# Radius Residential Care Limited - Radius St Joans Care Centre

## Current Status: 28 May 2014

**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 and NZS8134.3:2008) on the audit date(s) specified.**

## General overview

Radius St Joan’s Care Centre is part of the Radius Residential Care Group. St Joan’s cares for residents requiring hospital, rest home and residential disability (intellectual and physical) level care.

The facility manager is a registered nurse with many years of aged care management experience and a master’s in nursing. She has been at the service since January 2013 and is supported by a clinical manager and Radius regional manager. The organisation has adopted a quality approach towards service delivery and incorporating quality into all aspects of care. There is a quality and risk management system in place at St Joan’s that is implemented and monitored and this generates improvements in practice and service delivery.

The service has achieved continuous improvement ratings around community engagement, activities and collaboration around infection control. Two areas for improvement have been identified around aspects of medication documentation and restraint monitoring.

## Audit Summary as at 28 May 2014

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 |
|  | 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 as at 28 May 2014

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| --- | --- | --- |
| 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 fully attained. |

### Organisational Management as at 28 May 2014

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| --- | --- | --- |
| 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 as at 28 May 2014

|  |  |  |
| --- | --- | --- |
| 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 as at 28 May 2014

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| --- | --- | --- |
| 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 as at 28 May 2014

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| --- | --- | --- |
| Includes 3 standards that support outcomes where consumers receive and experience services in the least restrictive and safe manner through restraint minimisation. |  | Some standards applicable to this service partially attained and of low risk. |

### Infection Prevention and Control as at 28 May 2014

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| --- | --- | --- |
| 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. |  | All standards applicable to this service fully attained with some standards exceeded. |

## Audit Results as at 28 May 2014

### Consumer Rights

St Joan’s practices in accordance with the Health and Disability Commissioner (HDC) Code of Health and Disability Services Consumers' Rights "the Code" and copies of the code are displayed through the facility. There is information available about the Nationwide Health and Disability Advocacy Service. Staff, residents and family verified the service is respectful of individual needs including cultural and spiritual beliefs. Cultural training is provided and individual values and beliefs are considered on admission and continuing through the care planning process. There are implemented policies at St Joan’s to protect residents from discrimination or harassment. Clinical policies are reviewed by the clinical management committee at organisational level and there is a process in place to inform staff of policy change. There is an open disclosure and interpreters policy that staff understand. Family/friends are able to visit at any time and interviews verified on-going involvement with community activity is supported. There is a complaints policy supporting practice and an up to date register. Staff interviews confirmed an understanding of the complaints process. The service has achieved a continuous improvement rating around community engagement.

### Organisational Management

St Joan’s is part of the Radius group and as such, there are organisational wide processes to monitor performance. The service is managed by appropriately trained personnel and there is a suitable structure in place to oversee service delivery in the absence of the manager. There is a quality system that is being implemented in line with the quality plan (2014). Management and quality, infection control and health and safety meetings are used to monitor quality activities such as audit, complaints, health and safety, infection control and restraint. There is an adverse event reporting system implemented at St Joan’s and monthly data collection monitors predetermined indicators. There is a human resource manual to guide practice. There is an annual education programme and records of attendance are maintained. Ten staff files were reviewed and all have a current appraisal and show human resource practices are followed. There is a documented rationale for staffing the service. Staffing rosters were sighted and staff on duty match needs of different shifts. Resident information is kept confidential and old records are archived.

### Continuum of Service Delivery

The service has a well-developed assessment process and resident’s needs are assessed prior to entry. There is an information pack available for residents/families/whānau at entry. Assessments, care plans and evaluations are completed by the registered nurses. Residents/relatives are involved in planning and evaluating care. Risk assessment tools and monitoring forms are available and implemented and are used to assess the level of risk and support required for residents. Service delivery plans demonstrate service integration. Short term care plans are in use for changes in health status. Care plans are evaluated six monthly or more frequently when clinically indicated. The service facilitates access to other medical and non-medical services. Referral documentation is maintained on resident files.

The motivational therapy team provide an activities programme that involves the wider community. Each resident has an individualised plan and activities are scheduled across the week and suitable for the various age groups. The service has achieved a continuous improvement rating around activities.

The service medication management system follows recognised standards and guidelines for safe medicine management practice. Controlled medication balances are checked weekly. However, there are improvements required around as required medication documentation and verbal orders.

Meals are prepared on site. Food and fridge temperatures are recorded. Individual and special dietary needs are catered for. Residents interviewed responded favourably to the food that was provided.

### Safe and Appropriate Environment

There was appropriate equipment sighted to facilitate safe care of hospital, rest home and residents with disabilities. The physical environment minimises risk of harm, the wings are spacious, homely and safe. There is adequate equipment provided to ensure the needs of residents are met. The building holds a current warrant of fitness. Electrical equipment is checked annually. Residents are able to bring their own possessions and are able to adorn their room as desired. There are a number of communal lounges, dining areas, communal bathrooms and two hospital wings have single en-suites. There are documented laundry service policies and procedures. There is a plentiful supply of protective equipment, gloves, and aprons. Appropriate training, information, and equipment for responding to emergencies is provided. The facility has civil defence kits and emergency management plans.

### Restraint Minimisation and Safe Practice

There is a restraint minimisation and safe practice policy that includes comprehensive restraint procedures. There is a documented definition of restraint and enablers that aligns with the definition in the standards. There is a restraint register and an enabler’s register. There are nine residents requiring bedrails, locked wheelchairs, furniture tables or lap belts as restraint and five residents with identified enablers. Restraint assessments are based on information in the care plan, discussions with residents/relatives and on staff observations of residents. Staff are trained in restraint minimisation and restraint competencies are completed regularly.

Restraint is reviewed for each individual at least three monthly and as part of the multidisciplinary review. Multidisciplinary reviews include family/whanau. There is an improvement required around restraint monitoring.

### Infection Prevention and Control

Radius St Joan’s has an infection control programme that complies with current best practice. There is a dedicated infection control coordinator who has a role description. The infection control coordinator collates monitoring data and reports through to the quality, infection control and health and safety meetings and outcomes are reported to staff through nursing and staff meetings. The infection control programme is reviewed annually. Infection control education is provided at orientation and incorporated into the annual training programme. Training records were sighted. Education provided includes an evaluation of the session and content delivered. Infection control surveillance is established that is appropriate to the size and type of services. There is a defined surveillance programme with monthly reporting by the infection control coordinator. The service has achieved a continuous improvement rating around links with other organisations around infection control.

# HealthCERT Aged Residential Care Audit Report (version 4.0)

## Introduction

This report records the results of an audit against the Health and Disability Services Standards (NZS8134.1:2008; NZS8134.2:2008 and NZS8134.3:2008) of an aged residential care service provider. The audit has been conducted by an auditing agency designated under the Health and Disability Services (Safety) Act 2001 for submission to the Ministry of Health.

The abbreviations used in this report are the same as those specified in section 10 of the Health and Disability Services (General) Standards (NZS8134.0:2008).

It is important that auditors restrict their editing to the content controls in the document and do not delete any content controls or any text outside the content controls.

## Audit Report

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| --- | --- |
| **Legal entity name:** | Radius Residential Care Limited |
| **Certificate name:** | Radius Residential Care Limited - Radius St Joans Care Centre |

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| --- | --- |
| **Designated Auditing Agency:** | Health and Disability Auditing New Zealand Limited |

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| --- | --- |
| **Types of audit:** | Certification Audit |
| **Premises audited:** | Radius St Joans Care Centre |
| **Services audited:** | Residential disability services - Intellectual; Hospital services - Medical services; Hospital services - Geriatric services (excl. psychogeriatric); Rest home care (excluding dementia care); Residential disability services - Physical |
| **Dates of audit:** | **Start date:** | 28 May 2014 | **End date:** | 29 May 2014 |

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| **Proposed changes to current services (if any):** |
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| --- | --- |
| **Total beds occupied across all premises included in the audit on the first day of the audit:** | 88 |

## Audit Team

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| --- | --- | --- | --- | --- | --- |
| **Lead Auditor** | XXXXXXXXX | **Hours on site** | 14 | **Hours off site** | 8 |
| **Other Auditors** | XXXXXXXXX | **Total hours on site** | 14 | **Total hours off site** | 8 |
| **Technical Experts** |  | **Total hours on site** |  | **Total hours off site** |  |
| **Consumer Auditors** |  | **Total hours on site** |  | **Total hours off site** |  |
| **Peer Reviewer** | XXXXXXXXX |  |  | **Hours** | 2 |

## Sample Totals

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Total audit hours on site | 28 | Total audit hours off site | 18 | Total audit hours | 46 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Number of residents interviewed | 10 | Number of staff interviewed | 14 | Number of managers interviewed | 3 |
| Number of residents’ records reviewed | 10 | Number of staff records reviewed | 10 | Total number of managers (headcount) | 3 |
| Number of medication records reviewed | 20 | Total number of staff (headcount) | 90 | Number of relatives interviewed | 11 |
| Number of residents’ records reviewed using tracer methodology | 4 |  |  | Number of GPs interviewed | 1 |

## Declaration

I, XXXXXXXXX, Director of Christchurch hereby submit this audit report pursuant to section 36 of the Health and Disability Services (Safety) Act 2001 on behalf of Health and Disability Auditing New Zealand Limited, an auditing agency designated under section 32 of the Act.

I confirm that:

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| --- | --- | --- |
| a) | I am a delegated authority of Health and Disability Auditing New Zealand Limited | Yes |
| b) | Health and Disability Auditing New Zealand Limited has in place effective arrangements to avoid or manage any conflicts of interest that may arise | Yes |
| c) | Health and Disability Auditing New Zealand Limited has developed the audit summary in this audit report in consultation with the provider | Yes |
| d) | this audit report has been approved by the lead auditor named above | Yes |
| e) | the peer reviewer named above has completed the peer review process in accordance with the DAA Handbook | Yes |
| f) | if this audit was unannounced, no member of the audit team has disclosed the timing of the audit to the provider | Not Applicable |
| g) | Health and Disability Auditing New Zealand Limited has provided all the information that is relevant to the audit | Yes |
| h) | Health and Disability Auditing New Zealand Limited has finished editing the document. | Yes |

Dated Tuesday, 1 July 2014

## Executive Summary of Audit

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| **General Overview** |
| Radius St Joan’s Care Centre is part of the Radius Residential Care Group. St Joan’s cares for residents requiring hospital, rest home and residential disability (intellectual and physical) level care. On the day of the audit there were 29 residents receiving rest home level care and 59 receiving hospital level care (this includes one resident under an intellectual disability contract and nine under a physical disability contract). Three hospital residents are receiving palliative care. The facility manager is a registered nurse with many years of aged care management experience and a master’s in nursing. She has been at the service since January 2013 and is supported by a clinical manager and Radius regional manager. The organisation has adopted a quality approach towards service delivery and incorporating quality into all aspects of care. There is a quality and risk management system in place at St Joan’s that is implemented and monitored and this generates improvements in practice and service delivery. The service is congratulated for achieving continuous improvement ratings around community engagement, activities and collaboration around infection control. Two areas for improvement have been identified around aspects of medication documentation and restraint monitoring.   |

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| **Outcome 1.1: Consumer Rights** |
| St Joan’s practices in accordance with the Health and Disability Commissioner (HDC) Code of Health and Disability Services Consumers' Rights "the Code" and copies of the code are displayed through the facility. There is information available about the Nationwide Health and Disability Advocacy Service. Staff, residents and family verified the service is respectful of individual needs including cultural and spiritual beliefs. Cultural training is provided and individual values and beliefs are considered on admission and continuing through the care planning process. There are implemented policies at St Joan’s to protect residents from discrimination or harassment. Clinical policies are reviewed by the clinical management committee at organisational level and there is a process in place to inform staff of policy change. There is an open disclosure and interpreters policy that staff understand. Family/friends are able to visit at any time and interviews verified on-going involvement with community activity is supported. There is a complaints policy supporting practice and an up to date register. Staff interviews confirmed an understanding of the complaints process. The service has achieved a continuous improvement rating around community engagement. |

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| **Outcome 1.2: Organisational Management** |
| St Joan’s is part of the Radius group and as such, there are organisational wide processes to monitor performance. The service is managed by appropriately trained personnel and there is a suitable structure in place to oversee service delivery in the absence of the manager. There is a quality system that is being implemented in line with the quality plan (2014). Management and quality, infection control and health and safety meetings are used to monitor quality activities such as audit, complaints, health and safety, infection control and restraint. There is an adverse event reporting system implemented at St Joan’s and monthly data collection monitors predetermined indicators. There is a human resource manual to guide practice. There is an annual education programme and records of attendance are maintained. Ten staff files were reviewed and all have a current appraisal and show human resource practices are followed. There is a documented rationale for staffing the service. Staffing rosters were sighted and staff on duty match needs of different shifts. Resident information is kept confidential and old records are archived. |

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| **Outcome 1.3: Continuum of Service Delivery** |
| The service has a well-developed assessment process and resident’s needs are assessed prior to entry. There is an information pack available for residents/families/whānau at entry. Assessments, care plans and evaluations are completed by the registered nurses. Residents/relatives are involved in planning and evaluating care. Risk assessment tools and monitoring forms are available and implemented and are used to assess the level of risk and support required for residents. Service delivery plans demonstrate service integration. Short term care plans are in use for changes in health status. Care plans are evaluated six monthly or more frequently when clinically indicated. The service facilitates access to other medical and non-medical services. Referral documentation is maintained on resident files.The motivational therapy team provide an activities programme that involves the wider community. Each resident has an individualised plan and activities are scheduled across the week and suitable for the various age groups. The service has achieved a continuous improvement rating around activities.The service medication management system follows recognised standards and guidelines for safe medicine management practice. Controlled medication balances are checked weekly. However, there are improvements required around as required medication documentation and verbal orders.Meals are prepared on site. Food and fridge temperatures are recorded. Individual and special dietary needs are catered for. Residents interviewed responded favourably to the food that was provided. |

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| **Outcome 1.4: Safe and Appropriate Environment** |
| There was appropriate equipment sighted to facilitate safe care of hospital, rest home and residents with disabilities. The physical environment minimises risk of harm, the wings are spacious, homely and safe. There is adequate equipment provided to ensure the needs of residents are met. The building holds a current warrant of fitness. Electrical equipment is checked annually. Residents are able to bring their own possessions and are able to adorn their room as desired. There are a number of communal lounges, dining areas, communal bathrooms and two hospital wings have single en-suites. There are documented laundry services policies/procedures. There is a plentiful supply of protective equipment, gloves, and aprons. Appropriate training, information, and equipment for responding to emergencies is provided. The facility has civil defence kits and emergency management plans. |

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| **Outcome 2: Restraint Minimisation and Safe Practice** |
| There is a restraint minimisation and safe practice policy that includes comprehensive restraint procedures. There is a documented definition of restraint and enablers that aligns with the definition in the standards. There is a restraint register and an enabler’s register. There are nine residents requiring bedrails, locked wheelchairs, furniture tables or lap belts as restraint and five residents with identified enablers. Restraint assessments are based on information in the care plan, discussions with residents/relatives and on staff observations of residents. Staff are trained in restraint minimisation and restraint competencies are completed regularly.Restraint is reviewed for each individual at least three monthly and as part of the multidisciplinary review. Multidisciplinary reviews include family/whanau. There is an improvement required around restraint monitoring. |

