

Bupa Care Services NZ Limited - Gladys Mary Rest Home

CURRENT STATUS: 23-Jun-11

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

Gladys Mary is part of the Bupa group of facilities and provides care for up to 39 rest home residents. Occupancy on the day of the audit was 36 residents. The service continues to implement a quality and risk management system. The management team has recently left Gladys Mary. The facility manager position is currently been overseen by the Bupa regional manager and another Bupa facility manager until a recently appointed facility manager commences at the end of July. A relief registered nurse is also providing clinical oversight until another clinical manager is appointed. Staff turnover is low and the service provides a comprehensive education programme. The service has addressed the majority of the corrective actions from the previous certification audit with further improvements still required around implementation of the quality system. This surveillance audit has also identified improvements required by the service around care planning, and dating eyedrops when opened.

AUDIT SUMMARY AS AT 23-JUN-11

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 23-Jun-11	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.		No short falls

Organisational Management	Day of Audit 23-Jun-11	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.		A number of shortfalls that require specific action to address

Continuum of Service Delivery	Day of Audit 23-Jun-11	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.		A number of shortfalls that require specific action to address

Safe and Appropriate Environment	Day of Audit 23-Jun-11	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.		No short falls

Restraint Minimisation and Safe Practice	Day of Audit 23-Jun-11	Assessment
Includes 3 standards with outcomes where: <ul style="list-style-type: none"> • Consumers receive and experience services in the least restrictive manner through restraint minimisation • Consumers requiring restraint receive services in a safe manner • Consumers requiring seclusion receive services in the least restrictive manner 		No short falls

Infection Prevention and Control	Day of Audit 23-Jun-11	Assessment
Includes 6 standards which require: <ul style="list-style-type: none"> • There is a managed environment, which minimises the risk of infection to consumers, service providers and visitors appropriate to the size and scope of the service. • There are adequate human, physical and information resources to implement the infection control programme and meet the needs of the organisation. • Documented policies and procedures for the prevention and control of infection reflect current accepted good practice and relevant legislation requirements and are readily available and are implemented in the organisation. These policies and procedures are practical, safe and appropriate/suitable for the type of service provided. • The organisation provides relevant education on infection control to all service providers, support staff and consumers. • Surveillance for infection is carried out in accordance with agreed objectives, priorities and methods that have been specified in the infection control programme. • Acute care and surgical hospitals will have established and implemented policies and procedures for the use of antibiotics to promote the appropriate prudent prescribing in line with accepted guidelines. The service can seek guidance from clinical microbiologists or infectious disease physicians. 		No short falls

Bupa Care Services (GHC) Limited - Gladys Mary Rest Home

Date of audit: 25-Feb-10

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.

Gladys Mary provides residential care for 40 consumers who have been assessed as requiring rest home level care, and on the day of the audit there were 36 rest home level

care consumers. Bupa Care Services (GHC) Limited is the governing body and the facility is managed by a Facility Manager who reports to the Operations Manager on a weekly basis, and to the Governing Body via the Quality and Risk Team at Bupa corporate office on a monthly basis. The Facility Manager is a registered nurse, and she is supported by a Clinical Manager / registered nurse who is responsible for oversight of the clinical care provided at Gladys Mary.

General Environment

Gladys Mary provides accommodation for up to 40 consumers in single bedrooms, and one double bedroom. Some bedrooms have wash hand basins, and some bedrooms also have toilets. Service provider documentation reviewed provided evidence that appropriate systems are in place to ensure the service provides a clean and safe environment for consumers. Visual inspection of the facility provided evidence of a clean, safe and appropriate environment for consumers. The environment is starting to look dated and in need of refurbishment. The Facility Manager reported a refurbishment / redecoration programme is scheduled but was unable to provide timeframes for this work.

Staffing Levels

There is a clearly documented and implemented process which determines service provider levels and skills mixes in order to provide safe service delivery. The Facility Manager reported that there has been some turnover of staff in the last 12 months but staffing is now stable. Staff interviewed reported they are working well together as a Team. Registered nurse cover is provided Monday to Friday, and the Facility Manager and Clinical Manager, who are both registered nurses, are available after hours and at weekends. Care giver coverage is satisfactory. Consumers interviewed confirmed that there are adequate staff available to meet their needs. Staff interviewed confirmed adequate numbers are available to ensure safe care is being provided.

