

# CHT Healthcare Trust - Haldene Rest Home

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## Introduction

This report records the results of a Surveillance Audit of a provider of aged residential care services against the Ngā Paerewa Health and Disability Services Standard (NZS8134:2021).

The audit has been conducted by BSI Group New Zealand Ltd, 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 0.4 of the Ngā Paerewa Health and Disability Services Standard (NZS8134:2021).

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

The specifics of this audit included:

|   |  |
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| <b>Legal entity:</b>  | CHT Healthcare Trust   |
| <b>Premises audited:</b>  | Haldene Rest Home  |
| <b>Services audited:</b>  | Hospital services - Medical services; Hospital services - Geriatric services (excl. psychogeriatric); Rest home care (excluding dementia care) |
| <b>Dates of audit:</b>  | Start date: 10 August 2023 End date: 11 August 2023  |
| <b>Proposed changes to current services (if any):</b>   | None   |
| <b>Total beds occupied across all premises included in the audit on the first day of the audit:</b> | 59   |

# Executive summary of the audit

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## Introduction

This section contains a summary of the auditors' findings for this audit. The information is grouped into the six sections contained within the Ngā Paerewa Health and Disability Services Standard:

- ō tatou motika | our rights
- hunga mahi me te hanganga | workforce and structure
- ngā huarahi ki te oranga | pathways to wellbeing
- te aro ki te tangata me te taiao haumarū | person-centred and safe environment
- te kaupare pokenga me te kaitiakitanga patu huakita | infection prevention and antimicrobial stewardship
- here taratahi | restraint and seclusion.

As well as auditors' written summary, indicators are included that highlight the provider's attainment against the subsection in each of the sections. The following table provides a key to how the indicators are arrived at.

### Key to the indicators

| Indicator   | Description   | Definition   |
|---|---|--|
|   | Includes commendable elements above the required levels of performance  | All subsections applicable to this service fully attained with some subsections exceeded |
|  | No short falls  | Subsections 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 subsections applicable to this service partially attained and of low risk           |

| Indicator | Description  | Definition  |
|-----------|--|---|
|           | A number of shortfalls that require specific action to address                               | Some subsections 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 subsections applicable to this service unattained and of moderate or high risk   |

## General overview of the audit

Christian Healthcare Trust (CHT) Halldene is certified to provide hospital (medical and geriatric) and rest home level of care for up to 60 residents. There were 59 residents on the days of audit.

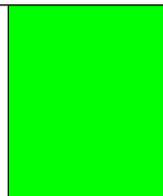
This surveillance audit was conducted against a sub section of the Ngā Paerewa Health and Disability Services Standard 2021 and the services contract with Te Whatu Ora Health New Zealand – Waitematā. The audit process included the review of policies and procedures, the review of residents and staff files, observations, and interviews with family/whānau, management, staff, and a nurse practitioner.

The unit manager is a registered nurse and has been in the role for two years and had worked on another CHT site as the previous clinical coordinator. The unit manager is supported by an experienced clinical coordinator, registered nurses, experienced healthcare assistants and administration staff. The unit manager is supported by an area manager and head office management. The residents and family/whānau interviewed spoke very positively about the care and support provided.

There were no areas for improvement identified at the previous certification audit. This audit did not identify any areas requiring improvement.

## Ō tatou motika | Our rights

Includes 10 subsections that support an outcome where people receive safe services of an appropriate standard that comply with consumer rights legislation. Services are provided in a manner that is respectful of people's rights, facilitates informed choice, minimises harm, and upholds cultural and individual values and beliefs.

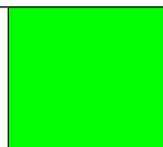


Subsections applicable to this service fully attained.

CHT Halldene provides an environment that supports resident rights and cultural safe care. There is a Māori health plan available for use by clinical staff. Details relating to the Health and Disability Commissioner's (HDC) Code of Health and Disability Services Consumers Rights (the Code) is included in the information packs given to new or potential residents and family/whānau. There is an established system for the management of complaints that meets guidelines established by the Health and Disability Commissioner.

## Hunga mahi me te hanganga | Workforce and structure

Includes 5 subsections that support an outcome where people receive quality services through effective governance and a supported workforce.



Subsections applicable to this service fully attained.

CHT has an overarching strategy map with clear business goals to support organisational values. The CHT Halldene business plan aligns with the CHT strategy map and includes a mission statement and operational objectives. The service has effective quality and risk management systems in place that take a risk-based approach, and these systems meet the needs of residents and their staff. Quality improvement projects are implemented. Internal audits, meetings, and collation of data is completed, with corrective actions developed as indicated. Meeting schedules are maintained.

A health and safety programme is implemented. Hazards are managed. Incident forms are documented, and results are analysed.

There is a staffing and rostering policy. The organisational staffing policy aligns with contractual requirements and includes skill mixes. A role specific orientation programme and regular staff education and training are in place. The service ensures the collection, storage, and use of personal and health information of residents is secure, accessible, and confidential. Residents and family/whānau reported that staffing levels are adequate to meet the needs of the residents.

## Ngā huarahi ki te oranga | Pathways to wellbeing

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| Includes 8 subsections that support an outcome where people participate in the development of their pathway to wellbeing, and receive timely assessment, followed by services that are planned, coordinated, and delivered in a manner that is tailored to their needs. |  | Subsections applicable to this service fully attained. |
|---|--|--|

The clinical coordinator is responsible for care planning. Resident files reviewed evidenced resident and family/whānau input into decision making. Resident files included medical notes by the general practitioner and nurse practitioners and visiting allied health professionals.

