



General Comments:

Bupa The Gardens is part of the Bupa group of facilities and provides care for up to 33 hospital residents and 22 rest home residents. On the day of the audit there were 17 hospital residents and 21 rest home residents.

Bupa's overall vision is "Taking care of their lives in our hands". There are also 6 key values that are displayed on the wall. In 2009 Bupa introduced a Person-centred care focus which includes 6 pillars. This has been embedded in service delivery at The Gardens as evident in documentation reviewed. Each Bupa facility develops an annual quality plan. The Gardens have set quality goals for 2010 that includes seven goals. Bupa has robust Quality and risk management systems implemented across its facilities.

Five benchmarking groups across the organisation are established for Rest Home, Hospital, dementia, Psychogeriatric and Mental Health services. The Gardens is benchmarked in two of these. The Gardens has implemented 'personal best initiative' by Bupa which encourages staff to enhance the lives of the residents.

The service is managed by an experienced manager. The manager (RN) oversees both Redwood and The Gardens and is supported by a clinical manager.

The service has made the following improvements since previous audit, a) medication management has improved- safe storage cupboards which are lockable are now in place, and self administration GP competency assessments being completed three monthly, b) a person centred care plan was developed and this has enabled residents to receive individualised care and registered nurses are allocated with a number of residents to look after, c) restraint management documentation, and d) initial medical examinations by GP's post admission.

The service is commended for achieving four continual achievement (CI) ratings related to; a) organisational current 'best practice focus' and implementation at The Gardens, b) organisational and service-level implementation an ongoing review of quality goals/benchmarking/governance, c) implementation of quality and risk management system including quality projects, analysis of quality data, and d) ongoing review and evaluation of quality goals/outcomes

Health and Disability Sector Standards

Consumer Rights - The Code of Rights (the Code) is clearly visible. A Code of Rights Policy is implemented and staff interviewed could describe how the code is implemented in their everyday delivery of care. There is also information on the code and advocacy in Maori at the entrance to the cultural wing. The service provides a respectful and dignified service, privacy is maintained and residents are encouraged to maintain independence. Residents and family/whanau stated the service providers are always respectful and encourage independence and dignity. The service has provided a 'cultural' wing (Mai Moa) which caters for Maori. Residents interviewed are very appreciative of the efforts made to embrace their culture. Links are maintained with family/whanau and the wider community. The service has a professional code of ethics. The governing body and The Gardens provide an environment that encourages good practice. There is one improvement identified around complaints documentation.

Organisational Management - Bupa has robust quality and risk management systems and these are implemented at The Gardens rest home & hospital. There is a number of committees that meet on a regular basis at The Gardens. Meeting minutes and actions are implemented as a result of the benchmarking and quality improvement forms identify improvements and management of risk. Standardised policy and procedure, annual education programme,

core competency assessments and orientation programmes continue to be implemented at The Gardens.

Competencies are completed for key nursing skills.

Residents/relatives are actively involved through annual satisfaction surveys and regular unit meetings/newsletters.

There is a comprehensive H&S and risk management programme in place. Clinical manager forums are provided twice yearly and Bupa has introduced RN/EN training days for each region which are facilitated by the quality and risk team. Bupa care services has a national caregiver training pathway where continuation of education are strongly advocated with its staff. At an organisational level, there is a policy and procedure review committee that maintains 'Best Practice'.

There are comprehensive human resources policies folder including recruitment, selection, orientation and staff training and development. The annual training programme well exceeds eight hours annually and a training session is held weekly. Staffing levels are appropriate including 24 hour registered nurse cover.

Continuum of Service Delivery- Bupa The Gardens has an admission policy. Comprehensive pre-admission information is made available prior to entry and in the welcome pack given to the resident and family/whanau.

Eligibility status is advised by the Care Co-ordination Centre, who will provide guidance to residents and family to process for applying for subsidy. Residents/relative confirmed the admission process and agreement were discussed with them. The service has a declining entry to services policy, and records the reason for declining service entry to residents should this occur, and communicates this to residents/family/whanau.

Registered nurses are responsible for each stage of service provision. Service delivery plans demonstrate service integration. Interdisciplinary assessment form includes input from team members. Care plans are reviewed 6 monthly, or when there are changes in health status; care plans are reviewed regularly and updated as required. Health status report includes notes by GP and allied health professionals. During the tour of facility it was noted that all staff treated residents with respect and dignity, consumers and families were able to confirm this observation .

There is a comprehensive activities programme. There are several programmes running that are meaningful and reflect ordinary patterns of life. There are also visits from community groups. Residents are considered in the varied menu with food cooked on site and feedback was positive about the food service. Medication management is overall well managed, with one finding on the day of the audit which was addressed immediately by the service.

Safe and Appropriate Environment- The Gardens is a well maintained facility with individual rooms for residents (hospital and rest home). There are large lounge/dining rooms, a dining room, lounge and quiet areas, the facility is inviting and warm with ample space for residents to mobilise. Exterior areas are well maintained and functional. Residents rooms are personalised, warm and airy. Rest home rooms have en suites. There are adequate communal bathroom and toilets for residents, staff and visitors. Residents may bring their own possessions within reason so as to ensure safety of movement.

The Gardens has policies and procedures comply with legislation and guidelines related to safe practise and the environment. This includes ensuring the facility is safe and there is a secure environment for residents. Hazardous risks are identified and minimised to prevent harm. Cleaning and laundry policies and procedures are comprehensive comply with legislation requirements.

There is a comprehensive health and safety manual and emergency procedures manual in place. Staff interviewed are aware of procedures and described evacuation procedures and exits. There is a qualified Nurse on each shift (24/7) and all have current first aid certificates. There is an evacuation scheme and current Building Warrant of Fitness.

Restraint Minimisation and Safe Practice

There is a restraint policy and procedure implemented at The Gardens. The service currently has one resident requiring a bedrail for safety. Restraint competencies are completed on a regular basis and evident in staff files reviewed.

The service has an approval process (as part of the restraint minimisation policy) that is applicable to the service. Individual approved restraint is reviewed at least three monthly at The Gardens and as part of six monthly combined restraint meetings and six monthly MDT reviews (with family/whanau involvement). There is also a regional restraint approval group that meets six monthly.

Assessments are undertaken by suitably qualified and skilled staff in partnership with the resident and their family/whanau. Cares and monitoring required is documented in the care plan reviewed.

Infection Prevention and Control

The organisation meets the intent of the standard NZS 8134.3. The infection control policies and procedures relate to the management of infection control and the minimisation of risk of infection or transference of infection to consumers, service providers and visitors.

There is an infection control programme in place for residents and staff that is managed by a multi disciplinary infection control committee, which appropriate for the size and complexity of the service. The infection control surveillance programme is well documented and findings are relayed to staff.

Total out of 247 HDSS criteria (excl ARC contract criteria)	CI	FA	PA	UA	NA
	4	197	2	0	44

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.*