

Bucklands Beach Rest Home Limited

CURRENT STATUS: 27-May-13

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

Bucklands Beach Rest Home provides rest home level care for up to 20 residents. Occupancy on the day of audit was 19 residents. Residents and family members interviewed spoke highly of the service and commented on the homely environment and the friendliness and high level of support received from staff.

The quality and risk management programme continues to be implemented with management of complaints, incidents and accidents, implementation of an internal audit schedule and surveillance of infections.

Bucklands Beach Rest Home is managed by the owner who is an experienced registered nurse; who is also supported by an enrolled nurse. An orientation and in-service training programme that provides staff with appropriate knowledge and skills to deliver care and support, is in place. Assessments and care plans are completed for residents that document expected care and support. These are reviewed six monthly or as required when a resident's needs change.

All improvements identified at the certification audit have been addressed. This includes improvements to storage of resident records and placing of a window in a bedroom.

Improvements are required to documentation of informing families, documentation of wound assessments, individualised activity plans, documentation of resident involvement in care plans, medication administration and food safety.

AUDIT SUMMARY AS AT 27-MAY-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 27-May-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 low risk

Organisational Management	Day of Audit 27-May-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.		Standards applicable to this service fully attained

Continuum of Service Delivery	Day of Audit 27-May-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 low risk

Safe and Appropriate Environment	Day of Audit 27-May-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 27-May-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 27-May-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

Bucklands Beach Rest Home Limited

CURRENT STATUS: 25-Aug-11

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

Bucklands Beach Rest Home is a small 20 bed facility providing rest home level care. It is situated on the waterfront in Bucklands Beach, Auckland and residents have a pleasant view of the harbour. The owner is the registered nurse and she has extensive experience in providing aged care. There is an enrolled nurse employed as the nurse manager who oversees the day to day running of the facility. During the audit residents and family members were interviewed. They all expressed their high degree of satisfaction with the care and staff. The general practitioner confirmed that nursing care is skilled and there is effective communication between the staff and the doctor. There are two improvements required for the storage of records and to modify a room.

AUDIT SUMMARY AS AT 25-AUG-11

Standards have been assessed and summarised below:

Key

Indicator	Description	Definition
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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	Assessment
	25-Aug-11	
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	Assessment
	25-Aug-11	
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 minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity

Continuum of Service Delivery	Day of Audit 25-Aug-11	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 25-Aug-11	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.		Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity

Restraint Minimisation and Safe Practice	Day of Audit 25-Aug-11	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 25-Aug-11	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

AUDIT RESULTS AS AT 25-AUG-11

Consumer Rights

Residents and their family members are informed of their rights and these are upheld at all times. Information regarding The Health and Disability Commissioner (HDC) Code of Health and Disability Services Consumers' Rights (the Code) is on display and is available for residents and family members to keep. Residents are treated with dignity and respect. Personal privacy is maintained during provision of care and there are places for residents to have private conversations with staff, the general practitioner or with their visitors.

There are comprehensive policies and procedures for providing culturally safe care for Maori. The principles of the Treaty of Waitangi form the basis for care of Maori. There is additional information for staff to refer to and cultural advice is sought if needed. Whanau are consulted and involved in decision making. Currently no residents identify as Maori.

Individual values and beliefs are identified on admission and this information is used in care planning processes. Residents are able to practice their cultural beliefs and have access to spiritual care of their choice. Regular interdenominational church services are held at the rest home and residents are able to attend their own church with their family if they wish. Residents are not subjected to discrimination or any form of exploitation or abuse.

Policies and procedures are aligned with current best practice guidelines for aged care. A good rapport has been established between staff, residents and visitors. Residents and their family members are kept informed in a transparent manner, this includes in relation to any adverse events. Residents and families are provided with information and sufficient time to allow them to make informed choices. Consent is obtained where required.

Residents have access to support persons of their choice or to the advocacy service. Where there are links with external organisations or other service providers these are encouraged to continue. Families are welcomed by staff and can visit at any time. A complaints procedure is in place but there have been few complaints received. Those that have been received have been resolved to the satisfaction of the complainant.

Organisational Management

The rest home is managed by the owner operator who is a registered nurse, with a small team of staff who have good industry experience. There is a documented quality management programme in place. The programme covers risk management, quality management, human resources practice and adverse events management. Systems have been in place for many years. Trends can be identified and corrective action taken if necessary. One improvement required is the secure storage of archived records.

Continuum of Service Delivery

Information about the facility is available on the Eldernet website, in an information brochure and by visiting or phoning the facility. The nurse manager and registered nurse are available to answer questions. New residents are assessed by the registered nurse and general practitioner in timeframes that meet contractual requirements. A thorough assessment is completed which allows all of the needs of residents to be identified. Residents and family members are encouraged to be involved and to communicate their individual likes, dislikes and preferences. This information is used to form the care plan.

Care plans address all the identified needs of residents. Where there are short term needs such as a wound or infection, a short term care plan is developed. Residents' goals are recorded along with interventions to meet these. Care plans are kept up to date whenever there are changes and at regular intervals. The general practitioner visits residents at least three monthly and more often if they are unwell or their needs are changing. Medications are reviewed at the same time as medical reviews.

An activities programme is implemented by an enthusiastic and skilled activities coordinator. A range of activities are provided and the programme is based around the interests and preferences of the resident population. Outside speakers and performers visit regularly and outings are provided in the van.

Medicine management is safe and according to legal and safe practice guidelines. The food service is enjoyed by residents and meets their nutritional needs. The kitchen is kept clean and food is stored safely.

Safe and Appropriate Environment

The home is clean and well maintained. The location beside the harbour gives a nice outlook from the lounge and some bedrooms. The staff have current first aid certificates. Fire evacuation drills are conducted every six months. Civil defence emergency supplies are available. There are usually about 20 residents in the home. An improvement is required to have one room modified to have a window of normal proportions installed.

Restraint Minimisation and Safe Practice

There is no use of restraint at Bucklands Beach Rest Home but there are policies and procedures for restraint minimisation and safe practice. Staff are trained in the policy and procedures and in the use of alternatives to restraint.

Infection Prevention and Control

The infection control programme is well implemented at Bucklands Beach Rest Home. Staff receive regular updates to their training through in-house training sessions. Surveillance data is available. This is used to identify any trends in infection rates and make changes based on the data if necessary.