

## Bupa Care Services NZ Limited - Gardenview Rest Home

**CURRENT STATUS: 07-Dec-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

Gardenview rest home is part of the Bupa care facilities and provides dementia level care for up to 41 residents. On the day of the surveillance audit there were 38 residents.

The service has continued to implement a comprehensive quality and risk management system since previous audit. The service has long-standing and experienced staff and is managed by an experienced manager and clinical manager (registered nurse). There is also an additional registered nurse and enrolled nurses rostered across afternoon and evening shifts.

The service provides regular training sessions and competencies are completed by staff. All staff in the dementia unit have completed or are in the process of completing dementia qualifications.

This surveillance audit has identified one improvement required by the service around fridge temperature monitoring.

### AUDIT SUMMARY AS AT 07-DEC-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 07-Dec-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 07-Dec-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>No short falls</b>

Continuum of Service Delivery	Day of Audit 07-Dec-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>A number of shortfalls that require specific action to address</b>

Safe and Appropriate Environment	Day of Audit 07-Dec-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 07-Dec-11	Assessment
Includes 3 standards that support outcomes where consumers receive and experience services in the least restrictive and safe manner through restraint minimisation.		<b>No short falls</b>

<b>Infection Prevention and Control</b>	Day of Audit 07-Dec-11	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>No short falls</b>

### **Bupa Care Services (GHC) Limited - Gardenview Rest Home**

**Date of audit: 09-Mar-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.**

#### **General overview**

Gardenview provides residential care for 41 consumers who have been assessed as requiring dementia level rest home care. On the day of the audit there were 41 dementia level rest home care consumers. Bupa Care Services (GHC) Limited is the governing body and the facility is managed by a Facility Manager who reports to the Bupa corporate office on a weekly and monthly basis. The Facility Manager / Registered Nurse has been in this position since January 2007. The Facility Manager is supported by a Clinical Manager / RN and both RN's are responsible for oversight of the clinical care provided at Gardenview.

#### **General Environment**

The service provider is certified to provide rest home level care and provides residential care for 41 dementia level rest home care consumers. All bedrooms are single and have wash hand basins. Gardenview is divided in to two units - Rimu which has 20 bedrooms and Pakeke which as 21 bedrooms. The facility is maintained to a high standard and the environment is appropriate for the consumer group. There are secure external areas for consumers, including raised vegetable gardens and various other activities for consumers to participate in while they are outside. Visual

inspection of the facility provided evidence of a clean, safe and appropriate environment for consumers.

### 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. Staffing allocation is based on the Bupa formula which is modelled on the SNZ 'Safe Indicators for Safe Aged-care and Dementia - care for Consumers' and is reported on by the Facility Manager weekly to Bupa corporate office. The Facility Manager reported that there has been less than 2% turnover of staff and the workforce is very stable. Staff interviewed reported that morale amongst the staff is very high and they described themselves as a "tight team" who "respect each other". Family members of consumers interviewed confirmed that there are adequate staff available to meet the consumers needs. Staff interviewed confirmed adequate numbers are available to ensure safe care is being provided.

Bupa have a detailed orientation/induction programme in place with comprehensive orientation books available for each service group e.g. Care staff, qualified staff, Clinical Manager. A comprehensive in-service education programme is in place at Gardenview. An RN Educator has been employed at Gardenview for 24 hours a week to co-ordinate the in-service education programme and the CareerForce education programme. Bupa have 28 Education packs and the staff at Gardenview are able to access these via Bupa NZ intranet. Staff are supported to complete the national caregiver training programme [National Certificate in Community Support Services] that is completed in the workplace via CareerForce. There are two workplace assessors for CareerForce at Gardenview. All staff, except two casual caregivers, have completed the Dementia specific modules. Nine caregivers, who have completed the dementia specific modules, are working through the core modules. Criterion 1.2.7.5 is rated as Continued Improvement.

