

# Bupa Care Services NZ Limited - Riverstone Care Home

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## Introduction

This report records the results of a Certification 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 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:

<b>Legal entity:</b>	Bupa Care Services NZ Limited
<b>Premises audited:</b>	Riverstone Care Home
<b>Services audited:</b>	Hospital services - Medical services; Hospital services - Geriatric services (excl. psychogeriatric); Rest home care (excluding dementia care); Dementia care
<b>Dates of audit:</b>	Start date: 5 June 2025    End date: 6 June 2025
<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>	52

# 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 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

Bupa Riverstone Care Home provides hospital (geriatric and medical), rest home, and dementia-level care for up to 56 residents. On the days of the audit, there were 52 residents.

This certification audit was conducted against the relevant Ngā Paerewa Health and Disability Services Standard 2021 and funding agreements with Health New Zealand. The audit processes included observations; a review of organisational documents and records, including staff records and the files of residents; interviews with residents and their family/whānau, and interviews with the nurse practitioner, staff, and management.

The general manager is appropriately qualified, experienced, and supported by a clinical manager. The service continues to implement the Bupa quality systems and processes.

This audit identified shortfalls related to staffing, first aid certificates, and completion of 24-hour care plans for residents in the secure unit.

## 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.

There are Māori and Pacific health plans and an ethnicity awareness policy with a stated commitment to providing culturally appropriate and safe services. Staff are employed, where able, to represent the ethnicity of the group of residents.

Residents and family/whānau are provided with information about the Code of Health and Disability Services Consumer Rights' (the Code), and these are respected. The service works collaboratively to support and encourage a Māori world view of health in service delivery. Māori are provided with equitable and effective services based on Te Tiriti o Waitangi and the principles of mana motuhake. Pacific peoples are provided with services that recognise their worldviews and are culturally safe.

Services provided support personal privacy, independence, individuality, and dignity. Staff interacted with residents in a respectful manner. Incidences of abuse, neglect or discrimination are reported as per policy and legislative requirements.

Open communication between staff, residents, and family/whānau is promoted and was confirmed to be effective. Family/whānau and legal representatives are involved in decision-making that complies with the law. Advance directives are followed wherever possible. The residents' cultural, spiritual, and individual values and beliefs are assessed and acknowledged. The service works with other community health agencies.

Complaints are resolved promptly and effectively in collaboration with all parties involved.

## 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.		Some subsections applicable to this service partially attained and of low risk.
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The leadership team of Bupa is the organisation's governing body responsible for the services provided at the service that are planned and coordinated and are appropriate to the needs of the residents and family/whānau. Goals sighted in the strategic plan are formulated and approved by the area leadership team. Quality objectives are also documented with progress discussed at relevant meetings. A documented quality and risk management system includes processes to meet health and safety requirements, with health and safety goals currently being progressed. All incidents are being reported and recorded.

There is a staffing rationale policy. Human resources guide the service to good employment practice with an orientation programme in place for new staff. An education and training plan is documented. Residents' information is accurately recorded, securely stored and not accessible to unauthorised people.

## Ngā huarahi ki te oranga | 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.		Some subsections applicable to this service partially attained and of low risk.
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The general manager and clinical manager efficiently manage the entry process to the service. Admissions are managed by the clinical manager, registered nurses, and general practitioner or nurse practitioner. The service works in partnership with the residents, and their family/whānau or enduring power of attorneys to assess, plan and evaluate care.

The care plans demonstrated individualised care.

The planned activity programme provides residents with various individual and group activities and maintains their links with the community. There were adequate resources to undertake activities at the service.

Medication policies reflect legislative requirements and guidelines. Registered nurses and medication-competent caregivers are responsible for the administration of medicines. They complete annual education and medication competencies. The electronic medicine charts reviewed met prescribing requirements and were reviewed at least three-monthly by the general practitioner or nurse practitioner.

Residents' food preferences and dietary requirements are identified at admission, and all meals are cooked on site. The residents' food, fluid, and nutritional needs are provided in line with recognised nutritional guidelines, and additional requirements/modified needs are being met. The service has a current food control plan.

Residents were reviewed regularly and referred to specialist services and to other health services as required. Discharge and transfers are coordinated and planned.

## **Te aro ki te tangata me te taiao haumaruru | 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.		Some subsections applicable to this service partially attained and of low risk.
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The building holds a current warrant of fitness. Residents can freely mobilise within the communal areas, with safe access to the outdoors, seating, and shade. The bedrooms have full ensembles and shared facilities. Resident rooms are personalised.

Documented systems are in place for essential, emergency and security services. Staff have planned and implemented strategies for emergency management. The next first aid training is booked for later in June 2025. Call bells are located strategically throughout all communal areas, toilets, bathrooms, and resident bedrooms. Security checks are performed each evening, and security lights and closed-circuit television cameras are installed externally.

## **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.
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The service ensures the safety of residents and staff through a planned infection prevention and antimicrobial stewardship programme. There have been two outbreaks reported since the last audit. The unit coordinator (registered nurse) is designated as the infection prevention and control coordinator and they monitor the programme and report monthly and as issues occur.

A pandemic plan is in place. If activated, sufficient infection prevention resources, including personal protective equipment, are available and readily accessible to support this plan.

Surveillance of healthcare-associated infections is undertaken, and results are shared with all staff. Follow-up action is taken as and when required. Infection outbreaks are managed and reported appropriately.

The environment supports the prevention and transmission of infections. Waste and hazardous substances are well managed, and safe and effective laundry services ensure the comfort and wellbeing of residents.

## 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.
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Restraint minimisation and safe practice policies and procedures are in place. There have been no restraint events since the facility opened. The provider maintains a focus on ensuring services are delivered in the least restrictive way possible. Education is provided to staff around restraint minimisation.

## 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	24	0	3	0	0	0
Criteria	0	165	0	3	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>	<p>FA</p>	<p>A Māori health plan is documented for the service. This policy acknowledges Te Tiriti o Waitangi as a founding document for New Zealand. The service currently has residents who identify as Māori. Bupa Riverstone Care Home is committed to respecting the self-determination, cultural values, and beliefs of Māori residents and family/whānau, and evidence is documented in the resident care plans. There are clear processes to include tikanga in everyday practice and staff training. Residents (where able) and family/whānau provide input into the resident’s care plan, activities, and dietary needs, as confirmed during interviews with five residents (two rest home and three hospital) and four family/whānau (two dementia, and two hospital).</p> <p>The general manager (GM) confirmed that they encourage Māori to apply for roles that are advertised and state that they would always interview suitable applicants for roles. They stated that they are committed to increasing Māori capacity within the workforce and will employ more Māori applicants when they apply for employment opportunities. At the time of the audit, there were no Māori staff members. The Bupa Riverstone’s commitment to a culturally diverse workforce is evident in the business and Māori health plans.</p>

