



General Overview: -

The Bupa Rehabilitation Services are a Bupa owned service and provide residential disability services (physical, psychiatric, intellectual and sensory) to clients with brain injuries throughout New Zealand. The service provides services across 100 beds across seven different sites. This certification audit included three homes in the HealthCERT approved sample (Gisborne, Hastings and South Auckland). Thirty-nine of a potential forty-nine beds were occupied on the day of the audit.

The services are overseen by regional managers and a facility coordinator manages the service day to day at each home.

The certification audit was conducted over three sites in the HealthCERT approved site sample and against the relevant Health and Disability standards and the contract with the district health board. The audit process included a review of policies and procedures, the review of client's and staff files, observations and interviews with clients, family/whānau, staff and management.

A quality and risk management system is implemented which monitors service performance. Clients and family/whānau interviewed praised the service for the support provided.

An improvement is required around the resident meetings and documentation of allergies.

Health and Disability Sector Standards

Consumer Rights - Clients and families are provided with information they need on entry to the service and staff regularly update this. Information packs are comprehensive and written in plain English. Interviews with clients demonstrated they are provided with adequate information and that communication is open. The service provided complies with the Health and Disability Commissioner (HDC) Code of Health and Disability Services Consumers' Rights (the Code).

All clients have cultural needs identified. Clients are informed of the complaint process and there are policies and procedures to investigate complaints.

Organisational Management - The Bupa Rehabilitation service operations manager oversees the services and there is a regional rehabilitation manager for each region and a facility coordinator for each home and rehabilitation coaches and allied health staff who are knowledgeable.

Organisational performance is monitored through a number of processes to ensure it aligns with the identified values, scope and strategic direction. The strategic plan has responsibilities and progress documented. There are policies and procedures to provide appropriate support and care to clients with physical disability and a documented quality and risk management programme that is implemented.

Staff receive ongoing training. Rosters and interviews indicated sufficient staff that are appropriately skilled in each home with flexibility of staffing around clients' needs.

Continuum of Service Delivery - Clients who enter Bupa rehabilitation services have a comprehensive assessment completed by the referring agency and a pre-admission completed by a team of health professionals from the service prior to entry. Client plans include risk management and are individualised. Clients receive well-planned and coordinated services with evidence that they are supported to achieve personal goals. Personal goals and plans are evaluated at least six monthly and the registered nurses (RN) complete a monthly health assessment.

All clients have a medication chart completed by the GP. Administration signing sheets are produced by the pharmacy according to the prescription sent directly to them by the doctor prescribing. Staff who administer medications have their competency tested annually.

Clients are supported to engage in a variety of educational, vocational and personal interest activities.

Meals are cooked in each home with individual needs and likes and dislikes catered for.

Safe and Appropriate Environment - Procedures are in place for emergencies (except a health emergency plan required by contract at Poutama), laundry use and safe management of waste and hazardous substances. The buildings are safe and maintained and appropriately heated and ventilated. Clients say bathroom, personal space areas, outside and communal areas are suitable for their needs. Chemicals are safely stored. Protective clothing and emergency supplies are available.

Restraint Minimisation and Safe Practice

The organisation minimises the use of restraint. All staff receive training on restraint minimisation and management of behaviours that challenge. Restraint is used by one client at each home audited (three residents) and there are seven clients using enablers (living at two of the homes audited).

Infection Prevention and Control

Infections are reported by staff and clients and monitored through the infection control surveillance programme by the infection control officer. There are infection prevention and control policies, procedures and a monitoring system in place. Training of staff and information to clients is delivered regularly.

Total out of 101 HDSS criteria reviewed (NB: ARC contract criteria reviewed at audit are not counted here)	CI	FA	PA	UA	NA
	0	104	2	0	35

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.*

Not Audited or Not Applicable (NA)