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| **Outcome 3: Infection Prevention and Control** |
| Radius St Joan’s has an infection control programme that complies with current best practice. There is a dedicated infection control coordinator who has a role description. The infection control coordinator collates monitoring data and reports through to the quality, infection control and health and safety meetings and outcomes are reported to staff through nursing and staff meetings. The infection control programme is reviewed annually. Infection control education is provided at orientation and incorporated into the annual training programme. Training records were sighted. Education provided includes an evaluation of the session and content delivered. Infection control surveillance is established that is appropriate to the size and type of services. There is a defined surveillance programme with monthly reporting by the infection control coordinator. The service has achieved a continuous improvement rating around links with other organisations around infection control. |

## Summary of Attainment

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **CI** | **FA** | **PA Negligible** | **PA Low** | **PA Moderate** | **PA High** | **PA Critical** |
| **Standards** | 1 | 47 | 0 | 1 | 1 | 0 | 0 |
| **Criteria** | 3 | 96 | 0 | 1 | 1 | 0 | 0 |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **UA Negligible** | **UA Low** | **UA Moderate** | **UA High** | **UA Critical** | **Not Applicable** | **Pending** | **Not Audited** |
| **Standards** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Criteria** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## Corrective Action Requests (CAR) Report

| **Code** | **Name** | **Description** | **Attainment** | **Finding** | **Corrective Action** | **Timeframe (Days)** |
| --- | --- | --- | --- | --- | --- | --- |
| HDS(C)S.2008 | Standard 1.3.12: Medicine Management  | Consumers receive medicines in a safe and timely manner that complies with current legislative requirements and safe practice guidelines. | PA Moderate |  |  |  |
| HDS(C)S.2008 | Criterion 1.3.12.1 | A medicines management system is implemented to manage the safe and appropriate prescribing, dispensing, administration, review, storage, disposal, and medicine reconciliation in order to comply with legislation, protocols, and guidelines. | PA Moderate | i) Eleven of twenty medication charts sampled have PRN medications prescribed but no documented indication for use. Ii) On two occasions verbal orders were taken and documented by one RN and not signed as witnessed and have not been signed by the GP within seven days.  | (i) Ensure PRN medications document an indication for use. Ii) Ensure verbal orders are witnessed and signed by a second person and that the GP signs verbal orders. | 60 |
| HDS(RMSP)S.2008 | Standard 2.2.3: Safe Restraint Use | Services use restraint safely | PA Low |  |  |  |
| HDS(RMSP)S.2008 | Criterion 2.2.3.4 | Each episode of restraint is documented in sufficient detail to provide an accurate account of the indication for use, intervention, duration, its outcome, and shall include but is not limited to:(a) Details of the reasons for initiating the restraint, including the desired outcome;(b) Details of alternative interventions (including de-escalation techniques where applicable) that were attempted or considered prior to the use of restraint;(c) Details of any advocacy/support offered, provided or facilitated;(d) The outcome of the restraint;(e) Any injury to any person as a result of the use of restraint;(f) Observations and monitoring of the consumer during the restraint;(g) Comments resulting from the evaluation of the restraint. | PA Low | Two of three restraint monitoring forms sampled had an eight hour period in the past 72 hours where restraint monitoring had not been documented. | Ensure restraint monitoring occurs in the specified timeframes when restraint is in use. | 90 |

## Continuous Improvement (CI) Report

| **Code** | **Name** | **Description** | **Attainment** | **Finding** |
| --- | --- | --- | --- | --- |
| HDS(C)S.2008 | Criterion 1.1.12.2 | Consumers are supported to access services within the community when appropriate. | CI | The service sees itself as part of the local community and links closely with many community groups. In 2013 a group of likeminded ladies held a meeting in the rest home lounge. It was discussed with the group that one resident was a long standing member of the National NZ Foundation and was missing the fellowship of this organization. It was proposed to set up a chapter of the organisation at St Joan’s. This was agreed by the National NZ Federation. The local group from Gordonton agreed to take the St Joan’s group under their wing. Their President was very supportive. She was voted to chair the meetings that was going to be held once a month on the third Tuesday of the month. This group has been actively busy within the hospital/rest home environment, bringing Quest Speakers in for a variety of subjects. A selections of speakers have been to St Joan’s including Adopt a Greyhound, Antique Road show, a Chiropractor, a Bugs Man, a footwear merchant, a pamper ladies afternoon and a floral arrangement demonstration. This group is encouraging fellowship among the ladies in the rest home and hospital and continues to be active. The service has a close relationship with the local stroke club. The home visitor from the stroke club interviewed reports that caregivers support groups are held monthly for St Joan’s families. Initially these were held at the facility but the group now meets at a variety of local cafes or restaurants. A group of around six residents (this varies each fortnight) attend the fortnightly stroke club and are supported by a St Joan’s staff member throughout the Stroke club to enable them to attend. In support of the stoke club, the service arranged an antiques show. This is the third year this event has run. The date was set with the Field Officer and President of Stroke Support Group for the afternoon. Contact was made with an antique value regarding the afternoon date and time and he agreed to donate his time. Notices were put up on all notice boards and St Joan’s informed other rest homes. Contact the Local Hamilton Press was made regarding the afternoon, and both the stroke club and the motivational therapist had an interview with the reporter. The resulted article was reported by the family and motivational therapist interviewed to have been very informative. Part of the afternoon plan included a Devonshire Tea and additional chairs, cups, saucers and plates were hired from a local company. On the day the Doris Jebson Lounge was set up with chairs and two long trestles. Twenty nine residents and 41 members of the public attended. The valuer gave a report on each Antique item. Many questions from the floor were asked and the afternoon ended with Devonshire Tea. A gold coin donation was given by each attendee as a token to the Hamilton Stroke Carers Group.The service has had a relationship with the American Classic Car Club that dates back 10 years to when an individual resident’s interest in cars sparked the on-going relationship. The president of the club was interviewed and reports the joy gained by club members in participating in something so obviously enjoyed by the residents. There is now an annual car club event with residents of the service taking part in a fun run annually. 2914 was the 10th anniversary event. The residents, families and staff are able to go for a ride within the city’s borough. There is also the visual participation for residents not able to actively participate. The owner of the Car Museum also organised a car display. Two large gazebos were purchased for the car display and luncheon and the cook provided a picnic for all involved (drivers, staff, residents and family). Notices were provided to families and the local newspaper were invited and subsequently printed an article and photos about the event. The local rock and roll club also provided a display. 32 cars transported residents and families for the event and residents and families interviewed spoke of the event as a highlight of the year. The need was identified for residents with hearing impairment to have the opportunity to receive free hearing aid checks and monitoring of their equipment. Contact was made with the Hearing Association in Hamilton regarding the setting up of a clinic at St Joan’s. The Hearing Association is registered under the Charities Act CC24229 and was therefore identified as a suitable charitable service for providing a clinic at St Joan’s. The motivational team offered to provide their room as a clinic room. This room has a sink and bench facilities adequate to provide a clinic appropriate for the needs of the Hearing Association. Discussion with Hearing Association clarified pricing if residents require further interventions i.e. batteries, tubing etc. The initial appointment, advice and cleaning of aids are free of charge. Residents were informed of this service through resident meetings, by the motivation therapists and by RN/EN staff. Lists for residents requiring services are put in wards, RN/EN staff to complete prior to clinic visits. These lists provide the next clinic schedule and timeframes for each resident’s appointment. First clinic appointment was set in August 2013. The clinical nurse manager identified residents most in need and the clinic bookings were full. New schedule sheets are in place for the now two monthly clinics. |
| HDS(C)S.2008 | Criterion 1.3.7.1 | Activities are planned and provided/facilitated to develop and maintain strengths (skills, resources, and interests) that are meaningful to the consumer. | CI | The service, led by the motivational therapist provides activities that are individualised to each resident including their past and current interests and hobbies. Families interviewed (11) and residents interviewed (10) all spoke of an exceptional activities programme. Some of the examples observed or spoken about during the audit include: A resident’s wife reported how he was the only resident in the facility who was a returned serviceman on Anzac day. The resident had mentioned to his wife and staff how he wished to attend the dawn service despite the fact that he is unable to weight bear. Staff supported the resident to rise and showered and dressed him in his suit at 4.30 am so he could be collected to attend the parade at 5.30 am. The resident’s wife had wanted to put his medals in the correct places on his blazer the night before so that they could be ready for the morning. However staff were concerned about the security of the medals as they were valuable so they photographed how the medals were to be placed and then stored the medals in the safe. The wife reported that when she returned at 5.30 am the medals were perfectly placed on his blazer with the staff having used the photo to guide them.Staff identified that a resident’s mood had deteriorated. They also noted that this resident had a love for cats. The resident was supported to obtain a kitten (now five months old) and staff support the resident to care appropriately for the kitten as the resident is not able to do this independently.St Joan’s organises a service for residents (generally those having palliative care) where they are able to tell their life story to a volunteer who records the story and then types the story out as it is spoken. The resident then checks the story before the final version is bound (often more than one copy is provided) for the resident and their family. Two family and one resident spoke of how appreciated this service is.One resident enjoys arranging flowers and provides floral arrangements for the dining room tables frequently. She picks flowers from the garden, although due to her restricted mobility this is difficult. The service has linked with a variety of organisation (link 1.1.12) to have raised garden beds built so the resident can have a more steady supply of flowers and be able to remain independent but safe whole picking them.The staff became aware that it was a resident’s 61st wedding anniversary. They organised a special card for him to give his wife and then organised with him a surprise ‘date’ so he could take his wife to Operatunity. This included arranging and funding a wheelchair taxi. This same resident had a previous interest in art. He now joins in art classes every Wednesday.A palliative care resident was finding adjusting to being in care difficult. The staff identified his passion for aeroplanes and arranged for the secretary of the local aero club to visit him. They have been able to organise regular visits from a social worker who has involvement with the aero club. The maintenance man went to the resident’s home and collected a number of his planes and models and a table and chair were set up in the resident’s room to accommodate these. The resident now has his room decorated with planes and is able to continue enjoying his hobby. The president of the aero club is coming to St Joan’s for a display on the week following the audit.An under 65 year old resident loves Bruce Springsteen and was able to attend his concert. The motivational therapist contacted the stage managers and arranged for a happy birthday message for the resident to be displayed on the big screen during the concert and the artist wished the resident happy birthday during the concert. The resident is a royal follower and was recently supported to travel to Cambridge to see the royals during the royal tour. She also very much enjoys the regular ladies ‘high tea’ at a variety of local venues.A resident who was unable to stand was able to identify that she missed feeling useful. As a result of this she is now supported to make soup for the residents evening meal once a month and she reports this provides her great joy. She also joins a group who play 500 weekly and her resident joins her in playing 500 with the group every Thursday and Friday. |
| HDS(IPC)S.2008 | Standard 3.2: Implementing the infection control programme | There are adequate human, physical, and information resources to implement the infection control programme and meet the needs of the organisation. | CI |  |
| HDS(IPC)S.2008 | Criterion 3.2.1 | The infection control team/personnel and/or committee shall comprise, or have access to, persons with the range of skills, expertise, and resources necessary to achieve the requirements of this Standard. | CI | St Joan’s has been strongly involved in the running of the WISS group – the Waikato infection control group for all aged care facilities in the region. The group meets bi monthly to provide mutual support around surveillance, outbreaks, meeting the health and disability service standards and education. The St Joan’s infection control coordinator is the treasurer for the group. The St Joan’s infection control coordinator identified that while it was not feasible for the group to meet more regularly there was a need for more support among members and that often issues could not wait two months. To address this he created a yahoo group which is an interactive group where conversations can be cre4ated by any member and any post or question asked by a member and any replies can be seen by all members. The site also includes links to other infection control topics and is a place where education resources can be shared. Topics covered have included Pathlab, Public Health, information provided by Smith and Nephew around wounds and outbreak management. The infection control coordinator reports this group is beneficial to all members and that he can gain advice quickly from other members if he requires this. |

# NZS 8134.1:2008: Health and Disability Services (Core) Standards

## Outcome 1.1: Consumer Rights

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, facilitates informed choice, minimises harm, and acknowledges cultural and individual values and beliefs.

#### Standard 1.1.1: Consumer Rights During Service Delivery (HDS(C)S.2008:1.1.1)

Consumers receive services in accordance with consumer rights legislation.

ARC D1.1c; D3.1a ARHSS D1.1c; D3.1a

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is an implemented code of rights policy and procedure. Discussions with five health care assistants (two who work in the hospital, two who work in the rest home and one who works across both) and three registered nurses and two enrolled nurses identified their familiarity with the code. Interviews with 10 residents (five from the rest home and five from the hospital including two with physical disabilities) and 11 relatives (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability) confirmed service is provided in line with the code of rights. Code of rights/advocacy/complaints training was last provided in January 2014 (34 attended).  |

##### Criterion 1.1.1.1 (HDS(C)S.2008:1.1.1.1)

Service providers demonstrate knowledge and understanding of consumer rights and obligations, and incorporate them as part of their everyday practice.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.1.2: Consumer Rights During Service Delivery (HDS(C)S.2008:1.1.2)

Consumers are informed of their rights.

ARC D6.1; D6.2; D16.1b.iii ARHSS D6.1; D6.2; D16.1b.iii

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The service provides information to residents that include the code of rights, complaints and advocacy information. There is access interpreter services if required. Information is given to next of kin or EPOA to read to and/or discuss with the resident. Interviews with 10 residents (five from the rest home and five from the hospital including two with physical disabilities) and 11 relatives (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability) identified they are well informed about the code of rights. The service provides an open-door policy for concerns or complaints.Monthly resident/relative meetings (minutes sighted) are held providing the opportunity to raise concerns in a group setting. Advocacy pamphlets are included in the information pack. Advocacy service pamphlets available in facility that include contact details. The service has an advocacy policy that includes a definition of advocacy, objectives and process/procedure/guidelines.D6, 2 and D16.1b.iii: The information pack provided to residents on entry includes how to make a complaint, code of rights pamphlet, advocacy and H&D Commission information. |

##### Criterion 1.1.2.3 (HDS(C)S.2008:1.1.2.3)

Opportunities are provided for explanations, discussion, and clarification about the Code with the consumer, family/whānau of choice where appropriate and/or their legal representative during contact with the service.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.1.2.4 (HDS(C)S.2008:1.1.2.4)

Information about the Nationwide Health and Disability Advocacy Service is clearly displayed and easily accessible and should be brought to the attention of consumers.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.1.3: Independence, Personal Privacy, Dignity, And Respect (HDS(C)S.2008:1.1.3)

Consumers are treated with respect and receive services in a manner that has regard for their dignity, privacy, and independence.

