

Metlifecare Limited - Metlifecare Palmerston North

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 The DAA Group Limited, an auditing agency designated under section 32 of the Health and Disability Services (Safety) Act 2001, for submission to Manatū Hauora (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 Manatū Hauora website by clicking [here](#).

The specifics of this audit included:

Legal entity:	Metlifecare Limited
Premises audited:	Metlifecare Palmerston North
Services audited:	Hospital services - Medical services; Hospital services - Geriatric services (excl. psychogeriatric); Rest home care (excluding dementia care)
Dates of audit:	Start date: 30 April 2024 End date: 30 April 2024
Proposed changes to current services (if any):	None
Total beds occupied across all premises included in the audit on the first day of the audit:	48

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 sections contained within the Ngā paerewa Health and disability services standard:

- ō tātou 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

Metlifecare Palmerston North provides rest home and hospital services for up to 55 residents. Since the previous certification audit, seventeen (17) care suites occupied through aged-related residential care under occupation rights agreement (ARRC in ORA) have been approved to provide dual care services (rest home or hospital level care services) from rest home only. There have been no further changes to the service or facilities since the previous (partial provisional) audit.

This surveillance audit process included review of relevant policies and procedures, review of residents' and staff files, observations, and interviews with residents, whānau, managers, staff, and a nurse practitioner.

There were no areas requiring improvement from the last certification audit undertaken prior to the partial provisional audit. Two areas requiring improvement were identified at the partial provisional audit. These related to staffing for the extended hospital level care in the care suites, the number of staff with syringe driver competency, and evidence that the fire evacuation scheme has approval from Fire and Emergency New Zealand (FENZ) for the change in use of the care suites. These have been addressed.

Ō tātou 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.
---	--	--

Metlifecare Palmerston North provided an environment that supported residents' rights and culturally safe care. Staff demonstrated an understanding of residents' rights and obligations. There was a health plan available that encapsulated care specifically directed at Māori, Pasifika, and other ethnicities. The service worked collaboratively with internal and external Māori supports to encourage a Māori worldview of health in service delivery. Systems were in place to ensure Māori would be provided with equitable and effective services based on Te Tiriti o Waitangi and the principles of mana motuhake (self-determination). There were processes in place to ensure Pacific peoples would be able to be provided with services that were culturally safe.

Residents and their whānau were informed of their rights according to the Code of Health and Disability Services Consumers' Rights (the Code) and these were upheld. Residents were safe from abuse and were receiving services in a manner that respected their dignity, privacy, and independence. The service provided services and support to people in a way that was inclusive and respected their identity, choices, and their experiences. There was evidence that residents and their whānau were kept well informed.

Complaints were resolved promptly and effectively in collaboration with all parties involved. There are processes in place to ensure that the complaints process works equitably for Māori. There have been no complaints received by the service from external sources.

Hunga mahi me te hanganga | Workforce and structure

Includes five subsections that support an outcome where people receive quality services through effective governance and a supported workforce.		Subsections applicable to this service fully attained.
---	--	--

The governing body assumes accountability for delivering a high-quality service. This includes supporting meaningful inclusion of Māori in governance groups, honouring Te Tiriti o Waitangi and reducing barriers to improve outcomes for Māori and tāngata whaikaha (people with disabilities).

Planning ensures the purpose, values, direction, scope, and goals for the organisation are defined. Service performance was monitored and reviewed at planned intervals. The clinical governance structure in place is appropriate to the size and complexity of the services provided.

The quality and risk management systems are focused on improving service delivery and care and these are supported at governance level. Residents and whānau provide regular feedback and staff are involved in quality activities. An integrated approach included collection and analysis of quality improvement data and identified trends that leads to improvements. Actual and potential risks were identified and mitigated.

The National Adverse Events Reporting Policy was followed, with corrective actions supporting systems learnings. The service complied with statutory and regulatory reporting obligations.

Staff are appointed, orientated and managed using current good practice. Staff were suitably skilled and experienced. Staffing levels were sufficient to provide clinically and culturally appropriate care. A systematic approach to identify and deliver ongoing learning supports safe and equitable service delivery. Staff performance was monitored.

Ngā huarahi ki te ora | Pathways to wellbeing

Includes eight 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.

When residents were admitted to Metlifecare Palmerston North, a person-centred and whānau-centred approach was adopted. Relevant information was provided to the potential resident and their whānau.

