Radius Residential Care Limited - Radius Baycare Home & Hospital

Date of audit: 19-Oct-10 (Certification)

The following summary has been accepted by the Ministry of Health as being an accurate reflection of the certification audit conducted against the Health and Disability Services Standards – NZS8134.1:2008;NZS8134.2:2008 & NZS8134.3:2008 on the audit date(s) specified.

GENERAL OVERVIEW

Baycare Home and Hospital is a forty-six bed hospital and rest home in Pahia. The facility is part of the Radius Residential Care Group Ltd of privately owned aged care residential facilities. There were no outstanding corrective actions from the previous audit and the facility had not had an issues based audit or a complaint lodged with the office of the Health and Disability Commissioner. One coroners enquiry in February 2010 has been investigated and closed. Northland District Health Board (NDHB) requested the auditors to validate the facilities registered nurse coverage as recruitment had been an ongoing problem. The facility has a full coverage of registered nurses after recent recruitments with the chief operations manager reporting this to the DHB the week before the audit.

SUMMARY

Standards have been assessed and summarised below:

Key

Indicator	Description	Definition
	Includes commendable elements above the required levels of performance	All standards applicable to this service attained with some criteria exceeded
	No short falls	Standards applicable to this service attained with all criteria achieved
	Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity	Standards applicable to this service attained but with some criteria partially achieved and of negligible or low risk
	A number of shortfalls that require specific action to address	Standards applicable to this service attained but with some criteria partially achieved and of medium, high or critical risk and/or some criteria unattained

Indicator	Description	Definition
	Major shortfalls, significant action is needed to achieve the required levels of performance	Some standards applicable to this service unattained

Consumer Rights	Indicator	Assessment
Includes 13 standards that support an outcome where consumers receive safe services of an appropriate standard that comply with consumer rights legislation. Services are provided in a manner that is respectful of consumer rights, facilities, informed choice, minimises harm and acknowledges cultural and individual values and beliefs.		**No short falls**

Organisational Management	Indicator	Assessment
Includes 9 standards that support an outcome where consumers receive services that comply with legislation and are managed in a safe, efficient and effective manner.		**No short falls**

Continuum of Service Delivery	Indicator	Assessment
Includes 13 standards that support an outcome where consumers participate in and receive timely assessment, followed by services that are planned, coordinated, and delivered in a timely and appropriate manner, consistent with current legislation.		**No short falls**

Safe and Appropriate Environment	Indicator	Assessment
Includes 8 standards that support an outcome where services are provided in a clean, safe environment that is appropriate to the age/needs of the consumer, ensure physical privacy is maintained, has adequate space and amenities to facilitate independence, is in a setting appropriate to the consumer group and meets the needs of people with disabilities.		**No short falls**

Restraint Minimisation and Safe Practice	Indicator	Assessment
Includes 3 standards with outcomes where: • Consumers receive and experience services in the least restrictive manner through restraint minimisation • Consumers requiring restraint receive services in a safe manner • Consumers requiring seclusion receive services in the least restrictive manner		**No short falls**

Infection Prevention and Control	Indicator	Assessment
Includes 6 standards which require: • There is a managed environment, which minimises the risk of infection to consumers, service providers and visitors appropriate to the size and scope of the service. • There are adequate human, physical and information resources to implement the infection control programme and meet the needs of the organisation.		**No short falls**

• Documented policies and procedures for the prevention and control of infection reflect current accepted good practice and relevant legislation requirements and are readily available and are implemented in the organisation. These policies and procedures are practical, safe and appropriate/suitable for the type of service provided. • The organisation provides relevant education on infection control to all service providers, support staff and consumers. • Surveillance for infection is carried out in accordance with agreed objectives, priorities and methods that have been specified in the infection control programme. • Acute care and surgical hospitals will have established and implemented policies and procedures for the use of antibiotics to promote the appropriate prudent prescribing in line with accepted guidelines. The service can seek guidance from clinical microbiologists or infectious disease physicians.		

