

The Ultimate Care Group Limited - Alden Manurewa

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:

Legal entity:	The Ultimate Care Group Limited
Premises audited:	Alden Manurewa
Services audited:	Hospital services - Medical services; Hospital services - Geriatric services (excl. psychogeriatric); Rest home care (excluding dementia care)
Dates of audit:	Start date: 25 September 2025 End date: 26 September 2025
Proposed changes to current services (if any):	None
Total beds occupied across all premises included in the audit on the first day of the audit:	44

Executive summary of the audit

Introduction

This section contains a summary of the auditors' findings for this audit. The information is grouped into the six sections contained within the Ngā paerewa Health and disability services standard:

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

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

Key to the indicators

Indicator	Description	Definition
	Includes commendable elements above the required levels of performance	All subsections applicable to this service fully attained with some subsections exceeded
	No short falls	Subsections applicable to this service fully attained
	Some minor shortfalls but no major deficiencies and required levels of performance seem achievable without extensive extra activity	Some subsections applicable to this service partially attained and of low risk

Indicator	Description	Definition
	A number of shortfalls that require specific action to address	Some subsections applicable to this service partially attained and of medium or high risk and/or unattained and of low risk
	Major shortfalls, significant action is needed to achieve the required levels of performance	Some subsections applicable to this service unattained and of moderate or high risk

General overview of the audit

Ultimate Care Group Limited, Alden Manurewa (hereafter referred to as Alden Manurewa), provides care for up to 50 residents requiring hospital (geriatric and medical), and rest home level care. On the day of audit, there were 44 residents.

This certification audit was conducted against Ngā Paerewa Health and Disability Services Standard and the services contract with Health New Zealand. The audit process included a review of policies and procedures, the review of residents and staff files, observations, and interviews with residents, family/whānau, staff, nurse practitioner, and management.

The executive team, a clinical manager, and a team of experienced clinical and non-clinical staff support the facility manager. Interviews with residents, and family/whānau were positive and complimented the management and staff for providing a resident centred service for the community.

This certification audit identified a shortfall around care plan evaluations.

The service has achieved a continuous improvement rating in implementation of the Māori health plan, improving equity for Māori, and for removing barriers to access for Māori.

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.

A Māori health plan is implemented for the service. Te Tiriti o Waitangi is incorporated across policies and procedures and delivery of care. A Pacific health plan is also in place. Residents receive services in a manner that considers their dignity, privacy, and independence. Alden Manurewa provides an environment that supports resident rights and safe care. Management and staff demonstrate an understanding of residents' rights.

Management and staff listen and respect the voices of the residents and effectively communicate with them about their choices. Care plans accommodate the choices of residents. Details relating to the Health and Disability Commissioner's Code of Health and Disability Services Consumers Rights (the Code) are included in the information packs given to new or potential residents and family/whānau. The rights of the resident and/or their family/whānau to make a complaint are understood, respected, and upheld by the service.

Complaints processes are in accordance with the code and are implemented. Complaints and concerns are actively managed.

Hunga mahi me te hanganga | Workforce and structure

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

Subsections applicable to this service fully attained.

Alden Manurewa is part of a wider investment group and is privately owned. The service is led by a governing body. There is a clinical governance team in place. Services are planned, coordinated, and are appropriate to the needs of the residents. Alden

Manurewa has a documented quality and risk management system. A robust health and safety programme is implemented, and hazards are reviewed on a regular basis.

There are human resources policies including recruitment, selection, orientation, and staff training and development. There is an in-service education/training programme covering relevant aspects of care and support and external training is supported. Competencies are maintained. There is a policy to guide staffing requirements including skill mixes. Residents and family/whānau reported that staffing levels are adequate to meet the needs of the residents.

The service ensures the collection, storage, and use of personal and health information of residents and staff is secure, accessible, and confidential.

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 registered nurses and management team are responsible for managing the entry process to the service. The service works in partnership with the residents, and their family/whānau or enduring power of attorney, to assess, plan and evaluate care.

The planned activity programme provides residents with a variety of individual and group activities. There are adequate resources to undertake activities at the service.

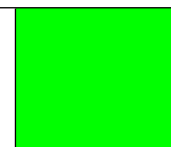
Medication policies are available and accessible. Registered nurses and medication competent caregivers are responsible for administration of medicines. They complete annual education and medication competencies. The medicine charts reviewed are reviewed at least three-monthly by the nurse practitioner.