The service worked in partnership with the residents and their whānau to assess, plan and evaluate care. Care plans were individualised, based on comprehensive information, and accommodate any recent problems that might arise. Files reviewed demonstrated that care met the needs of residents and their whānau and that these were evaluated on a regular and timely basis.

Medicines were safely managed and administered by staff who were competent to do so.

The food service met the nutritional needs of the residents with special cultural needs catered for. Food was safely managed.

Residents were transitioned or transferred to other health services as required.

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

Includes two 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 facility met the needs of residents and was clean and well maintained. There was a current building warrant of fitness, issued after the previous audit. Electrical and biomedical equipment has been checked and assessed as required. External areas are accessible, safe, provide shade and seating, and met the needs of residents, including tāngata whaikaha.

Since the previous certification audit, 17 of the care suites have been reconfigured to provide dual purpose (rest home and hospital) services from rest home only.

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

Includes five 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.
---	--	--

The governing body, national infection control lead, and the infection control nurse at Metlifecare Palmerston North ensured the safety of residents and staff through a planned infection prevention and antimicrobial stewardship programme that was appropriate to the size and complexity of the service. It was adequately resourced. The experienced and trained infection control nurse led the programme and was engaged in procurement processes.

Aged care-specific infection surveillance was undertaken with follow-up action taken as required. Surveillance of infections was undertaken, and results were monitored and shared with the organisation's management and staff. Action plans were implemented as and when required.

Here taratahi | Restraint and seclusion

Includes four 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.
---	--	--

The service is a restraint-free environment. This is supported by the governing body and policies and procedures. There were no residents using restraint at the time of audit. A comprehensive assessment, approval, and monitoring process, with regular reviews, was in place should restraint use be required in the future. A suitably qualified restraint coordinator who is a registered nurse manages the process. Staff have received education on least restrictive practice, safe practice, the use of restraint, alternative cultural-specific interventions, de-escalation techniques, and restraint monitoring.

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	19	0	0	0	0	0
Criteria	0	50	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.

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>Metlifecare Palmerston North (MLC Palmerston North) has developed policies, procedures, and processes to embed and enact Te Tiriti o Waitangi in all aspects of its work. This is reflected in its documented values. A Māori health plan has been developed with input from cultural advisers and this can be used for residents who identify as Māori. The whare tapa whā model of care, outlined in the plan, is a holistic model which can be used for both Māori and non-Māori residents. There were no Māori residents in the facility during the audit. Mana motuhake (self-determination) is respected for all residents, and this was confirmed through interviews with residents and their whānau.</p> <p>The service has links for Māori health support through Te Whatu Ora – Health New Zealand Te Pae Hauora o Ruahine o Tararua MidCentral (Te Whatu Ora MidCentral), and other tāngata and (local) mana whenua organisations and can access kaumātua as required.</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</p>	FA	<p>Metlifecare Palmerston North identifies and works in partnership with Pacific communities. There is a Pacific health plan to address appropriate care and equity for Pacific peoples and to support culturally safe practices. Interview with the organisation's managers and governance</p>

<p>Aotearoa as tuakana and commit to supporting them to achieve tino rangatiratanga.</p> <p>As service providers: We provide comprehensive and equitable health and disability services underpinned by Pacific worldviews and developed in collaboration with Pacific peoples for improved health outcomes.</p>		<p>representative confirmed that they are aware of their responsibility to support equity for Pacific peoples.</p> <p>There were no residents of Pasifika descent receiving care at the time of audit. The facility utilises either Te Vaka Atafaga or the Fonafale model of care depending on the model most appropriate for the individual, at their choice. Processes are in place to ensure the cultural and spiritual beliefs of Pasifika are embraced. There is support available for any Pasifika residents through local Pasifika organisations.</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>	FA	<p>Staff interviewed understood the requirements of the Code of Health and Disability Services Consumers' Rights (the Code) and were observed supporting residents in accordance with their wishes. Evidence was sighted of staff training on the Code in 2023. The Code was displayed in English, te reo Māori and New Zealand Sign Language (NZSL) throughout the facility. Opportunity for discussion and clarification of residents' rights was facilitated, as evidenced by interviews, observations, and resident meeting minutes. At each residents' meeting one 'Right' from the Code was discussed.</p> <p>Residents and whānau interviewed reported being made aware of the Code and the Nationwide Health and Disability Advocacy Service (Advocacy Service). Posters on the service were visible around the facility.</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>	FA	<p>Employment practices at MLC Palmerston North included reference checking and police vetting. Policies and procedures outlined safeguards in place to protect people from discrimination, coercion, harassment, physical, sexual, or other exploitation, abuse, or neglect. Workers followed a code of conduct.</p> <p>Staff understood the service's policy on abuse and neglect, including what to do should there be any signs of such practice. Residents reported that their property was respected, and finances protected. Professional boundaries were maintained.</p> <p>Eight residents and five whānau members interviewed expressed</p>

