

The SANC mandate - **Regulating nursing, advocating for the public**

South Africa and its healthcare environment specifically have been sensitized to a number of service delivery challenges involving healthcare in the past months where patients are seemingly mistreated.

The SANC is a statutory regulatory body mandated to regulate the nursing profession by establishing and maintaining nursing education and training as well as practice standards, it also protects the interests of the public as patients. The Council may institute an inquiry into any complaint, charge or allegation of unprofessional conduct against a practitioner, in the absence of such complaint the Council may institute an inquiry into any alleged unprofessional conduct that comes to its notice.

This legislative mandate has been misinterpreted, by some, as the SANC targeting and disciplining nurses. Therefore, it is important to note that when a case of **alleged unprofessional conduct is reported to or noted by the SANC, the SANC follows due process at all times**. This involves, *inter alia*, a thorough investigation to establish if indeed a nurse is involved in the incident and if so, if there is ***prima facie*** evidence of wrong-doing by the nurse. This is conducted by the Preliminary Investigating Committee of the Council. The results of such investigations determine the next steps to be followed, including but not limited to:

- Where there is no evidence of wrong-doing by the nurse or midwife the allegation is dismissed;
- In the case of a minor offense recommend a prescribed fine instead of a full professional conduct enquiry;
- Referral to the Professional Conduct Committee of the Council for a formal hearing if there is ***prima facie*** evidence of wrong-doing by the nurse or midwife; or
- Referral to another statutory health Council if it is suspected or is evident that it is another health professional other than a nurse or midwife who may be involved in wrong-doing.

Scope of Practice

Regulations relating to the Scope of Practice prescribe practice boundaries within which persons who are registered in terms of Section 31(1) of the Nursing Act, 2005 (Act No. 33 of 2005) must carry out all applicable functions relating to nursing care delivery to promote the health and safety of health care users, improve their health outcomes and also comply with universal norms and values.

This in itself protects the nurse, as it provides parameters within which nurses can practice their profession and sets standards that nurses need to subscribe to in order to provide due care.

Nurse Practitioners are required to provide due care to the best of their ability, and are professionally accountable for all decisions and actions while carrying out their responsibilities in the profession. They must be able to always justify any decision taken and action carried out, failure of which constitute a misconduct.

It is important to note that issues relating to conditions of service, inclusive of but not limited to salaries, working hours, working conditions, overtime etc. are the responsibility of the employer (public or private) and therefore falls outside the jurisdiction of the SANC. Nurses are urged to familiarise themselves with the Scope of Practice regulations, and all other Practice regulations accessible and available on www.sanc.co.za



Annual Practising Certificate



2020

WHAT YOU NEED TO KNOW

1

Pay by **31 December 2019** - avoid restoration fees

2

*Request **voluntary removal** if you are not practising as a nurse = reduced restoration fees to be re-registered

3

Remember: Bank transfers from different banks take up to **3 working days** - pay well in advance to meet **31 December 2019** deadline

4

eRegister: Acceptable legal means to verify your registration status with the SANC, in the absence of a physical certificate.
Visit: <http://www.sanc.co.za/eRegister.aspx>

5

Community Service: Your registration fee code is: REGFPRA, **not** ANLFEES.

www.sanc.co.za

www.facebook.com/sancorg

*Note: Terms and conditions apply.



Mandela Day 2019

- Thank you for your support



The SANC launched a CSI campaign among all its stakeholders in January this year to collect soft toys for children who are currently hospitalised e.g. in paediatric oncology wards.

We are pleased to announce that we managed to collect 324 toys for the Gauteng hospitals. Our team visited the following hospitals on Mandela Day to distribute these:

- Tshwane District Hospital;
- Steve Biko Academic Hospital;
- Kalafong Hospital;
- In Cape town, Melomed dropped off toys at Groote Schuur and Red Cross Children's Hospital;
- George Surgical Centre dropped off toys at George Provincial Hospital and other charitable organisations.

