

Y&P NZ Limited - Eden Rest Home

CURRENT STATUS: 23-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

Eden Rest Home is a 16 bed rest home located in Mt Eden Auckland. At audit there are 15 residents receiving care. All the residents are aged over 65 years of age and the majority do not speak English. The facility was purchased by the current owners (a husband and wife team) in 2012. Both owners work in the rest home. A new registered nurse who is also the clinical manager has been employed since the last audit and has been in this role for ten weeks. One resident's room has had an ensuite toilet and hand basin installed. There have been no other significant changes to the land or buildings since the last audit.

At this audit there are nine areas identified as requiring improvement. These are in relation to: providing evidence of feedback to residents and/or family members following a complaint; orientation of the volunteer; identifying and communicating additional costs where these are applicable for individual residents; and advanced directives. Improvements are required around the process for obtaining and documenting consent where a resident has specific requests about care that are in variance to usual practice; ensuring translated versions of consents are accurate; maintaining all resident information in a secure and confidential manner; and ensuring a current needs assessment is available for all residents. There are two areas identified as requiring improvement in relation to medication management. This includes documentation of medication treatment orders and the process for monitoring residents who self-administer medications.

AUDIT SUMMARY AS AT 23-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

Indicator	Description	Definition
	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
	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 23-Apr-13	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.		Some standards applicable to this service partially attained and of medium or high risk and/or unattained and of low risk

Organisational Management	Day of Audit 23-Apr-13	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.		Some standards applicable to this service partially attained and of low risk

Continuum of Service Delivery	Day of Audit 23-Apr-13	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 standards applicable to this service partially attained and of medium or high risk and/or unattained and of low risk

Safe and Appropriate Environment	Day of Audit 23-Apr-13	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 fully attained

Restraint Minimisation and Safe Practice	Day of Audit 23-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.		Standards applicable to this service fully attained

Infection Prevention and Control	Day of Audit 23-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.		Standards applicable to this service fully attained

AUDIT RESULTS AS AT 23-APR-13

Consumer Rights

Documented procedures, interviews with residents, one family member and staff, together with observations, confirm that residents' rights are understood and met in everyday practice. Communication channels are clearly defined, and although the majority of residents are non-English speaking, interviews and observation confirm communication is effective. Information on rights and services is provided in an appropriate manner. All information is available in both English and Chinese; however Eden Rest Home is required to ensure the translation of key documents is consistent.

Residents are free from discrimination and have access to advocacy services. Reports or allegations from residents regarding concerns are followed up and remedied in a timely and appropriate manner. Residents' meetings occur and the manager has an open-door policy.

Informed consent requirements are clearly defined and residents and staff member interviews confirm choice is given and informed consent is facilitated, however two areas requiring improvement have been identified regarding consent processes. Eden Rest Home

is required to ensure the consent process is valid for non-competent residents and to fully implement the process of consent where the resident has identified care needs which contradict normal practice and/or staff duty of care.

Links with community resources are supported and facilitated. Visitors are free to come and go as requested by the resident.

Interviews with residents confirm understanding of their right to make complaints if necessary. There have been no complaints with the Health and Disability Commissioner since the last audit. One low level complaint from the district health board has been investigated and closed out. One improvement in the complaints process is required. Eden Rest Home is required to maintain evidence that the complainant is informed of the outcome of all complaints.

Organisational Management

The facility manager has worked at Eden Rest Home for almost two years. She holds a Bachelor of Business and participates in on-going training related to managing an aged care facility, as required to meet the provider's contract with Auckland District Health Board (ADHB). A registered nurse has been employed as the clinical manager. She is on site weekdays and is on call. There are documented arrangements for who covers the facility manager and the clinical manager if they are on leave. Eden Rest Home has identified the values, goals and philosophy of care. This is documented in a business plan and reviewed on at least a three monthly basis.

Eden Rest Home uses a contracted quality and risk management systems. This includes compliments and complaints, incident/accident reporting, internal audits, and identification and management of hazards and risk. Policies and procedures have been developed by a contractor and localised to reflect Eden Rest Home. A service review meeting occurs on a three monthly basis where quality and risk information is analysed and discussed. Where required, corrective actions are planned by Eden Rest Home, implemented and monitored for effectiveness. Eden Rest Home participates in the contracted benchmarking programme for residents with infections and incidents/accidents.