		satisfaction with the services provided at MLC Palmerston North. One resident made a comment regarding doors banging at night. This was noted to have been mentioned at two previous residents' meetings. The NM has ordered equipment to enable soft door closing to occur.
<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>	FA	<p>Residents at MLC Palmerston North and/or their whānau or legal representatives were provided with the information necessary to make informed decisions. They felt empowered to actively participate in decision-making. The nursing and care staff interviewed understood the principles and practice of informed consent.</p> <p>Advance care planning, establishing, and documenting Enduring Power of Attorney (EPOA) requirements and processes for residents unable to consent were documented, as relevant, in the resident's record.</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>	FA	<p>A fair, transparent, and equitable system is in place to receive and resolve complaints that leads to improvements. This meets the requirements of the Code.</p> <p>Residents and whānau understood their right to make a complaint and knew how to do so. Documentation sighted for four complaints received in the last 12 months showed that the complaints had been addressed in a timely manner and that the complainants had been informed of the outcome of their complaint.</p> <p>There were no Māori residents in the service; however, there are processes in place to ensure complaints from Māori are managed in a culturally appropriate way (e.g., through the use of culturally appropriate support, hui, and tikanga practices specific to the resident or the complainant).</p>

		There have been no complaints received from external sources (e.g., the Health and Disability Commissioner, Te Whatu Ora) since the previous certification audit.
<p>Subsection 2.1: Governance</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>	FA	<p>The governing body assumes accountability for delivering a high-quality service through supporting meaningful inclusion of Māori and Pasifika in governance groups, honouring Te Tiriti o Waitangi and being focused on improving outcomes for Māori, Pasifika, and tāngata whaikaha.</p> <p>Metlifecare has a legal team who monitor changes to legislative and clinical requirements and have access to domestic and international legal advice. Information garnered from these sources translates into strategic and business documents, and into policy and procedure.</p> <p>Metlifecare has a strategic plan in place which outlines the organisation's structure, purpose, values, scope, direction, performance and goals and this is in use at MLC Palmerston North. The plan supports equitable outcomes for Māori, Pasifika and tāngata whaikaha. The Metlifecare reporting structure relies on information from its strategic plan to inform facility-based business plans. A local facility business plan supports the goals for MLC Palmerston North's services, and cultural safety is embedded in business and quality plans and in staff education. Ethnicity data was being collected and analysed to support equity.</p> <p>Governance and the senior leadership team is committed to quality and risk via policy, processes and through feedback mechanisms. This includes receiving regular information from each of its care facilities, including MLC Palmerston North. Information from internal data collection (e.g., adverse events, infections and antimicrobial use, complaints, internal audit activities, and restraint use) is aggregated and corrective action (at facility and organisation level as applicable) taken. Feedback is provided to the clinical governance group and to the board. Changes are made to business and/or strategic plans as required.</p> <p>Equity for Māori, Pasifika and tāngata whaikaha is addressed through the policy documentation and enabled through choice and control over supports and the removal of barriers that prevent access to information and equipment (e.g., information in other languages for the Code of Rights, complaints, infection prevention and control, and equipment to</p>

