

Roseneath Care Services Limited

CURRENT STATUS: 24-Oct-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

Roseneath Care Services Limited is privately owned. The daily care is overseen by a registered nurse manager, supported by the owner and an administration manager. The facility is licensed for 42 beds, comprised of 20 hospital level care beds, 17 rest home level care beds and 5 dementia care beds. On the days of this audit, 14 rest home, 5 dementia and 17 hospital level care beds were occupied. The facility is well maintained and all rooms are single rooms with full ensuite. Five dementia care beds were made available in a specialised dementia care wing. Residents and families are well informed and are content with the service provided. Staffs are respectful to residents and families and participate in a suitable education programme. Areas for improvement identified during this audit include formalising performance monitoring against the strategic plan, updating the infection control programme and monitoring documentation signoff.

AUDIT SUMMARY AS AT 24-OCT-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
	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	Day of Audit 24-Oct-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.		Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity

Organisational Management	Day of Audit 24-Oct-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.		Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity

Continuum of Service Delivery	Day of Audit 24-Oct-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.		No short falls

Safe and Appropriate Environment	Day of Audit 24-Oct-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.		Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity

Restraint Minimisation and Safe Practice	Day of Audit 24-Oct-12	Assessment
Includes 3 standards that support outcomes where consumers receive and experience services in the least restrictive and safe manner through restraint minimisation.		Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity

Infection Prevention and Control	Day of Audit 24-Oct-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.		Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity

AUDIT RESULTS AS AT 24-OCT-12

Consumer Rights

Consumer rights are well embedded in the care provided by Roseneath Care Services. Comprehensive policies cover all aspects of care. Residents and families are aware of the consent and complaints procedures. Written information provided prior to admission is discussed further at the time of admission. Residents and families express confidence in the process and find staff approachable and helpful. Although residents' files reviewed and staff and resident interviews indicate that staffs seek consent, two of the files reviewed do not have a signed consent form and this requires an improvement.

The organisation's complaints policy meets the Code of Health and Disability Services Consumers' Rights (the Code) and residents and/or family members are able to make complaints. A complaints register is maintained, but it does not contain all records and correspondence to demonstrate that all complaints have been managed, as required by Right 10 of the Code; an improvement is identified for this.

Organisational Management

The organisation has a clearly documented ownership and organisational structure which is available to staff in the Lines of Reporting document.

Approximately three months prior to this onsite audit, the care manager and then administrator manager left the organisation. An existing administrator/receptionist has moved into the administration manager position and a new care manager has been recruited

and appointed. Through this time, the owner/business manager identified (with the new care manager) that some management responsibilities and functions had not been occurring. As a result of this, four areas of required improvement are identified in this section of the standards.

The newly appointed care manager is an experienced RN with a current practising certificate, who has run a large aged care facility in Wellington. One of the two owners is an experienced health manager from the United Kingdom who has run aged residential services there, as well as setting up and running purpose-built dementia care services.

Roseneath has a well described quality management system which meets the requirements of the Health and Disability Services Standards, the requirements of the provider's contract with the district health board and other legislative requirements. The document control and management system is effectively implemented and there are current policies and procedures readily available to all staff. Incident reporting is well understood by all staff and events data is collated and trends identified and communicated to staff members. Adverse events are well managed and there is good communication with residents and families, with open disclosure being practised. Required improvements have been identified in relation to regularly reviewing the organisation's strategic plan, evaluation of quality improvement data and regular measuring of achievement against the quality and risk management plan.

There are human resources management systems which meet legislative requirements and good employer practices. All staff have a personnel file which details their recruitment and selection, verification of qualifications and tracking of practising certificates and on-going competencies.

Each resident has their own individual file which records their care and support needs and all relevant clinical information. Files are held securely and privacy of personal information is maintained. A required improvement is needed to ensure that the staff member's name and designation of the service provider are recorded on residents' records.

Family members interviewed report satisfaction with the care their family members receive and are complimentary of Roseneath Care Services and its staff.

