

# Lakeside Lodge Rest Home Limited

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## Current Status: 2 October 2014

The following summary has been accepted by the Ministry of Health as being an accurate reflection of the Surveillance Audit conducted against the Health and Disability Services Standards (NZS8134.1:2008; NZS8134.2:2008 and NZS8134.3:2008) on the audit date(s) specified.

### General overview

Lakeside Lodge Rest Home Limited facility manager/owner is a registered nurse with a background in mental health. He has worked in aged care since 1996 and he and his wife, who is the clinical manager/owner, have owned Lakeside Retirement Lodge for the past 12 years. They are supported by another registered nurse who works three shifts a week and assists with the on call requirements, plus an assistant manager who is a senior caregiver. The management team are supported by a number of caregivers, many of whom have worked for the company for some time. The facility can accommodate up to 30 rest home level residents.

The service has addressed five of the six shortfalls from their previous audit around documentation in clinical records (four shortfalls); ensuring residents are seen by a general practitioner within two working days of admission and medicines management.

This audit identified additional improvements required around results communicated to staff around quality information; documentation around corrective action plans; recording time when recording clinical information; ensuring the general practitioner documents when a resident's condition is stable; six monthly stocktakes of controlled drugs and documenting on the medicine charts when a resident is self-administering medicines.

### Audit Summary as at 2 October 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 |

| Indicator | Description   | Definition  |
|-----------|---|---|
|           | 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 2 October 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. |
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#### Organisational Management as at 2 October 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. |  | Some standards applicable to this service partially attained and of low risk. |
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#### Continuum of Service Delivery as at 2 October 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 low risk. |
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### **Safe and Appropriate Environment as at 2 October 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. |
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### **Restraint Minimisation and Safe Practice as at 2 October 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. |  | Standards applicable to this service fully attained. |
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### **Infection Prevention and Control as at 2 October 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. |  | Standards applicable to this service fully attained. |
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