



General Overview: -

Bupa Rehabilitation Services provides residential services for adults with brain injuries (residential disability). A facility coordinator that is supported by a Bupa Rehabilitation manager manages each service.

The 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 resident's and staff files, observations and interviews with residents, relatives, staff and management.

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

An improvement is required around hot water temperatures.

The service has exceeded the required standard around good practice.

Health and Disability Sector Standards

Consumer Rights - Residents 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 residents 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 residents have cultural needs identified. Residents 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 residents with residential disability and a documented quality and risk management programme that is implemented.

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

Continuum of Service Delivery - Residents 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. Resident plans include risk management and are individualised. Residents 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 residents have a monthly health assessment.

All residents 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.

Residents 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, laundry use and safe management of waste and hazardous substances. The buildings are safe and maintained and appropriately heated and ventilated. Residents 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 at one home audited (five residents) and there are three residents using enablers (living at two of the homes audited).

Infection Prevention and Control

Infections are reported by staff and residents 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 residents is delivered regularly.

Total out of 141 HDSS criteria reviewed (NB: ARC contract criteria reviewed at audit are not counted here)	CI	FA	PA	UA	NA
	1	101	1	0	38

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)