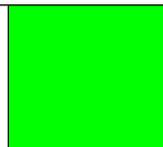
The activities team provides and implements a wide variety of activities which include cultural celebrations. The programme includes community visitors and outings subject to Covid-19 restrictions, entertainment and activities that meet the individual recreational, physical, cultural, and cognitive abilities and resident preferences. Residents are supported to maintain links within the community.

Medication policies reflect legislative requirements and guidelines. Registered nurses and medication competent healthcare assistants are responsible for administration of medicines. The medication charts reviewed met prescribing requirements and were reviewed at least three-monthly by the general practitioner and nurse practitioner.

Residents' food preferences, dietary and cultural requirements are identified on admission. Planned exits, discharges or transfers were coordinated in collaboration with the resident and family/whānau to ensure continuity of care.

## Te aro ki te tangata me te taiao haumaruru | Person-centred and safe environment

Includes 2 subsections that support an outcome where Health and disability services are provided in a safe environment appropriate to the age and needs of the people receiving services that facilitates independence and meets the needs of people with disabilities.

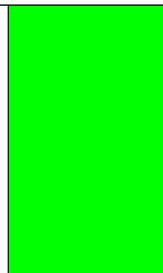


Subsections applicable to this service fully attained.

The building has a current building warrant of fitness. The external doors to the facility are locked overnight. There is an approved fire evacuation scheme. Fire drills occur six-monthly.

## Te kaupare pokenga me te kaitiakitanga patu huakita | Infection prevention and antimicrobial stewardship

Includes 5 subsections that support an outcome where Health and disability service providers' infection prevention (IP) and antimicrobial stewardship (AMS) strategies define a clear vision and purpose, with quality of care, welfare, and safety at the centre. The IP and AMS programmes are up to date and informed by evidence and are an expression of a strategy that seeks to maximise quality of care and minimise infection risk and adverse effects from antibiotic use, such as antimicrobial resistance.



Subsections applicable to this service fully attained.

There is an organisational pandemic plan in place. Adequate supplies of personal protective equipment were sighted. A monthly surveillance infection control report is completed; analysis and benchmarking occur. The report is communicated to staff via staff meetings and to the area manager and head office. A six-monthly comparative summary is completed. The service has had no Covid-19 outbreaks between 2022 and 2023. Covid-19 lockdowns were managed, and precautions remain in place as per current guidelines.

## Here taratahi | Restraint and seclusion

Includes 4 subsections that support outcomes where Services shall aim for a restraint and seclusion free environment, in which people's dignity and mana are maintained.

Subsections applicable to this service fully attained.

There are policies documented around restraint. At the time of the audit, the facility had one resident with a restraint; all monitoring is completed and recorded. The restraint coordinator is the clinical coordinator. Maintaining a restraint-free environment and managing behaviours that challenge and associated risks is included as part of the mandatory training plan and orientation programme.

## Summary of attainment

The following table summarises the number of subsections 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) |
|-------------------|-----------------------------|---------------------|--|--------------------------------------|--|--|--|
| Subsection        | 0                           | 22                  | 0  | 0                                    | 0  | 0                                      | 0  |
| Criteria          | 0                           | 60                  | 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) |
|-------------------|--|------------------------------|--|--------------------------------|--|
| Subsection        | 0  | 0                            | 0                                      | 0                              | 0                                      |
| Criteria          | 0  | 0                            | 0                                      | 0                              | 0                                      |

# Attainment against the Ngā Paerewa Health and Disability Services Standard

The following table contains the results of all the subsections assessed by the auditors at this audit. Depending on the services they provide, not all subsections are relevant to all providers and not all subsections are assessed at every audit.

There may be subsections in this audit report with an attainment rating of ‘not applicable’ which relate to new requirements in Ngā Paerewa that the provider is working towards. The provider will be expected to meet these requirements at their next audit.

For more information on the standard, please click [here](#).

For more information on the different types of audits and what they cover please click [here](#).

| Subsection with desired outcome  | Attainment Rating | Audit Evidence   |
|--|-------------------|--|
| <p>Subsection 1.1: Pae ora healthy futures</p> <p>Te Tiriti: Māori flourish and thrive in an environment that enables good health and wellbeing.</p> <p>As service providers: We work collaboratively to embrace, support, and encourage a Māori worldview of health and provide high-quality, equitable, and effective services for Māori framed by Te Tiriti o Waitangi.</p>                   | FA                | <p>The Māori Health Plan includes details on the active recruitment of Māori staff and processes to do this. In discussion with the unit manager, they described actively seeking to employ more suitably qualified staff who identify as Māori by offering them positions when they apply for employment opportunities at CHT Haldene. At the time of the audit, there were no staff members identifying as Māori. The service has links with the local Māori community and health service providers.</p> |
| <p>Subsection 1.2: Ola manuia of Pacific peoples in Aotearoa</p> <p>The people: Pacific peoples in Aotearoa are entitled to live and enjoy good health and wellbeing.</p> <p>Te Tiriti: Pacific peoples acknowledge the mana whenua of Aotearoa as tuakana and commit to supporting them to achieve tino rangatiratanga.</p> <p>As service providers: We provide comprehensive and equitable</p> | FA                | <p>There is a CHT Pacific Plan which includes each facility establishing links with Pacific people by acknowledging respectful relationships, valuing family/whānau, and providing high quality health care. The service partners with Pacific organisations to provide guidance. A Pacific health plan is implemented. At the time of the audit, there were staff who identified as Pasifika. The service can also access the Ministry of Health Pacific Health and Disability Action Plan for any</p>    |