Residents' food preferences and dietary requirements are identified at admission, and all meals are cooked on site. Food, fluid, and nutritional needs of residents 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 are reviewed regularly and referred to specialist services and to other health services as required. Discharge and transfers are planned and coordinated.

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.



Subsections applicable to this service fully attained.

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. Some rooms have ensuite toilets. There are communal toilets situated close to lounge areas with appropriate signage. Resident rooms are personalised.

Documented systems are in place for essential, emergency and security services. Staff have planned and implemented strategies for emergency management. There is always a staff member on duty with a current first aid certificate. All resident rooms have call bells which are within easy reach of residents.

Staff performs security checks, and the doors are locked at night.

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.

Infection prevention systems are in place to minimise the risk of infection to residents, staff, and visitors. The infection prevention programme is implemented and meets the needs of Alden Manurewa and provides information and resources to inform the service providers.

Documentation evidenced relevant infection prevention education is provided to all staff as part of their orientation and as part of the ongoing in-service education programme. Infection prevention practices support tikanga guidelines. Antimicrobial usage is monitored and reported on. The type of surveillance undertaken is appropriate to the size and complexity of the organisation. Standardised definitions are used for the identification and classification of infection events.

The service has a robust pandemic and outbreak management plan in place. The internal audit system monitors for a safe environment. There have been outbreaks since the previous audit. There are documented processes for the management of waste and hazardous substances in place.

Chemicals are stored safely throughout the facility. Documented policies and procedures for the cleaning and laundry services are implemented, with appropriate monitoring systems in place to evaluate the effectiveness of these services.

Here taratahi | Restraint and seclusion

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

Subsections applicable to this service fully attained.

The restraint coordinator is a registered nurse. The facility is restraint free. Strategies to remain restraint free is included as part of the education and training plan. The service considers least restrictive practices, implementing de-escalation techniques and alternative interventions, and will only use an approved restraint as the last resort.

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	26	0	1	0	0	0
Criteria	1	166	0	1	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 implemented. This document acknowledges Te Tiriti o Waitangi as a founding document for New Zealand. The aim is to co-design health services using a collaborative and partnership model with Māori and Pacific, although the policy focuses on Māori. The organisation has achieved a rating of continuous improvement for implementation of the Māori health plan, improving equity and removing barriers for Māori (link 2.1.5). At the time of the audit, there were residents that identified as Māori. The Māori health plan includes commitment to the concepts of Te Whare Tapa Whā Māori model of health, and the provision of services is based on the principles of mana motuhake. There is Māori representation on the Board, and they are the organisations lead advisor for tāngata whaikaha, Māori, whānau and Te Tiriti matters.</p> <p>A Board representative supports the organisation to ensure meaningful implementation of the Māori Health plan occurs at all levels. The links in place with local Māori ensures all Māori residents are supported to navigate all aspects of service delivery. Alden Manurewa is committed to providing a service that is responsive and inviting for Māori. The service currently has staff who identify as Māori, and they actively seek to employ more Māori staff members.</p>

		<p>Staff have completed training on cultural safety, Ngā Paerewa, equity for Māori and Te Tiriti o Waitangi during orientation and as an ongoing basis (last in June 2025). Residents and family/whānau are involved in providing input into the resident's care planning, their activities, and their dietary needs, evidenced in interviews with nine residents (four rest home and five hospital); and three family/whānau members (all hospital). Managers and 12 staff interviewed (three caregivers, three registered nurses, one cleaner, one chef, one maintenance, one administrator, one diversional therapist, and one activities coordinator) described how the delivery of care is based on each resident's values and beliefs.</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>	<p>FA</p>	<p>A Pacific health plan is documented that focuses on achieving equity and efficient provision of care for Pasifika. The plan has been created with Pasifika input. The plan addresses equity of access, reflecting the needs of Pasifika. The service aims to achieve optimal outcomes for Pasifika. Pacific culture, language, faith, and family values form the basis of their culture and are therefore important aspects of recognising the individual within the broader context of Pasifika. Staff last had training on cultural safety and equity for Pasifika in June 2025.</p> <p>There are residents identifying as Pasifika during the audit. The service actively encourages and supports any staff that identifies as Pasifika during recruitment, interview, and employment processes. There are staff that identified as Pasifika at the time of the audit. The facility manager outlined how Pasifika staff have developed and maintain links with the local Pasifika community. Individual cultural beliefs are documented in the resident's care plan and activities plan.</p> <p>Family members of Pasifika residents are encouraged to be present during the admission process, including completion of the initial care plan.</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>FA</p>	<p>Organisational policies and procedures are implemented and align with the requirements of the Health and Disability Commissioner's (HDC) Code of Health and Disability Services Consumers' Rights (the Code).</p>

