



## **General Overview: -**

Windsor Park Care Home is part of the Bupa group. The service is certified to provide rest home, hospital (medical and geriatric), dementia and residential disability (physical) level of care for up to 79 residents. On the day of audit there were 58 residents.

This unannounced surveillance audit was conducted against a sub-set of 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, general practitioner and staff.

The care home manager is a registered nurse and has been in the role since January 2019. The clinical manager (RN) has been in the role for 18 months and has a background in aged care. They are supported by a recently appointed unit coordinator, registered nurses and long-standing caregivers.

This surveillance audit identified that improvements are required around meetings, aspects of health and safety, orientation and appraisals, and infection control surveillance.

## **Health and Disability Sector Standards**

**Consumer Rights** - Relatives interviewed stated they felt well informed. Incident reports evidenced relative notification of adverse events. A complaints register is maintained. Complaints have been well documented and managed.

**Organisational Management** - Bupa Windsor Park has a current business plan and quality assurance and risk management plan that outlines objectives for the year. Aspects of quality information are reported to the monthly quality committee meetings. Internal audits are being conducted according to the schedule. Residents and relatives are provided the opportunity to feedback on service delivery issues at three monthly resident meetings and via resident/relative satisfaction surveys. Incidents are collated monthly and opportunities to minimise risks are identified. An employment process is in place. The in-service education programme for 2019 is being implemented. A roster provides sufficient and appropriate coverage for the effective delivery of care and support.

**Continuum of Service Delivery** - Registered nurses are responsible for each stage of service provision. A registered nurse assesses and reviews residents' needs, outcomes and goals with the resident and/or family input. Care plans viewed demonstrated service integration and are reviewed at least six monthly. Resident files include medical notes by the contracted general practitioners and visiting allied health professionals.

Medication policies reflect legislative requirements and guidelines. Registered nurses, enrolled nurses and senior medication competent caregivers are responsible for the administration of medicines. Medication charts are reviewed three monthly by the GP.

The diversional therapist implements the activity programme to meet the individual needs, preferences and abilities of the residents. Residents are encouraged to maintain community links. There are regular entertainers, outings, and celebrations.

All meals are cooked on site. Residents' food preferences, dislikes and dietary requirements are identified at admission and accommodated.

Residents commented positively on the meals. Snacks are available at all times.

**Safe and Appropriate Environment** - The building has a current warrant of fitness. Preventative and reactive maintenance occurs. All communal areas are accessible for residents using mobility aids. External areas are well maintained and provide seating and shade. There is a secure external area in the dementia unit with paths with no dead ends.

## **Restraint Minimisation and Safe Practice**

Bupa Windsor Park has restraint minimisation and safe practice policies and procedures in place. At the time of the audit there were four residents with restraints and two residents using an enabler. Assessments were fully completed. There is a designated restraint coordinator. Staff receive training around restraint minimisation.

## **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 coordinator is responsible for the collation of infections and

orientation and education for staff. There is a suite of infection control policies and guidelines to support practice. There has been one Norovirus outbreak in 2019.

Total out of 101 HDSS criteria reviewed (NB: ARC contract criteria reviewed at audit are not counted here)	CI	FA	PA	UA	NA
	0	37	4	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)**