		<p>During the audit, general manager (GM), clinical manager (CM), regional operations manager and 13 staff (support services coordinator, cook, four registered nurses [RNs], activities assistant, one laundry assistant, and five caregivers) described how they provide culturally safe care in relation to their role. Workvivo (intranet) has Māori Health and Tikanga Māori resources, including a Tikanga flip chart, with staff knowing how to access these resources.</p> <p>The service has existing partnerships with local iwi and Māori organisations within the region to allow for better service integration, equitable service delivery, planning, and support for Māori. This includes established links with Rangitane-O-Manawatu. Residents and family/whānau are involved in providing input into the resident's care planning, their activities, and their dietary needs.</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 health and disability services underpinned by Pacific worldviews and developed in collaboration with Pacific peoples for improved health outcomes.</p>	FA	<p>The organisation has a Pacific Peoples Health Equity plan guided by the principles embodied in the Ministry of Pacific Peoples cultural practices and protocols. It further outlines how it responds to the cultural needs of residents and how staff are supported to ensure culturally safe practices. Bupa Riverstone's education policy on cultural safety includes components of the Fonofale model of Pacific Health. The organisation is embracing Pacific models of care through various organisations that can provide support and guidance when Pacific people are being supported. The service has access to local Pacific churches and Health New Zealand for support with people who identify as Pasifika. Access to interpreter services and cultural support is arranged where English is a second language, and if no staff members speak the resident's language. The Pacific Health Plan clearly sets out actions that are required to be implemented by the service to ensure Pacific worldviews, cultural and spiritual beliefs, and cultural safety are paramount and embedded in the service appropriately.</p> <p>The GM and CM actively try to recruit Pacific staff into the service. Bupa Riverstone has established links with Pacifica Inc – Palmerston North.</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>Residents and family/whānau are provided with information about the Code of Health and Disability Services Consumer Rights' (the Code). The nursing team discusses aspects of the Code with residents and their family/whānau on admission. The Code of Health and Disability Services Consumers' Rights is displayed in English and te reo Māori.</p> <p>Discussions relating to the Code are held during resident and family/whānau meetings. Residents and family/whānau interviewed reported that the service upholds the residents' rights. Interactions observed between staff and residents during the audit were respectful.</p> <p>Information about the Nationwide Health and Disability Advocacy Service and resident advocacy is available at the entrances and in the entry pack of information provided to residents and their family/whānau. The policy documents link to spiritual support. The service recognises Māori mana motuhake, and this is reflected in the Māori health care plan that is in place. Residents attend communion services and church services as required.</p> <p>Staff receive education on the Code at orientation and through the annual education and training programme. This includes understanding the role of advocacy services, which are linked to the complaints process. They also receive training around including the family/whānau in discussions, particularly for family/whānau of residents in the dementia unit. Managers and staff can also describe how they recognise Māori mana motuhake and state that they encourage any resident, including Māori, if they were admitted, to be as independent as possible.</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>Bupa Riverstone provides services and support to people in a way that is inclusive and respectful of their individual identities and experiences. Staff were observed using person-centred and respectful language with residents. There is a documented sexuality and intimacy policy, and staff received training in sexuality and intimacy as part of their scheduled in-service training.</p> <p>The residents interviewed were positive about the service in relation</p>

		<p>to their values and beliefs being considered and felt they were listened to. Privacy is ensured, and independence is encouraged. The service ensures that there is continued wellness of residents in a culturally safe environment and within the residents' own personal, worldwide view.</p> <p>Residents interviewed advised that they have choices. They are supported to decide whether they would like family/whānau members to be involved with their care or other forms of support. Residents have control and choice over the activities they participate in. Residents and family/whānau interviewed said they are respected and welcomed at the service.</p> <p>Staff interviewed confirmed they have attended Te Tiriti o Waitangi training as part of their in-service training, with this also confirmed through a review of orientation and training records. Staff interviewed stated that care is delivered and reflective of Te Whare Tapa Whā model of care. The service demonstrates an awareness of tikanga, and te reo Māori is often used in greetings and karakia before eating. Māori songs are sung at times, as reported by staff. Tāngata whaikaha are supported to participate in te ao Māori through the activities programme.</p>
<p>Subsection 1.5: I am protected from abuse</p> <p>The People: I feel safe and protected from abuse. Te Tiriti: Service providers provide culturally and clinically safe services for Māori, so they feel safe and are protected from abuse. As service providers: We ensure the people using our services are safe and protected from abuse.</p>	<p>FA</p>	<p>All staff understood the service's policy on abuse and neglect, including what to do should there be any signs of such. The induction process for staff includes education related to professional boundaries, expected behaviours, and the code of conduct. A code of conduct statement is included in the staff employment agreement.</p> <p>Residents and family/whānau, reported that their property and finances are respected, and professional boundaries were maintained. The GM confirmed that the code of conduct guides staff to ensure the environment is safe and free from any form of institutional and/or systemic racism. Family/whānau members stated that residents were free from any type of discrimination, harassment, physical or sexual abuse or neglect, and felt safe. Residents also confirmed that they feel safe. Police checks are completed as part of the employment process. Policies and procedures, such as the</p>

		<p>harassment, discrimination, and bullying policy, are in place. The policy applies to all staff, contractors, visitors, and residents.</p> <p>The Māori cultural policy in place identified a strengths-based, person-centred care and promotes wellbeing outcomes for Māori residents admitted to the service. This was further reiterated by the CM who reported that all wellbeing outcomes are managed and documented in consultation with residents, enduring power of attorney (EPOA)/whānau, and Māori health organisations and practitioners (as applicable).</p>
<p>Subsection 1.6: Effective communication occurs</p> <p>The people: I feel listened to and that what I say is valued, and I feel that all information exchanged contributes to enhancing my wellbeing.</p> <p>Te Tiriti: Services are easy to access and navigate and give clear and relevant health messages to Māori.</p> <p>As service providers: We listen and respect the voices of the people who use our services and effectively communicate with them about their choices.</p>	<p>FA</p>	<p>Residents and family/whānau reported that communication is open and effective and that they felt listened to. Enduring power of attorney (EPOA) and family/ whānau stated they were kept well informed about any changes to their relative's general health status and were advised in a timely manner about any incidents or accidents and outcomes of regular and urgent medical reviews. The residents' records reviewed supported this, with 12 of 12 incident forms reviewed confirming that family/whānau had been informed of the adverse event in a timely manner. Staff understood the principles of open disclosure, supported by policies and procedures.</p> <p>Personal, health and medical information from other allied healthcare providers is collected to facilitate the effective care of residents. Each resident's file includes a family/whānau or next-of-kin contact section. Residents and family/whānau interviewed stated they are provided with time to discuss any decisions.</p> <p>There were no residents who required the services of an interpreter; however, the staff knew how to access interpreter services through Health New Zealand, if required. Staff can provide interpretation as and when needed and use family/whānau as appropriate. The CM reported that any non-subsidised residents who are admitted to the service are advised in writing of their eligibility and the process to become a subsidised resident, should they wish to do so. Staff interviewed confirmed that verbal and non-verbal communication cards, simple sign language, use of electronic devices, use of EPOA or family/whānau to translate, and regular use of hearing aids by</p>

		residents when required, is encouraged.
<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>The management and care staff interviewed understood the principles and practice of informed consent. Informed consent policies provided relevant guidance to staff. The residents' files sampled verified that informed consent for care provision had been obtained appropriately using the organisation's standard consent form. These were signed by the EPOA or residents. The general practitioner (GP) or nurse practitioner (NP) makes a clinically based decision on resuscitation authorisation, in consultation with residents and family/whānau. The nursing team reported that advance directives are explained and encouraged. All residents admitted to the secure unit had an activated EPOA in place.</p> <p>Staff were observed to gain consent for day-to-day care, and they reported that they always check first if a consent form has been signed before undertaking any of the actions that need consent. Interviews with family/ whānau confirmed the service actively involves them in decisions that affect their family members' lives. All consent forms reviewed were signed. In interviews with residents, they reported feeling safe, protected, listened to, and happy with the care/consent processes.</p> <p>The staff reported that tikanga best practice guidelines in relation to consent during care were observed.</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>The service has a current complaints policy. Associated forms included the incident form, complaint form, complaint follow-up form, and complaint register. The complaints procedure policy is in line with and reflects the principles of the Code and the guidelines provided by the Health and Disability Commissioner (HDC). The policy commits to ensuring that any complaint (or any other issue) against a staff member or volunteer is addressed in a fair and equitable manner.</p> <p>The service's complaints register was viewed. There were two complaints in 2024 and one in 2025 (year to date). All internal complaints reviewed included acknowledgement, investigation, follow</p>