<p>Te Tiriti: Service providers recognise Māori mana motuhake (self-determination). As service providers: We provide services and support to people in a way that upholds their rights and complies with legal requirements.</p>		<p>Information related to the Code is made available to residents and their families/whānau. The Code is displayed in multiple locations in English and te reo Māori. Information about the Nationwide Health and Disability Advocacy is available to residents on the noticeboard and in the information pack. Other formats are available online. Monthly resident meetings provide a forum for residents to discuss any concerns.</p> <p>Staff interviewed confirmed their understanding of the Code and its application to their specific job role and responsibilities. Staff have received education in relation to the Code at orientation and through the annual training programme, which includes understanding the role of advocacy services. Advocacy services are linked to the complaints process. Staff have completed training on advocacy services. Two family/whānau of residents are designated advocates for residents. One was interviewed and they described their role as supporting residents to raise any concerns and provide support as needed.</p> <p>Residents and family/whānau interviewed stated they felt their rights are upheld and they are treated with dignity, respect, and kindness. Staff confirmed their awareness of how Māori mana motuhake is recognised as described in the Māori Health Plan. Interactions observed between staff and residents were respectful.</p>
<p>Subsection 1.4: I am treated with respect The People: I can be who I am when I am treated with dignity and respect. Te Tiriti: Service providers commit to Māori mana motuhake. 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>There are cultural safety policies in place and resources readily available on the electronic resident management system. Resources include policies on consumer rights, diversity and inclusiveness, intimacy and sexuality, and a non-harassment policy. Policies that align with the requirements of the Health and Disability Commissioner are implemented. Caregivers and registered nurses interviewed described how they work well together and arrange their shift to ensure they are flexible to meet each person's needs. Staff are trained around the Code at orientation and through regular in-services.</p> <p>The service recognises Māori mana motuhake as evidenced in the policy and Māori Health Plan. Alden Manurewa delivers training that is responsive to the diverse needs of people accessing services. Training provided in 2024 and 2025 included but was not limited to:</p>

		<p>sexuality/intimacy; abuse and neglect; privacy/confidentiality; advocacy; tikanga Māori; cultural safety; and Te Tiriti o Waitangi. Staff interviewed stated they respect each resident's right to have space for intimate relationships. The use of te reo Māori is encouraged throughout the service.</p> <p>Residents' files and care plans identified residents preferred names. Values and beliefs information is gathered on admission with family/whānau involvement and is integrated into the residents' care plans. Spiritual needs are identified, and church services are held. A spirituality policy is in place. There are a range of church services held on a rostered basis each week. Staff and management described responding to tāngata whaikaha needs and enabling participation in te ao Māori as documented in the Māori Health Plan.</p> <p>Caregivers interviewed described how they support residents to be as independent as they can be. Residents interviewed stated they are supported and encouraged to make a range of choices around their daily life. Residents can choose which activities they participate in, and it was observed that residents are treated with dignity and respect. Satisfaction surveys reviewed and interviews with family/whānau confirm that residents and family/whānau are treated with respect.</p>
<p>Subsection 1.5: I am protected from abuse</p> <p>The People: I feel safe and protected from abuse.</p> <p>Te Tiriti: Service providers provide culturally and clinically safe services for Māori, so they feel safe and are protected from abuse.</p> <p>As service providers: We ensure the people using our services are safe and protected from abuse.</p>	<p>FA</p>	<p>The abuse and neglect policy is implemented. Alden Manurewa policies guide staff to prevent any form of discrimination, coercion, harassment, or any other exploitation. The service is inclusive of all ethnicities and cultural days are held to celebrate diversity. Staff have been provided with education on how to identify abuse and neglect. All residents and family/whānau interviewed confirmed that staff are very careful in the way they handle their personal belongings.</p> <p>The service implements the protection of property and finances policy to manage residents' comfort funds, such as sundry expenses. A staff code of conduct is discussed during the new employee's induction to the service, with evidence of staff signing the code of conduct policy. Ongoing training is provided on the code of conduct, last held in January 2025. Professional boundaries are defined in job descriptions. Interviews with the management team and staff confirmed their</p>

