



General Overview: -

Bupa Winara Care Home provides rest home, hospital and dementia level care for up to 81 residents. During the audit, there were 66 residents.

This certification audit was conducted against the relevant Health and Disability Standards and the contract with the district health board. The audit process included the review of policies and procedures, the review of residents and staff files, observations, and interviews with residents, family, management, staff and a general practitioner.

The care home manager is a registered nurse with more than eight years' experience in aged care management. An experienced clinical manager/registered nurse supports her. Quality systems and processes have been embedded. An induction and in-service training programme is in place to provide staff with appropriate knowledge and skills to deliver care. Feedback from residents and families was positive about the care and services provided.

This certification audit has not identified any areas for improvement.

The service has been awarded continuous improvement ratings around the implementation of the quality & risk management system, good practice and infection surveillance.

Health and Disability Sector Standards

Consumer Rights - Bupa Winara endeavours to ensure that care is provided in a way that focuses on the individual, values residents' quality of life and maintains their privacy and choice. Staff demonstrate an understanding of residents' rights and obligations. This knowledge is incorporated into their daily work duties and caring for the residents. Residents receive services in a manner that considers their dignity, privacy and independence.

Written information regarding consumers' rights is provided to residents and families. Cultural diversity is inherent and celebrated. Evidence based practice is evident, promoting and encouraging good practice. There is evidence that residents and family are kept informed. Care plans accommodate the choices of residents and/or their family/whānau. Complaints processes are implemented and complaints are actively managed and well documented.

Organisational Management - The Bupa Group governs the facility. Bupa has a business plan in place and the facility operates a quality plan, which includes goals for the calendar year. Goals are documented for the service with evidence of annual reviews. A care home manager and clinical manager are responsible for the day-to-day operations of the facility. The quality and risk management system is overseen and coordinated by Bupa head office staff. A risk management programme is in place, which includes managing adverse events and health and safety processes.

An annual resident/relative satisfaction survey is completed. Quality and risk performance is reported across the facility meetings and to the organisation's management team. Interviews with staff and review of meeting minutes/quality action forms/toolbox talks, demonstrate a culture of quality improvement. Residents receive appropriate services from suitably qualified staff. Human resources are managed in accordance with good employment practice. A comprehensive orientation programme is in place for new staff. Ongoing education and training for staff is in place. Registered nursing cover is provided 24 hours a day, seven days a week.

Continuum of Service Delivery - There is a comprehensive admission package available prior to or on entry to the service. The sample of residents' records reviewed provides evidence that the provider utilises the InterRAI assessment to assess, plan and evaluate care needs of the residents. A registered nurse develops resident outcomes and goals in consultation with the resident and/or family. Care plans demonstrate service integration and are reviewed at least six monthly. Changes to health status and interventions required are updated on the care plans to reflect the residents current health status. Resident files include notes by the general practitioner and other allied health professionals.

Medication policies reflect legislative requirements and guidelines. All staff responsible for administration of medicines completes education and medicines competencies annually. The medicine records reviewed include documentation of allergies and sensitivities and are reviewed at least three monthly by the general practitioner.

An activities programme is implemented separately for the rest home/hospital area and for the dementia care unit. Residents and families report satisfaction with the activities programme. The programme includes community visitors and outings, entertainment and activities that meet the recreational preferences and abilities of the groups of residents.

All food and baking is done on site. All residents' nutritional needs are identified and documented. Choices are available and are provided. Meals are well presented and a dietitian has reviewed the Bupa menu plans. Nutritious snacks are available 24/7 in the dementia care unit.

Safe and Appropriate Environment - Chemicals are stored securely throughout the facility. The building holds a current warrant of fitness. There is a reactive and planned maintenance system in place. Resident rooms are single, spacious and personalised. Communal areas within each area are easily accessed with appropriate seating and furniture to accommodate the needs of the residents. External areas are safe and well maintained. There is a safe external walking path and gardens for the dementia care residents that are freely accessible.

All rooms are single and have hand basins. Fixtures fittings and flooring is appropriate and toilet/shower facilities are constructed for ease of cleaning. Cleaning and laundry services are well monitored through the internal auditing system. Appropriate training, information and equipment for responding to emergencies is provided. There is an emergency management plan in place and adequate civil defence supplies in the event of an emergency. There is an approved evacuation scheme. A first aider is on duty at all times. The facility has ceiling heating and the temperature is comfortable and constant.

Restraint Minimisation and Safe Practice

Restraint minimisation and safe practice policies and procedures are in place. A registered nurse is the restraint coordinator. Staff receive training in restraint minimisation and challenging behaviour management. On the day of audit, there were no residents using enablers and five residents with a restraint. Restraint management processes are adhered to.

Infection Prevention and Control

The infection control programme and its content and detail are appropriate for the size, complexity and degree of risk associated with the service. The infection control programme has been reviewed annually. The infection officer (registered nurse) is responsible for coordinating/providing education and training for staff. Infection control training is provided at least annually for staff. The infection control manual outlines a comprehensive range of policies, standards and guidelines, training and education of staff and scope of the programme. Information obtained through surveillance is used to determine infection control activities, resources and education needs within the facility. The service engages in benchmarking with other Bupa facilities.

Total out of 101 HDSS criteria reviewed (NB: ARC contract criteria reviewed at audit are not counted here)	CI	FA	PA	UA	NA
	4	97	0	0	0

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.*