ARC D3.1b; D3.1d; D3.1f; D3.1i; D3.1j; D4.1a; D14.4; E4.1a ARHSS D3.1b; D3.1d; D3.1f; D3.1i; D3.1j; D4.1b; D14.4

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The service has policy aligned with the requirements of the Privacy Act and Health Information Privacy Code - including: Confidentiality, privacy & dignity. Staff can describe the procedures for maintaining confidentiality of resident records and employment agreements bind staff to retaining confidentiality of client records. Discussions with 10 residents (five from the rest home and five from the hospital including two with physical disabilities) and 11 relatives (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability) confirmed personal belongings are not used as communal property. Property is recorded on admission with direction from the resident and family. D3.1b, d, f, i: The service has a philosophy that promotes quality of life, involves residents in decisions about their care, respects their rights and maintains privacy and individuality.D14.4 There are clear instructions provided to residents on entry regarding responsibilities of personal belonging in their admission agreement. Personal belongings are documented and included in resident files.The spiritual and religious beliefs policy guides practice from an organizational perspective. Interdenominational services are held weekly. There are also fortnightly Catholic Masses and monthly Catholic communion services. A representative of the Sisters of the Lady of the Mission visit one resident who is a Catholic sister daily and this resident receives communion several times a week. This representative was interviewed and reports the staff are very sensitive and supportive of resident’s spiritual needs. Contact details of any spiritual/religious advisors are available to staff. Religious dietary requirements identified through assessment and care planning and met as required. All relatives interviewed (five from the rest home and five from the hospital including two with physical disabilities) and 10 residents (five from the rest home and five from the hospital including two with physical disabilities) confirm the service is respectful.A client satisfaction survey is carried out annually to gain feedback. In the survey completed in September 2013, respondents indicated they were satisfied that cultural and spiritual/religious needs are being met.D4.1a: Resident files reviewed identified that cultural and /or spiritual values, individual preferences are identified.The information pack provided to residents and their families includes the home's philosophy of care. Discussions with 10 residents (five from the rest home and five from the hospital including two with physical disabilities) confirmed that residents are able to choose to engage in activities and access community resources. Residents and family members confirmed that they have adequate rights to choose within the constraints of the service, for example, meal times. Ten care plans reviewed – seven from the hospital and three from the rest home (including one with a physical disability and one with an intellectual disability) identified specific individual likes and dislikes.The abuse & neglect policy includes definitions, signs and symptoms for detection, process for reporting, prevention and ensuring resident safety. Training is an annual requirement. All facilities are required to have a copy of the "Elder Abuse & Neglect - a Handbook for those working with Elder Abuse" from aged concern. Code of rights training was last conducted in January 2014 and abuse and neglect training occurred in April 2014 with 13 staff attending. Discussions with management and five healthcare assistants, three registered nurses, two enrolled nurses, the clinical nurse manager and the motivational therapist reported no incidents of abuse/neglect.D4.1a Resident files reviewed identified that cultural and /or spiritual values, individual preferences are identified. |

##### Criterion 1.1.3.1 (HDS(C)S.2008:1.1.3.1)

The service respects the physical, visual, auditory, and personal privacy of the consumer and their belongings at all times.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.1.3.2 (HDS(C)S.2008:1.1.3.2)

Consumers receive services that are responsive to the needs, values, and beliefs of the cultural, religious, social, and/or ethnic group with which each consumer identifies.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.1.3.6 (HDS(C)S.2008:1.1.3.6)

Services are provided in a manner that maximises each consumer's independence and reflects the wishes of the consumer.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.1.3.7 (HDS(C)S.2008:1.1.3.7)

Consumers are kept safe and are not subjected to, or at risk of, abuse and/or neglect.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.1.4: Recognition Of Māori Values And Beliefs (HDS(C)S.2008:1.1.4)

Consumers who identify as Māori have their health and disability needs met in a manner that respects and acknowledges their individual and cultural, values and beliefs.

ARC A3.1; A3.2; D20.1i ARHSS A3.1; A3.2; D20.1i

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is a specific Maori Health care plan and a culturally safe care policy. Discussions with five healthcare assistants, two enrolled nurses and three registered nurses confirm an understanding of the different cultural needs of residents and their whānau. There is a section in the assessment tool and care plan that includes spirituality, religion and culture, psycho-social needs and family and significant others. In addition there is a Maori care plan available if the individual residents wishes. The five Maori residents at St Joan’s has a documented Maori health plan. There is information and websites provided within the Maori Health Plan to provide quick reference and links with local Maori Healthcare Providers regionally within New Zealand. D20.1 i: The service also utilises a resident’s whanau as a Maori cultural advisor. He is of Ati Hou Nui o Paparangi iwi, Ngati Ruru hapū, his awa is Whanganui and his maunga is Ruapehu.The Maori Health plan states that staff training sessions will be provided two yearly for all staff. Cultural safety training was provided in March 2014. The service has documentation relating to culturally appropriate responses in particular settings. The Maori health care plan includes reporting on significant others to be involved in care such as iwi affiliations and advocates. Interviews with six healthcare assistants and two registered nurses confirm they are aware of the need to respond appropriately to maintain cultural safety. Policies include guidelines about the importance of whānau. A3.2 There is a Maori health plan includes a description of how they will achieve the requirements set out in A3.1 (a) to (e). |

##### Criterion 1.1.4.2 (HDS(C)S.2008:1.1.4.2)

Māori consumers have access to appropriate services, and barriers to access within the control of the organisation are identified and eliminated.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.1.4.3 (HDS(C)S.2008:1.1.4.3)

The organisation plans to ensure Māori receive services commensurate with their needs.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.1.4.5 (HDS(C)S.2008:1.1.4.5)

The importance of whānau and their involvement with Māori consumers is recognised and supported by service providers.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.1.6: Recognition And Respect Of The Individual's Culture, Values, And Beliefs (HDS(C)S.2008:1.1.6)

Consumers receive culturally safe services which recognise and respect their ethnic, cultural, spiritual values, and beliefs.

ARC D3.1g; D4.1c ARHSS D3.1g; D4.1d

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| **Attainment and Risk:** FA |
| **Evidence:** |
| Care planning includes consideration of spiritual, psychological and social needs. Ten residents interviewed (five from the rest home and five from the hospital including two with physical disabilities) indicated that they are involved in the identification of spiritual religious and or cultural beliefs. Eleven relatives (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability) interviewed stated that they felt they were valued, consulted and kept informed. Family involvement is encouraged e.g. invitation to facility functions. D3.1g The service provides a culturally appropriate service by identifying the individual needs of residents during the admission and care planning process as reported by five healthcare assistants, three registered nurses and two enrolled nurses.D4.1c Care plans reviewed included the resident’s social, spiritual, cultural and recreational needs. |

##### Criterion 1.1.6.2 (HDS(C)S.2008:1.1.6.2)

The consumer and when appropriate and requested by the consumer the family/whānau of choice or other representatives, are consulted on their individual values and beliefs.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.1.7: Discrimination (HDS(C)S.2008:1.1.7)

Consumers are free from any discrimination, coercion, harassment, sexual, financial, or other exploitation.

ARHSS D16.5e

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is an implemented discrimination and harassment policy that includes all aspects of this criterion. There is a staff policy in relation to gifts and gratuities and the management of external harassment. The following policies also support keeping residents safe from exploitation: code of resident’s rights, abuse and neglect, and complaints. Annual training is provided to staff across a number of topics such as: code of rights (January 2014) and communication (August 2013). Ten residents interviewed (five from the rest home and five from the hospital including two with physical disabilities) interviewed informed they were not exposed to exploitation.A staff employment handbook and orientation package includes a code of behaviour. Job descriptions include responsibilities of the position and ethics, advocacy and legal issues. The orientation programme provided to staff on induction includes an emphasis on dignity and privacy and boundaries. Interviews with five healthcare assistants, two enrolled nurses, three registered nurses, the clinical nurse manager and the motivational therapist informed an understanding of professional boundaries. |

##### Criterion 1.1.7.3 (HDS(C)S.2008:1.1.7.3)

Service providers maintain professional boundaries and refrain from acts or behaviours which could benefit the provider at the expense or well-being of the consumer.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.1.8: Good Practice (HDS(C)S.2008:1.1.8)

Consumers receive services of an appropriate standard.

ARC A1.7b; A2.2; D1.3; D17.2; D17.7c ARHSS A2.2; D1.3; D17.2; D17.10c

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The service has implemented policies and procedures to provide assurance it is adhering to relevant standards. Policies are reviewed and approved by the clinical management committee at an organisational level. The good practice policy supports staff in ensuring good practice is intrinsic to care delivery. The quality programme is designed to monitor contractual and standards compliance and the quality of service delivery in the facility. The human resource manual includes pre-employment, the requirement to attend orientation and on-going in-service training. St Joan’s facility manager oversees the internal audit and in-service education programmes with support from senior staff. Staff are informed when external training is available and financial support is considered. There is support available for those wishing to pursue post-graduate qualifications (appropriate to the area of work). There is access to computer and internet resources and search engines. There is organizational membership to Bug Control for infection control updates / training and expert advice. There are monthly staff and monthly resident meetings. Ten residents interviewed (five from the rest home and five from the hospital including two with physical disabilities) and 11 relatives (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability) interviewed spoke positively about the care and support provided. Five healthcare assistants, two enrolled nurses, three registered nurses, the clinical nurse manager and the motivational therapist have a sound understanding of principles of aged care and state that they have been supported by the service for on-going education.A2.2: Services are provided at St Joan’s that adhere to the Heath & Disability Services Standards (2008). There is an implemented quality improvement programme that includes performance monitoring.D1.3 All approved service standards are adhered to.D17.7c.There are implemented competencies for caregivers, and registered nurses. There are clear ethical and professional standards and boundaries within job descriptions. |

##### Criterion 1.1.8.1 (HDS(C)S.2008:1.1.8.1)

The service provides an environment that encourages good practice, which should include evidence-based practice.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.1.9: Communication (HDS(C)S.2008:1.1.9)

Service providers communicate effectively with consumers and provide an environment conducive to effective communication.

ARC A13.1; A13.2; A14.1; D11.3; D12.1; D12.3a; D12.4; D12.5; D16.1b.ii; D16.4b; D16.5e.iii; D20.3 ARHSS A13.1; A13.2; A14.1; D11.3; D12.1; D12.3a; D12.4; D12.5; D16.1bii; D16.4b; D16.53i.i.3.iii; D20.3

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is an open disclosure policy. The communication with resident’s policy includes procedures to ensure that staff communicate well with residents and family members. There are monthly resident/relative meetings facilitated by the activities staff allowing residents/relatives to raise issues. Ten residents (five from the rest home and five from the hospital including two with physical disabilities) stated they were welcomed on entry and were given time and explanation about services and procedures. Thirteen incident reports were reviewed across the service. All recorded family notification. Eleven relatives (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability) informed they are notified of any changes in their family member’s health status. The clinical nurse manager, who investigates incidents, informed there are processes in place to support family notification of events.D12.1 Non-Subsidised residents are advised in writing of their eligibility and the process to become a subsidised resident should they wish to do so. The Ministry of Health “Long-term Residential Care in a Rest Home or Hospital – what you need to know” is provided to residents on entry.D16.1b.ii The residents and family are informed prior to entry of the scope of services and any items they have to pay that is not covered by the agreement.D16.4b: All 11 relatives stated that they are informed when their family members health status changes.The facility has an interpreter policy to guide staff in accessing interpreter services. Residents (and their family/whānau) are provided with this information at the point of entry. Families are encouraged to visit. D11.3: The information pack is available in large print and advised that this can be read to residents. |

##### Criterion 1.1.9.1 (HDS(C)S.2008:1.1.9.1)

Consumers have a right to full and frank information and open disclosure from service providers.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.1.9.4 (HDS(C)S.2008:1.1.9.4)

Wherever necessary and reasonably practicable, interpreter services are provided.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.1.10: Informed Consent (HDS(C)S.2008:1.1.10)

Consumers and where appropriate their family/whānau of choice are provided with the information they need to make informed choices and give informed consent.

ARC D3.1d; D11.3; D12.2; D13.1 ARHSS D3.1d; D11.3; D12.2; D13.1

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| **Attainment and Risk:** FA |
| **Evidence:** |
| Policies and training support staff in providing care and support to enable residents to make choices and be involved in the service. There is an informed consent policy and procedure that directs staff clearly in relation to the gathering of informed consent. Interviews with … health care assistants identify that consents are sought in the delivery of personal cares. Written consent includes the signed admission agreements and consent for transporting, photographs and provision of care. All 10 resident files (seven from the hospital and three from the rest home (including one with a physical disability and one with an intellectual disability), reviewed has signed consent forms signed by the family/whanau/EPOA. Advanced directives / resuscitation policy is implemented in 10 resident files reviewed. All advance directives are completed by the resident where able, the GP and discussion with family members is documented.D13.1: There were 10admission agreements sighted and all had been signed on the day of admission.D3.1.d: Discussion with 11 relatives (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability) identified that the service actively involves them in decisions that affect their relative’s lives. |

##### Criterion 1.1.10.2 (HDS(C)S.2008:1.1.10.2)

Service providers demonstrate their ability to provide the information that consumers need to have, to be actively involved in their recovery, care, treatment, and support as well as for decision-making.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.1.10.4 (HDS(C)S.2008:1.1.10.4)

The service is able to demonstrate that written consent is obtained where required.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.1.10.7 (HDS(C)S.2008:1.1.10.7)

Advance directives that are made available to service providers are acted on where valid.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.1.11: Advocacy And Support (HDS(C)S.2008:1.1.11)

Service providers recognise and facilitate the right of consumers to advocacy/support persons of their choice.

ARC D4.1d; D4.1e ARHSS D4.1e; D4.1f

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is an advocacy policy and procedure that includes how staff can assist residents and families to access advocacy services. Contact numbers for advocacy services are included in the policy, in the resident information folder and advocacy pamphlets are available at reception.D4.1e; The resident file includes information on residents family/whanau and chosen social networksResidents are provided with a copy of the code and Nationwide Health and Disability Advocacy services pamphlets on entry. D4.1d; Discussion with 11 relatives (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability) identified that the service provides opportunities for the family/EPOA to be involved in decisions. |

##### Criterion 1.1.11.1 (HDS(C)S.2008:1.1.11.1)

Consumers are informed of their rights to an independent advocate, how to access them, and their right to have a support person/s of their choice present.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.1.12: Links With Family/Whānau And Other Community Resources (HDS(C)S.2008:1.1.12)

Consumers are able to maintain links with their family/whānau and their community.

ARC D3.1h; D3.1e ARHSS D3.1h; D3.1e; D16.5f

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The client information pack informs visiting can occur at any reasonable time. Interviews with 10 residents and 11 relatives confirm that visiting can occur at any time. Family members were seen visiting on the days of the audit. Key people involved in the resident's life are documented in the care plans and there is a family communications/contact sheet in resident files where staff document when family have been contacted.The service has strong community support and engagement and community participation has earned them a continuous improvement rating.Discussion with 10 residents and 11 relatives verified they are supported and encouraged to remain involved in the community and external groups. There are a number of ways St Joan’s support on-going access to community services, for example: RSA, community activities. Discussion with 11 families that they are encouraged to be involved with the service and care. |

##### Criterion 1.1.12.1 (HDS(C)S.2008:1.1.12.1)

Consumers have access to visitors of their choice.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.1.12.2 (HDS(C)S.2008:1.1.12.2)

Consumers are supported to access services within the community when appropriate.