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| <p>health and disability services underpinned by Pacific worldviews and developed in collaboration with Pacific peoples for improved health outcomes.</p>  |           | <p>cultural advice or support.</p>   |
| <p>Subsection 1.3: My rights during service delivery</p> <p>The People: My rights have meaningful effect through the actions and behaviours of others.</p> <p>Te Tiriti: Service providers recognise Māori mana motuhake (self-determination).</p> <p>As service providers: We provide services and support to people in a way that upholds their rights and complies with legal requirements.</p> | <p>FA</p> | <p>The Code of Health and Disability Services Consumers' Rights (the Code) is displayed in English and te reo Māori. Māori independence (mana motuhake) is recognised by staff through their cultural training programmes. There were no Māori residents at the time of the audit. The Māori health plan determines that Māori cultural activities are individually tailored as per the resident's care plan, with family/whānau providing support as required. All residents are encouraged to determine their own pathway and journey, with independence promoted for each individual. This was confirmed in interviews with four family/whānau (two rest home and two hospital) and four residents (three rest home and one hospital resident).</p> |
| <p>Subsection 1.4: I am treated with respect</p> <p>The People: I can be who I am when I am treated with dignity and respect.</p> <p>Te Tiriti: Service providers commit to Māori mana motuhake.</p> <p>As service providers: We provide services and support to people in a way that is inclusive and respects their identity and their experiences.</p>  | <p>FA</p> | <p>Signage in te reo Māori is in place in various locations throughout the facility. The staff noticeboards contain information on Māori tikanga practice. Interviews with staff (five healthcare assistants (HCA), two registered nurses (RN) and two activities coordinators, one kitchen assistant, one unit manager (RN) and one clinical coordinator) confirmed their understanding of tikanga best practice, with examples provided. Cultural training is also included in the orientation programme for new staff. All staff attend specific cultural training that covers Te Tiriti o Waitangi and tikanga Māori; facilitating staff, resident and tāngata whaikaha participation in te ao Māori.</p>  |
| <p>Subsection 1.5: I am protected from abuse</p> <p>The People: I feel safe and protected from abuse.</p> <p>Te Tiriti: Service providers provide culturally and clinically safe services for Māori, so they feel safe and are protected from abuse.</p> <p>As service providers: We ensure the people using our services are safe and protected from abuse.</p>                                   | <p>FA</p> | <p>A staff code of conduct is discussed during the new employee's induction to the service, with evidence of staff signing the code of conduct policy. This code of conduct addresses the elimination of discrimination, harassment, and bullying. All staff are held responsible for creating a positive, inclusive and a safe working environment. A strengths-based and holistic model is prioritised to ensure wellbeing outcomes for all residents including Māori, as</p>  |

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|  |           | <p>evidenced in care planning, policies, the Māori health plan, and the Pacific health plan. At the time of the audit, there were no residents who identified as Pasifika or Māori. Staff interviewed stated the workplace had a positive culture supported by management.</p>   |
| <p>Subsection 1.7: I am informed and able to make choices</p> <p>The people: I know I will be asked for my views. My choices will be respected when making decisions about my wellbeing. If my choices cannot be upheld, I will be provided with information that supports me to understand why.</p> <p>Te Tiriti: High-quality services are provided that are easy to access and navigate. Providers give clear and relevant messages so that individuals and whānau can effectively manage their own health, keep well, and live well.</p> <p>As service providers: We provide people using our services or their legal representatives with the information necessary to make informed decisions in accordance with their rights and their ability to exercise independence, choice, and control.</p> | <p>FA</p> | <p>The service follows relevant best practice tikanga guidelines, welcoming the involvement of whānau in decision making where the person receiving services wants them to be involved. Discussions with family/whānau and documentation sighted confirmed that residents and relatives are involved in the decision-making process, and in the planning of care. The unit manager, clinical coordinator, HCAs, and the RNs interviewed were knowledgeable around tikanga practices in relation to consent.</p>  |
| <p>Subsection 1.8: I have the right to complain</p> <p>The people: I feel it is easy to make a complaint. When I complain I am taken seriously and receive a timely response.</p> <p>Te Tiriti: Māori and whānau are at the centre of the health and disability system, as active partners in improving the system and their care and support.</p> <p>As service providers: We have a fair, transparent, and equitable system in place to easily receive and resolve or escalate complaints in a manner that leads to quality improvement.</p>   | <p>FA</p> | <p>The complaints procedure is an equitable process, provided to all residents and relatives on entry to the service. The unit manager maintains a record of all complaints, both verbal and written, in a complaints' register. There have been thirteen internal complaints received in 2022 and five internal complaints in 2023. There were no complaints received from external agencies. Documentation of complaints, including follow-up letters and resolution, demonstrates that complaints are being managed in accordance with guidelines set by the Health and Disability Commissioner (HDC). All complaints are documented as resolved and closed. No trends have been identified. Discussions with family/whānau and residents confirmed they are provided with information on the complaints process.</p> <p>Complaints forms and a suggestion box are located in a visible location at the entrance to the facility. Families/whānau have a variety of avenues they can choose from to make a complaint or express a</p> |

