1. All examination couches are covered with linen		
2. There are two sets of cloth linen (i.e. couch cover, two draw sheets, two sheets, two pillowcases) per examination couch		
3. Disposable linen - at least 30 draw sheets or linen savers per consultation room		

4. The linen is clean		
5. The linen is not torn		
6. The linen is appropriately used for its intended purpose		

Unit 2 Oral health services consultation room

Aspects	Score	Comment
1. All examination couches are covered with linen		
2. There are two sets of cloth linen (i.e. couch cover, two draw sheets, two sheets, two pillowcases) per examination couch		
3. Disposable linen - at least 30 draw sheets or linen savers per consultation room		
4. The linen is clean		
5. The linen is not torn		
6. The linen is appropriately used for its intended purpose		

**Criterion 7.2.2.1.3 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.**

**7.2.2.1.3.1 CHECKLIST:** Personal protective equipment is worn.

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

Using the checklist below, verify whether protective clothing and equipment is worn. Score 1 if the items are worn 0 if not worn. Score Not applicable where at the time of the inspection, personnel are not in a situation in which they are required to wear protective clothing.

Score	Comment

Unit 1 Rehabilitation services: Worn

Aspects	Score	Comment
1. Gloves - non-sterile		
2. Disposable gowns or aprons		
3. Face masks		
4. N95 or KN95 or FFP2 respirator or equivalent.		

Unit 2 Oral health services: Worn

Aspects	Score	Comment
1. Gloves - non-sterile		
2. Gloves – sterile		
3. Disposable gowns or aprons		
4. Face masks		
5. N95 or KN95 or FFP2 respirator or equivalent.		

**Sub Domain 7.2.3 9** Waste management

**Standard 7.2.3.1 9(1)** The health establishment must ensure that waste is handled, stored, and disposed of safely in accordance with the law.

**Criterion 7.2.3.1.1 9(2)(a)** The health establishment must have appropriate waste containers at the point of waste generation.

**7.2.3.1.1.1 CHECKLIST:** Health care waste is managed as required by waste management practices.

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

Use the checklist below to check whether health care risk waste is managed as required. Score 1 if the aspect is compliant and score 0 if it is not compliant.

Score	Comment

Unit 1 Rehabilitation services

Aspects	Score	Comment
1. Health care risk waste disposal bins with functional lids or health care risk waste box with lid		
2. Health care risk waste disposal bins or boxes lined with red colour plastic bags		
3. Health care risk waste disposal bins or boxes contain only health care waste		
4. Health care risk waste disposal bins or boxes are not overflowing		
5. Bins available for general waste		
6. Bins for general waste are lined with appropriate coloured bags (Black, beige, white or transparent packaging can be used.)		

Unit 2 Oral health services

Aspects	Score	Comment
1. Health care risk waste disposal bins with functional lids or health care risk waste box with lid		
2. Health care risk waste disposal bins or boxes lined with red colour plastic bags		
3. Health care risk waste disposal bins or boxes contain only health care waste		
4. Health care risk waste disposal bins or boxes are not overflowing		
5. Bins available for general waste		
6. Bins for general waste are lined with appropriate coloured bags (Black, beige, white or transparent packaging can be used.)		

**Criterion 7.2.3.1.2 9(2)(b) The health establishment must implement procedures for the collection, handling, storage and disposal of waste.**

**7.2.3.1.2.1 CHECKLIST:** Sharps are safely managed and discarded in clinical areas.

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

Use the checklist below to check whether sharps are safely managed and discarded in clinical areas.

Score 1 if the aspect is compliant and 0 if it is not compliant.

