



Facility:

Date:

- **Tool Name:** Regulatory Regional Hospital Inspection tool v1.3 - Final
- **HEs Type:** Hospitals
- **Sector:** Public
- **Specialization:** Regional
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39 Security Services

Domain 39.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 39.2.1 7 Clinical management

Standard 39.2.1.1 7(2) (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.

Criterion 39.2.1.1.1 7 The health establishment implements process to ensure environmental cleanliness.

39.2.1.1.1.1 All work completed is verified by the cleaning supervisor or delegated personnel.

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

Daily inspections will ensure the cleanliness of the unit. The person responsible for overseeing the cleaning service must inspect the unit daily to verify whether cleaning has been carried out according to the schedule and that all areas attended to have been effectively cleaned. Monitoring tools (including, but not limited to, checklists/tick sheets) listing all cleaning tasks must be completed for each room or area. Not applicable: Never

Score	Comment

39.2.1.1.1.2 The guardroom is observed to be clean.

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

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

Score	Comment

Criterion 39.2.1.1.2 7 Communication systems must be available and functional to facilitate adequate user care, and safety of user and health care personnel.

39.2.1.1.2.1 Functional, accessible telephones are available in security services.

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

Maintaining and sustaining communication are essential for effective and efficient operations. Telephones must be functional and available in the security services. Not applicable: Never

Score	Comment

39.2.1.1.2.2 Cell phone numbers of strategic personnel are displayed near the telephones.

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

'Strategic personnel' refers to personnel to be contacted when the local disaster response is activated. This includes maintenance personnel and senior management. Not applicable: Never

Score	Comment

Domain 39.4 GOVERNANCE AND HUMAN RESOURCES

Sub Domain 39.4.1 20 Occupational health and safety

Standard 39.4.1.1 20(1) The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

Criterion 39.4.1.1.1 20(2)(b) Awareness of safety and security issues must be promoted

39.4.1.1.1.1 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

39.4.1.1.1.2 The security personnel are familiar with the emergency evacuation procedure.

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

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

Score	Comment

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

Domain 39.5 FACILITIES AND INFRASTRUCTURE

Sub Domain 39.5.2 14 Management of buildings and grounds

Standard 39.5.2.1 14(1) The health establishment and their grounds must meet the requirements of the building regulations.

Criterion 39.5.2.1.1 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.

39.5.2.1.1.1 No obvious safety hazards are observed during the visit.

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

Inspect the surroundings for maintenance-related safety hazards in the unit, including but not limited to loose electrical wiring, collapsing ceiling, roof or doors. and 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 39.5.2.1.2 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.

39.5.2.1.2.1 Security guard room has natural ventilation or functional mechanical ventilation.

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

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

Score	Comment

Sub Domain 39.5.1 17 Security services

Standard 39.5.1.1 17(1) The health establishment must have systems to protect users, health care personnel and property from security threats and risks.

Criterion 39.5.1.1.1 17(2)(a) The health establishment must ensure that security staff are capacitated to deal with security incidents, threats and risks.

39.5.1.1.1.1 An approved security plan for the health establishment is available.

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

Verify whether the aspects listed below are addressed in the health establishment's security plan. Score 1 if the aspect is addressed in the security plan and 0 if not addressed.

Score	Comment

Aspects	Score	Comment
1. Approved access control system for health establishment		
2. Management of prohibited items: how to store the items safely and how to return items to rightful owner on their departure		
3. Communication of security plan to health establishment personnel		
4. Procedure for appointing security committee		
5. Security manager to participate in security committee		
6. Functions of security committee		
7. Procedure to be followed to implement recommendations of previous audits		
8. Recommendations to be communicated to Provincial Office and National Department of Health		

9. All security personnel (in-house or outsourced) to be registered with Private Security Industry Regulatory Authority (PSIRA)		
10. All vehicles, including vehicles managed by health establishment, to be checked when entering and leaving the premises		
11. Memorandum of understanding to be in place with South African Police Service		

39.5.1.1.1.2 Security guards have received training.

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

Verify whether security guards have been trained. For outsourced services, request records from the service provider. For security guards employed by the health establishment, request training records. If the security guards are PSIRA-accredited, they are acknowledged to have received training. In this case, the security guards on site must wear a valid PSIRA badge. Score 1 if compliant and 0 if not. NB: All PSIRA certificates must be renewed every 12 months for security businesses and every 24 months for security officers. Not applicable: Where the health establishments does not have physical security guards.

Score	Comment

Aspects	Score	Comment
1. Security 1		
2. Security 2		
3. Security 3		

39.5.1.1.1.3 The security guards wear uniform.

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

Security guards must be easily identifiable. Verify whether all security guards performing their duties at the health establishment are wearing uniform. Not applicable: Where the health establishments does not have physical security guards.

Score	Comment

Criterion 39.5.1.1.2 17 Security systems must safeguard the building, users, visitors and staff.

39.5.1.1.2.1 Systems are in place to ensure safe entry to the health establishment premises.

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

Inspect the systems in operation to safeguard occupants of the health establishment. Note that security systems could include but not limited to physical security personnel or systems (boom gates, CCTV, biometrics). Not applicable: Never

Score	Comment

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39.5.1.1.2.2 Security systems are in place for all areas listed below.

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

Verify whether a security system is in place in the areas listed below. Note that security systems could include but not limited to physical security personnel or systems (boom gates, CCTV, biometrics). Score 1 if a system is in place and 0 if not.

Score	Comment

Aspects	Score	Comment
1. Maternity unit		
2. Postnatal unit		
3. Paediatric unit		
4. Neonatal unit (where applicable)		
5. Mental healthcare unit (where available)		
6. Emergency unit		
7. Intensive care unit(where applicable)		
8. Access points to health establishment premises		
9. Exit points from health establishment premises		

39.5.1.1.2.3 Safety and security notices are displayed.

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

Safety and security notices must be displayed in accordance with health and safety legislation including but not limited to signs indicating the following: dangerous weapons not allowed, emergency exits, assembly points, location of stored flammable materials and location of the first aid box. This could also be a disclaimer sign. Not applicable: Never

Score	Comment

Criterion 39.5.1.1.3 17 All security incidents must be reported and addressed.

39.5.1.1.3.1 Security breaches are recorded in a register.

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

The register may be manual or electronic. All columns in the register must be completed. The register must include the following: name of affected person (if applicable), date of incident, time of incident and nature of incident. In cases where no incidents have occurred, zero reporting must be done. Not applicable: Where no security breaches occurred in the past three months.

Score	Comment

39.5.1.1.3.2 Remedial action to address security breaches is implemented.

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

Documented evidence of action taken to address security breaches must be available. This may be in the form of a quality improvement plan or a report. Not applicable: Where no security breaches occurred.

Score	Comment

Criterion 39.5.1.1.4 17 Internal and external lighting must be adequate to protect users, visitors and personnel.

39.5.1.1.4.1 Nightly inspections are conducted to confirm that all areas are well lit.

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

Lighting must be checked regularly to ensure early detection and replacement of non-functional lights to reduce the risk of accidents, incidents and assault. Documented evidence of nightly inspections will be required for compliance. The document must indicate which areas were inspected and the findings. If the document simply states that all is in order, the measure will be scored non-compliant. Not applicable: Never

Score	Comment

39.5.1.1.4.2 Actions taken to restore lighting in areas that are not well lit are documented.

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

A record must be kept of action taken where lighting is not functional. Evidence of reporting to the relevant unit e.g. Maintenance must be available. Ideally, where lighting is not functional it should be restored immediately. Not applicable: Where there are no lighting challenges identified.

Score	Comment