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|   |           | <p>concern, including the resident and family/whānau meetings which are held monthly. Interviews with the unit manager confirmed their understanding of the complaints process.</p>   |
| <p><b>Subsection 2.1: Governance</b></p> <p>The people: I trust the people governing the service to have the knowledge, integrity, and ability to empower the communities they serve.</p> <p>Te Tiriti: Honouring Te Tiriti, Māori participate in governance in partnership, experiencing meaningful inclusion on all governance bodies and having substantive input into organisational operational policies.</p> <p>As service providers: Our governance body is accountable for delivering a highquality service that is responsive, inclusive, and sensitive to the cultural diversity of communities we serve.</p> | <p>FA</p> | <p>CHT Halldene provides care for up to 60 residents at rest home and hospital level care. On the day of audit there were 59 residents in total.</p> <p>All 60 beds in CHT Halldene are dual purpose and are across three levels. On the day of audit, there were 59 residents: 12 rest home residents, including one resident on respite; and 47 hospital residents, including one resident on respite, one resident with an Accident Compensation Corporation (ACC) contract, and one with an LTS- CHC Ministry of Disability contract. The remaining residents were on the age-related residential care (ARRC) contract.</p> <p>CHT Halldene is in Auckland and is part of the Christian Healthcare Trust. CHT oversee sixteen aged care facilities in the North Island: four in the Bay of Plenty and twelve in Auckland. The governance body of CHT consists of six trustees. Each trustee contributes their own areas of expertise to the Board, including legal, accounting, medical, human resources, marketing, and business management. The Chairperson of the Board is an experienced director and Chairs other organisational Boards. The chief executive of CHT reports to the Board. Area managers' report to the chief executive. The area managers and the chief executive are based at head office in Auckland. The area manager interviewed explained the strategic plan, and its reflection and collaboration with Te Pūtahitanga o Te Waipounamu agency to address Māori barriers to equitable service delivery, which aligns with Te Whatu Ora strategies.</p> <p>The chief executive and the Board approve the annual business plan. The plan includes operational and clinical objectives. Progress on the achievement of goals are assessed monthly by the Board. The CHT Halldene business plan aligns with the CHT business plan and is approved by the chief executive and area manager.</p> <p>CHT's Māori health plan incorporates the principles of Te Tiriti o Waitangi, including partnership in recognising all cultures as partners</p> |

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|   |           | <p>and valuing each culture for the contributions they bring. The business plan describes annual goals and objectives that support outcomes to achieve equity for Māori and addressing barriers for Māori. The Board is committed to supporting the Māori health strategies, including analysing variances in Māori health outcomes, business planning, quality and risk management, and improve Māori health through clinical assessment and organisational policy and procedures. Senior management ensure that tāngata whaikaha have meaningful representation in order to explore and implement solutions on ways to achieve equity and improve outcomes for tāngata whaikaha.</p> <p>CHT policies and procedure represents Te Tiriti o Waitangi partnership and equality and to improve outcomes and achieve equity for tāngata whaikaha. The unit manager reports on any barriers to the area manager, who reports these through the chief executive to the Board, to ensure these can be addressed. The clinical coordinator and RNs work in consultation with residents and family/whānau, on input into reviewing care plans and assessment content to meet resident cultural values and needs.</p> <p>The unit manager has been with CHT for six years and in the role since early 2022. The unit manager is supported by a clinical coordinator who has been in the role for six years and a stable team of care and administration staff. The unit manager is also supported by the area manager, who was the previous unit manager in another CHT facility. The unit manager reports a turnover of registered nurses; however, recruitment of RNs has occurred.</p> <p>The unit manager and clinical coordinator have attended training of eight hours over the past year, appropriate to their role.</p> |
| <p>Subsection 2.2: Quality and risk</p> <p>The people: I trust there are systems in place that keep me safe, are responsive, and are focused on improving my experience and outcomes of care.</p> <p>Te Tiriti: Service providers allocate appropriate resources to specifically address continuous quality improvement with a focus on</p> | <p>FA</p> | <p>CHT Halldene has an implemented quality and risk management programme. Quality goals 2023 are documented and progress towards quality goals is reviewed regularly at management meetings between the unit manager and the area manager.</p> <p>The quality and risk management systems include performance monitoring through internal audits and through the collection of</p>   |