### 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. Three family members and an independent advocate were interviewed and all spoke highly of the care the consumers receive at Gardenview and confirmed the consumers Rights are being very well met. The independent advocate reported she visits the facility two weekly and described the staff as being "very supportive and the involvement of staff with residents and their families is exceptional". The advocate also described the staff as being "very gentle and patient with residents" and observations by the Auditors on the day of this audit confirms this. Consumers were observed to be very calm and interacting well with other consumers and staff. Criterion 1.1.9.1 is rated as Continued Improvement.

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

Quality and risk management systems are well established at Gardenview and outcome data is fed back to staff at their two monthly meetings. An internal audit programme for Gardenview is in place. Gardenview clinical and quality indicators are submitted and benchmarked against other Bupa dementia facilities. National benchmarking of key indicators data is also occurring with another service provider. Clinical and quality indicators reviewed for Gardenview provided evidence that any areas requiring improvement have had corrective action plans developed, implemented, and monitored, and there was evidence of improvements to service delivery as a result. Accordingly criteria 1.2.3.5, 1.2.3.6 and 1.2.3.8 are rated as continued improvement.

#### Standards of service delivery

Gardenview Rest Home is a secure dementia facility that provides a 'Restraint Free Environment' for consumers. Systems are in place to ensure that the services provided are planned, co-ordinated, and delivered in a timely and appropriate manner. The provider has implemented systems to assess, plan and evaluate the care needs of the consumers. Seven consumer files were reviewed and there was very good evidence that consumers needs, outcomes and/or goals have been identified and these are reviewed on a regular basis with input from the consumer and / or their family member. Consumers and / or family members are involved in, and receive, timely assessment on admission to the premises, and this assessment is ongoing.

There is an activities programme that is busy, with a wide variety of activities offered over seven days per week. Each consumer has an 'Activities Plan' and the fortnightly programme is displayed throughout the facility. The facility has a wide range of different activities displayed throughout for consumers to interact with. There are Activity / Fiddle boards attached to the walls with such items as taps, wheels, door knobs etc. In the Rimu Wing there is a 'Sealand' area with fish nets for consumers to interact with. In the Pakeke wing there is 'Butterfly Land' where consumers can walk through this area and they can touch and feel. There are also Activity pods on the walls, including items that consumers can lift out and play with. Accordingly criteria 1.3.7.1 and 1.3.7.2 are rated as 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 no criteria identified as being partially attained during this audit.

Standards have been assessed and summarised below:

Key

Five 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>	Complies with standards
<b>Standards applicable to this service attained with some criteria of low risk partially achieved</b>	Some minor shortfalls, no major deficiencies and required levels of performance seem achievable without extensive extra activity
<b>Standards applicable to this service attained with some criteria of moderate or high risk partially achieved or unachieved</b>	A moderate number of shortfalls that require specific action planning to address
<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 some criteria exceeded</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 exceeded</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 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
<p>Includes 3 standards with outcomes where:</p> <ul style="list-style-type: none"> <li>- Consumers receive and experience services in the least restrictive manner through restraint minimisation</li> <li>- Consumers requiring restraint receive services in a safe manner</li> <li>- Consumers requiring seclusion receive services in the least restrictive manner</li> </ul>	<p><b>Standards applicable to this service attained with all criteria achieved</b></p>

<b>Infection Prevention and Control</b>	Assessment
<p>Includes 6 standards which require:</p> <ul style="list-style-type: none"> <li>- 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.</li> <li>- There are adequate human, physical and information resources to implement the infection control programme and meet the needs of the organisation.</li> <li>- 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.</li> <li>- The organisation provides relevant education on infection control to all service providers, support staff and consumers.</li> <li>- Surveillance for infection is carried out in accordance with agreed objectives, priorities and methods that have been specified in the infection control programme.</li> <li>- 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.</li> </ul>	<p><b>Standards applicable to this service attained with all criteria achieved</b></p>