

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

**CURRENT STATUS: 04-Apr-13**

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

Lake Wakatipu rest home and hospital became part of the Bupa group in June 2012. The service is certified to provide hospital (geriatric and medical), and rest home level care. The service can provide care for up to 35 residents. On the day of the audit there were 19 hospital residents and 14 rest home residents. Bupa Quality and Risk team established a framework to enable the service to implement Bupa policy and processes in a systematic way from July 12 to October 13. The service continues to be managed by a facility manager (registered nurse). A new clinical manager was appointed December 2012 to assist the facility manager with clinical leadership. The management team continues to be supported by the Bupa operations manager.

This audit identified improvements required around identifying cultural needs, embedding the Bupa quality programme, incident and accident documentation, compulsory training/competencies, aspects of care planning, medication documentation, and preventative maintenance.

### AUDIT SUMMARY AS AT 04-APR-13

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 fully attained with some standards exceeded
	No short falls	Standards applicable to this service fully attained
	Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity	Some standards applicable to this service partially attained and of low risk

Indicator	Description	Definition
	A number of shortfalls that require specific action to address	Some standards applicable to this service partially attained and of medium or high risk and/or unattained and of low risk
	Major shortfalls, significant action is needed to achieve the required levels of performance	Some standards applicable to this service unattained and of moderate or high risk

Consumer Rights	Day of Audit	Assessment
	04-Apr-13	
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.		<b>Some standards applicable to this service partially attained and of low risk</b>

Organisational Management	Day of Audit	Assessment
	04-Apr-13	
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.		<b>Some standards applicable to this service partially attained and of medium or high risk and/or unattained and of low risk</b>

Continuum of Service Delivery	Day of Audit	Assessment
	04-Apr-13	
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.		<b>Some standards applicable to this service partially attained and of medium or high risk and/or unattained and of low risk</b>

Safe and Appropriate Environment	Day of Audit	Assessment
	04-Apr-13	
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.		<b>Some standards applicable to this service partially attained and of low risk</b>

<b>Restraint Minimisation and Safe Practice</b>	Day of Audit 04-Apr-13	Assessment
Includes 3 standards that support outcomes where consumers receive and experience services in the least restrictive and safe manner through restraint minimisation.		<b>Some standards applicable to this service partially attained and of low risk</b>

<b>Infection Prevention and Control</b>	Day of Audit 04-Apr-13	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.		<b>Standards applicable to this service fully attained</b>

## **AUDIT RESULTS AS AT 04-APR-13**

### **Consumer Rights**

Lake Wakatipu endeavours to provide care in a way that focuses on the individual residents' quality of life. Bupa has introduced an initiative "personal best" whereby staff undertake a project to benefit or enhance the life of a resident(s). Lake Wakatipu is in the process of training staff and implementing the programme. Residents and relatives spoke positively about care provided at Lake Wakatipu. There is a Maori Health Plan identified. Cultural assessment is undertaken on admission and during the review processes. There is an improvement required around identifying cultural links and specific cultural needs for residents. Policies are implemented to support rights such as privacy, dignity, abuse/neglect, culture, values and beliefs, complaints, advocacy and informed consent. The service functions in a way that complies with the Health and Disability Commissioner (HDC) Code of Health and Disability Services Consumers' Rights (the Code). Information about the code of rights and services is readily available to residents and families. Policies are implemented to support residents' rights. Annual staff training supports staff understanding of residents' rights. Care plans accommodate the choices of residents and/or their family/whānau. Complaints processes are implemented and complaints and concerns are managed and documented.

### **Organisational Management**

Quality and risk performance is reported across the facility meetings and also to the organisation's management team. Four benchmarking groups across the organisation are established for rest home, hospital, dementia, psychogeriatric and mental health services. Lake Wakatipu is benchmarked in two of these (rest home and hospital). An annual

resident/relative satisfaction survey is completed and there are regular resident/relative meetings. There is an improvement required around further embedding the Bupa quality programme and incident/accident documentation.

There are human resources policies including recruitment, selection, orientation and staff training and development. The service has implemented Bupa's comprehensive orientation programme. There is a comprehensive in-service training programme directed by head office covering relevant aspects of care and support. An improvement is required around completing the compulsory training programme, competencies and getting appraisals up to date.

