

The Coast to Coast Hauora Trust - Heritage Rest Home

CURRENT STATUS: 02-Aug-12

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

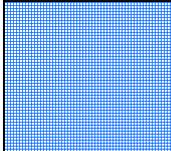
Heritage Rest Home is a 17-bed rest home service in Wellsford, north of Auckland. The Coast to Coast Hauora Trust has owned and run the home for approximately three years. The services are provided in an old villa that has been modified and extended to provide rest home care. The environment is homely but is limited by the age of the house. It shows signs of wear and tear in some places, for example the kitchen and bathrooms. The Trust has invested in the environment since the last certification audit with improvements being made to the roof; plumbing and hot water systems. There are plans to invest further by renovating the bathrooms and kitchen during summer.

There are three areas that require further improvements at Heritage. These are in relation to evaluating care, ensuring the practice of writing prescriptions on medication charts meets current good practice, and providing staff with first aid training. All of these improvements are considered to be low risk.

AUDIT SUMMARY AS AT 02-AUG-12

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 02-Aug-12	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 02-Aug-12	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.		No short falls

Continuum of Service Delivery	Day of Audit 02-Aug-12	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.		Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity

Safe and Appropriate Environment	Day of Audit 02-Aug-12	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.		Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity

Restraint Minimisation and Safe Practice	Day of Audit 02-Aug-12	Assessment
Includes 3 standards that support outcomes where consumers receive and experience services in the least restrictive and safe manner through restraint minimisation.		No short falls

Infection Prevention and Control	Day of Audit 02-Aug-12	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.		No short falls

AUDIT RESULTS AS AT 02-AUG-12

Consumer Rights

Residents receive services that uphold consumer rights legislation. Staff demonstrate their clear understanding of residents' rights and obligations. This knowledge is incorporated into their daily work duties, caring for the residents.

Residents are treated with respect and receive services in a manner that considers their dignity, privacy and independence. Mandatory annual training and education programmes on consumers' rights are well-attended by staff. Services are provided to maximise the residents' independence, reflecting the wishes of the resident.

Residents who identify as Maori have their needs met in a manner that respects and acknowledges their individual cultural values and beliefs. Staff receive training on Maori cultural values and beliefs.

The right of the resident and/or their family to make a complaint is understood, respected and upheld by the service.

A kaumatua is an advisor to the Trust board. He attends the home regularly and on an as required basis. He states he would absolutely recommend Heritage Rest Home to matua and kuia should they require this care. There are very strong links and relationships between Heritage and tangata whenua.

There is a documented complaints process that allows residents and their families to provide feedback easily. Complaints are well managed by the home with investigations being completed in a professional and sensitive manner with letters concluding the process outlining findings and solutions. Family members who are interviewed at audit state that they are aware of how to make a complaint.

Organisational Management

The service continues to be managed by the CEO of Coast to Coast Hauora Trust. She is a registered nurse (with a current annual practising certificate (APC)), with experience in primary health management (PHO, birthing unit and medical centres). She undertakes continuing education appropriate to the aged care sector. She is assisted by a registered nurse with a current APC who has extensive experience relevant to this role. Her previous role was as owner/manager of an aged care facility for twenty years.

Services are specifically planned to provide rest home care and both managers are clear about this. Heritage has considered adding 'hospital geriatric services' to its scope but on reflection has opted not to pursue this due to limitations of the environment and staffing requirements.

The home runs a quality plan which includes a quality committee that meets monthly. This committee considers the following topics each time it meets: adverse events; internal audits; feedback and complaints; health and safety; infection control; restraints and enablers; and improvements. Quality improvement data includes infection rates, internal audit results, incidents, including falls and skin tears, restraint use and complaint numbers. Monitoring of services occurs through an internal audit process.

Human resource processes are implemented and these include robust processes for employing staff. Staff receive a comprehensive orientation that they state prepare them well for their work. A training calendar is developed and includes attendance at external training seminars, guest speakers coming into the home and online training. Staffing is sufficient to meet the needs of residents. Staff report that during times when more staff are needed, for example if a resident is unwell, they only need to ask the management and more staff are provided.

Resident information is uniquely identifiable, accurately recorded, current, confidential and accessible when required.

Continuum of Service Delivery

Heritage Rest Home organisational systems and processes are implemented to assess, plan and evaluate the care needs of the residents. Staff are trained and qualified to perform their roles and deliver all aspects of service provision. Staff provide an integrated and multidisciplinary approach to service delivery. A RN develops, reviews, updates and evaluates the care plans for the residents at least six monthly, or more frequently as the needs of the resident changes. Care plans are up to date and reflect current needs of the resident accurately. An area for improvement is required to ensure evaluations of care are detailed to indicate the resident's response to interventions and progress towards meeting goals.

The activities programme supports the interests, needs and strengths of residents.

Food services policies and procedures are appropriate to the service setting with a current review by a dietitian of the winter and summer menus. Residents' individual dietary needs are identified, documented and reviewed on a regular basis. Visual inspection evidences

compliance with current legislation and guidelines. Residents and family/whanau interviewed report satisfaction with the food service provided.

The medicines management systems reflect current legislation and guidelines. An appropriate medicine management system is implemented with policies and procedures clearly detailing service providers' responsibilities. Staff responsible for medicine management have attended relevant in-service education and have current medicine competencies. An area for improvement is required to ensure the charting of medicines complies with nursing best practice guidelines.

Safe and Appropriate Environment

Services are provided in an old, renovated and extended villa which has been modified over many years to meet the needs of rest home residents. Whilst there are limitations with the environment, the home is able to provide services in a safe manner. Six of the rooms have an ensuite toilet. Most of the rooms are single with four double rooms also being provided. Measures are taken to ensure privacy in the double rooms. There is a large, sunny lounge and dining room in the central hub of the home. Comfortable chairs are used for residents in this room.

Planning for an external disaster has occurred and there are provisions for use in the case of such an emergency. Staff have received training in basic life support but not in first aid and this is an area that is required for improvement.

Restraint Minimisation and Safe Practice

There is minimal use of restraint at Heritage Rest Home. Appropriate processes are set and followed for this to be used safely, including approval and consent processes, review and evaluation and on-going monitoring to ensure safety when these are in use. Staff have received training in this area.

Infection Prevention and Control

The Heritage Rest Home organisational infection prevention and control policies and procedures implemented by the service reflect accepted good practice and infection prevention and control principles in care delivery. There are adequate resources to allow for a managed environment which minimises the risk of infection to residents, staff and visitors. The programme is relevant to the size and scope of the service and is monitored by the infection control co-ordinator.

The infection control resource nurse ensures the surveillance methods are adhered to and monthly infection surveillance data are recorded, collated, benchmarked and reported to management. Analysis and evaluation of data is used to develop any corrective actions required which are monitored by the infection control resource nurse in a timely manner.