

## **Bob Owens Retirement Village Limited**

**CURRENT STATUS: 13-Jun-12**

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

Bob Owens is one of Ryman Healthcare Retirement Villages. The care centre (hospital and rest home) on level one was opened April 2012. There are currently 32 residents in the care centre. The care centre extends across three levels. This verification audit included verifying the two 20 bed dementia units situated on level three. The service is aiming to open the first 20-bed dementia unit after the formal opening day late June 2012.

Ryman and Bob Owens have been proactive in preparing for the special care unit and have developed quality objectives and strategy plans around the implementation of the unit.

The organisation completes annual planning and has comprehensive policies/procedures to provide rest home, hospital/medical and dementia level care. This verification audit identified that the environment, draft roster and processes are appropriate for providing dementia level care and in meeting the needs of the residents.

The corrective actions required by the service are in relation to the completion of the building and implementation of the service.

## **Bob Owens Retirement Village Limited**

**CURRENT STATUS: 21-Mar-12**

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

Bob Owens Retirement Village is a new Ryman Healthcare facility, situated in Tauranga. The Bob Owens facility is modern, spacious and extends across four levels. Level one (ground level) contains a 40 bed care centre that will provide care for rest home and hospital residents and a large lounge/dining area for service apartment residents. This floor is due to open 13 April 2012. There are serviced apartments situated across all four floors and at this audit twenty apartments are included as part of this partial provisional audit and identified as

suitable for any residents that may be assessed for rest home level care. Level two also includes another 40-bed care centre. The care centre on level two is in the process of being completed but will not be opened initially. Two 20 bed dementia units are situated on level three. The dementia units are not due to open until August 2012 and have not been included in this partial provisional audit.

There is an experienced facility manager employed at Bob Owens who has been in the role since early 2012. A clinical nurse manager has been appointed to oversee the care centre. The new facility includes a modern call bell system that encourages independence/supervision and all resident rooms have single en-suites.

The audit identified the new facility, staff roster and equipment requirements and processes are appropriate for providing rest home, hospital - geriatric and medical level care and in meeting the needs of the residents.

Ryman Healthcare is experienced in opening new facilities and there are clear procedures and responsibilities for the safe and smooth transition of residents into the new facility.

The corrective actions required by the service are all related to the completion of the building and implementation of the new service.