The organisational staffing policy aligns with contractual requirements and includes skill mixes. Staffing levels are monitored closely with staff input into rostering.

The resident files are appropriate to the service type. Residents entering the service have all relevant initial information recorded within 24 hours of entry into the resident's individual record. Information containing personal resident information is kept confidential and cannot be viewed by other residents or members of the public.

### **Continuum of Service Delivery**

The service has a comprehensive admission policy. Service information is made available prior to entry and in the welcome pack given to the resident and family/whanau. Residents/relatives confirmed the admission process and that the agreement was discussed with them. Registered nurses are responsible for each stage of service provision. The sample of residents' records reviewed provides evidence that the provider has implemented systems to assess, plan and evaluate care needs of the residents. The residents' needs, interventions, outcomes/goals have been identified and these are reviewed on a regular basis with the resident and/or family/whanau input. Care plans are reviewed six monthly, or when there are changes in health status. Resident files include notes by the GP and allied health professionals. There is an improvement required around aspects of care planning documentation and time frames. Medicines are managed appropriately to meet all legislative requirements. Education and medicines competencies are completed by all staff responsible for administration of medicines. The medicines records reviewed include documentation of allergies and sensitivities and these are highlighted. There is an improvement required around aspects of medication management. The activities programme is facilitated by activities officers with support from the organisation's occupational therapist. The activities programme provides varied options and activities are enjoyed by the residents. Community activities are encouraged; van outings are arranged on a regular basis. All food is cooked on site and residents overall spoke positive about the food service. All residents' nutritional needs are identified, documented and choices are available and provided.

### **Safe and Appropriate Environment**

Bupa Lake Wakatipu rest home and hospital is a purpose built facility attached to the Queenstown Lakes hospital. All building and plant have been built to comply with legislation and are owned by the Queenstown Lakes DHB. There is a maintenance person contracted to the service from the DHB and external contractors are employed as necessary. At present a reactive maintenance programme is in place. The service is negotiating with the DHB for the maintenance person to implement the Bupa preventative maintenance

programme to include monitoring of the environment, equipment and electrical checking. An improvement is required in this area. The facility is spacious and each resident has their own bedroom with either shared full ensuite or communal toilets and showers. Residents have easy access to landscaped external areas. Fixtures, fittings and flooring are made of accepted materials for the environment. Residents rooms are of an appropriate size to allow care to be provided and for the safe use and manoeuvring of mobility aids. Mobility aids can be managed in en-suites and bathroom areas. There is lounge area, a dining room and a sun room for rest home and hospital residents. Activities can occur in either of these areas. Furniture is arranged to ensure residents are able to move freely and safely. Housekeeping and personal laundry are provided on site according to policies and procedures. Larger laundry items are provided by a contracted laundry firm. Regular fire drills are completed. Emergency management and first aid training is included in the education programme. There are civil defence resources in place for the facility. Call bells are evident across the facility in resident's rooms, lounge areas, and toilets/bathrooms.

### **Restraint Minimisation and Safe Practice**

Restraint usage is minimised wherever possible in accordance with the philosophy of the company. There is a restraint minimisation policy that includes comprehensive restraint procedures. There are documented definitions of restraint and enablers that are congruent with the definitions in the standards.

The service currently has six residents in the hospital who have been assessed as requiring restraint, which include bedrails and one lap belt. There is an improvement required around documenting restraint. Restraint and enabler usage is reviewed for each individual resident at least three monthly and as part of their six monthly multidisciplinary review. Reviews include family/whanau where appropriate. Restraints and enablers are also reviewed at an organisational level and usage is benchmarked between facilities. Staff are trained in restraint minimisation and restraint competencies are completed regularly.

### **Infection Prevention and Control**

The infection control programme and its content and detail is appropriate for the size, complexity and degree of risk associated with the service. The infection control co-ordinator (clinical manager) is responsible for coordinating/providing education and training for staff. The infection control manual outlines a comprehensive range of policies, standards and guidelines, training and education of staff and scope of the programme. The infection control co-ordinator uses the information obtained through surveillance to determine infection control activities, resources and education needs within the facility. This includes audits of the facility, hand hygiene and surveillance of infection control events and infections. The service engages in benchmarking with other Bupa facilities. Staff receive on-going training in infection control.