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| <p>achieving Māori health equity.</p> <p>As service providers: We have effective and organisation-wide governance systems in place relating to continuous quality improvement that take a risk-based approach, and these systems meet the needs of people using the services and our health care and support workers.</p> | <p>clinical indicator data. Clinical indicator data is collated and analysed by the unit manager and clinical coordinator. Data is comparatively benchmarked monthly against previous twelve months data and trends identified if there are any to initiate quality corrective actions. Benchmarking also occurs against other CHT facilities and externally against other New Zealand aged care providers. Results are shared in monthly staff meetings and with head office. Monthly staff meetings include (but are not limited to): quality data; health and safety; infection control/pandemic strategies; complaints received (if any); staffing; and education are discussed. Internal audits, meetings, and collation of data were documented as taking place, with corrective actions documented where indicated to address service improvements, with evidence of progress and sign off when achieved. The corrective actions are discussed at meetings to ensure any outstanding matters are addressed with sign-off when completed. The role of the unit manager is to ensure policy and procedure implementation within the facility represents Te Tiriti o Waitangi partnership and equality. Staff have cultural training that aligns with the Māori health plan, to ensure delivery of high-quality health care for Māori.</p> <p>Resident/family satisfaction surveys are completed monthly, with residents/family invited on the month of their yearly anniversary of admission date, with the aim of covering all residents and families/whānau over the year. Surveys completed in 2023 reflect high levels of resident/family satisfaction of care in the categories surveyed. A corrective action plan has been implemented regarding food.</p> <p>All resident incidents and accidents are recorded, and data is collated. Twelve accident/incident forms reviewed evidenced immediate action noted and any follow-up action(s) required. Incident and accident data is collated monthly and analysed. Results are discussed at handover and quality and staff meetings.</p> <p>A senior HCA is the health and safety representative who report any health and safety concerns to the unit manager. Health and safety is part of the staff meetings. There is a hazard register that is reviewed six-monthly.</p> <p>Discussions with the unit manager evidenced awareness of their</p> |
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|  |           | <p>requirement to notify relevant authorities in relation to essential notifications. There have been six Section 31 notifications submitted in 2022 (five for RN shortages, change of facility manager as the unit manager was on parental leave, and two for pressure injuries). There have been six Section 31 notifications submitted in 2023 (five for RN shortages and one for a pressure injury). There have been no Covid-19 outbreaks in 2022 and 2023.</p>  |
| <p>Subsection 2.3: Service management</p> <p>The people: Skilled, caring health care and support workers listen to me, provide personalised care, and treat me as a whole person.<br/> Te Tiriti: The delivery of high-quality health care that is culturally responsive to the needs and aspirations of Māori is achieved through the use of health equity and quality improvement tools.<br/> As service providers: We ensure our day-to-day operation is managed to deliver effective person-centred and whānau-centred services.</p> | <p>FA</p> | <p>A policy is in place for determining staffing levels and skills mix for safe service delivery and defines staffing ratios to residents. Rosters implement the staffing rationale. The unit manager and the clinical coordinator work full time from Monday to Friday. The unit manager and the clinical coordinator cover on call 24/7.</p> <p>Laundry, cleaning, and kitchen staff are employed by an external company. Staff on the floor on the days of the audit were visible and were attending to call bells in a timely manner, as confirmed by all residents interviewed.</p> <p>There has previously been RN vacancies and some shifts had not been covered by an RN in 2022 and 2023. This occurred when bureau RNs were also not available. Section 31 notifications have been submitted when this has occurred. The facility has used senior HCAs to cover these shifts and the clinical coordinator and unit manager have provided a virtual nurse service when this has occurred. RNs have now been recruited. Current rosters have an RN on each shift. On interview, the area manager and the unit manager confirmed the recruitment process has occurred and further RNs continue to be recruited. Staff interviewed stated that overall, the staffing levels are satisfactory, and that the management team provide good support. Residents and family/whānau interviewed reported that there are adequate staff numbers to attend to residents.</p> <p>There is an annual education and training schedule being implemented that exceeds eight hours annually. The education and training schedule lists compulsory training (Altura and clinical topics). There is an attendance register for each training session and an individual staff member record of training.</p> |

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|   |           | <p>External training opportunities for care staff include training through Te Whatu Ora- Waitematā, hospice and the organisation’s online training portal, which can be accessed on personal devices.</p> <p>Existing staff support systems include peer support, and promotion of staff wellbeing. Senior HCAs, RNs and activities staff have first aid certificates. All senior HCAs, and RNs have current medication competencies. All healthcare assistants are encouraged to complete New Zealand Qualification Authority (NZQA) through Careerforce. There is a total of 28 HCAs in the facility. Fifteen have level four NZQA; three have level three NZQA; one has level two NZQA; and six have no NZQA qualifications.</p> <p>All staff are required to complete competency assessments as part of their orientation. All HCAs are required to complete annual competencies, including (but not limited to): restraint; handwashing; correct use of personal protective equipment (PPE); cultural safety; and moving and handling. A record of completion is maintained on an electronic register.</p> <p>Additional RN specific competencies include (but are not limited to) syringe driver and interRAI assessment competency. Four RNs (including the clinical coordinator and the unit manager) and one enrolled nurse are interRAI trained, with a further three currently completing this training. All RNs also attend external training, through webinars and zoom training where available. Educational goals identify that mandatory cultural training and competencies, including understanding health equity, has been provided to staff.</p> <p>Staff interviewed report a positive work environment. The facility collates quality data, which includes information for Māori residents.</p> |
| <p>Subsection 2.4: Health care and support workers</p> <p>The people: People providing my support have knowledge, skills, values, and attitudes that align with my needs. A diverse mix of people in adequate numbers meet my needs.</p> <p>Te Tiriti: Service providers actively recruit and retain a Māori health workforce and invest in building and maintaining their capacity and</p> | <p>FA</p> | <p>Five staff files reviewed included a signed employment contract, job description, police check, induction paperwork relevant to the role the staff member is in, application form and reference checks.</p> <p>A register of RN practising certificates is maintained within the facility. Practising certificates for other health practitioners are also retained to provide evidence of their registration.</p>  |