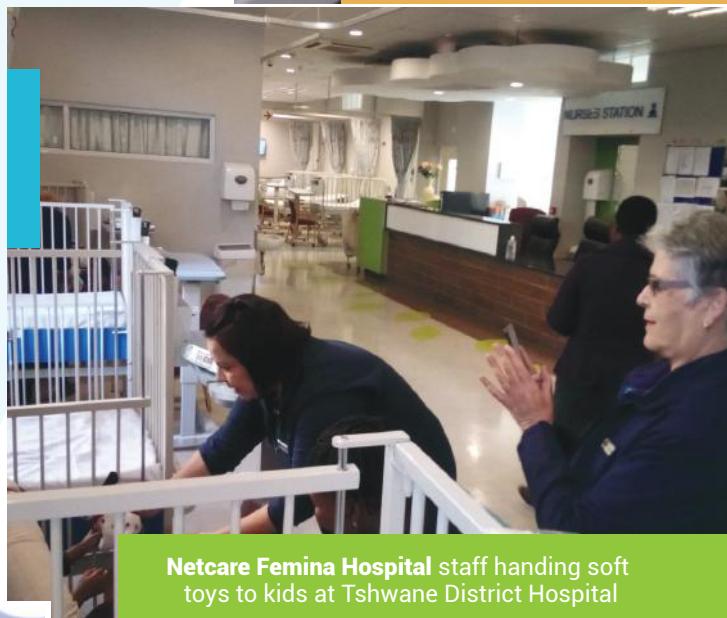
The campaign would not have been possible without the support of our stakeholders. A big thank you to:

- SANC staff and management;
- GFC Industrial Clinic at Grainfield Chickens;
- Arwyp Training Institute;
- Melomed Private Hospitals;
- Netcare Femina Hospital; and
- George Surgical Centre.

It was an honour to make a difference with you, one small toy at a time.



SANC staff distributing soft toys at Tshwane District Hospital.



Netcare Femina Hospital staff handing soft toys to kids at Tshwane District Hospital



Melomed CSI Soft Toy Drive at Red Cross Children's Hospital and Groote Schuur Hospital.



George Surgical Centre staff donating soft toys to George Provincial Hospital

SANC eREGISTER

The SANC has made an eRegister facility available on the SANC website which can be utilized by employers or prospective employers to verify the registration status of all nurse practitioners in their employment.

Employers are urged to utilise this facility in the absence of a physical Annual Practising Certificate (APC).

Visit:

<http://www.sanc.co.za/eRegister.aspx>

5 Easy Steps to access the eRegister

1 | Go to www.sanc.co.za
Using any of the main stream internet browsers
(internet Explorer, Edge, Chrome, Firefox, etc.)

2 | On the left, click on “**eRegister**” button

3 | Click on “Click here to start the eRegister System”

4 | Click on “I accept the conditions of use”

5 | Enter the SANC number or SA ID number and click the Find button.

SANC service improvement campaign

The SANC has launched a customer service campaign to better address its clients' needs.

The following has been put in place already:

- Dedicated team to attend to Facebook posts and inbox messages
- 15 new service-orientated email mailboxes
- Email monitoring software to monitor activity on the above mailboxes and all SANC email mailboxes
- Customer service training every 2 weeks for staff in Call Centre, Front Desk; Cash Management
- Client survey forms at both the Front Desk and Cash Management
- Escalation of all outstanding queries/complaints to management and senior management for urgent follow-up
- Change management programme for staff with service delivery as one of the key drivers.

In process:

- New Call Centre system to automatically direct calls, enable detailed reporting, etc.
- Ticketing system for Front Desk and Cash Management
- Automatic customer service rating system at each station at Front Desk and Cash Management

Complaints:

If you have any complaint about customer service kindly assist us by sending an email to: customerservice@sanc.co.za and include the date, time, name of person you spoke to as well as the topic. We commit to following up every complaint received.



Infection control – epaulettes and watches

A recent short survey done amongst nurses on the SANC Facebook page produced the following tips on how to do the necessary infection control with regards to epaulettes and watches.

The replies have been insightful and interesting.

How does your institution measure up with regards to infection control for these items?

