



## **General Overview: -**

Bupa Waireka is part of the Bupa Group and is certified to provide rest home and hospital level of care for up to 60 residents. On the day of audit there were 56 residents.

This 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 the review of policies and procedures, the review of residents and staff files, observations and interviews with residents, family, management and staff.

The service is managed by a care home manager who is new to the position, having been 'acting' manager for a year. She is supported by a clinical manager/RN who has been in the role for eight years. The care home manager and clinical manager are supported by a regional operations manager who visits monthly and more often if required. The residents and relatives spoke positively about the care provided at Bupa Waireka.

The previous certification audit identified one area requiring improvement around timeframes for assessments and care plans, this shortfall continues.

This audit has identified two further areas requiring improvement around care plan interventions and full implementation of the Bupa quality system.

## **Health and Disability Sector Standards**

**Consumer Rights** - Bupa Waireka has a culture of open disclosure. Families are regularly updated of residents' condition including any acute changes or incidents. Complaints processes are implemented and managed in line with the Code. Residents and family interviewed verified ongoing involvement with the community.

**Organisational Management** - Services are planned and coordinated, and are appropriate to the needs of the residents. A care home manager and clinical manager are responsible for day-to-day operations. Goals are documented for the service with evidence of regular reviews. A quality and risk management programme are in the process of being fully implemented. Corrective actions are implemented and evaluated where opportunities for improvements are identified. Residents receive appropriate services from suitably qualified staff. Human resources are managed in accordance with good employment practice. An orientation programme is in place for new staff. An education and training plan is being implemented and includes in-service education and competency assessments. Registered nursing cover is provided 24 hours a day, seven days a week.

**Continuum of Service Delivery** - There is an admission package available prior to or on entry to the service. Care plans are developed in consultation with the resident and/or family. Care plans demonstrate service integration and are reviewed at least six-monthly. Residents' files include three-monthly reviews by the general practitioner (GP). 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 complete education and medicines competencies. The medicines records reviewed included documentation of allergies and sensitivities and are reviewed at least three-monthly by the GP.

An integrated activities programme is implemented that meets the needs of aged care residents. The programme includes community visitors and outings, entertainment and activities.

All food and baking are done on-site. Residents' nutritional needs are identified and documented. Choices are available and are provided. The organisational dietitian reviews the Bupa menu plans.

**Safe and Appropriate Environment** - The service has a current building warrant of fitness.

A maintenance person has responsibility for the maintenance and repairs of the facility. There is a planned maintenance schedule in place. Environmental improvements include the continued process of room refurbishment, new furniture and the reception area is being relocated.

There is sufficient space for residents to safely mobilise using mobility aids and communal areas are easily accessible. There is safe access to the outdoor areas. Seating and shade is provided.

## **Restraint Minimisation and Safe Practice**

There is a restraint policy in place that states the organisations philosophy to restraint minimisation. Currently the service has three residents on restraint (lap belts) and one resident with an enabler. The clinical manager is the restraint coordinator for the facility.

## **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 officer (registered nurse) is responsible for coordinating/providing education and training 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. The infection control officer 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. 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	38	3	0	60

**Continuous Improvement (CI)** - *Criterion are fully attained, with the service demonstrating continued review and improvement in this area.*

**Fully Attained (FA)** - *The service 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 service is unable to demonstrate appropriate processes, systems or structures to meet the criterion.*

**Not Audited or Not Applicable (NA)**