Score	Comment

Unit 1 Rehabilitation services

Aspects	Score	Comment
1. Waste is properly segregated. Explanatory note: Only sharps are discarded into the container; no gloves, papers or any other waste is discarded into the container.		
2. Sharps containers are discarded when they reach the limit mark		
3. Sharps containers are placed on a work surface or in wall mounted brackets		
4. Sharps containers have correctly fitting lids		



5. Needles are not recapped before disposal, not applicable for safety needles and syringes)		
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Unit 2 Oral health services

Aspects	Score	Comment
1. Waste is properly segregated. Explanatory note: Only sharps are discarded into the container; no gloves, papers or any other waste is discarded into the container.		
2. Sharps containers are discarded when they reach the limit mark		
3. Sharps containers are placed on a work surface or in wall mounted brackets		
4. Sharps containers have correctly fitting lids		
5. Needles are not recapped before disposal, not applicable for safety needles and syringes)		

**Sub Domain 7.2.4 21** Adverse events

**Standard 7.2.4.1 21(1)** The health establishment must have a system to monitor and report all adverse events.

**Criterion 7.2.4.1.1 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.

**7.2.4.1.1.1 CHECKLIST:** Health care personnel are aware of the procedure to report adverse events.

**Assessment type:** Staff interview - **Risk rating:** Vital 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 Healthcare 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 2 Healthcare 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 Healthcare 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 7.3 CLINICAL SUPPORT SERVICES**

**Sub Domain 7.3.1 10 Medicines and medical supplies**

**Standard 7.3.1.1 10(1)** The health establishment must comply with the provisions of the Pharmacy Act, 1974 and the Medicines and Related Substances Act, 1965.

**Criterion 7.3.1.1.1 10(2)(b) The health establishment must ensure the availability of medicines and medical supplies for the delivery of services.**

**7.3.1.1.1 CHECKLIST:** Basic physiotherapy medical supplies (consumables) are available.

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

Check the unit for availability of the items listed below. Score 1 if the item is available and not expired (where applicable) and 0 if the item is not available or expired (where applicable).

Score	Comment	
Aspects	Score	Comment
1. Crepe bandages		
2. Disposable aprons/gowns		

3. Electrodes for interferential therapy/TENS (carbon or disposable)		
4. Surgical face masks		
5. Ferrule, rubber (2 sizes) if unit issues item to patients		
6. Protective face shields or goggles		
7. Non-sterile gloves		
8. Hot packs (only if unit has a hydrocollator)		
9. Hudson mask (Not applicable where respiratory outpatients are not offered by the unit)		
10. Lubricant for soft tissue mobilisation (e.g. arnica oil, aqueous cream, etc.)		
11. Resistive exercise band (e.g. Theraband) - at least 2 different strengths		
12. Basic respiratory exercise equipment at least one example available in unit (e.g. PEP bottle, incentive spirometer)		
13. Taping flexible		
14. Taping rigid		

**7.3.1.1.1.2 CHECKLIST:** Basic speech therapy medical supplies (consumables) are available.

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

Check for availability of the items listed below. Score 1 if the item is available and not expired (where applicable) and 0 if it is not available or expired (where applicable).

Score	Comment	
Aspects	Score	Comment
1. Disposable gloves, non-sterile (various sizes)		
2. Disposable gloves, sterile (various sizes)		
3. Surgical masks		
4. N95 or KN95 or FFP2 respirator masks or equivalent		

5. Disposable aprons		
6. Face-shields /visors		
7. Sterilizing solution for bottles and teats		

**7.3.1.1.1.3 CHECKLIST:** Basic audiology medical supplies (consumables) are available.

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

Check the unit for availability of the items listed below. Score 1 if the item is available and not expired (where applicable) and 0 if the item is not available or expired (where applicable).

Score	Comment	
Aspects	Score	Comment
1. Disposable gloves, non-sterile (various sizes)		
2. Disposable gloves, sterile (various sizes)		
3. Surgical masks		
4. N95 or KN95 or FFP respirator or equivalent		
5. Disposable aprons		
6. Face-shields or visors		
7. Hearing aid batteries (various sizes)		
8. Hearing aid battery tester		
9. Stethoclip		
10. Earmould impression making materials (including syringe, measuring spoon, impression material + catalyst, otolight and Otostops)		
11. Disposable electrodes compatible with equipment		
12. Skin prep paste		
13. Conductive gel		

14. Foam insert for paediatrics and adults		
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**7.3.1.1.1.4 CHECKLIST:** Basic occupational therapy medical supplies (consumables) are available.