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| <p>capability to deliver health care that meets the needs of Māori.<br/>As service providers: We have sufficient health care and support workers who are skilled and qualified to provide clinically and culturally safe, respectful, quality care and services.</p>   |    | <p>An orientation/induction programme provides new staff with relevant information for safe work practice and is tailored specifically to each position. Information held about staff is kept secure, and confidential. Ethnicity data is identified. The Māori health plan determines that staff files included iwi affiliation when there are Māori staff. At the time of the audit, there were no Māori staff.</p>   |
| <p>Subsection 3.1: Entry and declining entry</p> <p>The people: Service providers clearly communicate access, timeframes, and costs of accessing services, so that I can choose the most appropriate service provider to meet my needs.<br/>Te Tiriti: Service providers work proactively to eliminate inequities between Māori and non-Māori by ensuring fair access to quality care.<br/>As service providers: When people enter our service, we adopt a person-centred and whānau-centred approach to their care. We focus on their needs and goals and encourage input from whānau. Where we are unable to meet these needs, adequate information about the reasons for this decision is documented and communicated to the person and whānau.</p> | FA | <p>There is an implemented admission policy and procedures to safely guide service provision and entry to the service. The facility identifies entry and decline rates for Māori and reports this within quality reports. The service identifies and implements supports to benefit Māori and whānau. The service engages with a Māori organisation to continue meaningful partnerships with Māori communities and organisations to benefit Māori individuals and whānau.</p>   |
| <p>Subsection 3.2: My pathway to wellbeing</p> <p>The people: I work together with my service providers so they know what matters to me, and we can decide what best supports my wellbeing.<br/>Te Tiriti: Service providers work in partnership with Māori and whānau, and support their aspirations, mana motuhake, and whānau rangatiratanga.<br/>As service providers: We work in partnership with people and whānau to support wellbeing.</p>   | FA | <p>Five resident files were reviewed: two rest home and three hospital files, including one hospital resident with an LTS-CHC contract, one hospital resident with an Accident Compensation Corporation (ACC) contract, and one resident with a respite care contract. All other residents were under Aged Residential Care contracts at the time of the audit. There were no residents who identified as Māori or Pasifika.</p> <p>Registered nurses are responsible for undertaking all aspects of assessments, care plan development and evaluations. There is evidence of resident and family/whānau involvement in the interRAI assessments and long-term care plans. This is documented in progress notes and all communications.</p> <p>Risk assessments are conducted on admission. Outcomes of the</p> |

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|  | <p>assessments formulate the basis of the long-term care plan. Other available information such as discharge summaries, medical and allied health notes, and consultation with resident/relative or significant others form the basis of the long-term care plans. Barriers that prevent whānau of tāngata whaikaha from independently accessing information are identified and strategies to manage these documented. The service supports Māori and whānau to identify their own pae ora outcomes in their care or support plan. Cultural assessments are completed for all residents, and values, beliefs, and spiritual needs are documented in the care plan. There are care plan interventions recorded in the long-term care plan to address medical and non-medical needs and were comprehensive to a level of detail that sufficiently guide staff in the care of the resident. Written evaluations reviewed identify if the resident goals had been met or if further interventions and support are required. Long-term care plans had been updated with any changes to health status following the multidisciplinary (MDT) meeting. Family is invited to attend MDT meetings. Short-term issues such as infections, weight loss, and wounds are either resolved or incorporated.</p> <p>The medical service provides a general practitioner (GP) and nurse practitioner (NP). They visit weekly and as required, as well as providing an on-call service. The resident files identified the GP or NP assessed the resident within five working days of admission and had reviewed the residents at least three-monthly or earlier if required. More frequent medical reviews were evidenced in files of residents with changes to health status. The NP interviewed on the day of audit stated they were happy with the communication from the facility and there was good use of allied health professionals in the care of residents. The NP liaises with families/whānau and has been actively involved in advance care planning with staff, residents (as appropriate) and families/whānau. There are regular visits from the hospice and Te Whatu Ora- Waitematā geriatrician nurse specialist is also available. A physiotherapist is available eight hours a week. The podiatry service visits regularly.</p> <p>Healthcare assistants interviewed could describe a verbal and written handover at the beginning of each shift that maintains a continuity of service delivery; this was sighted on the day of audit. Healthcare assistants document progress notes on each shift and the GP or NP</p> |
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|  | <p>and allied health professionals document their reviews. There was evidence that RNs added to the progress notes when there was an incident or changes in health status or to complete regular RN reviews of the care provided.</p> <p>When a resident's condition alters, the clinical coordinator initiates a review with the GP. The progress notes reviewed provided evidence that family/whānau have been notified of changes to health, including infections, accident/incidents, GP and NP visits, medication changes and any changes to health status. This was confirmed through the interviews with family/whānau.</p> <p>There were 28 wounds which included skin tears, lacerations, and surgical excisions of lesions. There were two residents with stage I pressure injuries at the time of the audit. Wound assessments have been completed and wound management plans developed, including wound measurements for all wounds and pressure injuries. The wound register has been fully maintained. There is access to wound expertise from a wound care nurse specialist. Residents with pressure injuries are referred to a dietitian. Healthcare assistants and the RNs interviewed stated there are adequate clinical supplies and equipment provided, including continence, wound care supplies and pressure injury prevention resources. There is access to a continence specialist as required.</p> <p>Care plans reflect the required health monitoring interventions for individual residents. Registered nurses and HCAs complete monitoring charts, including observations; behaviour charts; bowel chart; blood pressure; weight; food and fluid chart; turning charts; intentional rounding, blood sugar levels; and toileting regime. The behaviour chart entries described the behaviour and interventions to de-escalate behaviours, including re-direction and activities. Monitoring charts had been completed as scheduled. Each event involving a resident reflected a clinical assessment and follow up by a RN. Neurological observations were consistently recorded when required. Relatives are notified following incidents. Opportunities to minimise future risks are identified by the clinical and unit manager. Residents interviewed reported their needs and expectations were being met.</p> |
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| <p>Subsection 3.3: Individualised activities</p> <p>The people: I participate in what matters to me in a way that I like.</p> <p>Te Tiriti: Service providers support Māori community initiatives and activities that promote whanaungatanga.</p> <p>As service providers: We support the people using our services to maintain and develop their interests and participate in meaningful community and social activities, planned and unplanned, which are suitable for their age and stage and are satisfying to them.</p> | <p>FA</p> | <p>The service actively works with staff to support community initiatives that meet the health needs and aspirations of Māori, including ensuring that te reo Māori and tikanga Māori are actively promoted and included in the activities programme, with various celebrations including Waitangi Day, Matariki and Māori language week.</p>  |
| <p>Subsection 3.4: My medication</p> <p>The people: I receive my medication and blood products in a safe and timely manner.</p> <p>Te Tiriti: Service providers shall support and advocate for Māori to access appropriate medication and blood products.</p> <p>As service providers: We ensure people receive their medication and blood products in a safe and timely manner that complies with current legislative requirements and safe practice guidelines.</p>  | <p>FA</p> | <p>There are policies and procedures in place for safe medicine management that meet legislative requirements. All medications are stored safely. Registered nurses, an enrolled nurse and senior healthcare assistants complete annual medication competencies and education. Medication reconciliation of monthly regular and 'as required' medication is checked by the clinical coordinator. Any errors are fed back to the pharmacy. Medication audits are completed.</p> <p>There were no residents self-administering medications in the facility. There are policies and procedures for staff to follow should a resident choose to self-administer their medications. The RNs were able to describe the process. The medication fridge and medication room temperatures are monitored daily, and the temperatures were within acceptable ranges. All eye drops, creams and sprays were dated on opening.</p> <p>The service uses an electronic medication system. Ten medication charts were reviewed and met prescribing requirements. All medication charts had photographs, allergies documented and had been reviewed at least three-monthly by the GP or NP. Records demonstrated that regular medications were administered as prescribed. 'As required' medications had the indication for use documented. The effectiveness of 'as required' medications were recorded in the electronic medication system and in the progress notes.</p> <p>There was documented evidence in the progress notes that residents</p> |

