

South Canterbury District Health Board - Talbot Park

CURRENT STATUS: 07-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

Talbot Park is a 78 bed aged residential care facility operated by the South Canterbury District Health Board (SCDHB) located on the south western edge of Timaru. It provides residential services for residents requiring geriatric or medical hospital level care (49 beds in Otipua and Hunter wings) or hospital level psychogeriatric services (29 beds in Watlington wing). The facility also provides respite and palliative care when beds are available. A full certification audit has been undertaken in August 2012 against the Health and Disability Services Standards (NZS 8134: 2008).

There have been no alterations to the facility or its management structure since the previous surveillance audit and the senior management structure and personnel have remained stable. The Nurse Manager has a current practising certificate and has undertaken postgraduate study, reporting directly to the General Manager SCDHB. The staff of Talbot Park consist of registered nurses, enrolled nurses, health assistants, diversional therapy assistants, physiotherapist, dietitian, physiotherapy assistants, cleaners, van driver/maintenance provider, business support manager, quality facilitator and receptionist.

There are 12 areas identified requiring improvement including updating of documents, medicine management care planning, restraint minimisation and infection control.

AUDIT SUMMARY AS AT 07-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

Indicator	Description	Definition
	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
	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	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.	07-Aug-12	No short falls

Organisational Management	Day of Audit	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.	07-Aug-12	Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity

Continuum of Service Delivery	Day of Audit	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.	07-Aug-12	A number of shortfalls that require specific action to address

Safe and Appropriate Environment	Day of Audit 07-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.		No short falls

Restraint Minimisation and Safe Practice	Day of Audit 07-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.		Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity

Infection Prevention and Control	Day of Audit 07-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.		Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity

AUDIT RESULTS AS AT 07-AUG-12

Consumer Rights

Talbot Park provides relevant information about the service to the resident and/or family/whānau as appropriate. Residents are made aware of the Code of Health and Disability Services Consumers' Rights (the Code) at the time of admission through the information pack provided to residents and their family, wall poster displays throughout the facility and brochures available in the service. Residents and family/whānau interviewed understand their rights and are able to raise any concerns with the team. The service also has a commitment to open disclosure and transparency in service provision. Residents' cultural and individual values and beliefs are assessed on admission and comprehensive care planning is then undertaken to meet identified needs. Staff demonstrate awareness of consumer rights and ensure residents are informed and offered choices within their

capabilities related to the care they receive. There is a cultural advisor who visits Talbot Park and is available to support Maori residents.

The organisation is committed to implementing the Eden Alternative principles in which the values and organisational culture is a nurturing one, focussed on reducing boredom and loneliness and improving wellbeing through participation of the residents. Care staff are partners who share the journey of the older person. Two senior staff have recently undertaken training to lead the implementation of Eden principles at Talbot Park.

The complaints policy is implemented and understood by staff. The manager reports a low level of reported complaints, but operates an open door policy and is available to listen to residents or family/whānau with any concerns. Management see concerns or complaints as opportunities for improvement. Informed consent policy and processes, advance directives recorded and resident choices acknowledged.

Residents have direct access to the Nurse Manager when required, and an open disclosure policy which ensures incidents and complaints are addressed according to document policies in a supportive environment. The established Residents and Relatives Forum is under review to develop a process that results in greater resident and relative engagement with management and service delivery planning reflective of their individuality and independence.

Organisational Management

Resident information is accurately recorded, securely stored and clinical records areas are not accessible to the public.

The Nurse Manager describes a supportive management structure and established relationships and processes with services based at Timaru Public Hospital. Human resource services ensure employment and ongoing management of staff occur within good employment practices resulting in appropriately qualified and credentialed staff are employed. Quality and Risk Management systems are in place and are linked into the SCDHB systems for quality assurance, quality improvement and the management of risk. The Quality Plan has been recently updated and reflects the goals and performance indicators to be measured.

There is a regular meeting schedule for: Operational Management, Trained Nurses, Health Assistants, Diversional Therapists, Infection Control Committee, Health and Safety meeting with documented processes for communication and evidence that information is disseminated to appropriate staff in a timely manner. Quality, risk/incidents, infection control, health and safety are regular agenda items for all meetings.

