

## Winchcombe Healthcare Limited

**CURRENT STATUS: 08-Jul-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

Cook Street Nursing Care Centre provides residential care for up to 30 residents who require hospital level and rest home level care. Occupancy on the day of the audit was 27. The facility is operated by Winchcombe Health Care Limited. All bedrooms provide single accommodation. Staffing is stable, with family members in management and clinical roles. Staffing hours are increased if required to meet the needs of residents. Quality and risk management documentation and residents' clinical files are observed to be managed well.

There are two areas requiring improvement required during this audit. These relate to police vetting prior to employing staff, and implementation of multidisciplinary reviews for residents.

### AUDIT SUMMARY AS AT 08-JUL-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
	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

Indicator	Description	Definition
	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 08-Jul-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.		<b>Standards applicable to this service fully attained</b>

Organisational Management	Day of Audit 08-Jul-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.		<b>Some standards applicable to this service partially attained and of low risk</b>

Continuum of Service Delivery	Day of Audit 08-Jul-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.		<b>Some standards applicable to this service partially attained and of low risk</b>

Safe and Appropriate Environment	Day of Audit 08-Jul-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.		<b>Standards applicable to this service fully attained</b>

Restraint Minimisation and Safe Practice	Day of Audit 08-Jul-13	Assessment
Includes 3 standards that support outcomes where consumers receive and experience services in the least restrictive and safe manner through restraint minimisation.		<b>Standards applicable to this service fully attained</b>

Infection Prevention and Control	Day of Audit 08-Jul-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.		<b>Standards applicable to this service fully attained</b>

## AUDIT RESULTS AS AT 08-JUL-13

### Consumer Rights

Residents and families interviewed report that services are provided in a manner that is respectful of their rights, facilitates informed choice, minimises harm, and acknowledges cultural and individual values and beliefs. Residents and families interviewed state they are happy with the service provided and report that staff are providing care that is appropriate to their needs. These findings are supported during review of a residents' satisfaction survey completed in June 2013. There is documented evidence of notification to family members following adverse events and of any significant change in a resident's condition. Visual inspection provides evidence that the Health and Disability Commissioner's (HDC) Code of Health and Disability Services Consumers' Rights (the Code) information is readily displayed in both English and Māori, along with complaint forms.

All residents are provided with a copy of the Cook Street Nursing Care Centre's information booklet prior to, and on entry to the facility. Information on the Code and complaints processes is included in this information booklet and in the enquiry pack. There are also systems in place to ensure residents and their family are being provided with information to assist them to make informed choices and give informed consent. Staff demonstrate a sound understanding of informed consent and informed consent processes.

Residents are aware of how to make a complaint and of their right to do so. There have been very few complaints made to this facility. The complaints process ensures issues are managed in a timely manner and a register records all complaints and actions taken. All family members interviewed confirm they are aware of the complaints process and have no complaints or concerns.

### Organisational Management

Cook Street Nursing Care Centre is a family run business governed by the owners who work closely with the management team. The mission and philosophy statements are reviewed annually and the goals of the organisation are clearly documented for the 2012-2013 year. These along with the quality and risk plan form the basis of the organisation's operational business plan.

A comprehensive set of policies and procedures are in place to guide staff and these are reviewed regularly.

There is a comprehensive internal audit system. The schedule sighted shows regular audits are planned throughout the year across the range of service components and the results are integral in informing the quality improvement plan.

Sound recruitment processes are evident. Signed position descriptions describe accountabilities and responsibilities and these are stored securely in staff files, as are validation of qualifications, references and employment contracts. However not all staff have had police vetting, through the Ministry of Justice, prior to employment. This is identified as an area requiring improvement. Systems are implemented to ensure all clinical staff have a current annual practising certificate. A core training programme is completed at induction for all staff and then an annual training programme ensures staff are competent to perform their roles.

Resident information is entered into a register in an accurate and timely manner. Residents' files are integrated and documentation is legible with the name and designation of the person making the entry identifiable.