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|  |           | <p>and relatives are updated around medication changes, including the reason for changing medications and side effects. The RN and management described working in partnership with all residents, including Māori residents (when there are Māori residents), to ensure the appropriate support is in place, advice is timely and easily accessed, and treatment is prioritised to achieve better health outcomes.</p> <p>Standing orders are not in use. All medications are charted either regular doses or as required. Over the counter medications and supplements are prescribed on the electronic medication system.</p> <p>Staff have attended training around medication management and pain management as part of their annual scheduled training programme.</p>                              |
| <p>Subsection 3.5: Nutrition to support wellbeing</p> <p>The people: Service providers meet my nutritional needs and consider my food preferences.</p> <p>Te Tiriti: Menu development respects and supports cultural beliefs, values, and protocols around food and access to traditional foods.</p> <p>As service providers: We ensure people’s nutrition and hydration needs are met to promote and maintain their health and wellbeing.</p> | <p>FA</p> | <p>The food service is contracted out. The chef consults with residents to gain feedback of the food services and adjusts the menu if any special requests, including cultural requests. The cook interviewed advised there were cultural celebrations for Matariki, including choice of Māori foods. There is also a menu available for Māori residents.</p> <p>The relief cook was interviewed on the day of audit and advised they receive resident dietary profiles and are notified of any dietary changes for residents from the RNs. The service understands tapu and noa, ensuring all staff adhere to tapu and noa consistent with the Māori view of hygiene, and align with good health and safety practices. The temporary chef ensures staff understand and practice Māori tapu and noa.</p> |
| <p>Subsection 3.6: Transition, transfer, and discharge</p> <p>The people: I work together with my service provider so they know what matters to me, and we can decide what best supports my wellbeing when I leave the service.</p> <p>Te Tiriti: Service providers advocate for Māori to ensure they and whānau receive the necessary support during their transition,</p>  | <p>FA</p> | <p>Planned exits, discharges or transfers were coordinated in collaboration with the resident and family/whānau to ensure continuity of care. There are documented policies and procedures to ensure exit, discharge or transfer of residents is undertaken in a timely and safe manner. The residents and their family/whānau were involved for all exits or discharges to and from the service. Discharge notes</p>  |

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| <p>transfer, and discharge.<br/> As service providers: We ensure the people using our service experience consistency and continuity when leaving our services. We work alongside each person and whānau to provide and coordinate a supported transition of care or support.</p>   |           | <p>and summaries are integrated into the care plan.</p>  |
| <p>Subsection 4.1: The facility</p> <p>The people: I feel the environment is designed in a way that is safe and is sensitive to my needs. I am able to enter, exit, and move around the environment freely and safely.<br/> Te Tiriti: The environment and setting are designed to be Māori-centred and culturally safe for Māori and whānau.<br/> As service providers: Our physical environment is safe, well maintained, tidy, and comfortable and accessible, and the people we deliver services to can move independently and freely throughout. The physical environment optimises people's sense of belonging, independence, interaction, and function.</p> | <p>FA</p> | <p>The building has a current warrant of fitness that expires 21 June 2024. The buildings, plant, and equipment are fit for purpose and comply with legislation relevant to the health and disability services being provided. There is an annual maintenance plan that includes electrical testing and tagging, resident's equipment checks, call bell checks, calibration of medical equipment and monthly testing of hot water temperatures.</p> <p>There are no plans for building projects, or further refurbishments. However, if this arises, the facility will include local Māori kaumātua to ensure aspirations and Māori identity are included.</p> |
| <p>Subsection 4.2: Security of people and workforce</p> <p>The people: I trust that if there is an emergency, my service provider will ensure I am safe.<br/> Te Tiriti: Service providers provide quality information on emergency and security arrangements to Māori and whānau.<br/> As service providers: We deliver care and support in a planned and safe way, including during an emergency or unexpected event.</p>  | <p>FA</p> | <p>The facility has an approved fire evacuation plan and fire drills take place six-monthly. The last fire evacuation drill occurred recently on 25 July 2023. Staff advised that they conduct security checks inside at night. External doors automatically lock overnight and are alarmed. All visitors and contractors are required to sign in and not to enter the facility if feeling unwell. Visitors are asked to wear masks when in the facility.</p>  |
| <p>Subsection 5.2: The infection prevention programme and implementation</p> <p>The people: I trust my provider is committed to implementing policies, systems, and processes to manage my risk of infection.<br/> Te Tiriti: The infection prevention programme is culturally safe.<br/> Communication about the programme is easy to access and</p>  | <p>FA</p> | <p>A pandemic response plan is in place. Staff receive training on the plan and emergency response. Personal protective equipment (PPE) is ordered, and stock balance is maintained to support any outbreak. Adequate PPE stocks was sighted in a dedicated storage area.</p> <p>Infection control information is available in te reo Māori. Staff interviewed were knowledgeable around providing culturally safe</p>   |