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| **Attainment and Risk:** CI |
| **Evidence:** |
| Key people involved in the resident's life are documented in the care plans and there is a family communications/contact sheet in resident files where staff document when family have been contacted.The service has strong community support and engagement and community participation. |
| **Finding:** |
| The service sees itself as part of the local community and links closely with many community groups. In 2013 a group of likeminded ladies held a meeting in the rest home lounge. It was discussed with the group that one resident was a long standing member of the National NZ Foundation and was missing the fellowship of this organization. It was proposed to set up a chapter of the organisation at St Joan’s. This was agreed by the National NZ Federation. The local group from Gordonton agreed to take the St Joan’s group under their wing. Their President was very supportive. She was voted to chair the meetings that was going to be held once a month on the third Tuesday of the month. This group has been actively busy within the hospital/rest home environment, bringing Quest Speakers in for a variety of subjects. A selections of speakers have been to St Joan’s including Adopt a Greyhound, Antique Road show, a Chiropractor, a Bugs Man, a footwear merchant, a pamper ladies afternoon and a floral arrangement demonstration. This group is encouraging fellowship among the ladies in the rest home and hospital and continues to be active. The service has a close relationship with the local stroke club. The home visitor from the stroke club interviewed reports that caregivers support groups are held monthly for St Joan’s families. Initially these were held at the facility but the group now meets at a variety of local cafes or restaurants. A group of around six residents (this varies each fortnight) attend the fortnightly stroke club and are supported by a St Joan’s staff member throughout the Stroke club to enable them to attend. In support of the stoke club, the service arranged an antiques show. This is the third year this event has run. The date was set with the Field Officer and President of Stroke Support Group for the afternoon. Contact was made with an antique value regarding the afternoon date and time and he agreed to donate his time. Notices were put up on all notice boards and St Joan’s informed other rest homes. Contact the Local Hamilton Press was made regarding the afternoon, and both the stroke club and the motivational therapist had an interview with the reporter. The resulted article was reported by the family and motivational therapist interviewed to have been very informative. Part of the afternoon plan included a Devonshire Tea and additional chairs, cups, saucers and plates were hired from a local company. On the day the Doris Jebson Lounge was set up with chairs and two long trestles. Twenty nine residents and 41 members of the public attended. The valuer gave a report on each Antique item. Many questions from the floor were asked and the afternoon ended with Devonshire Tea. A gold coin donation was given by each attendee as a token to the Hamilton Stroke Carers Group.The service has had a relationship with the American Classic Car Club that dates back 10 years to when an individual resident’s interest in cars sparked the on-going relationship. The president of the club was interviewed and reports the joy gained by club members in participating in something so obviously enjoyed by the residents. There is now an annual car club event with residents of the service taking part in a fun run annually. 2914 was the 10th anniversary event. The residents, families and staff are able to go for a ride within the city’s borough. There is also the visual participation for residents not able to actively participate. The owner of the Car Museum also organised a car display. Two large gazebos were purchased for the car display and luncheon and the cook provided a picnic for all involved (drivers, staff, residents and family). Notices were provided to families and the local newspaper were invited and subsequently printed an article and photos about the event. The local rock and roll club also provided a display. 32 cars transported residents and families for the event and residents and families interviewed spoke of the event as a highlight of the year. The need was identified for residents with hearing impairment to have the opportunity to receive free hearing aid checks and monitoring of their equipment. Contact was made with the Hearing Association in Hamilton regarding the setting up of a clinic at St Joan’s. The Hearing Association is registered under the Charities Act CC24229 and was therefore identified as a suitable charitable service for providing a clinic at St Joan’s. The motivational team offered to provide their room as a clinic room. This room has a sink and bench facilities adequate to provide a clinic appropriate for the needs of the Hearing Association. Discussion with Hearing Association clarified pricing if residents require further interventions i.e. batteries, tubing etc. The initial appointment, advice and cleaning of aids are free of charge. Residents were informed of this service through resident meetings, by the motivation therapists and by RN/EN staff. Lists for residents requiring services are put in wards, RN/EN staff to complete prior to clinic visits. These lists provide the next clinic schedule and timeframes for each resident’s appointment. First clinic appointment was set in August 2013. The clinical nurse manager identified residents most in need and the clinic bookings were full. New schedule sheets are in place for the now two monthly clinics. |
| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.1.13: Complaints Management (HDS(C)S.2008:1.1.13)

The right of the consumer to make a complaint is understood, respected, and upheld.

ARC D6.2; D13.3h; E4.1biii.3 ARHSS D6.2; D13.3g

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The complaints policy and procedure states that clients/family/whanau shall have access to a complaints system whereby they can express concern without prejudice and those concerns are addressed. Residents/family can lodge formal or informal complaints through verbal communication, written, resident meetings, and complaint forms or via suggestion box. A client’s complaint procedure flow chart is included in the policy and is included in the information pack for residents on entry. Policy states that complaints process is to be visible and available in public areas.Interviews with 10 residents (five from the rest home and five from the hospital including two with physical disabilities) and 11 relatives (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability) were familiar with the complaints procedure and state all concerns /complaints are addressed. The complaints log/register includes date of incident, complainant, summary of complaint, signature off as complete. There have been four complaints in 2014 to date. All have documentation of full investigation and resolution including communication with complainants is documented for all complaints. The DHB has had a complaint from a long-term supports, chronic health conditions client since the surveillance audit. The complaint was from a complex client and the facility and senior management have kept the DHB informed of actions taken with regard to this client. The DHB investigated and is satisfied that the provider has acted appropriately.D13.3h. A complaints procedure is provided to residents within the information pack at entry. |

##### Criterion 1.1.13.1 (HDS(C)S.2008:1.1.13.1)

The service has an easily accessed, responsive, and fair complaints process, which is documented and complies with Right 10 of the Code.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.1.13.3 (HDS(C)S.2008:1.1.13.3)

An up-to-date complaints register is maintained that includes all complaints, dates, and actions taken.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

## Outcome 1.2: Organisational Management

Consumers receive services that comply with legislation and are managed in a safe, efficient, and effective manner.

#### Standard 1.2.1: Governance (HDS(C)S.2008:1.2.1)

The governing body of the organisation ensures services are planned, coordinated, and appropriate to the needs of consumers.

ARC A2.1; A18.1; A27.1; A30.1; D5.1; D5.2; D5.3; D17.3d; D17.4b; D17.5; E1.1; E2.1 ARHSS A2.1; A18.1; A27.1; A30.1; D5.1; D5.2; D5.3; D17.5

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| **Attainment and Risk:** FA |
| **Evidence:** |
| Radius St Joan’s Care Centre is part of the Radius Residential Care Group. St Joan’s cares for residents requiring hospital, rest home and residential disability (intellectual and physical) level care. On the day of the audit there were 29 residents receiving rest home level care and 59 receiving hospital level care (this includes one resident under an intellectual disability contract and nine under a physical disability contract). Three hospital residents are receiving palliative care under the medical aspect of the contract. The facility manager is a registered nurse with many years of aged care management experience and masters in nursing. She has been at the service since January 2013 and is supported by a clinical manager and Radius regional manager.The facility manager reports monthly to the regional manager on a range of operational matters in relation to St Joan’s including strategic and operational issues, incidents and accidents, complaints, health and safety. Radius mission statement states that:"We deliver a quality lifestyle with an innovative approach to care that enables us to maintain the wellbeing, dignity and independence of our residents"Radius has an organisational philosophy, which includes vision, mission statement & objectives including quality/risk management framework & process policy. Annual business quality/risk management plans are in place (sighted for 2014). A quality/risk management plan for 2014 has been developed for Radius Residential Care and St Joan’s has developed site specific objectives including: 1. Clinical and Operational key performance indicators2. Clinical effectiveness3. Consumer participation4. Workforce effectiveness5. Risk management6. Taking ownership of the business and services provided7. Effective financial leadership and management8. Cost containment and reduction.The service has a documented structure that supports continuity of management and care delivery. The organisation provides annual conferences for their managers and annual regional conferences. ARC,D17.3di (rest home), D17.4b (hospital), The manager has maintained at least eight hours annually of professional development activities related to managing a hospital including attending Radius managers conferences and mini conferences, ARC forums and NZACA meetings. |

##### Criterion 1.2.1.1 (HDS(C)S.2008:1.2.1.1)

The purpose, values, scope, direction, and goals of the organisation are clearly identified and regularly reviewed.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.1.3 (HDS(C)S.2008:1.2.1.3)

The organisation is managed by a suitably qualified and/or experienced person with authority, accountability, and responsibility for the provision of services.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.2.2: Service Management (HDS(C)S.2008:1.2.2)

The organisation ensures the day-to-day operation of the service is managed in an efficient and effective manner which ensures the provision of timely, appropriate, and safe services to consumers.

ARC D3.1; D19.1a; E3.3a ARHSS D3.1; D4.1a; D19.1a

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| **Attainment and Risk:** FA |
| **Evidence:** |
| During the temporary absence of the manager, St Joan’s is managed by the clinical nurse manager with support from the regional manager. The clinical nurse manager has been at the facility for since September 2013 and in this role since January 2014.D19.1a; A review of the documentation, policies and procedures and from discussion with staff identified that the service operational management strategies, QI programme which includes culturally appropriate care, to minimise risk of unwanted events and enhance quality. |

##### Criterion 1.2.2.1 (HDS(C)S.2008:1.2.2.1)

During a temporary absence a suitably qualified and/or experienced person performs the manager's role.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.2.3: Quality And Risk Management Systems (HDS(C)S.2008:1.2.3)

The organisation has an established, documented, and maintained quality and risk management system that reflects continuous quality improvement principles.

ARC A4.1; D1.1; D1.2; D5.4; D10.1; D17.7a; D17.7b; D17.7e; D19.1b; D19.2; D19.3a.i-v; D19.4; D19.5 ARHSS A4.1; D1.1; D1.2; D5.4; D10.1; D16.6; D17.10a; D17.10b; D17.10e; D19.1b; D19.2; D19.3a-iv; D19.4; D19.5

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is an organisational quality/risk management plan - 2014 that includes clinical/care related risks, human resources; health and safety; environmental/service; financial; as well as site specific risks/goals identified for St Joan’s. There are organisational policies to guide each facility to implement the quality management programme including (but not limited to); continuous quality improvement programme policy, continuous quality improvement methodology policy, quality indicator data collection policy and internal audit timetable. There is evidence that the quality system continues to be implemented at St Joan’s. Staff have designated portfolios including incidents and accidents, training, restraint, health and safety and infection control. Interviews with five healthcare assistants, two enrolled nurses and three registered nurses confirmed that quality data is discussed at monthly staff meetings (staff and RN meeting minutes reviewed). The facility manager advised that she is responsible for providing oversight of the quality programme. There is also a monthly health and safety, infection control and quality meeting where all quality data and indicators are discussed. Minutes of these meetings are made available to all staff.The quality and risk management programme is designed to monitor contractual and standards compliance. The service's policies are reviewed at national level by the clinical managers group with input from facility staff every two years. Clinical guidelines are in place to assist care staff with such issues as constipation, delirium, congestive heart failure, diabetes, dementia, falls prevention, incontinence, nutrition and hydration, skin care and wound management. Assessment tools completed linked with resident care plans and were reviewed six monthly. There is an annual staff training programme that is implemented and based around policies and procedures. Internal audits are completed for care delivery compliance, care plans compliance, clinical records, medications, hand washing, privacy. D5.4 The service has the appropriate policies and procedures to support service delivery; Policy manuals are reviewed two yearly. New/updated policies are sent from head office. New policies/procedures are put in the staff room with a signing sheet for staff to sign once they have read and understood the documentation (verified at interview with five healthcare assistants, two enrolled nurses and three registered nurses). Staff have access to manuals (nurse’s stations and staff room). Policies are up to date and are located electronically on 'P' drive.Monthly reports by the facility manager to the regional manager are provided on service indicators. The St Joan’s meetings are minuted and with a set agenda including (but not limited to): health & safety, incident and accidents, complaints/compliments. Information is taken to staff through the various meetings, staff notice boards. a) There are monthly accident/incident reports completed by the facility manager that break down the data collected across the service. b) The service has linked the complaints process with its quality management system. Monthly manager reports to the regional manager include complaints. Staff meeting minutes identify discussion of complaints.c) There is an infection control data collection form which records all infections for each month. Infection control rates, outbreaks and results of internal audits are reported to the staff meeting and through clinical indicator reports for benchmarking. A range of infection control internal audits are planned and undertaken during the year. Results are forwarded to the staff, and registered nurse meetings. d) Health and safety is an agenda item of the staff meeting. Any new hazards are discussed. e) Advised that the restraint committee report through the health and safety, infection control and quality meeting, feedback is provided to staff and RN meetings. Restraint use is also fed back to the organization through the clinical indicator reports. Restraint internal audits are completed yearly and results are also forwarded through monthly manager meetingsRadius benchmarks its own facilities against predetermined indicators that are reported monthly from facilities. Further evidence may be requested by the regional manager when indicators are above the benchmark. The service collects internal monitoring data (internal audits) with the audit schedule being implemented at St Joan’s by the facility manager. The audit programme includes (but not limited to); care plans, care delivery compliance, health and safety, IC, medications, code of rights, informed consent, vehicle compliance and restraint. Quality improvement data such as incidents /accidents, hazards, internal audit, infections are collected and analysed/evaluated at the quality meeting and staff are informed through the registered nurses and staff meetings. Minutes of RN meetings verified audit results are discussed.Radius policy informs a corrective action plan is required where compliance is under a predetermined threshold. Corrective action plans were developed for incident reports (sighted) and all audits where there has been less than 95% conformity.D19.3 There are implemented risk management, and health and safety policies and procedures in place including accident and hazard managementD19.2g: Falls prevention strategies such as aggregating data monthly that includes considering time of occurrenceThere is emergency and disaster planning in place around earthquakes, fire, emergencies and other disasters. This includes training and education for staff, monthly building compliance checks, six monthly evacuation trials, and ensuring adequate staffing in the event of an emergency. There is an organisational risk register that includes identified risk and risk rating, identified action to prevent or minimize risk and persons responsible and covers areas such as clinical risk, human resources related risks, health and safety risks, environment/service related risks and financial risk. Each facility personalises to their site. Radius has terms of reference for the H&S committee defining membership to include healthcare assistants and a household representative. |

##### Criterion 1.2.3.1 (HDS(C)S.2008:1.2.3.1)

The organisation has a quality and risk management system which is understood and implemented by service providers.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.3.3 (HDS(C)S.2008:1.2.3.3)

The service develops and implements policies and procedures that are aligned with current good practice and service delivery, meet the requirements of legislation, and are reviewed at regular intervals as defined by policy.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.3.4 (HDS(C)S.2008:1.2.3.4)

There is a document control system to manage the policies and procedures. This system shall ensure documents are approved, up to date, available to service providers and managed to preclude the use of obsolete documents.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.3.5 (HDS(C)S.2008:1.2.3.5)

Key components of service delivery shall be explicitly linked to the quality management system.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.3.6 (HDS(C)S.2008:1.2.3.6)

Quality improvement data are collected, analysed, and evaluated and the results communicated to service providers and, where appropriate, consumers.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.3.7 (HDS(C)S.2008:1.2.3.7)

A process to measure achievement against the quality and risk management plan is implemented.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.3.8 (HDS(C)S.2008:1.2.3.8)

A corrective action plan addressing areas requiring improvement in order to meet the specified Standard or requirements is developed and implemented.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.3.9 (HDS(C)S.2008:1.2.3.9)

Actual and potential risks are identified, documented and where appropriate communicated to consumers, their family/whānau of choice, visitors, and those commonly associated with providing services. This shall include:
(a) Identified risks are monitored, analysed, evaluated, and reviewed at a frequency determined by the severity of the risk and the probability of change in the status of that risk;
(b) A process that addresses/treats the risks associated with service provision is developed and implemented.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.2.4: Adverse Event Reporting (HDS(C)S.2008:1.2.4)

All adverse, unplanned, or untoward events are systematically recorded by the service and reported to affected consumers and where appropriate their family/whānau of choice in an open manner.