AUDIT RESULTS

Consumer Rights

Baycare Home and Hospital provides information and discussion on the Health and Disability Commissioner's (HDC) Code of Health and Disability Services Consumers' Rights (the Code) to ensure residents and their families understand their rights and are able to raise concerns and access support services. The management and staff have a commitment to open disclosure and transparency in all service provision. Residents' cultural and individual values and beliefs are assessed on admission and documented in their plan of care. Staff receive education on supporting cultural and individual values and beliefs at orientation and through the annual education programme. Residents and relatives confirm privacy is respected. The consent processes are appropriate and meet requirements. Information on the organisation's complaint process is included in the residents' information pack and discussed with the resident and their family on admission. Complaints are managed according to the process and meet the requirements of the Code.

Organisational Management

Baycare Home and Hospital has a mission statement with clear measurable goals that is monitored through the quality and risk system and links to legislation and regulations. The organisation is privately owned by Radius Residential Care Group Ltd. The organisation's mission statement includes the residents' right to a quality lifestyle and that the organisation will provide an innovative approach with caring qualified people. The values and scope of the organisation are included in the business plan which is reviewed annually by the executive management team, which includes the Operation Manager, the Human Resource Manager the Financial Manager the Chief Executive Officer and the Clinical Operations Manager. The facility's business plan, which is devolved from the organisation's business plan, for 2009 and 2010 was sighted. The organisation has a robust quality and risk management system in place and staff are involved in implementation through incident and

accident reporting and investigation, complaints management, internal audits and attendance at meetings. Any deficiencies in service delivery are identified through monthly data collection and collation and corrective actions are implemented. The incident and accident reporting and investigation process is linked to the quality and risk system.

Baycare Home and Hospital have a workforce of thirty-eight staff who are very experienced and educated in care of the older person. The rosters show adequate staffing levels to meet resident numbers and acuity. Residents and relatives spoken to report a high level of satisfaction with the services provided which is also confirmed by results of the resident/relative survey.

Continuum of Service Delivery

Baycare Home and Hospital accepts residents who have been assessed by the Needs Assessment and Service Coordination (NASC) service, as being suitable for rest home or hospital level of care. Entry information is available in hard copy and on the Radius and Eldernet websites. The referral agencies are informed of the facility's entry criteria. Assessments and care planning are conducted on admission to the facility, in consultation with the resident and family members. Residents' care plans reflect individualised, accurate and up-to-date care requirements. Care plans are evaluated six monthly by a registered nurse (RN). Services provided are appropriate to the consumer group. Medicine management meets legislative and safe practice requirements. The food service caters for the needs, likes and dislikes of the residents. Four weekly summer and winter menus are appropriate and varied. Menus are reviewed six monthly and a full menu audit is conducted by the dietitian every two years.

Safe and Appropriate Environment

Baycare Home and Hospital is a purpose built care facility and is approximately 14 years old. There are appropriate systems in place to ensure the service provides a clean and safe environment for residents, staff and visitors and that they are protected from harm as a result of exposure to waste, infectious or hazardous substances. Residents are provided with safe, age appropriate and accessible areas to meet their relaxation, activity and dining needs. A cleaning and laundry service is provided seven days a week. Residents are provided with adequate natural light, safe ventilation and an environment that is maintained at a safe and comfortable temperature. All bedrooms, bathrooms and communal areas have a call bell system. Fire evacuations are conducted six monthly and there is a current building warrant of fitness. Staff are trained to respond to emergency and security situations.

Restraint Minimisation and Safe Practice

Baycare and Home and Hospital has a restraint policy in place that has a clear definition of restraint and enablers and includes a philosophy of restraint minimisation. All staff receive education on this at orientation and through annual education. At the time of the audit, two enablers at the residents' request were in use and eight restraints for safety reasons.

Infection Prevention and Control

There are comprehensive infection prevention and control policies and procedures, that are based on accepted good practice. The infection control co-ordinator (Clinical Manager) is responsible for the implementation of the infection prevention and control programme. The programme is evaluated and reviewed for its continuing effectiveness and appropriateness on an annual basis and approved by Radius Residential Care's national support office. The infection prevention and control programme guides activities and priorities for the year ahead. Staff orientation and ongoing education includes infection prevention and control principles and practices. Infection surveillance processes are defined and documented. The surveillance data is collected, collated, graphed, analysed and benchmarked against other Radius Residential Care facilities and the data is communicated to all concerned.