EPAULETTES



- Clean them with Handy Andy
- Remove the bars and wash them from time to time
- Just throw it in the washing machine with my uniform. After removing the attachments. And it's still looks very presentable.
- I wash my epaulettes in the washing machine every month or so
- Stored on a sunny window sill, turned over periodically. Epaulettes get washed. Take your bars off, the colours fall off in water.
- I'm an EN I clean my epaulettes with Hand Andy, water sponge or any kind of clean cloth
- Spray with disinfectant after each shift
- Never bothered to wash mine as they don't come in contact with my skin. Most of the time I'm in theatre scrubs.
- En's epaulettes are easy to wash with water and Handy Andy or soap of choice and wipe them to dry and you are good to go
- I always use the alcohol wipes on daily basis to ensure they clean
- Foam cleanser that you can use on your computer screen and keyboard is very useful as it does not wet the epaulettes but still cleans them
- I wipe them since I am EN its easier for me to clean them with Domestos every time I have a shift
- Wash with the uniform and tumble dry
- They are never going to be sterile. I think as long as we adhere to the 5 moments of hand hygiene then IPC shouldn't be an issue
- Wash mine still attached to my uniform in the washing machine
- I wash my EN epaulettes with disinfected to clean them
- I use Medi-wipes at work otherwise I use Handy Andy when I'm at home
- I clean it with a cloth damped with Benzine.
- Pre-treat new epaulettes with Scotchguard copiously (weekly). Clean with sticky roller and brush, leave in a sunny window sill, spray with alcohol hand rub and then Scotchguard again, especially if dirty. Replace insignia when they have been washed with soap and hot water and dry.

- Use disinfectant for EN epaulettes since they are leather. Scrub them with a cloth every now and then for them to remain white and germ free.
- Wash mine by hand and when they fade I dye them in cold water dye...they look brand new again however I qualified in 1982!
- Washing machine at least monthly. Benzine and a tooth brush once a week.
- Like any other bacteria they can't stand cold temperatures, when I use to wear them I use to put them in a Ziploc bag and tin container then throw them in the freezer...& ironed them every second day but unfortunately they lose colour but it is better than carrying germs on your shoulders.
- I don't, I leave them at work
- They never touch the patient
- I clean mine with D-germ
- I wipe mine with Webcol every shift
- Easy to wash the truth is they aren't wash regularly
- I wipe mine with a damp cloth once in a while
- In the wash machine take off the oval batch
- I wipe mine with a Webcol
- Mine are turning 3 this year and they were never cleaned yet I have worked in more than 5 wards. I'm quite certain that they are very infectious
- Use a high power steam iron to disinfect them
- Spray lightly with 70% Alcohol.
- Toothbrush in basin every now and then. In-between spraying and wiping down with antiseptic solution.
- Wipe it before and after shift with alcohol wipes
- Wipe down with soap and water
- Never washed them, qualified in 1986
- I wipe mine with white vinegar
- Machine wash.

WATCHES



- Watches is a non-negotiable. Must be removed and even swabbed now and then.
- Bare below the elbow in clinical areas
- International practice speaks about BBE (bare below the elbow) no rings, bracelets and watches. No long sleeves.
- No wrist watches. For people working in units your managers must include in their annual CAPEX budget large wall clocks with second hands. Positioning: A clock must be visible from every part of the unit. Your managers must include batteries in their consumables budgets.
- FOB - front of breast watch should be part of the uniform. No wrist watch. Preferably no rings.
- No wrist watches - from elbow until hands must be naked for proper hand hygiene to be performed
- Not sure I agree with wipes/swabs. Decreases the life of metals (oxidation/corrosion), increases the consumables/shrinkage budget. Compliance: unless you have a current quality improvement plan specific to infection control for watches there is no way to check compliance.
- Watches we wipe with Medi-wipes
- Wipe watch with chlorhexidine or prep swab and shoes must be washed on weekly basis and at least change pair of shoes twice or thrice a week
- Maybe there should be wall clocks in every ward so that a wrist watch or nurses' watch is not necessary. The shoe story is a tricky situation. Cleaners should clean the floors often not once a day like what we see nowadays.