		<p>up, and replies to the complainant. No trends were identified, and the complaints were closed as resolved to the complainant's satisfaction. There were no external complaints received.</p> <p>An interview with the management and staff revealed that complaint forms and information about the advocacy service are available at the service. Residents and family/whānau are aware of their rights to complain, and posters of the Code were sighted in publicly accessible areas. All residents and family/whānau interviewed stated they would feel comfortable making a complaint and that the service would support them throughout the process. Residents and family/whānau lodging a complaint can, if they choose, involve an independent support person or an advocate for advice and support during the complaints process. This was confirmed during interviews. Staff also confirmed they would document a complaint for anyone who had difficulty doing this or support the resident or family/whānau in accessing independent advocacy services. The GM confirmed that the complaints policy aims to ensure the complaints process works equitably for Māori and that a translator and/or an advocate who identified as Māori, would be available to support people if needed, along with face-to-face discussions if requested (always offered).</p>
<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>	<p>FA</p>	<p>Bupa Riverstone is in Palmerston North. The service is certified to provide care for rest home, hospital (geriatric and medical) and dementia levels of care for up to 56 residents. There are 36 dual-purpose rooms and a 20-bed secure dementia unit. All rooms were single occupancy.</p> <p>On the day of the audit, there were 52 residents: 15 residents at hospital level care (including two resident's requiring care on accident compensation corporation [ACC] funding); 19 residents at rest home level of care, including one requiring short-term care on an ACC contract; and 18 residents requiring dementia level of care. All other residents were under the age-related residential care contract (ARRC).</p> <p>The Leadership team of Bupa is the governing body and consists of directors or heads of Clinical, Operations, Finance, Legal, Property,</p>

	<p>Customer transformation, People, Risk, Corporate Affairs and Technology. This team is guided by Global Bupa strategy, purpose and values and reports to the Bupa Care Services NZ Boards in New Zealand and the Bupa Australia &amp; New Zealand (ANZ) Board. A New Zealand-based managing director reports to a New Zealand-based Board. Each director has an induction to their specific role and the senior leadership team. The directors are knowledgeable about legislative and contractual requirements and are experienced in the aged care sector. The Bupa Board and executive team have attended cultural training to ensure they can demonstrate expertise in Te Tiriti o Waitangi, health equity and cultural safety. There is a cultural working group alongside the Bupa Leadership team.</p> <p>Bupa has a Clinical Governance Committee (CGC), a Risk and Governance Committee (RGC), a Learning and Development Governance Committee, and a Work Health Safety Governance Committee where analysis and reporting of relevant clinical and quality indicators are discussed to improve services offered. There is a clinical support improvement team (CSI) that includes clinical specialists in restraint, infections and adverse event investigations, and a customer engagement advisor based in the head office, to support their facilities with improvements to their service.</p> <p>Furthermore, Bupa undertakes national and regional forums, as well as local and online training, national quality alerts, use of benchmarking quality indicators, learning from complaints (open casebooks) as ways to share learning, and improve the quality of care for Māori and tāngata whaikaha.</p> <p>The Bupa NZ Māori Health Strategy was developed in partnership with a Māori health consultant. The strategy aligns with the vision of Manatū Hauora (Ministry of Health) for Pae ora (Healthy futures for Māori), which is underpinned by the principles of Te Tiriti o Waitangi for the health and disability system. Bupa NZ is committed to supporting outcomes for Māori and equitable service delivery. The goals of the Māori strategy permeate through service delivery and are measured as part of the quality programme. The organisation benchmarks quality data within the organisation and with other New Zealand aged care providers.</p> <p>Bupa has an overarching strategic plan with clear business goals to</p>
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		<p>support its person-centred philosophy. The Bupa leadership team annually reviews the business and operational plan for strategy and planning. Guidance in cultural safety for their employees is provided through training in cultural safety awareness around Māori health equity, barriers to care and disparities in health outcomes, as documented in the Towards Māori Health Equity policy. The Towards Māori Health Equity policy states that Bupa is committed to achieving Māori health equity for residents in their care homes by responding to the individual and collective needs of residents who identify as Māori, to ensure they live longer, healthier, happier lives. The cultural advisor collaborates with the Board and Bupa leadership team in business planning and service development to improve Māori and tāngata whaikaha health outcomes.</p> <p>Bupa Riverstone’s business plan for 2025 includes a mission statement and operational objectives with site-specific goals related to business and quality outcomes. The 2024 business plan was reviewed prior to the documentation of the 2025 plan. The goals are reviewed as required and annually. The regional operations manager reports to the national operations director. Tāngata whaikaha provide feedback around all aspects of the service through general feedback, including completion of satisfaction surveys. Feedback from surveys is collated, which provides the opportunity to identify barriers and improve health outcomes.</p> <p>The service is managed by a general manager, who has been in the role for the last three and a half years, and has recently returned from a Bupa secondment role after nine months when the role was overseen by an interim general manager. The general manager is supported by an experienced clinical manager, who has been in the role since 2021, and a support services coordinator. They are supported by the regional operations manager and a regional quality partner.</p> <p>The GM and CM has completed over eight hours of training in managing an aged care facility, including Bupa regional managers’ forums, health and safety, and privacy and risk training.</p>
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<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>	<p>FA</p>	<p>Bupa Riverstone has a range of documents that contribute to quality, risk management, and reflect the principles of quality improvement processes. All internal audits were completed according to the schedule. The quality partner completes a monthly quality care home report focussing on quality data. Benchmarking occurs on a national level against other Bupa facilities.</p> <p>Quality data includes incidents/accidents, infection and outbreak events, complaints, satisfaction surveys, internal audits, and staff surveys, all analysed to identify and manage issues and trends. A sample of quality, risk, and other documentation showed that where monitoring activities identify a need for improvement, corrective actions are implemented until improvement occurs. Trends are analysed to support ongoing evaluation and progress across the service's quality outcomes.</p> <p>Meetings occur as scheduled. Residents and staff contribute to quality improvement through feedback on quality data, complaints, and internal audit activities. The outcomes from the family/whānau satisfaction survey conducted in July 2024 evidenced overall satisfaction related to service delivery. The resident survey in March 2024 evidenced minimal corrective actions were identified, and corrective action plans have been implemented. The resident survey for 2025 is not yet due. The results of quality data, satisfaction surveys, and corrective actions are discussed with staff at staff meetings. Residents and family/whānau are informed of survey results.</p> <p>Quality goals have been in place each year and reported against in meetings, with overall summaries provided. The facility has successfully decreased the urinary tract infections by more than 15 percent in 2024; and antipsychotic medication usage showed favourable trends below the target rate for Bupa facilities. The goals for 2025 includes a reduction in medication errors and falls.</p> <p>The clinical service improvement team has updated all policies and procedures reviewed to meet the requirements of the Ngā Paerewa Standard. The policies reviewed covered all necessary aspects of the service and contractual requirements. Critical analysis of organisational practices to improve health equity occurs, with</p>
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		<p>appropriate follow up and reporting. The GM and CM described the processes for identifying, documenting, monitoring, reviewing, and reporting risks, including health and safety risks, and developing mitigation strategies.</p> <p>Staff documented adverse and near-miss events in accordance with the National Adverse Event Reporting Policy. A sample of incident forms reviewed showed that these were fully completed, incidents were investigated, action plans were developed, and actions were followed up in a timely manner. The Severity Assessment Code has been implemented for risk ratings of adverse events and reported as required to the Health Quality and Safety Commission (HQSC) in relation to fractures following falls.</p> <p>The GM and CM were aware of the Health and Safety at Work Act (2015) and implemented its requirements. All visitors to the service are informed and reminded of health and safety and infection prevention during the outbreaks that have occurred since the last audit. No events were required to be reported to WorkSafe NZ in the previous 12 months. A hazard and risk register is in place, with this reviewed at regular intervals throughout the year. There is evidence of completed environmental audits with corrective actions put in place and resolved in a timely manner when required.</p> <p>The service complies with statutory and regulatory reporting obligations. Since the last audit, there have been Section 31 notifications related to RN shortages, pressure injuries, a resident at risk, and a call bell outage. There were two outbreaks reported and effectively managed (Scabies in December 2024 and Gastroenteritis outbreak in April 2025).</p> <p>Positive outcomes for Māori and people with disabilities are part of quality and risk activities. The management team reported that high-quality care for Māori is embedded in organisational practices, and this is further achieved by using and understanding Māori models of care, health and wellbeing, and culturally competent staff.</p>
Subsection 2.3: Service management	PA Low	There is a documented and implemented process for determining staffing levels and skill mixes to provide culturally and clinically safe

