

Wharekaka Trust Board Incorporated

CURRENT STATUS: 17-Apr-13

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

Wharekaka Rest Home is owned by the Wharekaka Trust Board (Inc society since 1974). The General Manager reports to the Trust monthly. There is a Nurse Manager who oversees all clinical care supported by a registered nurse (RN) for shared on call. There is a Care Coordinator who is a qualified enrolled nurse and all caregivers have either completed or are in the process of completing relevant aged care qualifications.

On the days of audit the service has 17 residents who are assessed as rest home level care and one hospital level care resident. Although the rest home does not have certification for hospital level care, the Wairarapa District Health Board (DHB) has approved this resident's continued stay and has determined that care for one resident at hospital level can be provided safely by Wharekaka. A podiatrist is contracted to provide podiatry services for the residents. Residents and family members interviewed are satisfied with all aspects of care at the rest home.

There are two areas for improvement relating to evidence of a family being contacted following a resident having a fall and also the documentation in the progress notes of interventions relating to a residents increased falls.

AUDIT SUMMARY AS AT 17-APR-13

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 fully attained with some standards exceeded
	No short falls	Standards applicable to this service fully attained

Indicator	Description	Definition
	Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity	Some standards applicable to this service partially attained and of low risk
	A number of shortfalls that require specific action to address	Some standards applicable to this service partially attained and of medium or high risk and/or unattained and of low risk
	Major shortfalls, significant action is needed to achieve the required levels of performance	Some standards applicable to this service unattained and of moderate or high risk

Consumer Rights	Day of Audit 17-Apr-13	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 standards applicable to this service partially attained and of low risk

Organisational Management	Day of Audit 17-Apr-13	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.		Standards applicable to this service fully attained

Continuum of Service Delivery	Day of Audit 17-Apr-13	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.		Some standards applicable to this service partially attained and of low risk

Safe and Appropriate Environment	Day of Audit 17-Apr-13	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.		Standards applicable to this service fully attained

Restraint Minimisation and Safe Practice	Day of Audit 17-Apr-13	Assessment
Includes 3 standards that support outcomes where consumers receive and experience services in the least restrictive and safe manner through restraint minimisation.		Standards applicable to this service fully attained

Infection Prevention and Control	Day of Audit 17-Apr-13	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.		Standards applicable to this service fully attained

AUDIT RESULTS AS AT 17-APR-13

Consumer Rights

Wharekaka Rest Home provides relevant information and allows time for discussion prior to, during, and following the admission process to ensure residents and family/whanau understand the Health and Disability Commissioner's (HDC) Code of Health and Disability Services Consumers' Rights (the Code). Communication methods include family/whanau discussion, an open door policy by management, and staff who are visible and take the time to talk with residents and family/whanau at any time. This ensures full and frank information and open disclosure is maintained. Incident reports, progress notes and family communication records verify family notification (when appropriate) of an incident/accident. However in one incident Wharekaka is unable to provide documented evidence to support the family has been informed and this is an area requiring improvement. Residents and family/whanau members are able to raise concerns and access support services as required.

Residents' cultural and individual values and beliefs are assessed on admission and care planning is put in place to meet identified needs. Informed consent policy and processes are implemented by the service to meet contractual requirements. Staff demonstrate awareness of ensuring residents are informed and have choices related to the care they receive.

The service has an accessible and responsive complaints process.

Organisational Management

There is an implemented quality and risk management system which includes an internal audit programme. Quality improvement data is collected, analysed and reported to all staff monthly. Adverse events are reliably reported.

Human resources are managed according to good employment practice. Staff are provided with regular and relevant education. There are adequate numbers of staff on site to meet the needs of the eighteen generally independent and mobile residents. There is a general manager and nurse manager on site five days a week and on call twenty four hours a day seven days a week.

Residents' records meet the required standard for information systems.

Continuum of Service Delivery

All residents entering Wharekaka Rest Home have been assessed by the needs assessment and service coordination agency (NASC) as requiring rest home level care. Residents receive care from staff, trained to deliver that care, within an environment that is equipped to meet the special needs of older people, while fostering community involvement.

Care plans are developed following a comprehensive assessment process that includes the input of residents, their family/whanau, the resident's General Practitioner (GP) and care staff. Care plans are reviewed and updated as residents' needs change, or at least six monthly. There is an area of improvement required to ensure that all risks identified in the assessment process have related interventions documented in the care plan. Clinical notes are integrated and resident focussed. Activity plans are developed in line with resident's individual interests, requests and goals. Exit, discharge and transfer is planned and co-ordinated.

The medication management system meets legislative requirements and guidelines and delivers medications as prescribed by the resident's GP.

Residents' nutritional needs are provided in line with guidelines for older persons' nutritional needs and the preferences of the residents.

Safe and Appropriate Environment

The building is in a good state of repair and complies with regulatory and legislative requirements. Cleaning and laundry services meet the required standards and there is a monitoring system in place to evaluate the effectiveness of these services. Systems are in place for essential, emergency and security services. Alternative energy and utility sources are maintained. An external company manages the ongoing maintenance of the call bell system.

Restraint Minimisation and Safe Practice

There are no restraints or enablers in use at the time of audit. Staff education on the service philosophy and approach to restraint and enablers and managing challenging behaviours has occurred.

Infection Prevention and Control

The infection prevention and control programme at Wharekaka rest Home is implemented by the infection control nurse. Resources allow for a managed approach to minimise the risk of

infection to all users. The infection control nurse has the responsibility of managing policy and procedure compliance, auditing, education, ensuring surveillance methods are adhered to, recording, collating and reporting monthly infection surveillance data to the staff and the facility manager. Analysis and evaluation of the data is undertaken and corrective actions identified and implemented to assist in lowering infection rates.