

Oceania Care Company Limited - Meadowbank Village - Care Centre

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 Central Region's Technical Advisory Services 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:	Oceania Care Company Limited
Premises audited:	Meadowbank Village - Care Centre
Services audited:	Hospital services - Medical services; Hospital services - Geriatric services (excl. psychogeriatric); Rest home care (excluding dementia care)
Dates of audit:	Start date: 26 March 2019 End date: 27 March 2019
Proposed changes to current services (if any):	Reconfiguration of Meadowbank Care Suites with the opening of a new wing over 2 levels, with 34 dual purpose beds, resulting in a total capacity of 64 beds.
Total beds occupied across all premises included in the audit on the first day of the audit:	25

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

Oceania Healthcare Limited; Meadowbank Village and Care Centre now known as Meadowbank Care Suites, is currently able to provide rest home and hospital level of care for up to 30 residents. There were 25 residents at the facility on the first day of the audit.

This partial provisional audit was undertaken to establish the level of preparedness to admit residents to a newly built wing over two levels with the capacity to provide care for up to 34 people in dual purpose beds. The total capacity will increase to 64.

This audit was conducted against the relevant Health and Disability Service Standards and the service contract with the district health board.

All areas requiring improvement at the last audit have been addressed and requirements relating to this partial provisional audit are met.

Consumer rights

Nil

Organisational management

Oceania Healthcare Limited is the governing body responsible for the services provided at Meadowbank Care Suites. The business plan documents the scope, direction, vision, mission and values of the facility. This information is provided to potential residents and their families in the form of an information pack and displayed at the entrance of the building.

The facility is managed by an appropriately qualified and experienced business and care manager and supported by a clinical manager, who is responsible for the oversight of clinical service provision, and a guest services manager. The clinical manager is a registered nurse with current practising certificate. The facility management team is supported by the regional clinical quality and operations manager.

Oceania Healthcare Limited's human resource policies and procedures are implemented. The service currently employs 38 staff and plan to recruit new staff as their need for additional staff increases. This is documented in a transition plan.

Practising certificates for staff who require them are validated annually and an annual training plan is implemented to ensure ongoing training and education for all staff members. Service delivery staff, and residents and family interviewed reported that there is adequate staff available. Proposed rosters reflect the staffing requirements for the increase in beds.

Continuum of service delivery

Initial care plans, interRAI assessments, person centred care plans and evaluations are completed by a registered nurse within the required timeframes.

There is an appropriate medication management system in place. Medications are administered by staff who are competent to do so. No changes will be required for the service as a result of the current treatment/medication rooms sighted.

At Meadowbank Care Suites all meals are prepared on-site in a large commercial kitchen. The menu has been reviewed annually by the dietitian. The food service meets the nutritional needs of the residents with any special needs catered for. Food is safely managed. The executive chef and their team are well prepared for transitioning to the new service.

Safe and appropriate environment

The service has a certificate for public use, and it is the organisations' aim to acquire a building warrant of fitness by the 21 May 2019. There is a planned, preventative and reactive maintenance programme in place that complies with legislative requirements.

The service provides accommodation as studios, small studios and one-bedroom suites. All accommodation includes ensuite bathrooms. The rooms are spacious enough to allow for resident cares and ease of movement. There are accessible and safe external areas; balconies and private gardens with shade for residents and their families/visitors.

There is a monitored call bell system for residents to summon help when needed. Call bells in the existing wing are responded to promptly. Essential emergency and security systems are in place to ensure resident safety with six monthly trial evacuations are undertaken. Policies and processes are in place and implemented for waste management. Cleaning services are managed by housekeeping and laundry is outsourced to a contractor.

Restraint minimisation and safe practice

Nil

Infection prevention and control

Meadowbank Care Suites have an infection control programme that complies with current best practice. Its content and detail are appropriate for the size, complexity and degree of risk associated with the service. The clinical manager is the infection control nurse. Infection prevention and control planning has been considered with the new wing's design and build. Measures have been

put in place to promote a safe environment for residents, staff and visitors. Pandemic resources are available in readiness should an infection control event occur.

Summary of attainment

The following table summarises the number of standards and criteria audited and the ratings they were awarded.

Attainment Rating	Continuous Improvement (CI)	Fully Attained (FA)	Partially Attained Negligible Risk (PA Negligible)	Partially Attained Low Risk (PA Low)	Partially Attained Moderate Risk (PA Moderate)	Partially Attained High Risk (PA High)	Partially Attained Critical Risk (PA Critical)
Standards	0	16	0	0	0	0	0
Criteria	0	36	0	0	0	0	0

Attainment Rating	Unattained Negligible Risk (UA Negligible)	Unattained Low Risk (UA Low)	Unattained Moderate Risk (UA Moderate)	Unattained High Risk (UA High)	Unattained Critical Risk (UA Critical)
Standards	0	0	0	0	0
Criteria	0	0	0	0	0