<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>	<p>care 24 hours a day, seven days a week. However, the service has from July 2024 to April 2025 had shifts where a RN had not been available on duty. The vacancy related to a RN who had extended leave during this period and was addressed in April 2025; the service has ensured that each shift now always has a RN on site. The GM, CM and BC work full time, Monday to Friday, and are available on-call 24/7 a week, supported by the clinical team. Furthermore, there is a registered nurse on morning, afternoon and night shifts, with additional support from another registered nurse from 7am-11am three times a week. There is a registered nurse allocated on the roster to oversee the dementia unit. There are dedicated staff to complete recreation, household, kitchen and maintenance tasks.</p> <p>The facility adjusts staffing levels to meet the changing needs of residents. Care staff reported there are not always adequate staff to complete the work allocated to them. The residents and family/whānau interviewed supported this. Residents and family/whānau interviewed stated they are informed of any changes to staff.</p> <p>Ongoing education is planned on an annual basis, including mandatory training requirements. Competency assessments include (but are not limited to) hand hygiene; donning and doffing of personal protective clothing; medication administration; percutaneous endoscopic gastrostomy (PEG); restraint use; fire safety; moving and handling; syringe driver. Training for care staff and registered nurses included: safe moving and handling; Te Tiriti o Waitangi; abuse prevention; health and safety; challenging behaviour; medication management; sluice training for caregivers, chemical safety; information and privacy; risk management; fundamentals of palliative care; incident management; falls management; scabies outbreak management; pressure injury prevention; and identifying acute deterioration.</p> <p>Care staff have either completed, commenced or are due to commence a New Zealand Qualification Authority education programme to meet the provider's funding and service agreement requirements. There were 14 of 28 caregivers with level 3 and 4 recognised qualifications working across the service. Staff reported that they had completed the required dementia units. Twenty-two</p>
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		<p>caregivers work across all areas; ten caregivers have completed the required dementia standards and nine are enrolled to complete within the required timeframe. The remaining three caregivers recently employed (including one permanent and two casual caregivers) are not yet enrolled.</p> <p>Ten registered nurses are accredited and maintain competencies to conduct interRAI assessments. The staff records sampled demonstrated completion of the required training and competency assessments. Staff members interviewed reported feeling well-supported and safe in the workplace. The GM reported that the model of care ensured that all residents were treated equitably.</p> <p>The provider's environment encourages collecting and sharing of quality Māori health information. The service works with Māori organisations that provide the necessary clinical guidance and decision-making tools to achieve health equity for Māori. Staff and management have completed cultural training.</p> <p>There is an employee assistance programme in place to promote staff wellbeing. Staff participated in an annual employee satisfaction survey and staff interviewed reported a positive workplace. Throughout 2023–2024, Riverstone Care Home placed a strong emphasis on enhancing team culture through the establishment of a dedicated Culture Committee. This group met regularly to brainstorm and implement initiatives aimed at fostering a positive and inclusive workplace environment, including organising engaging activities and events. The home consistently achieved a People Pulse participation rate exceeding 95%, with an engagement score of 81% recorded.</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</p>	<p>FA</p>	<p>Human resources management policies and processes reflect standard employment practices and relevant legislation. All new staff are police-checked, and referees are contacted before an offer of employment occurs. A sample of nine staff records (two RNs, four caregivers, two activities assistants, and one housekeeper) reviewed confirmed that the organisation's policies are being consistently implemented. Each staff member has a job description relevant to their role.</p>

<p>workers who are skilled and qualified to provide clinically and culturally safe, respectful, quality care and services.</p>		<p>Records confirmed that all regulated staff and contracted providers had proof of current registration with their regulatory bodies. Each of the sampled personnel records contained evidence of the new staff member having completed an induction to work practices and orientation to the environment, including emergency management. Staff performance was reviewed and discussed at regular intervals. Copies of current appraisals for staff were sighted.</p> <p>Each staff member's ethnic origin is documented on their personnel records and is used in accordance with Health Information Standards Organisation (HISO) requirements. A process to evaluate this data is in place and reported to the Board at Board meetings. Following incidents, the GM, CM and support office staff are available for any required debriefing and discussion. Staff stated they feel supported following any incidents.</p>
<p>Subsection 2.5: Information</p> <p>The people: Service providers manage my information sensitively and in accordance with my wishes.</p> <p>Te Tiriti: Service providers collect, store, and use quality ethnicity data in order to achieve Māori health equity.</p> <p>As service provider: We ensure the collection, storage, and use of personal and health information of people using our services is accurate, sufficient, secure, accessible, and confidential.</p>	<p>FA</p>	<p>All necessary demographic, personal, clinical, and health information was fully completed in the residents' files sampled for review. The clinical notes were current, integrated, legible, and met current documentation standards. No personal or private resident information was on public display during the audit. Archived records are held securely on site and clearly labelled for easy retrieval. Residents' information is held for the required period before being destroyed.</p> <p>The service uses an electronic information management system and a paper-based system. Staff have individual passwords to the electronic record, medication management system, and interRAI assessment tool. The visiting general practitioner (GP), nurse practitioner (NP), and allied health providers also document the information as required in the residents' records. Policies and procedures guide staff in the management of information. The GM reported that staff have their own logins. An external provider holds backup database systems.</p> <p>There is a consent process for data collection. The records sampled were integrated. The GM reported that EPOAs can review residents' records in accordance with privacy laws, and records can be provided in a format that is accessible to the resident concerned.</p>