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| <p>navigate and messages are clear and relevant.<br/>As service providers: We develop and implement an infection prevention programme that is appropriate to the needs, size, and scope of our services.</p>   |           | <p>practices, to acknowledge the spirit of Te Tiriti o Waitangi.</p>  |
| <p>Subsection 5.4: Surveillance of health care-associated infection (HAI)<br/><br/>The people: My health and progress are monitored as part of the surveillance programme.<br/>Te Tiriti: Surveillance is culturally safe and monitored by ethnicity.<br/>As service providers: We carry out surveillance of HAIs and multi-drug-resistant organisms in accordance with national and regional surveillance programmes, agreed objectives, priorities, and methods specified in the infection prevention programme, and with an equity focus.</p> | <p>FA</p> | <p>Infection surveillance is an integral part of the infection control programme and is described in the infection control manual. Monthly infection data is collected for all infections based on signs, symptoms, and definition of infection. Infections are entered into the infection register on the electronic database. Surveillance of all infections (including organisms) is reported on a monthly infection summary. This data is monitored and analysed for trends, monthly and annually. The clinical coordinator completes a comprehensive six-monthly review, and this is reported to management, all staff and to head office. Infection control surveillance is discussed at monthly staff meetings. The service incorporates ethnicity data into surveillance methods and data captured around infections.</p> <p>Residents and family/whānau (with resident's consent) are contacted and informed of any healthcare-associated infections, with information on care and prevention.</p> <p>There have been no Covid-19 outbreaks since the previous audit. The infection control coordinator is new to the role and is being supported by the clinical coordinator.</p> |
| <p>Subsection 6.1: A process of restraint<br/><br/>The people: I trust the service provider is committed to improving policies, systems, and processes to ensure I am free from restrictions.<br/>Te Tiriti: Service providers work in partnership with Māori to ensure services are mana enhancing and use least restrictive practices.<br/>As service providers: We demonstrate the rationale for the use of restraint in the context of aiming for elimination.</p>   | <p>FA</p> | <p>The facility and CHT as an organisation are committed to providing services to residents without the use of restraint wherever possible. The restraint policy, including acute and emergency restraint policy, confirm that restraint consideration and application must be done in partnership with families/whānau, and the choice of device must be the least restrictive possible at all times. When restraint is considered, and works in partnership with Māori, to promote and ensure services are mana enhancing.</p> <p>The clinical coordinator is the restraint coordinator and provides support and oversight for restraint management in the facility. The</p>  |

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|  |  | <p>restraint coordinator is conversant with restraint policies and procedures. On interview, the restraint coordinator described the organisation's commitment to restraint minimisation and implementation in the facility.</p> <p>On the day of the audit, there was one resident using a restraint (bed rails), requested by the resident's family/whānau. The reporting process includes restraint data that is gathered and analysed monthly and included in reporting to the head office. The NP on interview confirmed involvement with the restraint approval process when there is a resident requiring restraint. Family/whānau approval is gained if the resident was unable to consent and any impact on family/whānau is also considered.</p> <p>All alternatives would be explored rather than considering restraint; this was evident from interviews with staff. Review of restraint use is completed and discussed at all staff meetings. Training for all staff occurs at orientation and annually. This includes a competency assessment. The restraint coordinator reported that staff have an excellent understanding of restraint minimisation, which was evidenced through interviews.</p> |
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## Specific results for criterion where corrective actions are required

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Where a subsection is rated partially attained (PA) or unattained (UA) specific corrective actions are recorded under the relevant criteria for the subsection. The following table contains the criterion where corrective actions have been recorded.

Criterion can be linked to the relevant subsection by looking at the code. For example, Criterion 1.1.1 My service provider shall embed and enact Te Tiriti o Waitangi within all its work, recognising Māori, and supporting Māori in their aspirations, whatever they are (that is, recognising mana motuhake) relates to subsection 1.1: Pae ora healthy futures in Section 1 Our rights.

If there is a message “no data to display” instead of a table, then no corrective actions were required as a result of this audit.

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## Specific results for criterion where a continuous improvement has been recorded

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As well as whole subsections, individual criterion within a subsection can also be rated as having a continuous improvement. A continuous improvement means that the provider can demonstrate achievement beyond the level required for full attainment. The following table contains the criterion where the provider has been rated as having made corrective actions have been recorded.

As above, criterion can be linked to the relevant subsection by looking at the code. For example, Criterion 1.1.1 relates to subsection 1.1: Pae ora healthy futures in Section 1: Our rights.

If, instead of a table, there is a message “no data to display” then no continuous improvements were recorded as part of this of this audit.

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End of the report.