

## TerraNova Homes & Care Limited - Monte Vista Residential Care

**CURRENT STATUS: 14-Jun-12**

**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

Monte Vista Residential Care is a 41 bed rest home and hospital located in Taupo and owned by TerraNova Homes and Care Ltd. Forty-one of these beds are designated as 'swing beds' meaning they can be used for either rest home or hospital level residents, depending on the demand. There were 28 residents living at the facility during this audit (11 hospital level and 17 rest home level). There is a total of 34 staff employed with registered nursing; (RN) cover provided 24 hours a day, seven days a week. A full-time manager who is a registered nurse (RN) is employed. She is assisted by a clinical coordinator who is also an RN.

Two shortfalls were identified as a result of this audit. Evaluations of care plans do not document the response to the support and/or interventions implemented and the progress toward meeting the desired outcomes and secondly, bathroom and shower surfaces are not maintained to ensure they can be easily cleaned. Improvements are required to address these two issues.

### AUDIT SUMMARY AS AT 14-JUN-12

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

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

Consumer Rights	Day of Audit 14-Jun-12	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>No short falls</b>

Organisational Management	Day of Audit 14-Jun-12	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>Includes commendable elements above the required levels of performance</b>

Continuum of Service Delivery	Day of Audit 14-Jun-12	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>Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity</b>

Safe and Appropriate Environment	Day of Audit 14-Jun-12	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.		<b>Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity</b>

<b>Restraint Minimisation and Safe Practice</b>	Day of Audit 14-Jun-12	Assessment
Includes 3 standards that support outcomes where consumers receive and experience services in the least restrictive and safe manner through restraint minimisation.		<b>No short falls</b>

<b>Infection Prevention and Control</b>	Day of Audit 14-Jun-12	Assessment
Includes 6 standards that support an outcome which minimises the risk of infection to consumers, service providers and visitors. Infection control policies and procedures are practical, safe and appropriate for the type of service provided and reflect current accepted good practice and legislative requirements. The organisation provides relevant education on infection control to all service providers and consumers. Surveillance for infection is carried out as specified in the infection control programme.		<b>No short falls</b>

## **AUDIT RESULTS AS AT 14-JUN-12**

### **Consumer Rights**

Residents receive services that uphold consumer rights legislation. Staffs demonstrate their clear understanding of residents' rights and obligations. This knowledge is incorporated into their daily work duties, caring for the residents.

Residents are treated with respect and receive services in a manner that considers their dignity, privacy and independence. Mandatory annual training and education programmes on consumers' rights are well-attended by staff. Services are provided to maximise the residents' independence, reflecting the wishes of the resident.

Residents who identify as Maori have their needs met in a manner that respects and acknowledges their individual cultural values and beliefs. Staffs receive training on Maori cultural values and beliefs.

The right of the resident and/or their family to make a complaint is understood, respected and upheld by the service.

### **Organisational Management**

Performance is in alignment with TerraNova's purpose, values, direction and goals. The facility is managed by an experienced registered nurse with post-graduate qualifications in health management and public health.

Quality and risk management processes are documented and attained at a level that exceeds what is typically observed in an aged care environment. The 'balanced scorecard' approach has resulted in three criteria rated as 'continued improvement'. Key performance

indicators are benchmarked internally with the other TerraNova facilities and externally against targets determined by the Ministry of Health's 'Indicators for Safe Aged and Dementia Care' (2008) and 'Simple Solutions', a national benchmarking programme for aged care facilities. Data is shared with staff and robust corrective action plans are put into place where opportunities exist.

Adverse, unplanned and untoward events are recorded in a systematic manner and are reported to those affected in an open manner.

Human resources processes are managed in accordance with good employment practice, meeting legislative requirements. Staffs have completed their full orientation training and other training requirements. Residents receive appropriate services from suitably qualified staff and services are timely.

Resident information is uniquely identifiable, accurately recorded, current, confidential and accessible when required.

### **Continuum of Service Delivery**

TerraNova organisational systems and processes are implemented to assess, plan and evaluate the care needs of the residents. Staff are trained and qualified to perform their roles and deliver all aspects of service provision. Staffs provide an integrated and multidisciplinary approach to service delivery. A RN develops, reviews, updates and evaluates the care plans for the residents at least six monthly, or more frequently as the needs of the resident changes. Care plans are up to date and reflect current needs of the resident accurately. An area for improvement is required to ensure the evaluation of care is documented in order to provide detailed information on how the resident is responding to support and interventions.

The activities programme supports the interests, needs and strengths of residents.

Food services policies and procedures are appropriate to the service setting with a current review by a dietician of the winter and summer menus. Resident's individual dietary needs are identified documented and reviewed on a regular basis. Visual inspection evidences compliance with current legislation and guidelines. Residents and family/whanau interviewed report satisfaction with the food service provided.

The medicines management systems reflect current legislation and guidelines. An appropriate medicine management system is implemented with policies and procedures clearly detailing service providers' responsibilities. Staffs responsible for medicine management have attended relevant in-service education and have current medicine competencies.

### **Safe and Appropriate Environment**

In-service education, which includes specific learning related to healthcare waste, emergency procedures and appropriate security measures to keep residents and visitors safe, is undertaken by all staff.

Residents are provided with safe, adequate, age appropriate facilities that are furnished to reflect the home like nature of the rest home and hospital level of needs. There is a scheduled and reactive maintenance process and a long term maintenance programme in

place. There is an improvement required related to on-going maintenance of the bathrooms/showers to ensure the surfaces are able to be easily cleaned in line with infection prevention guidelines.

Safe and hygienic cleaning and laundry services are provided for residents and the facility is clean, neat and tidy. The home has adequate heating and ventilation throughout. There is no smoking inside the facility.

### **Restraint Minimisation and Safe Practice**

The restraint coordinator and the TerraNova Restraint Approval Group are responsible for approving the restraints/enablers used, ensuring policies and procedures for restraint minimisation are up-to-date and that staff attend current and relevant restraint education programmes.

The facility uses restraint in a safe manner. Staffs are required to attend restraint education. Nine residents are listed on the restraint register. Seven of the nine residents are using an approved restraint with the remaining two residents using approved enablers.

A system of evaluation and review of any restraint being used takes place within the first 72 hours of the restraint being implemented, followed by a one month review and three-monthly reviews thereafter. This review process assesses the alternative strategies explored; desired outcome and whether it is being achieved; the duration of restraint; and the impact of the restraint on the resident, staff and family.

### **Infection Prevention and Control**

The TerraNova organisational infection prevention and control policies and procedures implemented by the service reflect accepted good practice and infection prevention and control principles in care delivery. There are adequate resources to allow for a managed environment which minimises the risk of infection to residents, staff and visitors. The programme is relevant to the size and scope of the service and is monitored by the infection control co-ordinator.

The infection control resource nurse ensures the surveillance methods are adhered to and monthly infection surveillance data are recorded, collated, benchmarked and reported to management. Analysis and evaluation of data is used to develop any corrective actions required which are monitored by the infection control resource nurse in a timely manner.