

## **Bupa Care Services NZ Limited - Lake Wakatipu Home and Hospital**

**CURRENT STATUS: 17-May-12**

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

Lake Wakatipu Home and Hospital provides rest home and hospital level care for up to 36 beds. On the day of the audit there were 17 hospital and 15 rest home residents. The service is managed by an experienced registered nurse. Lake Wakatipu has continued to implement its quality and risk management programme which is supported through regular meetings. Residents and relatives interviewed spoke positively about the care and support provided by staff.

Improvements are required by the service around informed consent processes, closing the quality loop, orientation documentation, registered nurse cover, aspects of care plan documentation, medication management, building renovations, and enabler policy.

Bupa Care Services Limited is currently in negotiations to purchase Lake Wakatipu Home. Bupa's overall vision is "Taking care of the lives in our hands". There is an overall Bupa business plan and risk management plan. There is a week by week transition plan established around the purchase, including establishing Bupa systems with the current management and staffing team.