		<p>support mobility). Metlifecare Palmerston North utilises the skills of staff and senior managers and supports them in making sure barriers to equitable service delivery are surmounted.</p> <p>The clinical governance structure in place is appropriate to the size and complexity of the service. The nurse manager (NM) at MLC Palmerston North confirmed knowledge of the sector, regulatory and reporting requirements, and maintains currency within the field.</p> <p>The service holds contracts with Te Whatu Ora Midcentral for the provision of age-related residential care (ARRC) services at rest home and hospital level and for short-term (respite) residential care. It also holds contracts for the provision of long-term support-chronic health conditions (LTS-CHC) services and through the Accident Compensation Corporation (ACC). Forty-eight (48) residents were receiving services at the time of audit. Twenty residents were receiving ARRC rest home services (eight in care suites under ARRC in ORA), 24 hospital level services (three in care suites under ARRC in ORA), two under the respite contract (both rest home level) and two under ACC contracts (one rest home and one hospital). No residents were receiving services under the LTS-CHC contract.</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 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>	FA	<p>The organisation has a planned quality and risk system that reflects the principles of continuous quality improvement. This includes the management of adverse events/hazards (including the monitoring of clinical incidents such as falls, pressure injuries, infections, wounds, and medication errors), compliments and complaints, audit activities, and policies and procedures. Relevant corrective actions were developed and implemented to address any shortfalls. Progress against quality outcomes was evaluated. Quality data was communicated and discussed, and this was confirmed by staff at interview.</p> <p>Policies reviewed covered all necessary aspects of the service and contractual requirements and were current. Critical analysis of organisational practices to improve health equity was occurring with appropriate follow-up and reporting. A Māori health plan guides care for Māori.</p> <p>The NM interviewed understood the processes for the identification,</p>

		<p>documentation, monitoring, review, and reporting of risks, including health and safety risks, and development of mitigation strategies. Staff document adverse and near miss events in line with the National Adverse Events Reporting Policy. A sample of incident forms reviewed showed these were fully completed, incidents were investigated, action plans were developed, and any corrective actions followed up in a timely manner.</p> <p>The NM understood and has complied with essential notification reporting requirements. There were two section 31 notifications completed in 2023 related to a pressure injury and the provision of hospital level services into a rest home bed. Both had been acknowledged by Manatū Hauora. There have been no section 31 notifications in 2024.</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.</p> <p>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.</p> <p>As service providers: We ensure our day-to-day operation is managed to deliver effective person-centred and whānau-centred services.</p>	FA	<p>There is a documented and implemented process for determining staffing levels and skill mixes to provide culturally and clinically safe care, 24 hours a day, seven days a week (24/7). In response to two findings related to staffing in the previous (partial provisional) audit, the facility has addressed staffing levels to meet the changing needs of residents (from rest home only to rest home or hospital level) in the care suites. There has also been an increase in the number of staff with current syringe driver competency, with nine from 11 staff now competent (from four in the previous audit).</p> <p>A multidisciplinary team (MDT) approach ensures all aspects of service delivery were met. Care staff interviewed reported there were adequate staff to complete the work allocated to them. Residents and whānau interviewed reported that staff respond quickly to requests for service (e.g., call bells). At least one staff member on duty has a current first aid certificate and there is 24/7 RN coverage in the facility.</p> <p>Position descriptions reflected the role of the respective position and expected behaviours and values. Descriptions of roles cover responsibilities and additional functions, such as holding a restraint or infection prevention and control (IPC) portfolio.</p> <p>Continuing education is planned on an annual basis and outlines mandatory requirements, including education relevant to the care of Māori, Pasifika, and tāngata whaikaha. Cultural competencies are</p>

		<p>completed to support equity.</p> <p>Care staff have access to a New Zealand Qualification Authority (NZQA) education programme to meet the requirements of the provider's agreements with Te Whatu Ora Midcentral.</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 capability to deliver health care that meets the needs of Māori.</p> <p>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>	FA	<p>Human resources management policies and processes are based on good employment practice and relevant legislation and include recruitment, selection, orientation, and staff training and development.</p> <p>Qualifications were validated prior to employment. Thereafter, a register of annual practising certificates (APCs) is maintained for registered nurses (RNs) and associated health contractors (general practitioners (GPs), pharmacists, physiotherapist, podiatrist, and dietitian).</p> <p>Seven staff records were reviewed. All records documented completion of induction and orientation which included competency assessments. Staff reported that the induction and orientation programme prepared them for their role and that there was support available to them to address any gaps in their knowledge following the orientation process. Caregiving staff orientation aligns with the level two New Zealand Qualification Authority (NZQA) health and wellbeing qualification.</p> <p>Staff performance was reviewed and discussed at regular intervals; this was confirmed through review of documentation in all the staff records and confirmed through interviews with staff. Performance appraisals were completed after three months of service (to complete the orientation process) and then annually. Staff reported that they have input into the performance appraisal process, and that they can set their own goals.</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.</p> <p>Te Tiriti: Service providers work in partnership with Māori and whānau, and support their aspirations, mana motuhake, and whānau rangatiratanga.</p>	FA	<p>The multidisciplinary team at MLC Palmerston North worked in partnership with the resident and their whānau to support the resident's wellbeing. Six residents' files were reviewed: four hospital files and two rest home files. Files reviewed included residents who self-administered medication, residents receiving care in a care suite, residents with a wound, residents receiving respite care, residents receiving care under an ACC contract, residents with a history of behaviours that were a</p>