A staff in-service education programme for Gladys Mary is in place, however, issues were identified with poor staff attendance at the inservice education sessions provided. Staff are supported to complete the national caregiver training programme [National Certificate in Community Support Services] that is completed in the workplace via Career Force. The Facility Manager is a workplace assessor for Career Force.

Resident Satisfaction

Services were found to be provided in a manner that was respectful of consumer rights, facilitated informed choice, minimized harm, and acknowledged cultural and individual values and beliefs. Consumers interviewed stated their satisfaction with the service and reported that staff are providing appropriate care and treatment. The overall satisfaction level for the last consumer survey was 98%. Consumers interviewed confirmed their care needs are being met and the meals are a highlight for them. The consumers said they appreciate the home baking for morning and afternoon tea, and they described the meals as being colourful, tasty and are appetising.

A sampling of consumer files provided evidence that informed consent processes are managed well. Visual inspection of the premises provided evidence the Code of Rights information is displayed, along with information on accessing the advocacy service, and complaint forms.

Quality Assurance & Risk Management

Documented evidence sighted during this audit demonstrated the service provider complies with legislation and the service is managed in a safe, efficient, and timely manner. Gladys Mary has an established, documented, and maintained quality and risk management system that reflects continuous quality improvement principles. The Facility Manager provides a monthly report to the Governing Body. An internal audit programme for Gladys Mary is in place.

Standards of service delivery

The service provider has implemented systems to assess, plan and evaluate the care needs of the consumers. Ten consumer files were reviewed and provided evidence that consumers needs, outcomes and/or goals have been identified, and these are reviewed on a regular basis with the consumer and/or family member's input. There is a varied and balanced activities programme that is individualised for each consumer where possible. The weekly programme is displayed in the facility and every consumer receives a copy. There was very positive feedback from the consumers at the audit concerning the activities programme.

Consumers receive medicines in a safe and timely manner that complies with current legislative requirements and safe practice guidelines.

Areas for Improvement

Fourteen criteria were identified as being partially attained during this audit - seven are rated low risk and seven are rated moderate risk. The subsequent corrective actions and time frames for completion of these corrective actions have been agreed to by the service provider.

Standards have been assessed and summarised below:

Key

Four point scale	Description
Standards applicable to this service attained with some criteria exceeded	Includes commendable elements above the required levels of performance
Standards applicable to this service attained with all criteria achieved	No short falls
Standards applicable to this service attained with some criteria partially achieved or unachieved	Some minor shortfalls, no major deficiencies and required levels of performance seem achievable without extensive extra activity
Some standards or this standard unattained that are applicable to this service	Major shortfalls, significant action is needed to achieve the required levels of performance

Consumer Rights	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.	Standards applicable to this service attained with all criteria

	achieved
Organisational Management	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 attained with some criteria partially achieved
Continuum of Service Delivery	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.	Standards applicable to this service attained with some criteria partially achieved
Safe and Appropriate Environment	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 attained with some criteria partially achieved
Restraint Minimisation and Safe Practice	Assessment
Includes 3 standards with outcomes where: Consumers receive and experience services in the least restrictive manner through restraint minimisation Consumers requiring restraint receive services in a safe manner Consumers requiring seclusion receive services in the least restrictive manner	Standards applicable to this service attained with some criteria partially achieved
Infection Prevention and Control	Assessment
Includes 6 standards which require: There is a managed environment, which minimises the risk of infection to consumers, service providers and visitors appropriate	Standards applicable to this

<p>to the size and scope of the service.</p> <p>There are adequate human, physical and information resources to implement the infection control programme and meet the needs of the organisation.</p> <p>Documented policies and procedures for the prevention and control of infection reflect current accepted good practice and relevant legislation requirements and are readily available and are implemented in the organisation. These policies and procedures are practical, safe and appropriate/suitable for the type of service provided.</p> <p>The organisation provides relevant education on infection control to all service providers, support staff and consumers.</p> <p>Surveillance for infection is carried out in accordance with agreed objectives, priorities and methods that have been specified in the infection control programme.</p> <p>Acute care and surgical hospitals will have established and implemented policies and procedures for the use of antibiotics to promote the appropriate prudent prescribing in line with accepted guidelines. The service can seek guidance from clinical microbiologists or infectious disease physicians.</p>	<p>service attained with some criteria partially achieved</p>
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