Sisters of St Joseph of the Sacred Heart (NZ) Trust Board

CURRENT STATUS: 29-Jun-12

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

This report summarises a routine surveillance audit carried out at the certification mid-point. The audit covered the relevant criteria, involved a tour of the facility, discussions with management, residents and staff and a review of documentation. This is a rest home providing care for up to 31 residents, with 30 beds occupied on the day of the audit. The management team is clinically focussed with a registered nurse as manager. Management and staff are trained, starting with the orientation programme and the compulsory in-service education programme. Residents can obtain information about the facility prior to entry with information available to take away. The rights of the residents are upheld in line with the Code of Health and Disability Services Consumers' Rights (the code). There is open disclosure when events that affect the care or wellbeing of residents occur. An activities programme is in place, with a range of movement and art activities to be involved in. Nutritious meals, in line with nutritional guidelines are made fresh on site and observed to be well presented and popular.

The facility is managed in a proactive manner, using data collected from service delivery metrics and from adverse events or complaints. The data is analysed and used proactively to maintain existing standards or to make improvements. Residents are involved in providing suggestions, having concerns responded to and being informed of events related to their care. The care is provided by trained and competent staff. The records of care are uniquely identified, comprehensive, integrated and filed securely.

The buildings are of medium age and are well maintained, free of obvious defects and comply with building requirements. A current building warrant of fitness is on display. An approved fire evacuation scheme is in place.

The facility has a no restraint policy in place, with no restraint in use and enablers only on a voluntary basis. The infection control programme is based on good infection prevention and control practices, with systems, monitoring, staff training and evaluation of information.

There are no areas for improvement identified in this audit.

AUDIT SUMMARY AS AT 29-JUN-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
	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 29-Jun-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 29-Jun-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 29-Jun-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.		**No short falls**

Safe and Appropriate Environment	Day of Audit 29-Jun-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 29-Jun-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 29-Jun-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**

Sisters of St Joseph of the Sacred Heart (NZ) Trust Board

Date of audit: 02-Jun-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

Marian Rest Home is a small Catholic rest home established for women within the religious community of the Sisters of St Joseph. The rest home is located in peaceful surroundings on a cliff top site overlooking Kohimarama and St Heliers Bay in Auckland. Residents enjoy beautiful views and walking paths in the grounds. The facility has 28 beds for long term residents and reserves one bed for short term respite care. There were 28 permanent residents living at the rest home on the day of the audit. The rest home is part of the Mary MacKillop Centre and retired nuns live in apartments and units on the same site. Catholicism is central to the ethos of the organisation and the rest home has close relationships with the nuns living independently on site. There were no corrective actions from the previous audit.

Consumer Rights

There are no partial attainments in relation to consumer rights. The Health and Disability Commissioner's Services Consumers' Rights (the Code) posters are located throughout the facility. Residents receive a comprehensive information pack upon admission to the facility. Services are delivered to reflect open disclosure principles. The service has well developed links with community support groups to ensure residents are offered appropriate services to meet all their needs and wants. Residents are free from discrimination and the policies and procedures which guide staff interventions reflect evidence based practice, and meet legislative and Health and Disability Sector Standards of care. The complaints policy and process implemented by the service operates within specified timelines and is understood, respected and upheld by the organisation.

Organisational Management

There are not partial attainments in relation to organisational management. The Nurse Manager is a registered nurse and there are two other registered nurses employed by the rest home. The Nurse Manager reports to the Trust Management Board every two months and she oversees all aspects of service delivery. The facility has management systems that are integrated into day-to-day business operations. The organisational business and quality plans includes strategic goals and objectives which are regularly reviewed by the Nurse Manager and the Trust Management Board. Quality and risk management systems reflect the principals of continuous quality improvement. The facility has tertiary level accreditation with the Accident Compensation Corporation. Human resource management processes are conducted in accordance with good employment practice and legislative requirements. There is a high level of resident satisfaction with the service as evident in the annual satisfaction survey results and from interviews with residents and families.

Continuum of Service Delivery

There are no partial attainments in relation to continuum of service delivery. Assessments are undertaken by a registered nurse (RN) and a doctor on admission to the facility. Residents are kept fully informed and involved at each stage of service delivery. The service has clearly documented timeframes for assessment, planning and provision of services. Care plans focus on the individual needs and preferences

of each resident and involve the multidisciplinary team as well as the resident and significant others. Marian Rest Home has developed links with a wide variety of services and organisations working with older people. Residents have access to planned activities as well as entertainment resources appropriate to their needs, age, religion and the setting of the service. Care plans are evaluated by a registered nurse at least every six months and changes are made to care plans in response to evaluations. There is a documented and implemented policy related to the safe management and administration of medicines. Residents are satisfied with the food service and have their individual needs and preferences met. The kitchen is large and spacious and is maintained in an orderly and clean manner.

Safe and Appropriate Environment

There are no partial attainments in relation to safe and appropriate environment. Marian Rest Home provides a warm, safe environment appropriate to their consumer group. The facility is clean and well maintained. Service providers have ample equipment to provide rest home services. Caregivers have appropriate training in fire and emergency management and there is always a caregiver on duty with a current first aid certificate.

Restraint Minimisation and Safe Practice

The service is currently restraint free. The organisation's restraint policy and procedure has a clear definition of restraint and enablers and includes a philosophy of restraint minimisation. All staff receive education related to restraint minimisation during orientation and through ongoing annual education. Documentation is in place for assessment, approval, monitoring, review and evaluation should restraint ever be required.

Infection Prevention and Control

There are no partial attainments in relation to the infection prevention and control standard. There is an appropriate infection control programme implemented by the organisation. Surveillance is conducted on all infections and the Nurse Manager (RN) is the designated infection control co-ordinator. Their infection rates are benchmarked against St Catherine's Rest Home, in Ponsonby, Auckland.

Standards have been assessed and summarised below:

Key

Five point scale	Description
Standards applicable to this service attained with some criteria exceeded	Includes commendable elements above the required levels of performance
Standards applicable to this service attained with all criteria achieved	Complies with standards
Standards applicable to this service attained with some criteria of low risk partially achieved	Some minor shortfalls, no major deficiencies and required levels of performance seem achievable without extensive extra activity
Standards applicable to this service	A moderate number of shortfalls that

attained with some criteria of moderate or high risk partially achieved or unachieved	require specific action planning to address
Some standards or this standard unattained that are applicable to this service	Major shortfalls, significant action is needed to achieve the required levels of performance

Consumer Rights	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.	**Standards applicable to this service attained with all criteria achieved**

Organisational Management	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.	**Standards applicable to this service attained with all criteria achieved**

Continuum of Service Delivery	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.	**Standards applicable to this service attained with some criteria exceeded**

Safe and Appropriate Environment	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.	**Standards applicable to this service attained with all criteria achieved**

Restraint Minimisation and Safe Practice	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	**Standards applicable to this service attained with all criteria achieved**

Infection Prevention and Control	Assessment
Includes 6 standards which require: - There is a managed environment, which minimises the risk of	**Standards applicable to**

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.	**this service attained with all criteria achieved**