ARC D19.3a.vi.; D19.3b; D19.3c ARHSS D19.3a.vi.; D19.3b; D19.3c

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| **Attainment and Risk:** FA |
| **Evidence:** |
| As part of risk management and health and safety framework, there is an accident/incident reporting and open disclosure policy/procedure. There was evidence of indicator month by month data collection including (but not limited to): falls (no injury, soft tissue, and fractures), skin tears, and medication and pressure areas. When an incident occurs the healthcare assistant (or staff discovering the incident) completes the form and the RN will undertake an initial assessment. The RN will notify family and GP as required. The clinical nurse manager collects incident reports daily and review both the incident and actions taken. Where the action taken is not considered to have been comprehensive, the clinical nurse manager will investigate and escalate to the facility manager. Thirteen incident forms sampled evidence detailed investigations and corrective action plans following incidents.Monthly data is taken to the health and safety, infection control and quality meeting. The five healthcare assistants, two enrolled nurses and three registered nurses interviewed could describe the process for management and reporting of incidents and accidents.D19.3b; There is an accident/incident reporting policy that includes definitions and outlines responsibilities including immediate action, reporting, monitoring and corrective action to minimise and debriefing.D19.3c Discussions with the service (regional manager, and facility manager) confirms an awareness of the requirement to notify relevant authorities (DHB) in relation to essential notifications. The DHB and public health were informed of the norovirus outbreak in March 2014. Accident/incident analysis includes falls, skin tears, pressure areas, resident behaviour and medication incidents. The service has an incident and accident analysis form that includes name, place, date and time, type, injury/site, cause, resident/staff/visitor, doctor notified, hazards identified and action taken. Monthly aggregation of data is undertaken (falls monthly summary's sighted) and outcomes are discussed at all meetings - health and safety, infection control and quality and staff meetings. Thirteen incident forms were reviewed across the service and clinical actions were well documented. Actions taken to minimise risk to individual residents are recorded.  |

##### Criterion 1.2.4.2 (HDS(C)S.2008:1.2.4.2)

The service provider understands their statutory and/or regulatory obligations in relation to essential notification reporting and the correct authority is notified where required.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.4.3 (HDS(C)S.2008:1.2.4.3)

The service provider documents adverse, unplanned, or untoward events including service shortfalls in order to identify opportunities to improve service delivery, and to identify and manage risk.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.2.7: Human Resource Management (HDS(C)S.2008:1.2.7)

Human resource management processes are conducted in accordance with good employment practice and meet the requirements of legislation.

ARC D17.6; D17.7; D17.8; E4.5d; E4.5e; E4.5f; E4.5g; E4.5h ARHSS D17.7, D17.9, D17.10, D17.11

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| **Attainment and Risk:** FA |
| **Evidence:** |
| Of the ten staff files reviewed three were registered staff - current practicing certificates were able to be reviewed. The facility manager reported a system is in place to check expiry dates. New registered staff are required to provide a practising certificate as part of the recruitment process. Practising certificates are sighted for: GP's, physiotherapist, pharmacy, podiatrist and dietician.Recruitment, selection and appointment of staff policy is in place. Ten staff files were reviewed and all have a current performance appraisal. The organisation has a staff orientation policy. St Joan’s has an orientation programme that is specific to worker type and includes manual handling, health and safety in service and competency testing. The new staff member is then buddied for three shifts with an experienced healthcare assistant (HCA). The facility manager identifies suitably skilled HCA to be the 'buddy'. Interview of five healthcare assistants, two enrolled nurses and three registered nurses informed there is an orientation process provided that included a period of being buddied. In all ten staff files reviewed there was a record that an orientation had been completed. The service has an internal training programme directed by head office. There is an assigned in-service training manual that includes sessions required at orientation and then yearly. All sessions include a quiz which is used at St Joan’s to embed information from the sessions provided. Challenging Behaviour and dementia are part of the training programme. In addition to training requirements there are healthcare assistant competencies (hand washing, manual handling, restraint, first aide) with a tracking sheet in place to monitor requirements. Sighted compliance audits of hand washing - signed off by RN and restraint competency quizzes completed for 2014.D17.7d: RN competencies include: hand washing, manual handling, restraint, medication, CAPD, syringe driver. As for above a tracking process is in place to monitor requirements. |

##### Criterion 1.2.7.2 (HDS(C)S.2008:1.2.7.2)

Professional qualifications are validated, including evidence of registration and scope of practice for service providers.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.7.3 (HDS(C)S.2008:1.2.7.3)

The appointment of appropriate service providers to safely meet the needs of consumers.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.7.4 (HDS(C)S.2008:1.2.7.4)

New service providers receive an orientation/induction programme that covers the essential components of the service provided.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.7.5 (HDS(C)S.2008:1.2.7.5)

A system to identify, plan, facilitate, and record ongoing education for service providers to provide safe and effective services to consumers.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.2.8: Service Provider Availability (HDS(C)S.2008:1.2.8)

Consumers receive timely, appropriate, and safe service from suitably qualified/skilled and/or experienced service providers.

ARC D17.1; D17.3a; D17.3 b; D17.3c; D17.3e; D17.3f; D17.3g; D17.4a; D17.4c; D17.4d; E4.5 a; E4.5 b; E4.5c ARHSS D17.1; D17.3; D17.4; D17.6; D17.8

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| **Attainment and Risk:** FA |
| **Evidence:** |
| Acuity and clinical staffing ratio policy in place that includes a documented rationale for staffing the service. Staffing rosters were sighted and staff on duty to match needs of different shifts. The facility manager and clinical nurse manager, both registered nurses work full time. Staff turnover is low. The five healthcare assistants, two enrolled nurses and three registered nurses interviewed stated that there is adequate staffing to manage their workload on any shift.The GP was interviewed and confirmed that staffing is appropriate to meet the needs of residents.Ten residents interviewed (five from the rest home and five from the hospital including two with physical disabilities) and 11 relatives (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability) interviewed confirm that there are sufficient staff on site at all times and staff are approachable and in their opinion, competent and friendly. |

##### Criterion 1.2.8.1 (HDS(C)S.2008:1.2.8.1)

There is a clearly documented and implemented process which determines service provider levels and skill mixes in order to provide safe service delivery.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.2.9: Consumer Information Management Systems (HDS(C)S.2008:1.2.9)

Consumer information is uniquely identifiable, accurately recorded, current, confidential, and accessible when required.

ARC A15.1; D7.1; D8.1; D22; E5.1 ARHSS A15.1; D7.1; D8.1; D22

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There are resident files appropriate to the service type. Residents entering the service have all relevant initial information recorded within 48 hours of entry into the residents’ individual record and service register. These are paper-based files.Information containing personal resident information is kept confidential and cannot be viewed by other residents or members of the public. Resident files are protected from unauthorised access. Informed consent is obtained from residents/family/whanau on admission, for permission to display the resident’s name and taking of photographs.D7.1 Entries are legible, dates and signed by the relevant caregiver or RN including designationCare plans and notes are legible and where necessary signed and dated. Policies contain service name. All resident records contain the name of resident and the person completing the form/entry.Individual resident files kept demonstrate service integration that also contains GP notes and the allied health professionals and specialists records if applicable. Communication with families is documented in the communication form and this was well used in 10 files reviewed. |

##### Criterion 1.2.9.1 (HDS(C)S.2008:1.2.9.1)

Information is entered into the consumer information management system in an accurate and timely manner, appropriate to the service type and setting.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.9.7 (HDS(C)S.2008:1.2.9.7)

Information of a private or personal nature is maintained in a secure manner that is not publicly accessible or observable.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.9.9 (HDS(C)S.2008:1.2.9.9)

All records are legible and the name and designation of the service provider is identifiable.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.2.9.10 (HDS(C)S.2008:1.2.9.10)

All records pertaining to individual consumer service delivery are integrated.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

## Outcome 1.3: Continuum of Service Delivery

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.

#### Standard 1.3.1: Entry To Services (HDS(C)S.2008:1.3.1)

Consumers' entry into services is facilitated in a competent, equitable, timely, and respectful manner, when their need for services has been identified.

ARC A13.2d; D11.1; D11.2; D13.3; D13.4; D14.1; D14.2; E3.1; E4.1b ARHSS A13.2d; D11.1; D11.2; D13.3; D13.4; D14.1; D14.2

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is a policy for resident admissions that includes responsibilities, assessment processes and time frames. NASC assessments are required for entry to the service. The service communicates with needs assessors and other appropriate agencies prior to the resident’s admission regarding the residents level of care requirements. There is a comprehensive information pack provided to all residents and their families for rest home, hospital and acute GP care. The pack includes all relevant aspects of service delivery and residents and or family/whānau are provided with associated information such as the H&D Code of Rights,' complaints information, advocacy, and admission agreement. Ten residents (five from the rest home and five from the hospital including two with physical disabilities) and 11 relatives/whanau (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability) interviewed stated that they had received the information pack and had received sufficient information prior to and on entry to the service. Ten residents (five from the rest home and five from the hospital including two with physical disabilities), were reviewed. Ten files sampled had NASC approval and signed service agreements.D13.3: The admission agreement reviewed aligns with a) - k) of the ARC contract.D 13.3 k: The admission agreement includes information about when a resident may be required to leave the facility.D14.1: Exclusions from the service are included in the admission agreement.D14.2: The information provided at entry includes examples of how services can be accessed that are not included in the agreement. |

##### Criterion 1.3.1.4 (HDS(C)S.2008:1.3.1.4)

Entry criteria, assessment, and entry screening processes are documented and clearly communicated to consumers, their family/whānau of choice where appropriate, local communities, and referral agencies.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.3.2: Declining Referral/Entry To Services (HDS(C)S.2008:1.3.2)

Where referral/entry to the service is declined, the immediate risk to the consumer and/or their family/whānau is managed by the organisation, where appropriate.

ARHSS D4.2

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is a declining entry section in the admission procedure. The service records document the reason for declining service entry to residents should this occur and communicates this to residents/family/whānau. |

##### Criterion 1.3.2.2 (HDS(C)S.2008:1.3.2.2)

When entry to the service has been declined, the consumers and where appropriate their family/whānau of choice are informed of the reason for this and of other options or alternative services.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.3.3: Service Provision Requirements (HDS(C)S.2008:1.3.3)

Consumers receive timely, competent, and appropriate services in order to meet their assessed needs and desired outcome/goals.

ARC D3.1c; D9.1; D9.2; D16.3a; D16.3e; D16.3l; D16.5b; D16.5ci; D16.5c.ii; D16.5e ARHSS D3.1c; D9.1; D9.2; D16.3a; D16.3d; D16.5b; D16.5d; D16.5e; D16.5i

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is a policy and process that describe resident’s admission and assessment procedures.A registered nurse undertakes the assessments on admission, with the initial support plan completed within 24 hours of admission. Activity assessments and the activities sections care plans have been completed by the motivational therapist.Staff could describe a verbal handover at the end of each duty that maintains a continuity of service delivery. All ten files identified integration of allied health including district nurses, orthopaedics, oncology, DHB nurse specialist, physiotherapy and podiatry. It was noted in resident files reviewed that the GP has assessed the resident as stable and is to be seen 1- 3 monthly. The GP interviewed spoke very positively about the service and describes effective communication processes.The 10 residents (seven from the hospital and three from the rest home (including one with a physical disability and one with an intellectual disability), identified that in all ten files a nursing assessment was completed within 24 hours and ten of ten files identify that the long term care plan was completed within three weeks. There is documented evidence that the care plan were reviewed by a RN and amended when current health changes. Six of ten care plans reviewed evidenced evaluations completed at least six monthly. Four residents (including one respite) had been in the facility less than six months.Tracer Methodology hospital:     *XXXXXX This information has been deleted as it is specific to the health care of a resident*. Tracer methodology rest home: *XXXXXX This information has been deleted as it is specific to the health care of a resident*. Tracer methodology physical disability: *XXXXXX This information has been deleted as it is specific to the health care of a resident*Tracer methodology intellectual disability: *XXXXXX This information has been deleted as it is specific to the health care of a resident* |

##### Criterion 1.3.3.1 (HDS(C)S.2008:1.3.3.1)

Each stage of service provision (assessment, planning, provision, evaluation, review, and exit) is undertaken by suitably qualified and/or experienced service providers who are competent to perform the function.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.3.3.3 (HDS(C)S.2008:1.3.3.3)

Each stage of service provision (assessment, planning, provision, evaluation, review, and exit) is provided within time frames that safely meet the needs of the consumer.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.3.3.4 (HDS(C)S.2008:1.3.3.4)

The service is coordinated in a manner that promotes continuity in service delivery and promotes a team approach where appropriate.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.3.4: Assessment (HDS(C)S.2008:1.3.4)

Consumers' needs, support requirements, and preferences are gathered and recorded in a timely manner.

ARC D16.2; E4.2 ARHSS D16.2; D16.3d; D16.5g.ii

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| **Attainment and Risk:** FA |
| **Evidence:** |
| A comprehensive initial nursing assessment is completed within 24 hours of admission and the care plan is completed within three weeks. Personal needs outcomes and goals of residents are identified. A range of assessment tools are completed in resident files and reviewed at least six monthly including (but not limited to); falls, pressure areas and continence. Nutrition and pain are assessed on admission and as needed and weights and BP's are monitored on a weekly to monthly basis dependant on needs. Assessments are conducted in an appropriate and private manner. All residents interviewed are satisfied with the support provided. Assessment process and the outcomes are communicated to staff at shift handovers, via communication books, progress notes, initial assessment and care plans. Ten residents (five from the rest home and five from the hospital including two with physical disabilities) and 11 relatives/whanau (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability), stated they were informed and involved in the assessment process. |

##### Criterion 1.3.4.2 (HDS(C)S.2008:1.3.4.2)

The needs, outcomes, and/or goals of consumers are identified via the assessment process and are documented to serve as the basis for service delivery planning.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.3.5: Planning (HDS(C)S.2008:1.3.5)

Consumers' service delivery plans are consumer focused, integrated, and promote continuity of service delivery.

ARC D16.3b; D16.3f; D16.3g; D16.3h; D16.3i; D16.3j; D16.3k; E4.3 ARHSS D16.3b; D16.3d; D16.3e; D16.3f; D16.3g

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| **Attainment and Risk:** FA |
| **Evidence:** |
| Residents' files include; initial assessment, daily progress notes, BP and weight recordings, short term care plans, long term care plans, risk assessments/nutrition, regular evaluations, GP initial assessment and visits, lab results, NASC assessment, allied health reports, activities, consents, advance directives, letters, referrals and archived notes.Care plans are individually developed with the resident and family/whānau involvement is included where appropriate. All eight care plans reviewed were evidenced to be up to date. Goals and outcomes are identified and agreed and how care is to be delivered is explained.All rest home and hospital residents have an individualised long term care plan that covers all areas of need identified. Areas covered in the ten resident files (five from the rest home, five from the hospital), sampled include (but are not limited to): behaviour, social and emotional needs, cultural needs, falls risk, ADL's, nutrition and social needs. Service delivery plans demonstrate service integration. Assessments and care plans are comprehensive and include input from allied health including district nurses, orthopaedics, oncology, DHB nurse specialist, physiotherapy and podiatry. There is evidence that residents are seen by their GP at least three monthly. The care plan format is comprehensive and goal oriented. Notes are well maintained. Significant events and communication with families are well documented. D16.3k: Short term care plans are in use for changes in health status.Ten resident files – seven from the hospital and three from the rest home (including one with a physical disability and one with an intellectual disability) identified that family/whanau were involved. |

##### Criterion 1.3.5.2 (HDS(C)S.2008:1.3.5.2)

Service delivery plans describe the required support and/or intervention to achieve the desired outcomes identified by the ongoing assessment process.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.3.5.3 (HDS(C)S.2008:1.3.5.3)

Service delivery plans demonstrate service integration.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.3.6: Service Delivery/Interventions (HDS(C)S.2008:1.3.6)

Consumers receive adequate and appropriate services in order to meet their assessed needs and desired outcomes.

