



## **General Overview: -**

Ballarat Care Home is part of the Bupa group. The service is certified to provide rest home, hospital (geriatric and medical) and dementia level care for up to 80 residents. On the day of the audit there were 79 residents. The care home manager is appropriately qualified and experienced. Feedback from residents and relatives was positive about the care being provided.

This unannounced surveillance audit was conducted against a subset of the 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.

Four of the seven shortfalls identified at the previous certification audit have been addressed. These were around staff orientation, timeliness of documentation, activities in the dementia unit and care planning. Improvements are still required around staff training attendance, staffing levels and care interventions. Additional improvements required have been identified at this audit around medication documentation and evaluation of short-term care plans.

## **Health and Disability Sector Standards**

**Consumer Rights** - Residents and family are well informed including of changes in resident's health. The care home manager and clinical manager have an open-door policy. Complaints processes are implemented and complaints and concerns are managed and documented and learning's from complaints shared with all staff.

**Organisational Management** - Ballarat has an established quality and risk management system that supports the provision of clinical care and support. An annual resident/relative satisfaction survey is completed and there are regular resident/relative meetings. Ballarat is benchmarked against other Bupa facilities. Incidents documented demonstrated clinical assessment and follow up from a registered nurse. There are human resources policies including recruitment, selection, orientation and staff training and development. The service has in place a comprehensive orientation programme that provides new staff with relevant information for safe work practice. An appropriate staff training programme is offered.

**Continuum of Service Delivery** - Resident records reviewed provide evidence that the registered nurses utilise the interRAI assessment to assess, plan and evaluate care needs of the residents. Care plans are developed in consultation with the resident and/or family. Care plans demonstrate service integration. Resident files include three-monthly reviews by the general practitioner. There is evidence of other allied health professional input into resident care.

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

There are activities programmes in place for the rest home, dementia unit and hospital residents. The programme includes community visitors and outings, entertainment and activities that meet the recreational preferences and abilities of the residents.

All meal preparation and baking is done on-site. All residents' nutritional needs are identified and documented. Choices are available and are provided. The organisational dietitian reviews the Bupa menu plans. Snacks and beverages are made available for consumption at any time in all units.

**Safe and Appropriate Environment** - The building holds a current warrant of fitness and a preventative maintenance programme is in place.

## **Restraint Minimisation and Safe Practice**

There is a Bupa restraint policy that includes comprehensive restraint procedures including restraint minimisation. There is a documented definition of restraint and enablers that aligns with the definition in the standards. There were no residents with restraint or enablers at the time of the audit.

## **Infection Prevention and Control**

The infection control coordinator uses the information obtained through surveillance to determine infection control activities, resources and education needs within the facility. This includes audits of the facility, hand hygiene and

surveillance of infection control events and infections. The service engages in benchmarking with other Bupa facilities. Staff receive ongoing training in infection control.

<b>Total out of 101 HDSS criteria reviewed (NB: ARC contract criteria reviewed at audit are not counted here)</b>	<b>CI</b>	<b>FA</b>	<b>PA</b>	<b>UA</b>	<b>NA</b>
	0	35	5	0	61

**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)**