		Bupa Riverstone is not responsible for the National Health Index registration of people receiving services.
<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.</p> <p>Te Tiriti: Service providers work proactively to eliminate inequities between Māori and non-Māori by ensuring fair access to quality care.</p> <p>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 are policies documented to guide management around entry and decline processes. Residents' entry into the service is facilitated in a competent, equitable, timely and respectful manner. Information packs are provided for families/whānau and residents prior to admission or on entry to the service. A review of residents' files confirmed that entry to service complied with entry criteria. Eight admission agreements reviewed align with all service requirements.</p> <p>Exclusions from the service are included in the admission agreement. Family members and residents interviewed stated that they had received the information pack and received sufficient information prior to and on entry to the service. Admission criteria are based on the assessed needs of the resident and the contracts under which the service operates. The general manager and clinical manager are available to answer any questions regarding the admission process, and a waiting list is managed. When entry is delayed, the clinical manager takes responsibility for updating the referrer.</p> <p>The service openly communicates with prospective residents and family/whānau during the admission process. Declining entry would be if the service had no beds available or care needs exceeded staffing resource available. Potential residents are provided with alternative options and links to the community if admission is not possible.</p> <p>The service collects and documents ethnicity information at the time of enquiry from individual residents. The service has a process that combines a collection of ethnicity data from all residents and the analysis of the same for the purposes of identifying entry and decline rates. The service has established links with a local iwi and a kaumātua, with contact details that are easily accessible to staff. Links in place ensure support for Māori and whānau is available to navigate the admission process. The service has information available for Māori, in English and in te reo Māori. The service demonstrates commitment to recognising and celebrating tāngata</p>

		<p>whenua (iwi) in a meaningful way through partnership, educational programmes, and employment opportunities. The provider can access support from Māori health practitioners, traditional healers and other organisations by contacting local Māori health service providers.</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> <p>As service providers: We work in partnership with people and whānau to support wellbeing.</p>	<p>FA</p>	<p>Eight resident files were reviewed for this audit: three for residents using rest home level of care, including one short stay; three residents using hospital level of care, including one under ACC funding; and two residents in the dementia unit. The registered nurses are responsible for conducting all assessments and for the development of care plans. Keyworkers are appointed for all residents. There is evidence of resident and family/whānau involvement in the initial assessments, interRAI assessments, and family/whānau meetings where the long-term care plans are reviewed. This is documented in the progress notes and resident records.</p> <p>Barriers that prevent whānau of tāngata whaikaha from independently accessing information are identified, and strategies to manage these are documented in the resident's care plan. A Māori health plan and cultural awareness policy are in place to ensure the service supports Māori and family/whānau to identify their own pae ora outcomes in their care plan.</p> <p>All residents have admission assessment information and an initial care plan completed upon entry. All reviewed files had interRAI assessments and initial care plans completed in a timely manner. The long-term care plan includes interventions to guide care delivery. The interventions were reflective of the assessed needs. The care plans are holistic and align with the service's model of person-centred care. Care plan evaluations were completed, and amendments were made as needs changed, which met the required timeframes. Evaluations reviewed documented progress against the set goals. Short-term care plans for infections, weight loss, behaviours, bruises, and wounds were well utilised, with evidence of the required interventions being transferred to the long-term care</p>

		<p>plan.</p> <p>A nurse practitioner from a local practice oversees the medical needs for most of the residents alongside a general practitioner. Residents are assessed within five working days of admission. The nurse practitioner or general practitioner reviews each resident at least three-monthly and is involved in the six-monthly resident/family/whānau reviews (multi-disciplinary meetings). Residents can retain their own general practitioner if they choose to. The contracted medical practice provides limited provision of a call service after hours and on the weekend. A local medical centre provides additional hours cover for after-hours support, or the service utilises ambulance services with transfer to the public hospital where required. The clinical manager participates in the rostered on-call schedule, which is shared between other clinical managers from other Bupa facilities in the region. The general manager provides after-hours support for all operational matters. When interviewed, the nurse practitioner expressed satisfaction with the standard of care and quality of nursing proficiency at Riverstone Care Home. The nurse practitioner was complimentary of the clinical assessment skills and the quality of referrals received from the registered nurses after hours. Specialist referrals are initiated as needed. Allied health interventions were documented and integrated into care plans.</p> <p>The service has contracted a physiotherapist for up to three hours per week. A podiatrist visits six-eight weekly and an array of allied health, and specialist care services are available as required.</p> <p>Caregivers and registered nurses interviewed described the verbal handover at the beginning of each duty provides them with sufficient information to start their shift. This was sighted on the day of the audit and found to be comprehensive in nature. The registered nurses do a facility walk-through prior to handing over to the next shift, and all staff receive a written summary of resident care needs. Progress notes are written daily by caregivers and registered nurses. The registered nurses add to the progress notes if there are any incidents, general practitioner or nurse practitioner visits, or changes in health status. Residents interviewed reported their needs and expectations were being met, and family/whānau confirmed the same regarding their family/whānau. When a resident's condition alters, the</p>
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		<p>registered nurse initiates a review with a nurse practitioner. Family/whānau stated they were notified of all changes to health, including infections, accidents/incidents, nurse practitioner or general practitioner visits, medication changes, and any changes to health status, and this was consistently documented in the resident's progress notes.</p> <p>A wound register is maintained. There was one stage II pressure injury and minor skin tears and skin lesions (one of which was post a surgical procedure). The reviewed wound (pressure injury) had comprehensive assessments, management plans, documented evaluations, and photographs showing healing progression. Review of documentation and discussion with the clinical manager evidenced the service maintains a focus on prevention, with minor bruising or redness documented on the wound register that were receiving frequent checks and moisturising. The wound care specialist has input into chronic wounds and pressure injuries. The caregivers and registered nurses interviewed confirmed adequate clinical supplies and equipment, including continence, wound care, and pressure injury prevention resources.</p> <p>Care plans reflect the required health monitoring interventions for individual residents. Caregivers and registered nurses complete monitoring charts, including bowel chart; blood pressure; weight; food and fluid chart; pain; behaviour; blood glucose levels; and repositioning. Neurological observations are completed for unwitnessed falls and suspected head injuries according to policy.</p>
<p><b>Subsection 3.3: Individualised activities</b></p> <p>The people: I participate in what matters to me in a way that I like. Te Tiriti: Service providers support Māori community initiatives and activities that promote whanaungatanga. 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>PA Low</p>	<p>There are three activities assistants who provide activity programmes across all levels, seven days per week. A van driver provides support for the programme 10 hours per week. One activities assistant (interviewed) is completing the dementia care limited credit programme (LCP). The activity team are new and are booked to complete their first aid training in June; however, the van driver has a current first aid certificate (link 4.2.4). The programme is supported by the caregivers, volunteers, various church denominations, and community groups/entertainers.</p>

