

## **Royal Heights Care Limited**

**Date of audit: 12-Apr-11 – Surveillance Audit**

**The following summary has been accepted by the Ministry of Health as being an accurate reflection of the Surveillance 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**

Royal Heights Care Ltd continues to provide rest home level care to a maximum of 45 residents. On the day of the audit there were 41 residents all over the age of 65 years. There have been no changes to the scope or size of the services being delivered since the previous certification audit in 2009. This was an unannounced surveillance audit. There were no improvements identified at the previous audit and no areas for improvement (non compliance with standards) as a result of this audit. Quality, risk and HR systems are well maintained and care is being planned and delivered by competent and experienced staff. Buildings and equipment are being maintained in excellent condition. There are ongoing enhancements to services and additional recreational facilities have been provided for the safety and benefit of residents.

**Date of audit: 26 June 2009 – Certification Audit**

**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.**

Royal Heights is a modern, designed for purpose rest home with 45 beds. All beds were fully occupied on the day of audit 26 June 2009. The service was originally created by the current owners in 1992 who are very involved in the day to day running of the business and all aspects of service delivery. Clinical care is overseen by a full time NZ Registered Nurse Manager who is very experienced in age care and maintains her clinical skills with ongoing training. The organisation is well managed using industry standardised quality systems. There is a dedicated Quality Assurance Manager and a Business Manager who monitor the day to day delivery of services and ensure systems are adhered to. Staffing levels and cover on each shift exceeds service contractual requirements. Staff turnover is minimal and most staff have been employed for more than ten years. All staff attend ongoing education and training and are first aid qualified. Good employment practices ensure that only suitable staff are employed. Staff make every effort to ensure residents and their families are adequately informed about their rights under the Health and Disability Code of Rights. Residents and their families are invited to participate in evaluating the service. Resident and family surveys indicate a high degree of satisfaction with the facility, staff and care provided. Resident feedback, autonomy and independence is encouraged. Information about the service is accurately described on its own website and on Eldernet. There is clear information about entry and what residents and their families can expect. All residents receive timely and competent care services that meet their identified needs. There is a varied and engaging

activities programme that is appropriate for older people. Medication systems are safe and comply with legislation. Food services are managed safely. The facility is attractively presented, well maintained and all areas are modern, clean and spacious. Service areas have been upgraded to meet current industry best practice standards. The home is elevated with views over the Waitakere ranges. The service had an excellent health and safety record and has robust systems in place for emergency preparedness. There is a very low rate of infections and staff are diligent with infection prevention and control. The service has a policy of no restraint unless this is absolutely necessary in temporary situations. There has never been a restraint intervention.

Standards have been assessed and summarised below:

Key

Four point scale	Description
<b>Standards applicable to this service attained with some criteria exceeded</b>	Includes commendable elements above the required levels of performance
<b>Standards applicable to this service attained with all criteria achieved</b>	No short falls
<b>Standards applicable to this service attained with some criteria partially achieved or unachieved</b>	Some minor shortfalls, no major deficiencies and required levels of performance seem achievable without extensive extra activity
<b>Some standards or this standard unattained that are applicable to this service</b>	Major shortfalls, significant action is needed to achieve the required levels of performance

<b>Consumer Rights</b>	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.	<b>Standards applicable to this service attained with all criteria achieved</b>

<b>Organisational Management</b>	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.	<b>Standards applicable to this service attained with some criteria exceeded</b>

<b>Continuum of Service Delivery</b>	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.	<b>Standards applicable to this service attained with all criteria achieved</b>

<b>Safe and Appropriate Environment</b>	Assessment

<p>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.</p>	<p><b>Standards applicable to this service attained with all criteria achieved</b></p>
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<p><b>Restraint Minimisation and Safe Practice</b></p>	<p>Assessment</p>
<p>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</p>	<p><b>Standards applicable to this service attained with all criteria achieved</b></p>

<p><b>Infection Prevention and Control</b></p>	<p>Assessment</p>
<p>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.  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.</p>	<p><b>Standards applicable to this service attained with all criteria achieved</b></p>