Staff are provided with an appropriate orientation programme. The volunteer has not been provided with an orientation in variation to the Eden Rest Home procedures and this is an area identified as requiring improvement. There is an on-going relevant training provided for staff which is well attended.

There are documented guidelines, which are seen to be implemented, that detail staffing levels and skill mix. All caregivers, the registered nurse (RN) and one of the owners have a current first aid certificate.

Residents' records are documented in accordance with current accepted standards. An area requiring improvement is identified in relation to ensuring residents' information is maintained in a confidential manner.

Continuum of Service Delivery

There are clearly documented process for entry to the facility. Admissions are managed in an equitable and timely manner. The majority of residents are of Chinese decent and

adequate information about the rest home is made available in appropriate languages. The admission pack includes eligibility criteria and required entry information. An improvement is required regarding maintaining a copy of all residents' needs assessments and ensuring needs assessments are current.

Care and support is provided by a range of health professionals. This includes the clinical manager, who is a registered nurse, trained caregivers, general practitioners and visiting allied health professionals. Clear time frames for service provision are defined and monitored and residents state they are involved in setting goals for independence.

Assessments and care plans are fully documented. Interventions are consistent with good practice and desired outcomes are documented. Care plans are reviewed, at a minimum, every three months, or as required. Short term care plans are well utilised and reviewed as required.

Residents maintain access to a range of health services. Referrals and transfers are managed in the timely and appropriate manner. Records of referrals and transfers are maintained and there is evidence that family are involved.

Individual activities are planned to meet the needs of the resident and are culturally appropriate. The weekly activities plan is displayed. Activity goals are detailed and ensure the provision of relevant and appropriate activities for each resident. Previous interests, hobbies, culture and ability is considered. Sufficient activities and outings are provided.

Eden Rest Home provides an appropriate medication management system. All medications are stored securely. Medications are monitored by the clinical manager and the GP. Administration is conducted by staff that have completed a medication competency to do so. Two improvements to the medication system are required. Eden Rest Home is required to ensure all prescribing meets requirements and to implement a process for maintaining records for those residents who self-administer their medications.

Food and nutritional needs of residents are assessed and the menu is reviewed by a dietitian. Special needs are catered for and monitored. Food preparation and storage meets food safety requirements.

Safe and Appropriate Environment

Eden Rest Home has 16 single bedrooms which all have opening windows and heating. Twelve bedrooms have ensuite toilets and hand basins. There are sufficient toilets and showers to meet residents' needs. The rest home has a lounge and separate dining room. There is another room available for residents participating in activities. Residents have access to appropriate covered areas outside. There are designated areas for use by residents who smoke.

The building has a current warrant of fitness and on-going checks required to maintain the building warrant of fitness are being undertaken. Electrical safety checks are undertaken of electrical equipment. All clinical equipment has been checked and calibrated.

Eden Rest Home has a fire evacuation plan which has been approved by the New Zealand Fire Service. All staff participated in fire evacuation training in January 2013 and have

received training in relation to responding to other emergency events. There are appropriate supplies available for use in the event of emergencies.

Policies and procedures are implemented in relation to environmental cleaning and laundry services. All five residents and one family member interviewed confirm that the facility is warm, kept clean and their personal laundry is washed and returned in a timely manner.

Restraint Minimisation and Safe Practice

There are adequately documented guidelines on the use of restraints and enablers and management of challenging behaviours. There are no restraints in use. There are four residents voluntarily using an enabler to help them get in and out of bed. Assessments, consents and reviews are documented.

Infection Prevention and Control

Eden Rest Home has an infection prevention and control programme which was reviewed in 2013. The registered nurse/clinical manager is responsible for facilitating the infection prevention and control programme. The registered nurse/clinical manager participates in ongoing education on infection prevention and control. Relevant policies and procedures are available for staff and all policies have been reviewed in 2013.

Surveillance is occurring for residents who develop infections. The infection rates are low and are benchmarked with other aged care facilities. Staff are provided with feedback on infections and reduction strategies in a timely manner and overall infection rates are discussed at regular staff meetings.

Education is occurring with residents on infection prevention activities. Signage on hand hygiene and requesting visitors to stay away if they are sick is written in both English and Cantonese.