	<p>The programme is planned monthly and includes themed cultural events, including those associated with residents and staff. The residents in the dementia unit are yet to have 24-hour activity plans implemented. A monthly newsletter includes the weekly programme and weekly menu, and it is placed in large print on noticeboards in all areas. Activities are delivered to meet the residents' cognitive, physical, intellectual, and emotional needs. The activity assistant outlined how the programme is put together, including resident input, and online resources to ensure they meet the needs of all residents across the three care levels. This includes a focus on maintaining independence and ensuring the connection with the community is maintained. Those residents who prefer to stay in their rooms or cannot participate in group activities, have one-on-one visits, and activities such as hand massages, walks around the gardens, and book reading or reminiscing. There are several lounges where residents and families/whānau can watch television and access newspapers, games, puzzles, and specific resources.</p> <p>A resident's social and cultural profile includes the resident's past hobbies and present interests, likes and dislikes, career, and family/whānau connections. A social and cultural plan is developed on admission and reviewed six-monthly at the same time as the review of the long-term care plan. Residents are encouraged to join in activities that are appropriate and meaningful. A resident attendance list is maintained for activities, entertainment, and outings. Activities include exercises; newspaper reading, music and movement; crafts; games; quizzes; entertainers; pet therapy; board gaming; hand pampering; happy hour; and cooking. The activities team facilitate opportunities to participate in ao Māori, incorporating Māori language in entertainment and participate in community activities, for example Matariki celebrations.</p> <p>There are weekly van drives for outings, regular entertainers visiting the residents, and interdenominational services. There are resident meetings planned two-monthly. Meeting minutes sighted evidenced these are occurring as per schedule. Family/whānau are welcome to attend these. Residents can provide an opportunity to provide feedback on activities at the meetings and six-monthly reviews. Residents and family/whānau interviewed stated the activity</p>
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		programme is meaningful and engaging.
<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>	FA	<p>Medication management is available for safe medicine management that meets legislative requirements. The medication rooms are fit for purpose. All staff who administer medications are assessed for competency on an annual basis. Education around safe medication administration has been provided. Registered nurses complete syringe driver training.</p> <p>Staff were observed to be safely administering medications. The interviewed registered nurses and caregivers could describe their role in medication administration. Riverstone Care Home uses plastic rolls for regular use and 'as required' medications. Some short course medication is supplied in separate packets or bottles. All medications are checked on delivery against the medication chart, and any discrepancies are fed back to the supplying pharmacy.</p> <p>Medications were stored securely in the medication rooms. Medication trolleys were locked when not in use and remained in the medication rooms. The medication fridge temperatures are monitored daily. The medication fridge temperature records and monitoring of the temperature of the medication room reviewed showed that the temperatures were within acceptable ranges. All medications, including stock medications, are checked monthly. All eyedrops were dated upon opening and discarded as per the manufacturer's instructions. All over-the-counter vitamins, supplements, or alternative therapies residents choose to use, are prescribed by the general practitioner and charted on the electronic medication chart. Weekly stock checks occur as scheduled. The six-monthly controlled drug physical check and reconciliation has been completed six-monthly.</p> <p>Sixteen (16) electronic medication charts were reviewed. The medication charts reviewed confirmed that the nurse practitioner or general practitioner reviews all resident medication charts three-monthly, and each chart has photo identification and allergy status identified. There were residents self-administering on the days of the audit. The residents had evidence of three-monthly competency</p>

		<p>assessments by the nurse practitioner or general practitioner and lock boxes were supplied. The facility follows documented policies and procedures, should residents wish to administer their medications. As required medications are administered as prescribed, with effectiveness documented on the electronic medication system. Medication-competent caregivers or registered nurses sign when the medication has been administered. There are no vaccines kept on site, and no standing orders are in use. Residents and family/whānau are updated around medication changes, including the reason for changing medications and side effects. This is documented in the progress notes. The registered nurses described the process of working in partnership with residents and family/whānau to ensure the appropriate support is in place, advice is timely, easily accessed, and treatment is prioritised to achieve better health outcomes. Residents and their family/whānau are supported to understand their medications when required.</p> <p>The registered nurses described how they work in partnership with residents to understand all aspects of their medications when required.</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>	FA	<p>All meals are all prepared and cooked on site. The kitchen was observed to be clean, well-organised, well equipped and a current approved food control plan was evidenced, expiring 22 September 2025. Dry ingredients were decanted into containers for ease of access. All dry goods had a decanting date and expiry date visible. The four-weekly seasonal menu has been reviewed by a dietitian. The chef manager is supported by a full-time cook and kitchen hands. All but two kitchen hands (recently employed) have completed safe food handling/safety training.</p> <p>There is a food services manual available in the kitchen. The chef manager receives resident dietary information from the registered nurses and is notified of any changes to dietary requirements (vegetarian, dairy-free, pureed foods) or residents with weight loss. The chef (interviewed) is aware of resident likes, dislikes, and special dietary requirements. Dietary profiles sighted were current and showed evidence of amendments when the resident's requirements</p>

		<p>changed. Alternative meals are offered for those residents with dislikes or religious and cultural preferences. Residents are provided with the menu in advance, alongside of the newsletter. Review of the menu evidenced that menu options are available to meet the cultural needs of Māori, with additions made for celebrations including Matariki, as confirmed by staff interviewed. Whiteboards positioned throughout the facility provide a reminder of the daily menu. Residents have access to nutritious snacks. On the day of the audit, meals were observed to be well presented. Staff interviewed understand tikanga guidelines in terms of everyday practice. Tikanga guidelines are available to staff.</p> <p>The kitchen team all have specific duties they complete daily or weekly. This includes cleaning schedules and completing daily fridge, freezer and chiller temperature recordings. Food temperatures are checked at different stages of the preparation process. These are all within safe limits. Staff were observed wearing correct personal protective clothing in the kitchen.</p> <p>Meals are plated and sent to the dining rooms in hot boxes. Residents can have meals sent to their bedrooms if required. Residents were observed to be enjoying the social aspect of the midday meal. Staff were observed assisting residents with meals in the dining areas, and modified utensils were available for residents to maintain independence when eating, as required. The residents and family/whānau gave mixed reviews regarding the quality of the meals produced. They can offer feedback at the resident meetings, through resident surveys, and daily when a member of the kitchen team talks to residents post the midday meal.</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>	FA	<p>Planned discharges or transfers are coordinated in collaboration with residents and family/whānau to ensure continuity of care. There are policies and procedures are documented to ensure that the discharge or transfer of residents is undertaken in a timely and safe manner.</p> <p>Family/whānau are involved for all transfers and discharges to and from the service, including being given options to access other health and disability services and social support or Kaupapa Māori</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>		<p>agencies, where indicated or requested. The clinical manager explained the transfer between services includes a comprehensive verbal handover and the completion of specific transfer documentation, including use of the "pink envelope" system.</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>	<p>FA</p>	<p>The building holds a current warrant of fitness, which expires 24 June 2025. The renewal process for this certificate is underway, ensuring there will be no delay ensuring the building remains compliant. The facility is inclusive of peoples' culture and supports cultural practices, including signage in te reo Māori and Māori artwork. The corridors are wide with provision of handrails and promote safe mobility. There is a full-time maintenance person who is supported by the support services coordinator (interviewed). The maintenance personnel address day to day repairs and completes planned maintenance. There is a maintenance request book for repairs and maintenance requests. This is checked daily and signed off when repairs have been completed. There is an annual maintenance plan that includes electrical testing and tagging. This was last completed in November 2024. Calibration of medical equipment is included in the maintenance plan and was last completed in May 2025. Resident equipment checks, call bell checks, and monthly testing of hot water temperatures occurs. Hot water temperature records reviewed evidenced acceptable temperatures.</p> <p>Essential contractors/ tradespeople are available 24 hours a day as required. Residents have access to different areas within all areas of the facility to have privacy, spend time with visitors, and partake in cultural activities. All rooms have ensembles. There are sufficient toilets available for all staff and visitors.</p> <p>There is no further development planned for the facility; however, should this occur, a co-design approach would be implemented, including the provider's current connections with local Māori and the support of the head office.</p> <p>The dementia wing has restricted access and exits to specific staff who are given the code for the locked doors. The environment is designed to give residents easy access to all internal and external</p>