Continuum of Service Delivery

There is a registered nurse onsite each duty. A multidisciplinary approach is well embedded in the organisation, with services across the region and with close links with the Wairarapa District Health Board (WDHB). Staffs are dedicated to providing person-centred care; this shows in the care planning and is reiterated during interview with residents and families. A registered nurse oversees and carries out assessments, care planning and evaluation of care. Care plans accurately reflect the residents' abilities and goals. Residents and their families are involved in the care planning and goal setting. Residents and families state they feel comfortable with the service and find management and staff approachable to discuss concerns.

Activities are planned that reflect the residents' wishes and skill levels and a wide variety of activities are offered. Activities are purposeful and reflect community links, such as joint activities with community groups, schools and churches.

Medicine management complies with legislation and staff competencies are up-to-date.

The food services are well managed; the menu is varied and is overseen by a dietitian. Dietary requirements are well catered for and specialised equipment is available.

Safe and Appropriate Environment

Roseneath Care Services is an old Wairarapa homestead which has been extended and upgraded over time to meet the changing needs of the services being delivered. The original building is now almost indistinguishable from the new additions, the most recent being the purpose-built dementia unit called Cecelia wing.

The environment is warm, welcoming and maintained to a high level. Although some of the older rooms are smaller than the newer ones, they are well maintained, warm and comfortable. Residents have their own bedding and linen if they choose and have their own belongings and furniture in their rooms. The variation to this is the use of hospital beds for those people who require higher levels of support and/or choose not to bring their own. Each room has its own telephone and television. There are three communal lounges, a dining room and large internal courtyard and garden within the rest home and hospital complex. The new dementia unit (Cecelia wing) has its own lounge/living room, an internal decked courtyard with a shade umbrella and a separate secure garden and courtyard accessible only from Cecelia wing.

In the older parts of the building, each bedroom has its own washbasin and toilet. In the hospital wing there are four shared ensuite for eight of the bedrooms, one bedroom has its own ensuite, and the remaining bedrooms have a washbasin and separate toilet. There are seven shared bathrooms for use in the hospital and rest home wings with two of these accommodating shower trolleys. In the Cecelia wing, each bedroom has its own ensuite and there is no sharing of bathrooms.

Cleaning is carried out by two domestic staff. They each have their own cleaning trolley and there is a central storeroom for cleaning products and chemicals outside in a locked shed and a smaller locked cupboard off the laundry for more accessible storage of cleaning and laundry products. All laundry is done onsite by the laundry person. The laundry is separated into 'dirty' and 'clean' areas. Waste management is managed according to the emergency plan and health and safety procedures. Cleaning and laundry is monitored for effectiveness by the individual staff members responsible for these functions, through the programme of internal audits and through monthly visits by the product manufacturer Johnson-Diversey. Records of the monitoring activities by the manufacturer and internal audits were reviewed and demonstrate an understanding of the requirements of the Standard.

One required improvement has been identified to ensure that there is a system to record the attainment and expiry dates of first aid certificates, so that all staff required to hold one have continuous certification.

Restraint Minimisation and Safe Practice

Roseneath Care Services has a restraint approval group, which has approved a small number of restraints for use. The organisation has a stated philosophy of minimising the use of restraints wherever possible and this is confirmed at audit. There are appropriate policies

and procedures to guide all staff in assessing the need for restraints and/or enablers, and identifying alternatives to restraint use in all situations. Monitoring, review and evaluation of restraint use is included. There is evidence on all three files reviewed of residents who use restraints that the requirements of the Standard are met.

Residents (where they are able) and family members are involved in the assessment and decision-making phases of restraint use. Staffs have access to information and attend training on the safe use of restraints and enablers, as well as alternatives to restraint, including communication, de-escalation techniques and managing challenging behaviours.

Infection Prevention and Control

Staffs are aware of infection control principles. Comprehensive policies guide staff. Infection control data is collected and is discussed at the management meeting, at the staff meeting and at daily handover meetings. The infection control programme is not current and this requires an improvement.