### **Continuum of Service Delivery**

The registered nurses develop, review, update and evaluate residents' care plans at least six monthly and short term care plans are developed for residents who have a change in condition. Residents or their family have input into the development and review of care plans. Documentation provides evidence that families are kept very well informed. Residents and families interviewed are very satisfied with the standard of care provided by staff. There is an area requiring improvement relating to no multidisciplinary reviews of residents' care being implemented.

There is a planned activities programme for the two resident groups residing in Cook Street Nursing Care Centre and this supports their interests, needs and strengths. A diversional therapist provides group and one-to-one activities. Residents and families interviewed confirm the programme is varied and they can choose what they would like to participate in.

An appropriate medicine management system is implemented with policies and procedures clearly detailing service providers' responsibilities. Registered nurses are responsible for medicine management and have current medication competency assessments. Medication files reviewed provide evidence of documented three monthly medication reviews completed by general practitioners, and of residents' allergies and sensitivities. Weekly and six monthly checks of controlled drugs are completed. The medicine fridge temperatures are recorded daily and are within the recommended range. There are two residents self-administering their own medication. A visual inspection of the medication systems provides evidence of compliance with respective legislation, regulations and guidelines.

Food, fluid and nutritional needs of residents are provided in line with recognised nutritional guidelines and additional requirements are being met. Residents' individual needs are identified on admission, documented in nutrition profiles, and reviewed on a regular basis. The most recent satisfaction survey, completed June 2013, review of residents' meeting minutes, and interviews of residents and families, indicates there are no issues with the

quality and temperature of food. Residents also confirm that adequate fluids are provided and snacks are available between meals (e.g., fruit, bread, sandwich fillings, biscuits, cake, and milk shakes).

### **Safe and Appropriate Environment**

Cook Street Nursing Care Centre is an older facility providing both rest home and hospital care. The building has a current building warrant of fitness. On-going service and maintenance is occurring. Electrical safety checks and calibration of equipment is up to date and all fixtures and fittings are appropriate and fit for purpose.

A new updated call system has recently been installed and this is assisting with the responsiveness of staff to residents when they require assistance. All call bells are answered promptly.

Safe and hygienic cleaning and laundry processes are provided according to guidelines. These are monitored for effectiveness both internally and by an external agency. Cleaning chemicals are being locked away safely.

There are documented procedures in place related to security, emergency management and waste management. The facility has adequate supplies, including food, water and utilities, for use in an emergency.

All residents and family members interviewed confirm the facility is always clean, warm and appropriately ventilated.

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

Policies and procedures meet all legislative and contractual requirements for the safe use of restraints. The service maintains a process to determine approval of all types of restraint, including enablers. The assessment process undertaken is comprehensive and well understood by staff. The assessments and approvals by appropriate health professionals are used to inform care planning. Currently 'bed gates' and chair support briefs are the only enablers and restraints in use at the facility. A restraint register is in place. All staff undergo training in the use of enablers and restraints as part of their induction and this is repeated annually, or earlier if required. The restraint co-ordinator is an experienced registered nurse who oversees all restraint and enabler use and provides regular reporting to the management. The organisation undertakes rigorous monitoring and does regular reviews of all restraint use.

### **Infection Prevention and Control**

Infection control management systems are fully implemented at Cook Street Nursing Care Centre to minimize the risk of infection to residents, service providers and visitors. The infection control programme implemented meets the needs of the organisation and provides information and resources to inform the service providers on infection prevention and control. Documented policies and procedures are readily available for staff related to the prevention and control of infection and reflect current accepted good practice and legislative requirements.

The infection control co-ordinators role is held by a registered nurse, who has attended on going infection control education. On-going infection control education has been provided to staff.

The type of surveillance undertaken is appropriate to the size and complexity of the organisation. Review of documentation at Cook Street Nursing Centre provides evidence the surveillance reporting process in place is applicable to the size and complexity of the organization. Results of surveillance are reported monthly at the quality and registered nurses' meetings. Copies of graphs of clinical indicators are displayed and staff interviewed report this information is available for them.

Cook Street Nursing Care Centre experienced a Norovirus outbreak in April/May 2013, and documentation reviewed and interviews of staff and a general practitioner provides evidence that this outbreak was managed appropriately with input, advice and support from personnel from the local Public Health Unit of the District Health Board.