

Metlifecare Pinesong Limited - Pinesong

Introduction

This report records the results of a Partial Provisional Audit of a provider of aged residential care services against the Health and Disability Services Standards (NZS8134.1:2008; NZS8134.2:2008 and NZS8134.3:2008).

The audit has been conducted by The DAA Group Limited, an auditing agency designated under section 32 of 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).

You can view a full copy of the standards on the Ministry of Health's website by clicking [here](#).

The specifics of this audit included:

Legal entity: Metlifecare Pinesong Limited

Premises audited: Pinesong

Services audited: Hospital services - Medical services; Hospital services - Geriatric services (excl. psychogeriatric); Rest home care (excluding dementia care)

Dates of audit: Start date: 15 June 2018 End date: 15 June 2018

Proposed changes to current services (if any): The service has applied to use an existing building at Pinesong facility for nine dual service beds (hospital, medical and rest home) and to provide rest home services in 12 serviced apartments on the same floor. This will give a total of 21 beds.

Total beds occupied across all premises included in the audit on the first day of the audit: 0

Executive summary of the audit

Introduction

This section contains a summary of the auditors' findings for this audit. The information is grouped into the six outcome areas contained within the Health and Disability Services Standards:

- consumer rights
- organisational management
- continuum of service delivery (the provision of services)
- safe and appropriate environment
- restraint minimisation and safe practice
- infection prevention and control.

General overview of the audit

Metlifecare Pinesong is an existing building and the operator proposes to offer rest home and hospital and medical care for up to 21 residents. This application applies to nine dual service beds, and rest home only care for 12 serviced apartments on the same floor. The facility is aiming to commence the service on 30 July 2018 pending Ministry of Health approval. The 12 serviced apartments will be purchased under occupation right agreements and rest home level care will only be put in place if residents are assessed by an approved assessor as requiring rest home level care.

This partial provisional audit was undertaken to establish the provider's preparedness to provide this new service.

There is a village on the same site which is not included in this audit. There is a recently employed nurse manager who is experienced in aged care and holds a current practising certificate. The nurse manager will oversee the day to day management of the care facility. Proposed rosters sighted identify that each shift will be adequately staffed including 24 hour, seven days a week registered nurse cover.

Appropriate equipment is available for the management of residents.

Human resource management processes and medication management need to be verified as completed prior to the opening of the service.

Consumer rights

Not applicable to this audit.

Organisational management

Metlifecare Pinesong will work under the established Metlifecare organisational structure of governance which is well documented in policies, procedures, and business planning. The strategic and business plan sighted identifies that the purpose, values, scope, direction and goals of the organisation and the intent of the new service is clearly outlined. The business plan in place identified regular reporting to senior management and to board level related to the progress of the care facility. Documented quality and risk processes are in place at the facility.

Monitoring of the services is overseen by the village manager with a nurse manager (RN) undertaking management of the day to day care services. Both are experienced and suitably qualified for the roles they undertake. Pinesong is currently in the process of employing staff required to provide all care services. Policies and procedures to support service delivery are in place and up to date to reflect good practice standards.

The appointment, orientation and management of staff will be based on current good practice as per organisational requirements. The training calendar sighted identified a systematic approach to cover all areas of service delivery related to regular staff training. Prior to opening, all new staff employed will be required to undertake a week's orientation and training to provide the required services.

The proposed rosters sighted identify safe staffing levels as shown in the Indicator for Safe Age Care (Standard 8163:2005) to ensure contractual requirements will be met. The proposed roster sighted showed how the service intends to ensure there will be 24-hour, seven day week coverage of registered nurses.

Continuum of service delivery

Medicines will be managed electronically and administered by staff who are competent to do so. Medication management policies and procedures reflected current good practice and meet legislative requirements.

The food service, which is in operation for existing village residents, has the capacity and plans in place to cater for the care facility. The menu has been approved by a registered dietitian within the last 12 months (12 June 2018) and meets the nutritional needs of residents in aged care.

Safe and appropriate environment

The facility has been completed to meet the needs of residents and comply with building, contractual and legislative requirements. There is a current building warrant of fitness which expires 01 May 2019 and an approved fire evacuation plan. The medical equipment in place has been checked by an approved provider within the last year. The facility has a dedicated area of nine beds for hospital, medical or rest home level care residents and a wing directly off this area where there are 12 serviced apartments which will be used for rest home level care residents only. The nine bedded unit has a combined dining lounge area and residents in the serviced apartments will use the village dining room. External areas are accessible on the first level which are reached via the lift or stairs and the ground level is where the main entrance to the facility is located. The outdoor areas are appropriately furnished and have areas that provide shade.

Documented processes are in place for management of waste and hazardous substances. Personal protective equipment and clothing are available. Areas where chemicals are kept are secure. Residents' personal laundry will be undertaken by caregivers

and there will be dedicated cleaning staff. Large laundry items will be sent off site to a sister facility daily. The equipment for these areas is on site and will be monitored by internal audits and the off-site chemical provider.

The facility has electric heat pumps in each room including residents' bedrooms. Residents will be able to control the temperature in their bedrooms using a remote control. All residents' areas have opening windows to allow natural light and ventilation.

Restraint minimisation and safe practice

Not applicable to this audit.

Infection prevention and control

There is a documented organisational infection control programme which includes surveillance data processes for the recording and reporting of infections throughout all levels of the organisation, as appropriate. Benchmarking by an offsite agency will occur as per policy requirements. Surveillance data documented meets the requirements of the standard related to aged care services.