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

Check the unit for availability of the items listed below. Score 1 if the item is available and not expired (where applicable) and 0 if the item is not available or expired (where applicable).NB: Score not applicable for items not utilised in the health establishment based on the user profile seen and programmes offered.

Score	Comment	
Aspects	Score	Comment
1. Pritt		
2. Prestik		
3. Markers (various e.g. permanent/white board)		
4. Sharpener		
5. Stapler		
6. Chalk (various)		
7. Crayons/coloured pencils, pens		
8. Board with duster (whiteboard/blackboard)		
9. Flip chart with paper		
10. Paper & Material Scissors		
<b>Basic Arts &amp; Craft supplies</b>		
11. Coloured paper or boards		
12. Paints various (powder/acrylic/fabric)		
13. Paint brushes various		

14. Knitting/crochet needles		
15. Wool various		
16. Craft glue		
<b>Games/Toys/Activity Sets</b>		
17. Board games various		
18. Puzzles various (adult/paeds)		
19. Sport items (soccer/cricket/swing ball/table tennis/Carrom board/tennis balls, to cover both gross & fine motor games,)		
20. Themed toy sets (tea/food/farm animals/cars/construction/body parts/dressing/picture cards, colouring books)		

**Sub Domain 7.3.2 13** Medical equipment

**Standard 7.3.2.1 13(1)** Health establishments must ensure that the medical equipment is available and functional in compliance with the law.

**Criterion 7.3.2.1.1 13(2)(b)** The health establishment must ensure that equipment is in accordance with the essential equipment list in all clinical service areas.

**7.3.2.1.1.1 CHECKLIST:** Essential physiotherapy equipment is available and functional.

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

Use the checklist below to check whether essential equipment is available and functional. Score 1 if the item is available and functional and 0 if it is not available or not functional.

Score	Comment

Unit 1 Physiotherapy

Aspects	Score	Comment
<b>Assessment equipment</b>		
1. Goniometer		
2. Neurological treatment plinth (Bobath plinth)		
3. Patella hammer		

4. Stethoscope		
5. Tape measure		
6. Treatment plinth		
<b>Mobility assistive devices</b>		
7. Crutch, adult (e.g. elbow crutch, axillary crutch) Crutch, paediatric (e.g. elbow crutch, axillary crutch) Standing frame, adult Standing frame, paediatric		
8. Crutch, adult (e.g. elbow crutch, axillary crutch)		
9. Crutch, paediatric (e.g. elbow crutch, axillary crutch)		
10. Standing frame, adult		
11. Standing frame, paediatric		
12. Walking frame or rollator, adult		
13. Walking frame or rollator, paediatric		
14. Walking stick, adult		
15. Quadripod or tripod walking stick		
16. Wheelchair standard		
<b>Exercise equipment</b>		
17. Ball (e.g. soccer ball, netball, volleyball, etc.)		
18. Ball, Physiotherapy (at least one size e.g. 65cm)		
19. Foot mat for balance or wobble board		
20. Mat, gym		
21. Parallel bars (adjustable fixed or portable or a single wall bar)		

22. Push up blocks		
23. Roller (at least one size, e.g. Bobath roller 30cm)		
24. Transfer board - not applicable if unit does not offer spinal cord rehabilitation services		
25. Wedge (therapeutic, at least one)		
26. Access to step (single height or double height) or stairs Transfer board - not applicable if unit does not offer spinal cord rehabilitation services Wedge (therapeutic, at least one)		
27. Wedge (therapeutic, at least one)		
28. Weights (dumbbells or wrist/ankle weights)		
<b>Electrotherapy equipment</b>		
29. Heat therapy equipment (e.g. hot water bottle or bean bag or hydrocollator with hot packs)		
30. Ice for therapy (e.g. ice blocks or refrigerated ice pack)		
31. Interferential unit with trolley or carry case		
32. Access to nebuliser		
33. Access to suction unit for respiratory physiotherapy		
34. Transcutaneous Electrical Nerve stimulation (TENS) unit		

**7.3.2.1.1.2 CHECKLIST:** Essential speech therapy equipment is available and functional.

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

Use the checklist below to check whether essential equipment is available and functional. Score 1 if the item is available and functional and 0 if it is not available or not functional.