Safety and security systems are in place, monitored and reviewed according to established policies and procedures. Hazards are identified within a hazard register, with mitigation processes documented.

The Incident Management Policy reflects the intent of the National Policy for the Management of Healthcare Incidents which documents processes to be utilised, required reporting mechanisms including those external to the organisation. The Severity Assessment

Code (SAC) is used to risk rate all incidents in order to determine the appropriate process required.

Continuum of Service Delivery

Residents and families are satisfied with the quality of care provided by staff at Talbot Park. Staff are trained and qualified to perform their roles and deliver all aspects of hospital and specialist hospital level of care using an integrated and multidisciplinary approach to service delivery. Registered nurse develop, plan, review, update and evaluate the plans of care for each resident at least six monthly, or more frequently as the needs of the resident changes. The care plans are individualised and personalised to ensure the needs of the resident are met with assessment, planning and review captured in a single document and supported by the integrated progress notes. Residents may choose the house medical doctor or access their own general practitioner. In addition, there is a psychogeriatrician who visits the facility fortnightly and reviews residents requiring psychogeriatrician input. There are also visiting allied health professionals including a dietician, physiotherapist and podiatrist who provide weekly or fortnightly services. A pharmacist from Timaru Hospital is available for advice as required.

The activities programme supports the interests, needs and strengths of residents. A high level of therapist input is maintained in Watlington wing, which has a seven day programme with cover provided into the evening. The diversional therapist role (presently vacant) and activities co-ordinators are employed at times where they can assist in supporting residents with challenging behaviours. The programme, which is also linked into managing challenging behaviours and the reducing falls programme.

Effective medicine management systems are implemented in the hospital and specialist hospital areas to comply with current legislative requirements and meet safe practice guidelines. Areas for improvement identified include ensuring medication information is complete in relation to faxed treatment orders, checking of the medication storage room temperatures, inclusion of sample signature/prescriber detail and inclusion of allergies on the Nomad signing sheet.

Food services are provided from Timaru Hospital as part of the Spotless services contract. Special diets and food preferences are addressed and snacks available to residents requiring extra food outside the meal times. A dietician with prescribing scope visits fortnightly and assesses and reviews resident progress including for the provision of special foods. Improvement is required to ensure that residents in the hospital specialist service who have additional or modified nutritional requirements, have these needs met.

Safe and Appropriate Environment

Talbot Park is an older facility showing signs of wear and tear, however, this has been identified and is a component of planned maintenance schedules. The environment is clean, spacious, well ventilated and heated, and the building has a current building warrant of fitness. There are sufficient amenities to meet the needs of the residents in all areas. There are appropriate monitoring processes in place for fire, safety and security as well as fire, evacuation and emergency plans.

Restraint Minimisation and Safe Practice

Talbot Park has two residents in the hospital assessed as requiring the use of bed rails as an enabler and two residents require a lap harness for safety reasons in the hospital specialist service. Policies and procedures in place meet the restraint minimisation and safe practice standards. The facility has procedures and actively promotes alternative strategies to minimise the use of restraint in the service through the use of distraction and diversion at an early stage of escalating behaviour. All restraint use documented is for the safety, comfort or at the request of the resident or their family/whānau. Staff education is appropriate and is offered at the scheduled non violent crisis intervention training days. The implementation, monitoring, review and evaluation of restraint is conducted to ensure ongoing efforts to minimise its use. Improvement is required to ensure detail of assessment and evaluation is complete and that resident consent for the ongoing use of enablers is consistently documented.

Infection Prevention and Control

The Infection Control Committee at Talbot Park is linked into the SCDHB Infection Control Committee and network. Support, advice and guidance is available from the Infection Control Nurse, members of the wider infection control team and staff at Timaru Public Hospital. The staff representatives of the Talbot Park committee are volunteers and have no formal qualification or training other than that which is offered as part of the inservice education programme and forms the basis of a corrective action. All staff are provided with orientation and ongoing education and it is evident that infection control policies and process are enacted on a daily basis by all staff. There are plans in place to manage outbreaks and identified infections, and currently infection control processes are limiting a strain of E.Coli to two residents. Surveillance of infection is undertaken by the Quality Facilitator, with Talbot Park focusing on those infections that are appropriate to the services provided and the residents within the facility.