

Y&P NZ Limited - Deverton House Rest Home

CURRENT STATUS: 26-Sep-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

Deverton House Rest Home is a 21 bed rest home. There are 18 residents present at the time of this audit. All are aged over 65 years of age. The current owner/manager has owned the rest home since February 2011. Since the last audit two new registered nurses have been employed (June and July 2012). There have been no other significant changes. This provisional audit is undertaken as the rest home is being sold. The prospective owner has purchased another rest home in Auckland in June 2012. The prospective owner will continue to use the existing business, quality and risk planning and monitoring processes, as well as clinical care systems which are provided by Healthcare Help Ltd. A transition plan has been developed. The prospective owner is still in the process of identifying who will have the role of manager and who will undertake the manager's role when the manager is away. These are areas that require improvement.

There were four areas identified as requiring improvement at the last audit. All have been addressed. At this audit there are 14 areas identified as requiring improvement in addition to the two noted above. These relate to: the infection control programme; maintaining the complaints register; policy document updates; advanced directives; nursing handover processes; verifying contracted health professionals hold current practising certificates; the facility vehicle; and laundry services. Areas for improvement are also required in relation to the activities programme; assessment of patients with confusion; review of the winter menu by the dietitian; and two areas related to medication management. All staff have not received training on managing challenging behaviours and this is required.

Five residents interviewed state they are happy with the care provided and their individual needs are being met. The general practitioner interviewed speaks highly of the clinical care provided to residents.