ARC D16.1a; D16.1b.i; D16.5a; D18.3; D18.4; E4.4 ARHSS D16.1a; D16.1b.i; D16.5a; D16.5c; D16.5f; D16.5g.i; D16.6; D18.3; D18.4

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The service provides services for residents requiring rest home and hospital level care. Care plans are completed comprehensively. Ten residents files – seven from the hospital and three from the rest home (including one with a physical disability and one with an intellectual disability), were reviewed for this audit: Rest home – resident who identifies as Maori, resident for respite care, resident who is a frequent faller. Hospital – resident for palliative care, resident on controlled drugs for chronic pain, resident with wound, resident with diabetes, resident with physical disability, and resident with intellectual disability.Wound care plans, infection control plans, diabetes specific plans, fluid balance management plans and pain management plans are evident. Six care plans evidenced at least six monthly care plan reviews. Four residents (including one respite) had not been at the facility for six months. The use of short term care plans is evident. The care being provided is consistent with the needs of residents, this is evidenced by discussions with five health care assistants (two who work in the hospital, two who work in the rest home and one who works across both) and three registered nurses and two enrolled nurses, 11 relatives/whanau (eight from the hospital and three from the rest home including one with a family/whanau member with a physical disability and one with a family/whanau member with an intellectual disability), the clinical nurse manager (RN) and the facility manager. The GP interviewed stated the facility applied changes of care advice immediately and was highly complementary about the quality of service delivery provided. Residents' needs are assessed prior to admission and resident’s primary care is provided by the house GP from South City Health. There is evidence of referrals to specialist services such as podiatry, physiotherapy, district nurses and gerontology nurse specialist. There is also evidence of community contact.D18.3 and 4 Dressing supplies are available and a treatment room is stocked for use.Continence products are available and resident files include a urinary continence assessment, bowel management, and continence products identified for day use, night use, and other management.Specialist continence advice is available as needed and this could be described.Continence management in-services and wound management in-service have been provided. Wound assessment and wound management plans are in place for 19 residents with wounds. Seven residents have pressure areas and these are being well managed. All complex wounds are photographed regularly so progress can be followed by others without the wound being disturbed. Photographs were sighted for the seven current complex wounds. On interview the three RN’s and the clinical nurse manager stated that they could access the DHB wound or continence specialist nurse if they assessed that this was required. There is evidence in files of the wound specialist referrals. |

##### Criterion 1.3.6.1 (HDS(C)S.2008:1.3.6.1)

The provision of services and/or interventions are consistent with, and contribute to, meeting the consumers' assessed needs, and desired outcomes.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.3.7: Planned Activities (HDS(C)S.2008:1.3.7)

Where specified as part of the service delivery plan for a consumer, activity requirements are appropriate to their needs, age, culture, and the setting of the service.

ARC D16.5c.iii; D16.5d ARHSS D16.5g.iii; D16.5g.iv; D16.5h

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is a motivational therapist who works 36 hours per week and is supported by two motivational assistants who work 20 hours and six hours respectively. They work over five days but flexibility allows them to work weekend days if there are special events happening. All recreation/activities assessments and reviews are up to date. On the day of audit, residents were observed being actively involved with a variety of activities in the main lounge. Residents have a comprehensive assessment completed over the first few weeks after admission obtaining a complete history of past and present interests, career and family.Activities are age appropriate and have been comprehensively planned. Activities provided are meaningful and reflect ordinary patterns of life. Activities include entertainers, crafts, exercise, music/sing along, bingo movies and outings. Community involvement is a large part of the activities programme. Residents go out to attend community groups such as the stroke club and the RSA. There are weekly visits to town and the local MacDonald’s. The beauty therapist visits on a regular basis and appointments are attended by men and women The under 65 year old residents have regular meetings called the 'salt and pepper' club and at these meetings activities for this group are arranged. Examples have included ten pin bowling, dinner and a show, movies, a visiting beauty therapist, shopping trips and entertainment with music for younger people. The motivational therapist provides a weekly programme which is varied each week so it does not become monotonous for the residents. The programme is posted every Monday on the whiteboards in the hallways and each resident gets their own copy. The motivational therapist noted that some of the women residents missed the involvement in the Women’s Institute. She researched and after planning established a sub group of the Gordonton Women’s Institute (parent group) at the facility. The residents pay a small sub and hold monthly meetings. This is supported by the parent group. The service has been awarded a continuous improvement rating around activities. All 11 relatives/whanau (eight from the hospital and three from the rest home including one with a family member with a physical disability and one with a family member with an intellectual disability) interviewed stated that activities are a strong focus in the home. They find them appropriate, stimulating and varied. They were all impressed by the community involvement. One family/whanau commented that they brought their father (under 65 years) to the home after speaking with the motivational therapist and because the activity programme catered for their dad’s needs. The 10 residents (five from the rest home and five from the hospital including two with physical disabilities) interviewed stated they were happy with the activities available and are given a choice regarding attendance.D16.5d: Six of ten resident files reviewed identified that the individual activity plan is reviewed at the time of care plan review. Four resident files (including one respite) viewed had been in the facility less than six months.  |

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| **Corrective Action:** |
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| Timeframe (days): (e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.) Criterion 1.3.7.1 (HDS(C)S.2008:1.3.7.1)Activities are planned and provided/facilitated to develop and maintain strengths (skills, resources, and interests) that are meaningful to the consumer.

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| **Attainment and Risk:** CI |
| **Evidence:** |
| There is a motivational therapist who works 36 hours per week and is supported by two motivational assistants who work 20 hours and six hours respectively. They work over five days but flexibility allows them to work weekend days if there are special events happening. All recreation/activities assessments and reviews are up to date. On the day of audit, residents were observed being actively involved with a variety of activities in the main lounge. Residents have a comprehensive assessment completed over the first few weeks after admission obtaining a complete history of past and present interests, career and family.Activities are age appropriate and have been comprehensively planned. Activities provided are meaningful and reflect ordinary patterns of life. Activities include entertainers, crafts, exercise, music/sing along, bingo movies and outings. Community involvement is a large part of the activities programme. Residents go out to attend community groups such as the stroke club and the RSA. There are weekly visits to town and the local MacDonald’s. The beauty therapist visits on a regular basis and appointments are attended by men and women |
| **Finding:** |
| The service, led by the motivational therapist provides activities that are individualised to each resident including their past and current interests and hobbies. Families interviewed (11) and residents interviewed (10) all spoke of an exceptional activities programme. Some of the examples observed or spoken about during the audit include: A resident’s wife reported how he was the only resident in the facility who was a returned serviceman on Anzac day. Staff supported the resident to rise and showered and dressed him in his suit at 4.30 am so he could be collected to attend the parade at 5.30 am. Staff identified that a resident’s mood had deteriorated. They also noted that this resident had a love for cats. The resident was supported to obtain a kitten (now five months old) and staff support the resident to care appropriately for the kitten as the resident is not able to do this independently.St Joan’s organises a service for residents (generally those having palliative care) where they are able to tell their life story to a volunteer who records the story and then types the story out as it is spoken. The resident then checks the story before the final version is bound (often more than one copy is provided) for the resident and their family. Two family and one resident spoke of how appreciated this service is.One resident enjoys arranging flowers and provides floral arrangements for the dining room tables frequently. She picks flowers from the garden, although due to her restricted mobility this is difficult. The service has linked with a variety of organisation (link 1.1.12) to have raised garden beds built so the resident can have a more steady supply of flowers and be able to remain independent but safe whole picking them.The staff became aware that it was a resident’s 61st wedding anniversary. They organised a special card for him to give his wife and then organised with him a surprise ‘date’ so he could take his wife to Opera. This included arranging and funding a wheelchair taxi. This same resident had a previous interest in art. He now joins in art classes every Wednesday.A palliative care resident was finding adjusting to being in care difficult. The staff identified his passion for aeroplanes and arranged for the secretary of the local aero club to visit him. They have been able to organise regular visits from a social worker who has involvement with the aero club. The maintenance man went to the resident’s home and collected a number of his planes and models and a table and chair were set up in the resident’s room to accommodate these. The resident now has his room decorated with planes and is able to continue enjoying his hobby. The president of the aero club is coming to St Joan’s for a display on the week following the audit.A resident loves Bruce Springsteen and was able to attend his concert. The motivational therapist contacted the stage managers and arranged for a happy birthday message for the resident to be displayed on the big screen during the concert and the artist wished the resident happy birthday during the concert. The resident is a royal follower and was recently supported to travel to Cambridge to see the royals during the royal tour. She also very much enjoys the regular ladies ‘high tea’ at a variety of local venues.A resident who was unable to stand was able to identify that she missed feeling useful. As a result of this she is now supported to make soup for the residents evening meal once a month and she reports this provides her great joy. She also joins a group who play 500 weekly and her resident joins her in playing 500 with the group every Thursday and Friday. |

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#### Standard 1.3.8: Evaluation (HDS(C)S.2008:1.3.8)

Consumers' service delivery plans are evaluated in a comprehensive and timely manner.

ARC D16.3c; D16.3d; D16.4a ARHSS D16.3c; D16.4a

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| **Attainment and Risk:** FA |
| **Evidence:** |
| All initial care plans were developed by an RN within three weeks of admission. Six of ten resident files were evaluated at least six monthly. Four resident files (including one respite) viewed had been in the facility less than six months. There is evidence that care plans are evaluated if there is a change in health status. There is a three monthly review by the GP. There was documented evidence that evaluations were up to date in all six care plans reviewed. Overall changes in health status are documented and followed up. Care plan reviews are signed as completed by an RN. GP's review residents medication at least three monthly or when requested if issues arise or health status changes.D16.4a Care plans are evaluated six monthly or more frequently when clinically indicated.D16.3c: All initial care plans were evaluated by the RN within three weeks of admission. |

##### Criterion 1.3.8.2 (HDS(C)S.2008:1.3.8.2)

Evaluations are documented, consumer-focused, indicate the degree of achievement or response to the support and/or intervention, and progress towards meeting the desired outcome.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.3.8.3 (HDS(C)S.2008:1.3.8.3)

Where progress is different from expected, the service responds by initiating changes to the service delivery plan.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.3.9: Referral To Other Health And Disability Services (Internal And External) (HDS(C)S.2008:1.3.9)

Consumer support for access or referral to other health and/or disability service providers is appropriately facilitated, or provided to meet consumer choice/needs.

ARC D16.4c; D16.4d; D20.1; D20.4 ARHSS D16.4c; D16.4d; D20.1; D20.4

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The service facilitates access to other medical and non-medical services. Referral forms and documentation are maintained on resident files.There is information available pre-admission and in the admission documentation on the health and disability code of rights, advocacy, health practitioners code of conduct and informed consent. Follow up occurs as appropriate.D16.4c: The service provided an archived example of when a resident’s condition had changed and the resident was reassessed for a higher level of care. Currently no residents are awaiting a NASC reassessment.D 20.1: Discussions with registered nurses identified that the facility has direct access to services including DHB nurse specialists, district nurses, podiatrist and physiotherapy services |

##### Criterion 1.3.9.1 (HDS(C)S.2008:1.3.9.1)

Consumers are given the choice and advised of their options to access other health and disability services where indicated or requested. A record of this process is maintained.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.3.10: Transition, Exit, Discharge, Or Transfer (HDS(C)S.2008:1.3.10)

Consumers experience a planned and coordinated transition, exit, discharge, or transfer from services.

ARC D21 ARHSS D21

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is a policy that describes guidelines for death, discharge, transfer, documentation and follow up. A record is kept and a copy of which is kept on the resident’s file. This was sighted in one resident file transferred to hospital. All relevant information is documented and communicated to the receiving health provider or service. A transfer form accompanies residents to receiving facilities. Follow up occurs to check that the resident is settled, or in the case of death, communication with the family is made |

##### Criterion 1.3.10.2 (HDS(C)S.2008:1.3.10.2)

Service providers identify, document, and minimise risks associated with each consumer's transition, exit, discharge, or transfer, including expressed concerns of the consumer and, if appropriate, family/whānau of choice or other representatives.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.3.12: Medicine Management (HDS(C)S.2008:1.3.12)

Consumers receive medicines in a safe and timely manner that complies with current legislative requirements and safe practice guidelines.

ARC D1.1g; D15.3c; D16.5e.i.2; D18.2; D19.2d ARHSS D1.1g; D15.3g; D16.5i..i.2; D18.2; D19.2d

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| **Attainment and Risk:** PA Moderate |
| **Evidence:** |
| There are policies and processes that describe medication management that align with accepted guidelines. Medications are checked against the doctor's medication profile on arrival from the pharmacy by an RN. Any mistakes by the pharmacy are regarded as an incident. Designated staff is listed on the medication competency register which shows signatures/initials to identify the administering staff member.Resident medication charts are identified with demographic details and photographs. The fridges that medications are kept in have a weekly temperature check. The medication policy covers all aspects of medicine management i.e. prescribing, dispensing, administration, review, storage and disposal. Allergies are identified on the medication record. All 20 medication charts had allergies (or nil known), documented. The service documents adverse reactions and errors on incident/accident forms. There is a locked cupboard that is used for controlled drugs in each of the three wings where controlled drugs are stored. There are drug trolleys that are kept in the nurses’ station which are locked when not in use. There were no expired medications sighted. Medication round observed; all practice is appropriate.Eleven of twenty medication charts sampled have PRN medications prescribed but no documented indication for use. This is an area requiring improvement. There is a current correction action plan to address documentation around prn drugs. There are no gaps on the administration signing sheets. On two occasions verbal orders were taken and documented by one RN and not signed as witnessed and have not been signed by the GP within seven days. An improvement is required. A medication competency has been completed annually by all staff who administer medication. There is a policy and process that describes self-administered medicines. There are currently eight residents who self-administer medication. All eight residents have current annual competency checks.D16.5.e.i.2: Twenty medication charts reviewed identified that the GP had seen the reviewed the resident three monthly and the medication chart was signed. |

##### Criterion 1.3.12.1 (HDS(C)S.2008:1.3.12.1)

A medicines management system is implemented to manage the safe and appropriate prescribing, dispensing, administration, review, storage, disposal, and medicine reconciliation in order to comply with legislation, protocols, and guidelines.

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| **Attainment and Risk:** PA Moderate |
| **Evidence:** |
| There are policies and processes that describe medication management that align with accepted guidelines. Medications are checked against the doctor's medication profile on arrival from the pharmacy by an RN. Any mistakes by the pharmacy are regarded as an incident. Resident medication charts are identified with demographic details and photographs. The fridges that medications are kept in have a weekly temperature check. The medication policy covers all aspects of medicine management i.e. prescribing, dispensing, administration, review, storage and disposal. Allergies are identified on the medication record. All 20 medication charts had allergies (or nil known), documented. The service documents adverse reactions and errors on incident/accident forms. There is a locked cupboard that is used for controlled drugs in each of the three wings where controlled drugs are stored. There are drug trolleys that are kept in the nurses’ station which are locked when not in use. There were no expired medications sighted. The two current residents with oxygen both have this documented on their medication charts. This is also an improvement since the previous auditMedication round observed; all practice is appropriate. |
| **Finding:** |
| i) Eleven of twenty medication charts sampled have PRN medications prescribed but no documented indication for use. Ii) On two occasions verbal orders were taken and documented by one RN and not signed as witnessed and have not been signed by the GP within seven days.  |
| **Corrective Action:** |
| (i) Ensure PRN medications document an indication for use. Ii) Ensure verbal orders are witnessed and signed by a second person and that the GP signs verbal orders. |
| **Timeframe (days):** 60 *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.3.12.3 (HDS(C)S.2008:1.3.12.3)

Service providers responsible for medicine management are competent to perform the function for each stage they manage.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.3.12.5 (HDS(C)S.2008:1.3.12.5)

The facilitation of safe self-administration of medicines by consumers where appropriate.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.3.12.6 (HDS(C)S.2008:1.3.12.6)

Medicine management information is recorded to a level of detail, and communicated to consumers at a frequency and detail to comply with legislation and guidelines.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.3.13: Nutrition, Safe Food, And Fluid Management (HDS(C)S.2008:1.3.13)

A consumer's individual food, fluids and nutritional needs are met where this service is a component of service delivery.

