



**General Comments:**

Accadia Manor rest home is part of the Bupa group of facilities and provides care for up to 29 rest home residents. On the day of the audit there were 28 residents. Bupa's overall vision is "Taking care of their lives in our hands". In 2009 Bupa introduced a Person-centred care focus which includes 6 pillars. This has been embedded in service delivery at Accadia Manor. Each Bupa facility develops an annual quality plan. Accadia Manor have set quality goals for 2010 that includes four goals. Service appropriate management systems, policies, procedures, codes of practice and guidelines are implemented and maintained. This includes an internal audit system to regularly assess service performance with its systems and communication of results to staff.

The Accadia Manor Quality/Risk committee reports quarterly on progress to meeting the quality goals and this is forwarded to the senior quality management coordinator for Bupa. This provides evidence that the quality goals are a 'living document'. Since the previous audit the service has made the following improvements, (but not limited to); a) all residents have a current admissions agreement. b) compulsory food handling education attended by staff who prepares food, c) all staff attending regular education relating to care of the elderly. d) all staff attending compulsory first aid/CPR training, e) reduced KPI's due to de-cluttering of rooms, f) more suitable lounge chairs purchased. g) sensor mats purchased and i) Improved activities programme.

The service is commended for achieving six continual achievement (CI) ratings related to; a) Implementation of personal best project to enhance the lives of residents, b) organisational current 'best practice focus' and implementation at Accadia Manor, c) organisational and service-level implementation an ongoing review of quality goals/benchmarking/governance, e) implementation of quality and risk management system including quality projects and review of outcomes, f) implementation/education/review of health & safety programme, and g) activity programme, implementation, analysis and review

**Health and Disability Sector Standards**

**Consumer Rights** - Information is fully available to residents and family about services provided and the code of rights. There are implemented policies to support rights such as privacy, dignity, abuse / neglect, culture, values and beliefs, complaints, advocacy and informed consent. Annual staff training reinforces a sound understanding of the rights of residents and their ability to make choices. Care planning accommodates individual choices of clients and/or their family/whānau. Discussions with residents and relatives were overall positive about the service considering and meeting their values and beliefs. Accadia Manor continues to implement 'Personal Best new initiative' by Bupa which encourages staff to enhance the lives of the residents.

**Organisational Management** - Accadia Manor completes quarterly progress reports on meeting their quality goals for the year. The manager (RN) is newly appointed at Accadia Manor after the previous long-standing manager retired. Bupa has robust quality and risk management systems and this is implemented at Accadia Manor. There are a number of committees that meet on a regular basis including residents. The Quality System and internal audit programme is designed to monitor contractual and standards compliance and the quality of service delivery in the facility and across the organisation. Regular resident/relative meetings, annual satisfaction surveys and regular newsletters at a service and organisational level provide a forum to involve residents/relatives.

At an organisational level, there is a policy and procedure review committee that maintains 'Best Practice'. A residents/relatives association was initiated in 2009 by Bupa, in order to provide a more strategic forum for news, developments and quality initiatives for the Bupa group to be communicated to a wider consumer population. Five benchmarking groups across the organisation are established for rest home, Hospital, dementia, psychogeriatric and mental health services. Quality indicators are provided to the benchmarking groups. Comparisons for facilities within the benchmarking groups is provided as graphs and available on the internal intranet. Benchmarking of some key clinical and staff incident data is also carried out with facilities in the UK, Spain and Australia. e.g. Mortality and Pressure incidence rates and staff accident and injury rates. Advised that Jan 10, Bupa also commenced benchmarking of some key indicators with another NZ provider. There are a number of quality initiatives at Accadia Manor as a result of analysis of quality data collected including developing corrective action plans when clinical indicators are above expected benchmarking.

Discussion with staff and management confirmed that a comprehensive in-service programme is training in relevant aspects of care and support and in relation to the requirements. Competencies are completed for key nursing skills at Accadia Manor. Bupa Care services has a national caregiver training pathway where continuation of education (in addition to those unit standards required by contract) are strongly advocated with its staff. This has been embraced by majority of caregivers.

There is an organisational staffing policy that aligns with contractual requirements and includes skill mixes. Staff turnover is low and the majority of caregivers have been there for many years.

***Continuum of Service Delivery***- Bupa Accadia Manor rest home has a comprehensive admission policy. An information pack given to the resident and family/whanau contains pre admission information. Eligibility status is advised by the care co ordination centre, who will provide guidance to residents and family on the process for applying for subsidy. Residents/relative confirmed the admission process and agreement were discussed with them. Registered nurses are responsible for each stage of service provision. Service delivery plans demonstrate service integration. Care plans are reviewed six monthly, or when there are changes in health status; care plans are reviewed regularly and updated as required. Interviews of consumers and staff, and review of consumer files, provided evidence that service delivery is provided in a planned and co-ordinated manner. Consumers interviewed were complimentary of the food service and stated their likes and dislikes are catered for. Medication is well managed and all staff administering medication have a current competency assessment in place. Consultation with residents has occurred and many new and interesting activities and projects have been added to the activities calendar this year.

***Safe and Appropriate Environment***- The service has waste management policies and procedures for the safe disposal of waste and hazardous substances including sharps.

Chemicals are labelled and stored safely and securely and there is appropriate protective equipment and clothing for staff. The building holds a current warrant of fitness, and holds a current approved evacuation scheme. All electrical equipment is checked and tagged annually this is current.

In the facility residents are able to bring their own possessions to promote a familiar environment. Consideration is given to residents needs when purchasing new furniture/equipment. The physical environment is appropriate and safe. There is adequate space and external areas are well kept. All resident rooms are spacious and include single en-suites.

Essential emergency and security systems are in place. Appropriate training, information, and equipment for responding to emergencies is provided. Key staff hold first aid certificates. The call bell system is available in all areas and indicator panels in each area.

### ***Restraint Minimisation and Safe Practice***

The service remains restraint-free. There is a regional restraint group at an organisation level that reviews restraint practices. There is a documented definition of restraint and enablers which is congruent with the definition in NZS 8134.0. The policy includes comprehensive restraint procedures. The process of assessment and evaluation of enable use is the same as a restraint and included in the policy. Restraint/challenging behaviour training has been provided.

### ***Infection Prevention and Control***

Appropriate infection control policies and procedures are in place. The clinical manager / registered nurse is the designated infection control nurse and has attended appropriate education / training sessions. The infection control committee is part of the staff meetings and includes Quality and Health and Safety. All surveillance data and audit outcomes are reported on at this meeting. Monthly reports are provided to the Management Team in Bupa Support Office with infection control data being benchmarked against other 'like' facilities. The Bupa Infection Control Programme is reviewed at a national level annually.

<b>Total out of 247 HDSS criteria (excl ARC contract criteria)</b>	<b>CI</b>	<b>FA</b>	<b>PA</b>	<b>UA</b>	<b>NA</b>
	6	182	0	0	59

**Continuous Improvement (CI)** - *Criterion are fully attained, with the service demonstrating continued review and improvement in this area.*

**Fully Attained (FA)** - *The care home can clearly demonstrate the implementation of processes, systems and structures that meet the criterion.*

**Partially Attained (PA)** - *There is evidence of processes and systems without required supporting documentation or evidence of a documented process but the care home is unable to demonstrate full implementation*

**Unattained (UA)** - *The care home is unable to demonstrate appropriate processes, systems or structures to meet the criterion.*