		<p>areas. A small nursing station in the main hub of the dementia wing, ensures staff are visible and readily available. The residents have easy access to a well-maintained courtyard, which has been purposefully planted to distract attention away from the secure fences in place. The residents can walk in a loop, which ends back at the main entry point. The unit is spacious and has natural lighting, preventing the need for additional artificial lighting and helping create a homely feeling in the environment. There is no access to hot water within resident areas, and electrical appliances are kept to a minimum, with switches placed out of easy reach. The noise levels were noted to be kept to a low level over the course of the audit. All resident rooms were identifiable, with the resident name and photos/pictures. There are additional spaces for the residents to utilise, which included quiet areas providing activity resources. These areas included different seating arrangements, with the outdoor options providing seating and shade, plus raised garden beds.</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 event.</p>	<p>PA Low</p>	<p>Emergency/disaster management policies outline the specific emergency response and evacuation requirements, as well as the duties/responsibilities of staff in the event of an emergency. The emergency evacuation procedure guides staff to complete a safe and timely evacuation of the facility in case of an emergency. A fire evacuation plan is in place that has been approved by Fire and Emergency New Zealand, dated 14 June 2021. Fire evacuation drills are held six-monthly; the last one was completed on 11 February 2025. Civil defence kits within key areas of the care home are checked monthly. Observation evidenced that they are well stocked with appropriate provisions to support the care home appropriately. In the event of a power outage, emergency lighting, bed remotes and call bells will still operate. The Bupa mobile generator for the region is located at Crofton Downs in Wellington. There is gas cooking (BBQ) available.</p> <p>There is an adequate food supply available for each resident for a minimum of three days. There are adequate supplies in the event of a civil defence emergency, including water supplies (3.000 litre tanks), plus bottled water kept in all three care wings to provide residents and staff with three litres per day, for a minimum of three</p>

		<p>days. Emergency management is included in staff orientation and is included in the ongoing education plan. The number of first aid trained staff on duty at any one time requires improvement. There are call bells in the residents' rooms, ensuites, communal toilets/bathrooms, and lounge/dining room areas. Indicator lights are displayed above resident doors and panels in hallways to alert them of who requires assistance, and staff carry pagers. Call bells are tested monthly, and the last call bell audit showed full compliance as a part of maintenance audit. The residents were observed to have their call bells in proximity. Residents and families/whānau interviewed advised they believe staff numbers are inadequate and this impacts on call bell response times (link 2.3.1). The facility is secured at night and there is security cameras located strategically outside of the facility. A contracted security company performs security checks twice every evening.</p>
<p><b>Subsection 5.1: Governance</b></p> <p>The people: I trust the service provider shows competent leadership to manage my risk of infection and use antimicrobials appropriately.</p> <p>Te Tiriti: Monitoring of equity for Māori is an important component of IP and AMS programme governance.</p> <p>As service providers: Our governance is accountable for ensuring the IP and AMS needs of our service are being met, and we participate in national and regional IP and AMS programmes and respond to relevant issues of national and regional concern.</p>	<p>FA</p>	<p>The infection prevention and antimicrobial stewardship (AMS) programmes are appropriate to the service's size and complexity. The governance body approved these programmes, which are linked to the quality improvement system, health and safety, and are reviewed and reported on yearly. Expertise and advice are sought following a defined process with the governance. The management, and leadership team at Bupa can provide expert advice and support. A documented pathway supports reporting progress, issues, and/or significant events to management.</p> <p>There is a stepwise approach to the management of infection risks. An emergency pandemic plan is documented and has been reviewed. There are sufficient resources and personal protective equipment (PPE) readily available and accessible to staff. All staff, residents and family/whānau have received training and updates for managing infection outbreaks. Training records are well maintained.</p>
<p><b>Subsection 5.2: The infection prevention programme and implementation</b></p>	<p>FA</p>	<p>The governance body approved the IPC and AMS programme that is linked to the quality improvement system and reflects the strategic direction of the organisation. Expertise and advice are sought</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>	<p>following a defined process, is reviewed and reported on annually. The clinical manager (registered nurse) is the infection prevention and control coordinator (IPCC), and the position description for IPCC is well-defined and in place. The IPCC has input when infection control policies and procedures are reviewed.</p> <p>The service has a pandemic plan and guidelines to manage and prevent infection exposure. Infection prevention and control training is provided to staff, residents, and visitors. Adequate supplies of personal protective equipment (PPE) and hand sanitisers were in stock. Hand hygiene audits were completed as per schedule. Staff are advised not to attend work if they are unwell or self-isolate and get tested if they have been in contact with a person who has tested positive for Covid-19. Information and resources to support staff in managing Covid-19 and other outbreaks were regularly updated and tested.</p> <p>The service has documented policies and procedures that reflect current best practices. These policies and procedures are accessible and available for staff. The care delivery, cleaning, laundry services, and food management processes were observed. Staff were observed following organisational policies, such as appropriate use of hand sanitisers, good hand hygiene techniques, and the use of disposable aprons and gloves. Staff demonstrated knowledge of the requirements of standard precautions and were able to locate policies and procedures.</p> <p>Staff training in infection prevention and control is routinely provided during orientation and annual in-service education. The training includes hand hygiene procedures, donning and doffing protective equipment, and regular Covid-19 updates. Records of staff education were maintained. The IPCC has completed various infection prevention and control training online.</p> <p>The CM reported they work in consultation with Health New Zealand control specialists in procurement processes for equipment, devices, and consumables. The CM and registered nurses reported that there were processes in place for early consultation with the infection prevention personnel, in case of any new building or when significant changes are proposed to an existing facility. In an interview, the IPCC reported that single-use medical devices are not re-used at the</p>
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		<p>service. Shared equipment is appropriately cleaned between use. The service completed cleaning and environmental audits to safely assess and to provide evidence that these procedures are carried out.</p> <p>The service has printed infection prevention educational resources in te reo Māori. The infection prevention personnel and committee work in partnership with Māori for the protection of culturally safe practices in infection prevention, acknowledging the spirit of Te Tiriti. In interviews, staff understood these requirements.</p>
<p>Subsection 5.3: Antimicrobial stewardship (AMS) programme and implementation</p> <p>The people: I trust that my service provider is committed to responsible antimicrobial use.</p> <p>Te Tiriti: The antimicrobial stewardship programme is culturally safe and easy to access, and messages are clear and relevant.</p> <p>As service providers: We promote responsible antimicrobials prescribing and implement an AMS programme that is appropriate to the needs, size, and scope of our services.</p>	FA	<p>The service has an antimicrobial use policy and procedure. The service and organisation monitor compliance of antibiotic and antimicrobial use through evaluation and monitoring of medication prescribing charts and medical notes. Antibiotic use and prescribing follow the New Zealand antimicrobial stewardship guidelines. The antimicrobial policy is appropriate for the resident cohort's size, scope, and complexity. Infection rates and any antimicrobial use are monitored monthly, reported in a monthly quality report, and presented at meetings. The IPCC collates and analyses the electronic medication management system with pharmacy support. The annual infection control and AMS review and the infection control audit include antibiotic usage, monitoring the quantity of antimicrobial prescribed, effectiveness, isolated pathogens, and adverse effects.</p> <p>The Power BI dashboard provides 'real-time' updates on antimicrobial medications used. The service ensures there is a clinical reason for testing for urinary tract infections (UTI). The IPCC advised dipsticks are used to rule out, rather than confirm a UTI, and the RN has to identify what the indication is for sending a sample to the laboratory.</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>	FA	<p>Infection surveillance is an integral part of the infection control programme and is described in the Bupa infection control policy manual. Monthly infection data is collected for all infections based on signs, symptoms, and infection definitions. Infections are entered into</p>