ARC D1.1a; D15.2b; D19.2c; E3.3f ARHSS D1.1a; D15.2b; D15.2f; D19.2c

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The service has a large workable kitchen. The kitchen and the equipment are well maintained. The service employs 10 kitchen staff (three cooks and seven kitchen hands) to provide meal services over seven days a week. There is a rotating four weekly menu in place that was designed by a dietitian. Diets are modified as required. There is a choice of foods and the kitchen can cater to specific requests if needed. An RN completes each resident’s nutritional profile on admission with the aid of the resident and family. Special diets are catered for and documented in the kitchenFood safety information and a kitchen manual is available in the kitchen. Food served on the day of audit was hot and well presented.The service encourages residents to express their likes and dislikes. The residents interviewed spoke highly about meals provided and they all stated that they are asked by staff about their food preferences. Equipment is available on an as needed basis. Residents requiring extra support to eat and drink are assisted, this was observed during lunch.The service has a process of regular checking of food in both the fridge and freezers to ensure it is disposed of when use by date expires. Fridge/freezer temperatures are checked daily. Food in the fridge and chiller were covered and dated. The kitchen is clean and all food is stored off the floor. Chemicals are locked away.Food audits are carried out as per the yearly audit schedule.D19.2: Kitchen staff have been trained in safe food handling. |

##### Criterion 1.3.13.1 (HDS(C)S.2008:1.3.13.1)

Food, fluid, and nutritional needs of consumers are provided in line with recognised nutritional guidelines appropriate to the consumer group.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.3.13.2 (HDS(C)S.2008:1.3.13.2)

Consumers who have additional or modified nutritional requirements or special diets have these needs met.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.3.13.5 (HDS(C)S.2008:1.3.13.5)

All aspects of food procurement, production, preparation, storage, transportation, delivery, and disposal comply with current legislation, and guidelines.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
|  |
| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

## Outcome 1.4: Safe and Appropriate Environment

Services are provided in a clean, safe environment that is appropriate to the age/needs of the consumer, ensures 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.

#### Standard 1.4.1: Management Of Waste And Hazardous Substances (HDS(C)S.2008:1.4.1)

Consumers, visitors, and service providers are protected from harm as a result of exposure to waste, infectious or hazardous substances, generated during service delivery.

ARC D19.3c.v; ARHSS D19.3c.v

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The service has implemented policies and procedures for the disposal of waste and hazardous material. There is an accident/incident system for investigating, recording and reporting all incidents and forms are completed by staff. There are no incident / accident reports reviewed involving waste, infectious material, body substances or hazardous substances. There is an emergency manual available to staff which includes hazardous substances. Five health care assistants (two who work in the hospital, two who work in the rest home and one who works across both) and three registered nurses and two enrolled nurses, one clinical nurse manager and one facility manager interviewed were able to describe hazard management. There is an emergency plan to respond to significant waste or hazardous substance management. Waste management/chemical training occurs annually.All chemicals sighted were appropriately stored in locked areas. Chemicals are appropriately labelled. Sufficient gloves, aprons, and goggles are available for staff. Infection control policies state specific tasks and duties for which protective equipment is to be worn. |

##### Criterion 1.4.1.1 (HDS(C)S.2008:1.4.1.1)

Service providers follow a documented process for the safe and appropriate storage and disposal of waste, infectious or hazardous substances that complies with current legislation and territorial authority requirements.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.4.1.6 (HDS(C)S.2008:1.4.1.6)

Protective equipment and clothing appropriate to the risks involved when handling waste or hazardous substances is provided and used by service providers.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.4.2: Facility Specifications (HDS(C)S.2008:1.4.2)

Consumers are provided with an appropriate, accessible physical environment and facilities that are fit for their purpose.

ARC D4.1b; D15.1; D15.2a; D15.2e; D15.3; D20.2; D20.3; D20.4; E3.2; E3.3e; E3.4a; E3.4c; E3.4d ARHSS D4.1c; D15.1; D15.2a; D15.2e; D15.2g; D15.3a; D15.3b; D15.3c; D15.3e; D15.3f; D15.3g; D15.3h; D15.3i; D20.2; D20.3; D20.4

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The building holds a current warrant of fitness which expires in November 2014. Reactive and preventative maintenance is documented and implemented. Fire equipment checks are conducted by an external fire safety contractor. When an issue requiring maintenance is noticed the facility manager contacts the maintenance person on the same day and in most cases the issue can be repaired or resolved on the same day. The maintenance person is available on an on call basis. External contractors are engaged to complete work as required. A sample of hot water temperatures are taken monthly and these are maintained at (or just below) 45 degrees.The facility's amenities, fixtures, equipment and furniture are appropriate for rest home and hospital care residents. There is sufficient space to allow residents to move around the facility freely. The hallways have hand rails and are wide enough for appropriate traffic. There is non-slip linoleum in showers and toilet areas throughout the facility. The main hallways and living areas are carpeted. The lounge areas are designed so that space and seating arrangements provide for individual and group activities. Resident’s bedrooms throughout the facility have resident's own personal belongings displayed. External areas and garden areas surrounding the facility are well maintained. Level paths to the outside areas provide safe access for residents and visitors. Pathways are clear and well maintained. D15.3d The lounge area is designed so that space and seating arrangements provide for individual and group activities.D15.3; The following equipment is available, pressure relieving mattresses, shower chairs, hoists, heel protectors, lifting aids.  |

##### Criterion 1.4.2.1 (HDS(C)S.2008:1.4.2.1)

All buildings, plant, and equipment comply with legislation.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.4.2.4 (HDS(C)S.2008:1.4.2.4)

The physical environment minimises risk of harm, promotes safe mobility, aids independence and is appropriate to the needs of the consumer/group.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.4.2.6 (HDS(C)S.2008:1.4.2.6)

Consumers are provided with safe and accessible external areas that meet their needs.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.4.3: Toilet, Shower, And Bathing Facilities (HDS(C)S.2008:1.4.3)

Consumers are provided with adequate toilet/shower/bathing facilities. Consumers are assured privacy when attending to personal hygiene requirements or receiving assistance with personal hygiene requirements.

ARC E3.3d ARHSS D15.3c

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There are adequate numbers of toilets and showers, all toilets/bathrooms have signs and locks to show when in use. The location of the toilets means there is easy distance access to the lounge and dining rooms.Communal toilets have adequate signage. There are separate staff / visitor toilets. Visitor/staff toilets are well signed. Hand basins are located in all service areas. All toilets have access to hand basins and adequate hand drying facilities. Hand sanitizer gel is provided throughout the facility. Fixtures fittings and flooring is appropriate and toilet/shower facilities are constructed for ease of cleaning. The floor coverings are vinyl. The facility was clean and well presented. |

##### Criterion 1.4.3.1 (HDS(C)S.2008:1.4.3.1)

There are adequate numbers of accessible toilets/showers/bathing facilities conveniently located and in close proximity to each service area to meet the needs of consumers. This excludes any toilets/showers/bathing facilities designated for service providers or visitor use.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.4.4: Personal Space/Bed Areas (HDS(C)S.2008:1.4.4)

Consumers are provided with adequate personal space/bed areas appropriate to the consumer group and setting.

ARC E3.3b; E3.3c ARHSS D15.2e; D16.6b.ii

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is adequate space in all bedrooms for residents and staff. Five health care assistants were asked if there was sufficient room and they confirmed they were able to move freely to provide cares. Doorways into residents' rooms and communal areas are wide enough for wheelchair, trolley and bed access. Ten residents (five from the rest home and five from the hospital including two with physical disabilities) are happy with their rooms. |

##### Criterion 1.4.4.1 (HDS(C)S.2008:1.4.4.1)

Adequate space is provided to allow the consumer and service provider to move safely around their personal space/bed area. Consumers who use mobility aids shall be able to safely maneuvers with the assistance of their aid within their personal space/bed area.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.4.5: Communal Areas For Entertainment, Recreation, And Dining (HDS(C)S.2008:1.4.5)

Consumers are provided with safe, adequate, age appropriate, and accessible areas to meet their relaxation, activity, and dining needs.

ARC E3.4b ARHSS D15.3d

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The service has a main lounge and separate dining area. There are smaller lounge areas within the facility. Residents were seen to be moving freely throughout facility in wheel chairs and walking frames. Residents are able to move freely from their bedrooms to communal rooms and the outside. Internal and external doorways are level with pavements and give wheelchair access. Activities occur in the main lounge and residents are able to access their rooms for privacy when required. Ten residents (five from the rest home and five from the hospital including two with physical disabilities) are happy with the communal areas. |

##### Criterion 1.4.5.1 (HDS(C)S.2008:1.4.5.1)

Adequate access is provided where appropriate to lounge, playroom, visitor, and dining facilities to meet the needs of consumers.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.4.6: Cleaning And Laundry Services (HDS(C)S.2008:1.4.6)

Consumers are provided with safe and hygienic cleaning and laundry services appropriate to the setting in which the service is being provided.

ARC D15.2c; D15.2d; D19.2e ARHSS D15.2c; D15.2d; D19.2e

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There are cleaning policies and processes. Cleaning audits occur. Corrective actions required are followed through the quality/risk management and staff meetings. The laundry and cleaning room are designated areas and clearly labelled. Chemicals are stored in a locked room. All chemicals are labelled with manufacturer’s labels. There are sluice rooms for the disposal of soiled water or waste. These are locked when unattended. |

##### Criterion 1.4.6.2 (HDS(C)S.2008:1.4.6.2)

The methods, frequency, and materials used for cleaning and laundry processes are monitored for effectiveness.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.4.6.3 (HDS(C)S.2008:1.4.6.3)

Service providers have access to designated areas for the safe and hygienic storage of cleaning/laundry equipment and chemicals.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.4.7: Essential, Emergency, And Security Systems (HDS(C)S.2008:1.4.7)

Consumers receive an appropriate and timely response during emergency and security situations.

ARC D15.3e; D19.6 ARHSS D15.3i; D19.6

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| **Attainment and Risk:** FA |
| **Evidence:** |
| Fire evacuation practice documentation sighted. A contracted service provides checking of all facility equipment including fire equipment. Fire training, emergency evacuation and security situations are part of orientation of new staff and on-going training. Emergency equipment is available. Civil defence backpacks are available in each wing (sighted). The facility manager stated that they have spare blankets and alternative cooking methods if required (viewed). There is sufficient water stored in tanks to ensure for three litres per day for three days per resident.The staffing level provided adequate numbers of staff to facilitate safe care to rest home, hospital level and acute GP care residents. First aid training has been provided for staff and there is at least one staff member on duty at all times with a first aid certificate. The NZ Fire Service approved the evacuation scheme on 25 June 1999. Fire drills have occurred six monthly, last in January 2014.There are call bells in all communal areas, toilets, bathrooms and residents rooms. Security policies and procedures are documented and implemented by staff. Visitors and contractors sign in when visiting the facility. There is a registered nurse on site available to all residents 24 hours per day, seven days per week.D19.6: There are emergency management plans in place to ensure health, civil defence and other emergencies are included. |

##### Criterion 1.4.7.1 (HDS(C)S.2008:1.4.7.1)

Service providers receive appropriate information, training, and equipment to respond to identified emergency and security situations. This shall include fire safety and emergency procedures.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.4.7.3 (HDS(C)S.2008:1.4.7.3)

Where required by legislation there is an approved evacuation plan.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.4.7.4 (HDS(C)S.2008:1.4.7.4)

Alternative energy and utility sources are available in the event of the main supplies failing.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.4.7.5 (HDS(C)S.2008:1.4.7.5)

An appropriate 'call system' is available to summon assistance when required.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.4.7.6 (HDS(C)S.2008:1.4.7.6)

The organisation identifies and implements appropriate security arrangements relevant to the consumer group and the setting.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 1.4.8: Natural Light, Ventilation, And Heating (HDS(C)S.2008:1.4.8)

Consumers are provided with adequate natural light, safe ventilation, and an environment that is maintained at a safe and comfortable temperature.

ARC D15.2f ARHSS D15.2g

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| **Attainment and Risk:** FA |
| **Evidence:** |
| General living areas and resident rooms are appropriately heated and ventilated. Gas radiator heaters are located within all units and ensure warmth; all areas are warm and well ventilated. All bedrooms and communal areas have at least one external window. |

##### Criterion 1.4.8.1 (HDS(C)S.2008:1.4.8.1)

Areas used by consumers and service providers are ventilated and heated appropriately.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 1.4.8.2 (HDS(C)S.2008:1.4.8.2)

All consumer-designated rooms (personal/living areas) have at least one external window of normal proportions to provide natural light.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

# NZS 8134.2:2008: Health and Disability Services (Restraint Minimisation and Safe Practice) Standards

## Outcome 2.1: Restraint Minimisation

Services demonstrate that the use of restraint is actively minimised.

#### Standard 2.1.1: Restraint minimisation (HDS(RMSP)S.2008:2.1.1)

Services demonstrate that the use of restraint is actively minimised.

ARC E4.4a ARHSS D16.6

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| **Attainment and Risk:** FA |
| **Evidence:** |
| Restraint Minimisation and safe practice policy & procedure includes; a) definitions, b) Use of restraint is a last resort only, c) methods of restraint permitted within Radius, d) use of enablers, e) enablers permitted with radius, f) client rights, g) assessment, discussion & restraint alternatives, h) restraint alternatives are not effective, i) restraint care, j) monitoring and removal, k) restraint episode evaluation, l) risks associated with restraint, m) restraint coordinator, n) staff training, o) restraint meetings, and p) maintenance.Related forms include: restraint assessment, discussion and alternatives form; restraint discussion and consent form; restraint monitoring form; enabler assessment and consent form; restraint register; enabler register; care plan for client requiring restraint; restraint episode evaluation form.The service philosophy around restraint is that it is used as an intervention that requires a rationale and is regarded as a last intervention when all other interventions or calming/defusing strategies have not worked. Restraint use at St Joan’s is gradually decreasing. There is a regional restraint group at the organisational level and a restraint group at the facility where restraint is reviewed. There are five residents with enablers in the form of bedsides. These were requested by the residents as documented in two files sampled for residents with enablers. The restraint minimisation and safe practice policy outlines the process that staff should follow before enablers are implemented and includes identifying at risk behaviours, assessment procedures, alternatives and de-escalation techniques, discussion with multidisciplinary team, client and family/whanau, development of an enabler care plan, monitoring, reduction, removal and evaluation of enablers.The assessment process ensures enablers are voluntary and the least restrictive option. This was evident in review of the file of the resident with an enabler.There are nine residents using restraint in the form of wheelchair brakes, furniture table tops, bed rails and lap belts. |

##### Criterion 2.1.1.4 (HDS(RMSP)S.2008:2.1.1.4)

The use of enablers shall be voluntary and the least restrictive option to meet the needs of the consumer with the intention of promoting or maintaining consumer independence and safety.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

## Outcome 2.2: Safe Restraint Practice

Consumers receive services in a safe manner.

#### Standard 2.2.1: Restraint approval and processes (HDS(RMSP)S.2008:2.2.1)

Services maintain a process for determining approval of all types of restraint used, restraint processes (including policy and procedure), duration of restraint, and ongoing education on restraint use and this process is made known to service providers and others.

ARC D5.4n ARHSS D5.4n, D16.6

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| **Attainment and Risk:** FA |
| **Evidence:** |
| Responsibilities and accountabilities for restraint are outlined in the restraint minimisation and safe practice policy that includes responsibilities for key staff at an organisational level and a service level. The service has an approval process (as part of the restraint minimisation and safe practice policy) that is applicable to the service. Individual approved restraint is reviewed at least three monthly at St Joan’s and as part of the care plan review and multidisciplinary review that involves family/whanau. This had occurred for each of the three files reviewed for residents using restraint. |

##### Criterion 2.2.1.1 (HDS(RMSP)S.2008:2.2.1.1)

The responsibility for restraint process and approval is clearly defined and there are clear lines of accountability for restraint use.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 2.2.2: Assessment (HDS(RMSP)S.2008:2.2.2)

Services shall ensure rigorous assessment of consumers is undertaken, where indicated, in relation to use of restraint.