<p>As service providers: We work in partnership with people and whānau to support wellbeing.</p>		<p>challenge, and residents requiring care with a palliative approach.</p> <p>The files reviewed verified that a care plan was developed by an RN following a comprehensive assessment, including consideration of the person's lived experience, cultural needs, values, and beliefs, and which considers wider service integration, where required.</p> <p>Assessments were based on a range of clinical assessments and included the resident and whānau input (as applicable). Timeframes for the initial assessment, GP or nurse practitioner (NP) input, initial care plan, long-term care plan, short-term care plans, and review/evaluation timeframes met contractual requirements.</p> <p>A resident with a chronic long-term wound, had evidence of wound management support by the region's wound care nurse specialist, including a sign-off from further specialists' input due to the effectiveness of the management regime and evidence of the area healing. Where a resident had an unwitnessed fall, post-fall assessments, neurological observations, incident forms and whānau notifications were sighted. Management of any specific medical condition was well documented, with evidence of systematic monitoring and regular evaluation of responses to planned care. Where progress was different from that expected, changes were made to the care plan in collaboration with the resident and/or whānau. Residents and their whānau confirmed active involvement in the process, including residents with a disability. This was verified by reviewing documentation, sampling residents' records, interviews, and from observation.</p> <p>A telephone interview with the NP expressed "extreme satisfaction" with the quality of care provided by MLC Palmerston North.</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</p>	<p>FA</p>	<p>The medication management policy was current and in line with the Medicines Care Guide for Residential Aged Care. A safe system for medicine management using an electronic system was seen on the day of the audit. All staff who administer medicines were assessed as competent to perform the function they manage. There was a process in place to identify, record and document residents' medication sensitivities, and the action required for adverse events.</p>

<p>that complies with current legislative requirements and safe practice guidelines.</p>		<p>Medications were supplied to the facility from a contracted pharmacy. Medication reconciliation occurred. All medications sighted were within current use-by dates.</p> <p>Medicines were stored safely, including controlled drugs. The required stock checks were completed. The medicines stored were within the recommended temperature range. There were no vaccines stored on site.</p> <p>Prescribing practices met requirements. The required three-monthly GP review was recorded on the medicine chart. Standing orders were not used at MLC Palmerston North.</p> <p>Self-administration of medication was facilitated and managed safely. Residents were supported to understand their medications.</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 provided at MLC Palmerston North was in line with recognised nutritional guidelines for older people. Metlifecare employs a dietitian who implements their seasonal menus, in accordance with seasonal availability and residents' choice. A telephone interview with the dietitian verified the dietitian's input. The menu also includes Māori and Pasifika inspired options.</p> <p>The service operated with an approved food safety plan and registration. A verification audit of the food control plan was undertaken on 7 November 2023. Four areas requiring corrective action were identified, and these had been addressed. The plan was verified for 18 months. The plan is due for re-audit in May 2025.</p> <p>Each resident had a nutritional assessment on admission to the facility. Their personal food preferences, any special diets, and modified texture requirements were accommodated in the daily meal plan. All residents had opportunities to request meals of their choice and the kitchen would address this.</p> <p>Interviews, observations and documentation verified residents were very satisfied with the meals provided. Evidence of residents' satisfaction with meals was verified by residents and whānau interviews, and resident and whānau meeting minutes. This was supported at audit when residents responded favourably regarding the meals provided that day.</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, transfer, and discharge.</p> <p>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>	FA	<p>Transfer or discharge from MLC Palmerston North was planned and managed safely to cover current needs and mitigate risk. The plan was developed with coordination between services and in collaboration with the resident and whānau. An interview with a resident who was recently transferred reported that they were kept well-informed throughout the process.</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.</p> <p>Te Tiriti: The environment and setting are designed to be Māori-centred and culturally safe for Māori and whānau.</p> <p>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>	FA	<p>Appropriate systems are in place to ensure the residents' physical environment and facilities (internal and external) are fit for their purpose, well maintained, culturally appropriate, and that they meet legislative requirements. The building has a warrant of fitness which expires on 31 August 2024 (after the partial provisional audit). There have also been no changes to the building or services since the previous audit.</p> <p>A planned maintenance schedule includes electrical testing and tagging, resident equipment checks, and calibrations of weigh scales and biomedical equipment. Monthly hot water tests were being completed for resident areas; these were sighted and were all within normal range.</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.</p> <p>Te Tiriti: Service providers provide quality information on emergency and security arrangements to Māori and whānau.</p> <p>As service providers: We deliver care and support in a planned and safe way, including during an emergency or unexpected</p>	FA	<p>The fire evacuation plan was re-assessed by Fire and Emergency New Zealand following the change in use of the care suites from rest home only to dual purpose (rest home or hospital), no changes were required. Staff interviewed knew what to do in an emergency. They have received relevant information and training and have equipment to respond to emergency and security situations following the change in service acuity.</p>