<p>Te Tiriti: Surveillance is culturally safe and monitored by ethnicity. 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>the register on the electronic database, and surveillance of all infections (including organisms) is collated into a monthly infection summary. Data is monitored and analysed for trends monthly and annually. Benchmarking occurs with other Bupa facilities. The service incorporates ethnicity data into surveillance methods and data captured around infections. Infection control surveillance is discussed during infection control, clinical and staff meetings. The IPCC interviewed confirmed the process of creating improvement plans should this be required.</p> <p>Benchmarking graphs are displayed for staff. Action plans are required for any infection rates of concern. The service receives regular notifications and alerts from Health New Zealand. All infection data is reported to the governing body.</p> <p>Staff are made aware of new infections at handovers on each shift through progress notes and clinical records. Short-term care plans are developed to guide care for all residents with an infection. There are processes in place to isolate infectious residents when required and to keep family/whānau up to date on any infections. This was confirmed in progress notes sampled and verified in interviews with residents and family/whānau.</p> <p>Education for residents regarding infections occurs on a one-to-one basis and includes advice and education about hand hygiene, medications prescribed and requirements (if appropriate) for isolation.</p> <p>There have been two outbreaks since the last audit. All were appropriately notified to Health New Zealand and Public Health. There was evidence of regular communication with the Bupa infection control coordinator, clinical director, aged care portfolio manager, and Health New Zealand infection control nurse specialist. Meetings (sighted) were held, and `lessons learned` were captured and discussed to prevent, prepare for, and respond to future infectious disease outbreaks. Any infections of concern are discussed and reported to the Bupa infection control lead. Outbreak logs were completed. Staff confirmed that resources, including PPE, were in stock. Residents and family/whānau were updated regularly through the outbreaks.</p>
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<p>Subsection 5.5: Environment</p> <p>The people: I trust health care and support workers to maintain a hygienic environment. My feedback is sought on cleanliness within the environment.</p> <p>Te Tiriti: Māori are assured that culturally safe and appropriate decisions are made in relation to infection prevention and environment. Communication about the environment is culturally safe and easily accessible.</p> <p>As service providers: We deliver services in a clean, hygienic environment that facilitates the prevention of infection and transmission of antimicrobialresistant organisms.</p>	<p>FA</p>	<p>There are policies regarding chemical safety and waste disposal. All chemicals were clearly labelled with manufacturer's labels and stored in locked areas. Cleaning chemicals are dispensed through a pre-measured mixing unit. Safety data sheets and product sheets are available. Sharps containers are available and meet the hazardous substances regulations for containers. Gloves and aprons are available for staff, and they were observed wearing these as they carried out their duties on the audit days. There are sluice rooms (with sanitisers) and personal protective equipment, including face visors. Staff have completed chemical safety training. A chemical provider monitors the effectiveness of chemicals.</p> <p>Linen and personal clothes are laundered on site by dedicated staff seven days a week. There are defined areas for clean and dirty laundry, and a dirty-to-clean flow is evident. Kitchen linen and mop heads are also done on site. There are sufficient commercial washing machines and dryers. Material safety data sheets are available, and all chemicals are within closed systems. Linen was seen to be transported on covered trolleys. One laundry assistant stated they had appropriate training in relation to the management of linen.</p> <p>Cleaners' trolleys are always attended to and locked away in the cleaners' cupboard when not in use. All chemicals on the cleaner's trolley were labelled. Appropriate personal protective clothing was readily available. The linen cupboards were well stocked with good-quality linen. The washing machines and dryers are checked and serviced regularly.</p> <p>The staff interviewed had good knowledge about cleaning processes and infection prevention and control requirements. There were kitchen and laundry audits completed that evidence compliance.</p> <p>The IPCC provides support to maintain a safe environment during construction, renovation, and maintenance activities. There were no construction, installation, or maintenance in progress at the time of</p>

		<p>the audit; however, the CM stated that they would have input into any change to the building if this was to occur. Infection control internal audits are completed by the IPCC.</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 practices.</p> <p>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 governance bodies demonstrate a commitment to eliminating restraint. The facility maintains a focus on ensuring care is provided in the least restrictive way possible. There have been no restraint events since the facility opened. The restraint policy confirms that restraint consideration and application must be made in partnership with families/whānau, and the choice of the device must be the least restrictive possible. When restraint is considered, the facility works in partnership with the resident and family/whānau to ensure services are mana-enhancing.</p> <p>The clinical manager undertakes the restraint portfolio and drives the ongoing project work to maintain the Bupa philosophy of maintaining a restraint-free environment. Restraint minimisation and managing behaviours that challenge is included as part of the mandatory training plan and orientation programme. Despite being restraint free, the restraint minimisation group still meet monthly alongside the clinical meetings, to maintain the focus on remaining restraint free.</p> <p>Seclusion is not used at Riverstone Care Home.</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.

Criterion with desired outcome	Attainment Rating	Audit Evidence	Audit Finding	Corrective action required and timeframe for completion (days)
<p>Criterion 2.3.1</p> <p>Service providers shall ensure there are sufficient health care and support workers on duty at all times to provide culturally and clinically safe services.</p>	PA Low	<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. The CM states the facility adjusts staffing levels to meet the changing needs of residents. In May 2025, Bupa initiated a regional roster review across the Central region, which included Riverstone Care Home. As a result of this transition, Riverstone experienced the departure of several key team members, including caregivers, registered nurses, and the activities coordinator. At the time of the audit, most vacant positions had been filled. However, while all RN shifts have been filled since April 2025, there are still gaps in ensuring there are always enough caregivers on duty. At the time of the audit, there were 15 hospital level residents and 19 rest home level residents in the dual-purpose unit; with three caregivers on morning shift. Care staff in this unit</p>	<p>There are not always sufficient numbers of care staff that can replace a caregiver on leave at short notice in the dual-purpose unit.</p>	<p>Ensure short notice absences related to care staff can be replaced to fill the full shift.</p> <p>90 days</p>

		<p>reported there are not always adequate staff to complete the work allocated to them. The residents and family/whānau interviewed also stated that there were not enough staff. Caregivers reported that they have to assist with breakfast, morning fluid and tea round and assist with eating and meal supervision. There were six shifts (three in March and three in May) where the third caregiver that phoned in sick could only be replaced by 11 am. The quality data reviewed evidence there is no significant changes to the clinical indicator data since the roster change, that reflect a negative impact on care.</p>		
<p>Criterion 3.3.1</p> <p>Meaningful activities shall be planned and facilitated to develop and enhance people's strengths, skills, resources, and interests, and shall be responsive to their identity.</p>	PA Low	<p>Discussion with an activity assistant, residents and family/whānau, and review of the current and previous activity programmes evidenced that the activity programme is adequate to meet the residents' needs across all three levels of care. However, the provision of 24-hour activity plans for dementia residents is yet to be implemented.</p>	<p>The service is yet to implement 24-hour personalised activity plans, outlining individual needs, preferences and abilities for dementia residents.</p>	<p>Ensure all residents in the dementia unit have personalised 24-hour activity plans outlining their needs, preferences and abilities.</p> <p>90 days</p>
<p>Criterion 4.2.4</p> <p>Service providers shall ensure health care and support workers are able to provide a level of first aid and emergency treatment appropriate for the degree of risk associated with the provision of the service.</p>	PA Low	<p>The provider implements a comprehensive training programme to meet all care and support staff needs. However, review of rosters and training records for care and support staff, discussion with care staff, and management confirmed numbers of staff with current first aid certificate requires improvement.</p> <p>There is one caregiver and three RNs trained in first aid; this is not a sufficient number of staff to sustain the roster with a first aider on each shift. The GM confirmed that first aid training is booked for June 2025.</p>	<p>Not all shifts have health care and support workers rostered who have current first aid certificates.</p>	<p>Ensure there are staff on duty 24 hours a day who have current first aid certificates.</p> <p>60 days</p>

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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 audit.

No data to display
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End of the report.