		<p>understanding of professional boundaries, including the boundaries of their role and responsibilities. Professional boundaries are also covered as part of orientation. Staff interviews confirm they would be comfortable addressing racism with management, if they felt that this was an issue.</p> <p>A strengths-based and holistic model is prioritised in the Māori health plan to facilitate wellbeing outcomes for Māori residents</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>A comprehensive information pack is provided to residents and family/whānau on admission which includes information on the Code, advocacy services, complaints, and information around service provision. Residents interviewed stated they are comfortable discussing any issues with staff. Residents and family/whānau complete annual surveys. The last survey was completed in 2025 and evidenced overall satisfaction with communication. Family/whānau interviewed confirmed they are promptly informed of any changes and nurse practitioner consultations. Monthly resident meetings provide a forum for residents to raise issues of concern.</p> <p>There are policies and procedures documented relating to accident/incidents, complaints, and open disclosure that inform staff of their responsibility to notify family/whānau/next of kin of any accident/incident that occurs. Progress notes in the electronic resident files identified family/whānau are kept informed. An interpreter policy and contact details of interpreters is available. Interpreter services are used where indicated. At the time of the audit there were no residents who did not speak English. Staff could describe how they would utilise family/whānau, interpreter services, and electronic applications if needed.</p> <p>Non-subsidised residents are advised in writing of their eligibility and the process to become a subsidised resident should they wish to do so. The residents and family/whānau are informed prior to entry of the scope of services and any items that are not covered by the agreement.</p> <p>The service communicates with other agencies that are involved with the resident, such as the hospice, wound care specialist and Health</p>

		<p>New Zealand specialist services. The delivery of care includes a multidisciplinary team. The management team and registered nurses described an implemented process around providing residents with time for discussion around care, to consider decisions and opportunity for further discussion, if required.</p>
<p>Subsection 1.7: I am informed and able to make choices</p> <p>The people: I know I will be asked for my views. My choices will be respected when making decisions about my wellbeing. If my choices cannot be upheld, I will be provided with information that supports me to understand why.</p> <p>Te Tiriti: High-quality services are provided that are easy to access and navigate. Providers give clear and relevant messages so that individuals and whānau can effectively manage their own health, keep well, and live well.</p> <p>As service providers: We provide people using our services or their legal representatives with the information necessary to make informed decisions in accordance with their rights and their ability to exercise independence, choice, and control.</p>	<p>FA</p>	<p>There is a policy and procedures for informed consent. The resident files reviewed included informed consent forms signed by either the resident or the activated enduring power of attorney (EPOA) or appointed welfare guardian. Copies of enduring power of attorneys or welfare guardianship were in resident files where required. Certificates of mental incapacity and activation of EPOA documents were on file for residents where required. Consent forms for vaccinations were also on file as required.</p> <p>Residents and family/whānau interviewed could describe what informed consent was and their rights around choice. There is an advance directive policy. In the files reviewed, there were appropriately signed resuscitation plans and advance directives in place. The service follows relevant best practice tikanga guidelines, welcoming the involvement of family/whānau in decision-making where the person receiving services wants them to be involved.</p> <p>Discussions with residents and family/whānau confirmed they are involved in the decision-making process and in the planning of care. Admission agreements had been signed for all the files sampled.</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</p>	<p>FA</p>	<p>The complaints procedure is provided to residents and family/whānau on entry to the service and is posted on the wall near reception along with complaints forms and a locked box to give anonymous feedback. The complaints process is equitable for Māori and complaints related documentation is available in te reo Māori. The facility manager maintains a complaint/compliment register and documents all verbal and written complaints. There were 11 complaints received since the last audit. The complaints reviewed, included evidence of investigation, follow up and reply to the complainant within the timeframes set out by</p>