event.		
<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.</p> <p>Te Tiriti: The infection prevention programme is culturally safe. Communication about the programme is easy to access and navigate and messages are clear and relevant.</p> <p>As service providers: We develop and implement an infection prevention programme that is appropriate to the needs, size, and scope of our services.</p>	FA	<p>The infection prevention (IP) and antimicrobial stewardship (AMS) programmes at MLC Palmerston North were appropriate to the size and complexity of the service, had been approved by the governing body, link to the quality and risk system, and are reviewed and reported on yearly. Expertise and advice are sought following a defined process. A documented pathway supports risk-based reporting of progress, issues and significant events to the governing body.</p> <p>Staff were familiar with policies through education during orientation and ongoing education and were observed following these correctly.</p>
<p>Subsection 5.4: Surveillance of health care-associated infection (HAI)</p> <p>The people: My health and progress are monitored as part of the surveillance programme.</p> <p>Te Tiriti: Surveillance is culturally safe and monitored by ethnicity.</p> <p>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>	FA	<p>Metlifecare Palmerston North undertook surveillance of infections appropriate to those recommended for long-term care facilities and this was in line with priorities defined in the infection control programme. The service used standardised surveillance definitions to identify and classify infection events that relate to the type of infection under surveillance.</p> <p>Monthly surveillance data was collated and analysed to identify any trends, possible causative factors, and required actions. Results of the surveillance programme were reported to management and the governing body and shared with staff.</p>
<p>Subsection 6.1: A process of restraint</p> <p>The people: I trust the service provider is committed to improving policies, systems, and processes to ensure I am free from restrictions.</p> <p>Te Tiriti: Service providers work in partnership with Māori to ensure services are mana enhancing and use least restrictive</p>	FA	<p>Metlifecare is committed to a restraint-free environment in all its facilities, and this is documented in the policy and procedure in place to guide restraint. Metlifecare Palmerston North has been restraint-free since 2019. There are strategies in place to eliminate restraint, including an investment in equipment to support the removal of restraint (e.g., intentional rounding (scheduled checking of at-risk residents), use of high/low beds, and sensor equipment). Documentation confirmed that</p>

<p>practices.</p> <p>As service providers: We demonstrate the rationale for the use of restraint in the context of aiming for elimination.</p>		<p>restraint is discussed at governance level and that aggregated information on restraint use at facility, regional and national level is reported to the board. The restraint elimination policy was available on Metlifecare's intranet for all staff to read.</p> <p>Restraint protocols are covered in the orientation programme of the facility and included in the education/training programme (which includes annual restraint competency). Staff have been trained in the management of behaviours that challenge, least restrictive practice, safe restraint practice, alternative cultural-specific interventions, de-escalation techniques, and restraint monitoring as part of the 2023 education programme. This was confirmed through documentation and at interviews with staff.</p> <p>Staff interviewed reported that their input into residents at risk was welcomed at staff meetings. The NM confirmed that issues were discussed at staff quality meetings; meeting minutes were sighted and confirmed this. The NM confirmed that there was a clear process for the escalation of any issues which was consistent with policy; no escalation has been required.</p>
--	--	---

Specific results for criterion where corrective actions are required

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.

No data to display

Specific results for criterion where a continuous improvement has been recorded

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

No data to display

End of the report.