ARC D5.4n ARHSS D5.4n, D16.6

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| **Attainment and Risk:** FA |
| **Evidence:** |
| Assessments are undertaken by suitably qualified and skilled staff in partnership with the resident and their family/whanau. All assessments are reviewed by the clinical nurse leader as sighted in the four files sampled for residents who use restraints.Assessments are completed as required for individual residents. The three files sampled identified that a restraint assessment, discussion and alternatives form and restraint discussion and consent form were completed for the three residents requiring restraint whose files were sampled and an enabler assessment and consent form is completed for the two residents requiring an enabler whose files were sampled. |

##### Criterion 2.2.2.1 (HDS(RMSP)S.2008:2.2.2.1)

In assessing whether restraint will be used, appropriate factors are taken into consideration by a suitably skilled service provider. This shall include but is not limited to:
(a) Any risks related to the use of restraint;
(b) Any underlying causes for the relevant behaviour or condition if known;
(c) Existing advance directives the consumer may have made;
(d) Whether the consumer has been restrained in the past and, if so, an evaluation of these episodes;
(e) Any history of trauma or abuse, which may have involved the consumer being held against their will;
(f) Maintaining culturally safe practice;
(g) Desired outcome and criteria for ending restraint (which should be made explicit and, as much as practicable, made clear to the consumer);
(h) Possible alternative intervention/strategies.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 2.2.3: Safe Restraint Use (HDS(RMSP)S.2008:2.2.3)

Services use restraint safely

ARC D5.4n ARHSS D5.4n, D16.6

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| **Attainment and Risk:** PA Low |
| **Evidence:** |
| The restraint team includes the restraint co-ordinator who is a registered nurse and overseen by facility manager, the resident's general practitioner and family/whanau.The service has an approval process (as part of the restraint minimisation and safe practice policy) that is applicable to the service.There are approved restraints documented in the policy. The approval process includes ensuring the environment is appropriate and safe.The restraint assessment identifies specific interventions or strategies to try (as appropriate) before using restraint. Restraint monitoring forms include type of restraint used, risks associated with type of restraint, times restraint on/off, toileting, wheelchair lap belt use and repositioning of a resident when in bed. Two of three restraint monitoring forms sampled had an eight hour period in the past 72 hours where restraint had not been monitored and this is an area requiring improvement. Forms include assessment, monitoring, risks, consent and alternatives to restraint. Three files reviewed had a consent form detailing the reason for restraint/enabler and the restraint/enabler to be used. A monthly evaluation of restraint and enablers was completed.The service has a restraint register and an enablers register that records sufficient information to provide an auditable record of restraint use. |

##### Criterion 2.2.3.2 (HDS(RMSP)S.2008:2.2.3.2)

Approved restraint is only applied as a last resort, with the least amount of force, after alternative interventions have been considered or attempted and determined inadequate. The decision to approve restraint for a consumer should be made:
(a) Only as a last resort to maintain the safety of consumers, service providers or others;
(b) Following appropriate planning and preparation;
(c) By the most appropriate health professional;
(d) When the environment is appropriate and safe for successful initiation;
(e) When adequate resources are assembled to ensure safe initiation.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 2.2.3.4 (HDS(RMSP)S.2008:2.2.3.4)

Each episode of restraint is documented in sufficient detail to provide an accurate account of the indication for use, intervention, duration, its outcome, and shall include but is not limited to:
(a) Details of the reasons for initiating the restraint, including the desired outcome;
(b) Details of alternative interventions (including de-escalation techniques where applicable) that were attempted or considered prior to the use of restraint;
(c) Details of any advocacy/support offered, provided or facilitated;
(d) The outcome of the restraint;
(e) Any injury to any person as a result of the use of restraint;
(f) Observations and monitoring of the consumer during the restraint;
(g) Comments resulting from the evaluation of the restraint.

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| **Attainment and Risk:** PA Low |
| **Evidence:** |
| Restraint monitoring forms include type of restraint used, risks associated with type of restraint, times restraint on/off, toileting, wheelchair lap belt use and repositioning of a resident when in bed.  |
| **Finding:** |
| Two of three restraint monitoring forms sampled had an eight hour period in the past 72 hours where restraint monitoring had not been documented. |
| **Corrective Action:** |
| Ensure restraint monitoring occurs in the specified timeframes when restraint is in use. |
| **Timeframe (days):** 90 *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 2.2.3.5 (HDS(RMSP)S.2008:2.2.3.5)

A restraint register or equivalent process is established to record sufficient information to provide an auditable record of restraint use.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 2.2.4: Evaluation (HDS(RMSP)S.2008:2.2.4)

Services evaluate all episodes of restraint.

ARC D5.4n ARHSS D5.4n, D16.6

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The files reviewed of residents requiring restraint have been evaluated three monthly. Family/whanau participate in evaluations and also at the residents' multidisciplinary review. Use of restraint is discussed at monthly staff meetings. The restraint evaluation includes the areas identified in 2.2.4.1 a) – k).Restraint practices are reviewed on a formal basis in the staff meetings and health and safety, infection control and quality meetings. A restraint evaluation is completed of the restraint care plan three monthly. Evaluation timeframes are determined by risk levels. Family/whanau is involved in review at residents' annual multidisciplinary review. |

##### Criterion 2.2.4.1 (HDS(RMSP)S.2008:2.2.4.1)

Each episode of restraint is evaluated in collaboration with the consumer and shall consider:
(a) Future options to avoid the use of restraint;
(b) Whether the consumer's service delivery plan (or crisis plan) was followed;
(c) Any review or modification required to the consumer's service delivery plan (or crisis plan);
(d) Whether the desired outcome was achieved;
(e) Whether the restraint was the least restrictive option to achieve the desired outcome;
(f) The duration of the restraint episode and whether this was for the least amount of time required;
(g) The impact the restraint had on the consumer;
(h) Whether appropriate advocacy/support was provided or facilitated;
(i) Whether the observations and monitoring were adequate and maintained the safety of the consumer;
(j) Whether the service's policies and procedures were followed;
(k) Any suggested changes or additions required to the restraint education for service providers.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 2.2.4.2 (HDS(RMSP)S.2008:2.2.4.2)

Where an episode of restraint is ongoing the time intervals between evaluation processes should be determined by the nature and risk of the restraint being used and the needs of the consumers and/or family/whānau.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 2.2.5: Restraint Monitoring and Quality Review (HDS(RMSP)S.2008:2.2.5)

Services demonstrate the monitoring and quality review of their use of restraint.

ARC 5,4n ARHSS D5.4n, D16.6

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| **Attainment and Risk:** FA |
| **Evidence:** |
| Approved restraint for each individual is reviewed at least three monthly by the restraint approval group and as part of the annual multidisciplinary review with family/whanau involvement.Restraint usage across the facility is monitored monthly and advised that it is discussed at three monthly staff and monthly quality, infection control and health and safety meetings. Restraint usage is also benchmarked across the organisation and is reviewed at the organisational level. |

##### Criterion 2.2.5.1 (HDS(RMSP)S.2008:2.2.5.1)

Services conduct comprehensive reviews regularly, of all restraint practice in order to determine:
(a) The extent of restraint use and any trends;
(b) The organisation's progress in reducing restraint;
(c) Adverse outcomes;
(d) Service provider compliance with policies and procedures;
(e) Whether the approved restraint is necessary, safe, of an appropriate duration, and appropriate in light of consumer and service provider feedback, and current accepted practice;
(f) If individual plans of care/support identified alternative techniques to restraint and demonstrate restraint evaluation;
(g) Whether changes to policy, procedures, or guidelines are required; and
(h) Whether there are additional education or training needs or changes required to existing education.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

# NZS 8134.3:2008: Health and Disability Services (Infection Prevention and Control) Standards

#### Standard 3.1: Infection control management (HDS(IPC)S.2008:3.1)

There is a managed environment, which minimises the risk of infection to consumers, service providers, and visitors. This shall be appropriate to the size and scope of the service.

ARC D5.4e ARHSS D5.4e

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| **Attainment and Risk:** FA |
| **Evidence:** |
| There is an infection control (IC) programme for 2013 that includes documented goals, success factors, education, surveillance and antimicrobial usage. The programmes content and detail is appropriate for the size and complexity of the services. There are IC policies that meet the Infection Control Standard SNZ HB 8134.3.1.2008. IC is part of the Radius benchmarking programme.The IC programme is reviewed annually for the Radius group with the content and detail being designed to be appropriate for the size and complexity of the organisation. The facility manager and IC coordinator are responsible for the development of site specific IC goals.The IC coordinator could describe how an outbreak would be managed and reported. There was a norovirus outbreak in March 2014 and staff and relatives interviewed report his was well managed. There are guidelines and staff health policies for staff to prevent the spread of infection. These include, but not limited to; outbreak management policy and flow chart, pandemic plan and policy, food handlers sickness policy and hand hygiene policy.  |

##### Criterion 3.1.1 (HDS(IPC)S.2008:3.1.1)

The responsibility for infection control is clearly defined and there are clear lines of accountability for infection control matters in the organisation leading to the governing body and/or senior management.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 3.1.3 (HDS(IPC)S.2008:3.1.3)

The organisation has a clearly defined and documented infection control programme that is reviewed at least annually.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 3.1.9 (HDS(IPC)S.2008:3.1.9)

Service providers and/or consumers and visitors suffering from, or exposed to and susceptible to, infectious diseases should be prevented from exposing others while infectious.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 3.2: Implementing the infection control programme (HDS(IPC)S.2008:3.2)

There are adequate human, physical, and information resources to implement the infection control programme and meet the needs of the organisation.

ARC D5.4e ARHSS D5.4e

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| **Attainment and Risk:** CI |
| **Evidence:** |
| The IC coordinator (a senior registered nurse) collates monitoring data and reports through to the health and safety, infection control and quality meetings. Outcomes are reported to staff through nursing and staff meetings. The IC Coordinator receives on-going education and attended a DHB training day in May 2014. In the event of the IC coordinator requiring advice this is available through the GP, Pathlab or Bug Control. The service has been active in setting up support mechanisms and sharing of information among Waikato aged care facilities and this is an area of continuous improvement. |

##### Criterion 3.2.1 (HDS(IPC)S.2008:3.2.1)

The infection control team/personnel and/or committee shall comprise, or have access to, persons with the range of skills, expertise, and resources necessary to achieve the requirements of this Standard.

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| **Attainment and Risk:** CI |
| **Evidence:** |
| The IC Coordinator receives on-going education and attended a DHB training day in May 2014. In the event of the IC coordinator requiring advice this is available through the GP, Pathlab or Bug Control.  |
| **Finding:** |
| St Joan’s has been strongly involved in the running of the WISS group – the Waikato infection control group for all aged care facilities in the region. The group meets bi monthly to provide mutual support around surveillance, outbreaks, meeting the health and disability service standards and education. The St Joan’s infection control coordinator is the treasurer for the group. The St Joan’s infection control coordinator identified that while it was not feasible for the group to meet more regularly there was a need for more support among members and that often issues could not wait two months. To address this he created a yahoo group which is an interactive group where conversations can be cre4ated by any member and any post or question asked by a member and any replies can be seen by all members. The site also includes links to other infection control topics and is a place where education resources can be shared. Topics covered have included Pathlab, Public Health, information provided by Smith and Nephew around wounds and outbreak management. The infection control coordinator reports this group is beneficial to all members and that he can gain advice quickly from other members if he requires this. |
| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 3.3: Policies and procedures (HDS(IPC)S.2008:3.3)

Documented policies and procedures for the prevention and control of infection reflect current accepted good practice and relevant legislative 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.

ARC D5.4e, D19.2a ARHSS D5.4e, D19.2a

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| **Attainment and Risk:** FA |
| **Evidence:** |
| D 19.2a: The infection control manual outlines a comprehensive range of policies, standards and guidelines and includes defining roles, responsibilities and oversight, training and education of staff. Policies include; antimicrobial guidelines, decontamination, food handlers sickness policy, hand hygiene, management of staff with communicable diseases, MRO, outbreak management, pandemic plan, respiratory hygiene, scabies management, single use items, transmission based precautions, UTIs, waste management, . Associated policies include wound management policy, continence policy, and laundry and kitchen policies. There is comprehensive Infection Control policies that support the Infection Control Standard SNZ HB 8134:2008. The infection control policies link to other documentation and uses references where appropriate.Infection control policies are reviewed as part of the policy review process by Radius input is sought form facilities when reviewing policies. |

##### Criterion 3.3.1 (HDS(IPC)S.2008:3.3.1)

There are written policies and procedures for the prevention and control of infection which comply with relevant legislation and current accepted good practice.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 3.4: Education (HDS(IPC)S.2008:3.4)

The organisation provides relevant education on infection control to all service providers, support staff, and consumers.

ARC D5.4e ARHSS D5.4e

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The IC coordinator undertook infection control training through the DHB in May 2014 The IC coordinator ensures training is provided to staff. Informal education is also provided - availability of education was confirmed by five healthcare assistants interviewed.The orientation package includes specific training around hand washing and standard precautions. Training on infection control was last provided in September 2013. Hand washing is an annual competency.Resident education is expected to occur as part of providing daily cares. Support plans can include ways to assist staff in ensuring this occurs. Visitors are advised of any outbreaks of infection and are advised not to attend until the outbreak has been resolved. |

##### Criterion 3.4.1 (HDS(IPC)S.2008:3.4.1)

Infection control education is provided by a suitably qualified person who maintains their knowledge of current practice.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 3.4.5 (HDS(IPC)S.2008:3.4.5)

Consumer education occurs in a manner that recognises and meets the communication method, style, and preference of the consumer. Where applicable a record of this education should be kept.

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| **Attainment and Risk:** FA |
| **Evidence:** |
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| **Finding:** |
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| **Corrective Action:** |
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| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

#### Standard 3.5: Surveillance **(**HDS(IPC)S.2008:3.5)

Surveillance for infection is carried out in accordance with agreed objectives, priorities, and methods that have been specified in the infection control programme.

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| **Attainment and Risk:** FA |
| **Evidence:** |
| The surveillance policy describes and outlines the purpose and methodology for the surveillance of infections and internal (process) monitoring is undertaken via the internal audit programme - IC surveillance audit was last undertaken March 2014 (100% compliance). The service submits data monthly to Radius head office where benchmarking is completed. There were no corrective action requirements from the audit programme.The surveillance of infection data assists in evaluating compliance with infection control practices. Infections are collated monthly - including urinary tract, upper respiratory and skin. This data is reported to the monthly health and safety, infection control and quality meeting and also to staff meetings. Monthly data was seen in staff areas. The staff interviewed report the norovirus outbreak in March 2014 was well managed and staff were well aware of how to manage this. |

##### Criterion 3.5.1 (HDS(IPC)S.2008:3.5.1)

The organisation, through its infection control committee/infection control expert, determines the type of surveillance required and the frequency with which it is undertaken. This shall be appropriate to the size and complexity of the organisation.

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| **Attainment and Risk:** FA |
| **Evidence:** |
|  |
| **Finding:** |
|  |
| **Corrective Action:** |
|  |
| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |

##### Criterion 3.5.7 (HDS(IPC)S.2008:3.5.7)

Results of surveillance, conclusions, and specific recommendations to assist in achieving infection reduction and prevention outcomes are acted upon, evaluated, and reported to relevant personnel and management in a timely manner.

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| **Attainment and Risk:** FA |
| **Evidence:** |
|  |
| **Finding:** |
|  |
| **Corrective Action:** |
|  |
| **Timeframe (days):**  *(e.g. for 1 week choose 7, for 1 month choose 30, for 6 months choose 180, etc.)* |