



General Overview: -

Remuera Care Home is part of the Bupa group. The service is certified to provide rest home and hospital (geriatric and medical) level care for up to 44 residents. On the day of audit, there were 42 residents.

This certification audit was conducted 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 residents and staff files, observations and interviews with residents, relatives, staff, management and general practitioner.

The care home manager has been in the role for 5 years and is an experienced Bupa manager. The manager is supported by a clinical manager.

There are well-developed systems, processes, policies and procedures that are structured to provide appropriate quality care for people who use the service. Implementation is supported through the Bupa quality and risk management programme that is individualised to Remuera. Quality initiatives are implemented which provide evidence of improved services for residents.

A comprehensive orientation and in-service training programme that provides staff with appropriate knowledge and skills to deliver care and support, is in place.

A continued improvement rating has been awarded around infection control.

Health and Disability Sector Standards

Consumer Rights - Staff endeavour to ensure that care is provided in a way that focuses on the individual, values residents' autonomy and maintains their privacy and choice. The service functions in a way that complies with the Code of Health and Disability Consumers' Rights. Cultural needs of residents are met. Policies are implemented to support residents' rights, communication and complaints management. Information on informed consent is included in the admission agreement and discussed with the resident's representative. Care plans accommodate the choices of residents and/or their family/whānau. Complaints and concerns are managed, and a complaints register is maintained.

Organisational Management - The care home manager is supported by an experienced clinical manager, registered nurses, caregivers and support staff. The quality and risk management programme includes a service philosophy, goals and a quality and risk management programme. Quality activities generate improvements in practice and service delivery. Resident and family meetings are held, and annual satisfaction surveys are completed. Health and safety policies, systems and processes are implemented to manage risk. Incidents and accidents are reported and investigated. An education and training programme is established with a current plan in place. Appropriate employment processes are adhered to. There is a roster that provides sufficient and appropriate cover for the effective delivery of care and support.

Continuum of Service Delivery - Registered nurses are responsible for the provision of care and documentation at every stage of service delivery. The residents and families interviewed confirmed their input into care planning and access to a typical range of life experiences and choices. A sampling of residents' clinical files included interRAI assessments and care plans for all residents. Where progress is different from expected, the service responds by initiating changes to the care plan or recording the changes on a short-term care plan. Planned activities are appropriate to the group setting. The residents and families interviewed confirmed satisfaction with the activities programme.

There is a robust medication process and staff responsible for medication management had current medication competencies. Food, fluid, and nutritional needs of residents are provided in line with recognised nutritional guidelines and additional requirements/modified needs were being met where required. There is a large well-equipped kitchen and the kitchen manager/chef oversees provision of the food service. All kitchen staff have completed food safety training.

Safe and Appropriate Environment - The service provider's documentation evidences appropriate (reactive and planned maintenance) systems are in place to ensure the residents' physical environment and facility is maintained. There are waste management policies and procedures for the safe disposal of waste and hazardous substances including sharps. Chemicals were stored safely throughout the facility and there is appropriate protective equipment and clothing for staff. Material safety datasheets are available. All resident rooms are spacious and single with en-suites.

Housekeeping staff maintain a clean and tidy environment. All linen is laundered off-site at another Bupa facility. There is a system in place to manage soiled linen appropriately and safely. The facility is appropriately heated and ventilated. There is an approved evacuation scheme and emergency supplies for three plus days. At least one first aid trained staff member is on duty always.

The service is in the process of renovations, there are hazard management plans in place for both the work sites and for clinical aspects of safety.

Restraint Minimisation and Safe Practice

There is a regional restraint group at an organisation level, which reviews restraint practices. The quality committee is also responsible for restraint review and use. The restraint policy includes comprehensive restraint procedures. The clinical manager is the restraint coordinator. Bupa Remuera continues to maintain their restraint free status. There are no residents using enablers. Care staff interviewed were knowledgeable and had received ongoing training on the management of challenging behaviour and restraint.

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. The service engages in benchmarking with other Bupa facilities. Staff receive ongoing training in infection control.

Total out of 101 HDSS criteria reviewed (NB: ARC contract criteria reviewed at audit are not counted here)	CI	FA	PA	UA	NA
	1	92	0	0	8

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)