Score	Comment	
Aspects	Score	Comment
1. Toys including those used for cause & effect, symbolic play, sensory-adapted, play-dough, construction and themed		
2. Reading books (various languages are preferred)		



3. Boxed sets and or puzzles for discourse (range of difficulties)		
4. Paediatric tables and chairs		
5. Teats (various)		
6. Spoons (various sizes)		
7. Feeding bottles (various sizes)		
8. Specialized bottles (e.g. for use with Cleft babies)		
9. Pacifiers / Soothers (various)		
10. Thickening agent		
11. Plastic bowls (various sizes)		
12. Cups (various sizes, normal and cut-out cups)		
13. Headlight or torch		
14. Therapy mats		
15. Laryngectomy cleaning brushes		
16. Portable mirror		
17. Assessment tools for dysphagia screening		

**7.3.2.1.1.3 CHECKLIST:** Essential audiology equipment is available and functional.

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

Use the checklist below to check whether essential equipment is available and functional. Score 1 if the item is available and functional and 0 if it is not available or not functional.

Score	Comment	
Aspects	Score	Comment
1. Soundproof booth		
2. Otoscope with speculae (hand-held or wall-mounted)		
3. Screening tympanometer (with probe tips)		
4. Screening Audiometer		
5. 2-channel Diagnostic Audiometer with High frequency capability optional		
6. VRA set-up optional depending on size of audio booth		

7. Screening OAE or AABR or Combination OAE + AABR unit		
8. Hearing aid programmer e.g. HI-PRO and NOAH-link		
9. Computer with hearing aid programming software, Earmould impression making kit Drill and Bits for earmould modification Cerumen management kit Noisemakers		
10. Computer with hearing aid programming software		
11. Earmould impression making kit		
12. Drill and Bits for earmould modification		
13. Cerumen management kit		

**7.3.2.1.1.4 CHECKLIST:** Essential occupational therapy equipment is available and functional.

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

Use the checklist below to check whether essential equipment is available and functional. Score 1 if the item is available and functional and 0 if it is not available or not functional. NB: Score not applicable for items not utilised in the health establishment based on the user profile seen and programmes offered.

Score	Comment	
Aspects	Score	Comment
Therapeutic Equipment		
1. Therapy mat		
2. Treatment plinth/s (electric height adjustable/Bobath)		
3. Mounted/mobile posture mirror		
4. Folding, Mobile Screen		
5. Therapy balls (Various)		
6. Wedges (Various)		
7. Splinting pan		
8. Heat gun		
9. Utility (Stanley) knife		
10. Electric Foam rubber cutter		
11. Revolving punch		

12. Portable music player		
13. Wire cutter		
14. Hand exercisers (various)		
15. Bean bags		
16. Tape measure, retractable, soft		
17. Tape Measure, rigid		
18. Contact glue		
19. Upper extremity workstation		
20. Sewing Machine		
21. Overlocker machine		
22. Paediatric plastic table/ chair set		
<b>Toileting Items</b>		
23. Commode		
24. Raised Toilet Seat (height adjustable/fixed)		
25. Bed pan		
26. Urinal (various)		
<b>Reading/Writing</b>		
27. Writing grips (various)		
28. Reading Stand		
29. Magnifiers (various)		

### 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.**

**Ms W Moleko**

**Signature:**



**Executive Manager: Health Standards  
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**Date: 18/08/2022**

**Dr Siphwe Mndaweni**

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