



## **General Overview: -**

Bupa Sunset Rest Home and Hospital is certified to provide rest home, hospital, dementia and residential disability levels of care for up to 124 residents. There were 115 residents at the time of the audit.

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, interviews with residents, family, management, staff, and a general practitioner.

The care home manager is appropriately qualified and experienced and is supported by a clinical manager. There are quality systems and processes being implemented. Feedback from residents and families was very positive about the care and the services provided. An induction and in-service training programme is in place to provide staff with appropriate knowledge and skills to deliver care.

There are three areas of continuous improvement awarded around quality indicator data results, food and nutrition, and infection control.

## **Health and Disability Sector Standards**

**Consumer Rights** - There is evidence that residents and family are kept informed. The rights of the resident and/or their family to make a complaint is understood, respected and upheld by the service. Complaints processes are implemented, and complaints and concerns are actively managed and well-documented.

**Organisational Management** - Services are planned, coordinated and are appropriate to the needs of the residents including those under 65 years of age. A care home manager and clinical manager are responsible for day-to-day operations. Annual goals are documented for the service with evidence of regular reviews. A quality and risk management programme is in place. Quality initiatives are implemented which provide evidence of improved services for residents.

Residents receive appropriate services from suitably qualified staff. Staff recruitment is 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 twenty-four hours a day, seven days a week.

**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 included medical notes by the contracted general practitioner and visiting allied health professionals.

Medication policies reflect legislative requirements and guidelines. Registered 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 and celebrations.

All meals are cooked on site. Residents' food preferences, dislikes and dietary needs are recorded. Residents commented positively on the meals. Snacks are available at all times. The food control plan has been verified.

**Safe and Appropriate Environment** - There are documented processes for the management of waste and hazardous substances in place and incidents are reported in a timely manner. Chemicals are stored safely throughout the facility. The building has a current warrant of fitness. Residents have adequate internal and external spaces to meet their needs.

## **Restraint Minimisation and Safe Practice**

Restraint minimisation and safe practice policies and procedures are in place. Staff are provided with training in restraint minimisation and challenging behaviour management. On the day of audit there were two residents using restraint and three residents with an enabler. Restraint management processes are being implemented.

## **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. Information obtained through surveillance is used to determine infection control activities and education needs within the facility.

<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>
	3	38	0	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)**