

## Bupa Care Services NZ Limited - Merrivale Rest Home

**CURRENT STATUS: 21-Jul-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

Merrivale is part of the Bupa group of facilities and provides care for up to 38 rest home residents. There was 37 residents on the day of the audit. The service is managed by an experienced manager (registered nurse). The manager is supported by an experienced clinical manager who is responsible for oversight of clinical care. Staff turnover is low and the service provides a comprehensive education programme.

The service has addressed the two corrective actions required from the previous certification audit. This surveillance audit has identified that the service continues to implement a comprehensive quality and risk management system and is commended for the ongoing quality initiatives implemented at Merrivale. There were no shortfalls identified in this audit with all criteria fully attained. Three continual improvement ratings were identified around implementation of the quality system, integration of resident care and the activities programme.

### AUDIT SUMMARY AS AT 21-JUL-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

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 21-Jul-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.		<b>No short falls</b>

Organisational Management	Day of Audit 21-Jul-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.		<b>Includes commendable elements above the required levels of performance</b>

Continuum of Service Delivery	Day of Audit 21-Jul-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.		<b>Includes commendable elements above the required levels of performance</b>

Safe and Appropriate Environment	Day of Audit 21-Jul-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.		<b>No short falls</b>

<b>Restraint Minimisation and Safe Practice</b>	Day of Audit 21-Jul-11	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		<b>No short falls</b>

<b>Infection Prevention and Control</b>	Day of Audit 21-Jul-11	Assessment
Includes 6 standards which require: 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.		<b>No short falls</b>

**Date of audit: 26-Jan-10 – Certification Audit**

**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.**

Merrivale provides residential care for 37 consumers. The service provider is certified to provide rest home level care [37 beds] and on the day of this audit there were 37 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 / RN both of whom are responsible for oversight of the clinical care provided at Merrivale Rest Home.

### General Environment

Merrivale Rest Home provides accommodation for up to 37 consumers in single bedrooms [33] and double rooms [two] that are only used for couples. There are three wings in the rest home. Some of the bedrooms have wash hand basins. 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. Interviews of staff and review of a sample of staff files provided evidence that staff have received current training in relevant areas.

### 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 minimal turnover of staff lately and that staffing is now stable. The Facility Manager reported the staff turnover at Merrivale was reduced by 38% during 2009. Staff interviewed reported that morale amongst the staff is high and they are working well together as a Team. RN cover is provided seven days a week between 7am and 3.30pm - 5pm, plus the Facility Manager and Clinical Nurse Manager are on call. Caregiver 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 Merrivale is in place and staff are supported to complete the national caregiver training programme [National Certificate in Community Support Services] that is completed in the workplace via CareerForce. The Facility Manager is a workplace assessor for CareerForce.

### 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 spoke very highly of the care they receive at Merrivale and confirmed their Rights are being well met. Consumers interviewed stated a high level of satisfaction with the service and reported that staff are providing appropriate care and treatment. 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. Merrivale has an established, documented, and well maintained quality and risk management system that reflects continuous quality improvement principles. There was evidence of collection, analysis, and evaluation of the quality improvement data being used to improve service delivery. Where appropriate, corrective action plans have been developed and implemented

as part of the quality system. A number of quality initiatives across all areas of service have been identified and quality action plans developed and implemented. Quality improvement meetings are held three monthly which report on all quality and risk issues and the Facility Manager provides a monthly report to the Governing Body. An internal audit programme for Merrivale is in place.

#### Standards of service delivery

The service provider has implemented systems to accurately assess, plan and evaluate the care needs of the consumers. A sampling of eight consumer files 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 activities programme provided for consumers and each consumer has an individualised activities plan. A weekly and daily programme is displayed throughout the facility. A quality initiative was identified with evidence of the action taken, relating to the activities programme. The review process for this quality action and interviews of consumers provided evidence of very high consumer satisfaction as a result of this quality initiative. As a result of this quality initiative, two criterion are rated Continued Improvement.

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

#### Areas for Improvement

There were two criteria identified as being partially attained during this audit - both are rated low 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
<b>Standards applicable to this service attained with some criteria exceeded</b>	Includes commendable elements above the required levels of performance
<b>Standards applicable to this service attained with all criteria achieved</b>	No short falls
<b>Standards applicable to this service attained with some criteria partially achieved or unachieved</b>	Some minor shortfalls, no major deficiencies and required levels of performance seem achievable without extensive extra activity
<b>Some standards or this standard unattained that are applicable to this service</b>	Major shortfalls, significant action is needed to achieve the required levels of performance

<b>Consumer Rights</b>	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 attained with all criteria achieved</b>

<b>Organisational Management</b>	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>Standards applicable to this service attained with some criteria partially achieved</b>

<b>Continuum of Service Delivery</b>	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>Standards applicable to this service fully attained with some criteria exceeded</b>

<b>Safe and Appropriate Environment</b>	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 attained with all criteria achieved</b>

<b>Restraint Minimisation and Safe Practice</b>	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	<b>Standards applicable to this service attained with some criteria partially achieved</b>

<b>Infection Prevention and Control</b>	Assessment
Includes 6 standards which require: 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	<b>Standards applicable to this service attained with all criteria achieved</b>

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.