<p>complaints in a manner that leads to quality improvement.</p>		<p>the HDC. All but one complaint were closed at the time of audit. The one open complaint was received just before the audit and was under investigation.</p> <p>A complaint lodged with the HDC in 2022 was awaiting an outcome by the HDC.</p> <p>The facility manager advised that complaints are discussed at Board level with review of staff meeting minutes and interview with staff confirming complaints and learnings/ corrective actions are shared with staff. Discussions with residents and family/whānau confirmed they were provided with information on complaints. Residents have a variety of avenues they can choose from to make a complaint or express a concern. Residents and family/whānau making a complaint can involve an independent support person in the process if they choose. This is documented as an option in the outcome letter that is sent to the complainant and includes an online link and phone number to advocacy services.</p> <p>The resident meeting minutes sighted evidenced residents are given the opportunity to provide feedback. The residents and family/whānau all reported any issues residents and family/whānau have are discussed with the facility manager directly and dealt with promptly. The facility manager and clinical manager implement an 'open door' policy which was confirmed during interviews with staff, residents and family/whānau and witnessed on days of audit.</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</p>	<p>FA</p>	<p>Alden Manurewa is part of The Ultimate Care Group Limited, which is part of the wider Windhaven Group. The Ultimate Care Group completed a rebranding in April 2025 to refresh their values and their "here for you" philosophy.</p> <p>The service provides care for up to 50 residents assessed as requiring hospital (geriatric and medical) and rest home level care. All rooms are single occupancy. All beds are dual purpose. On the day of the audit, there were 44 residents: 11 rest home level residents; and 33 hospital level residents including one resident on a long-term support-chronic health care (LTS-CHC) contract, one resident funded by the Accident Compensation Corporation (ACC), and two residents on young person</p>

<p>sensitive to the cultural diversity of communities we serve.</p>	<p>disability (YPD) funding. Aside from the residents on LTS-CHC, ACC and YPD, all others were under the age-related residential care contract (ARRC).</p> <p>Governance of the organisation is delegated through the chief executive officer (CEO) of Windhaven. The CEO reports to the shareholders (and their advisors) on their obligations under the relevant legislation and contractual requirements on a quarterly basis. The governance body collaborates with management to ensure compliance with relevant standards by encouraging continuous improvement, measurement to required standards and monitoring performance and risk. The regional manager and national quality assurance manager (who provided support for this audit) were knowledgeable around contractual and legislative requirements. The Board meets monthly, and the CEO meets with the facility manager and team on a regular basis. There is a three-year strategic plan which is split into yearly increments for the annual business plan. The strategic plan is reviewed annually and progress towards meeting annual goals are reviewed regularly and discussed at Board meetings.</p> <p>Clinical governance is led by the clinical lead for the organisation and includes the national clinical educator, national clinical data analyst, and clinical quality lead. The CEO, chief financial officer, and health and safety representatives support them. The Board is committed to supporting the strategies laid down by Ministry of Health's 'New Zealand Health Strategy.' Objectives listed in the business plan includes a commitment to providing and assisting in the provision of good quality care to all people and to improving the health status of ethnic groups including Māori and Pacific people who do not currently enjoy the same outcomes as other New Zealanders, a belief in equity of access for all members of the community as a fundamental right in our society, and a belief in the benefits of early health interventions, proper integration of service, health education and the empowerment of people to achieve better health care. The organisation aims for each facility to reflect the local community and have community participation.</p> <p>A long-term Board member ensures meaningful Māori representation regarding tāngata whaikaha, Māori, whānau, and Te Tiriti partnership matters. Confirmation was provided of the Board members completion of Te Tiriti and cultural safety training. Māori representative within the</p>
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		<p>Board provides ongoing advice and guidance. The organisation has achieved continuous improvement in implementing the Māori health plan, improving equity for Māori, and removing barriers to access for Māori.</p> <p>The annual business plan includes the vision, mission statement, philosophy, and measurable goals. Reporting includes occupancy, finances, health, and safety; staffing; infection; complaints; quality trend and analysis; and restraint minimisation. There is collaboration with mana whenua in business planning and service development that support outcomes to achieve equity for Māori and tāngata whaikaha. Formal connections are in place with local Māori supported and strengthened by Māori staff offer expert support in te reo Māori and tikanga Māori.</p> <p>The facility manager was previously an administrator for the service and has been in the role for over two years. The clinical manager, (a registered nurse), has been in the role for five years. They are supported by an administrator, a team of clinical and non-clinical staff, a regional manager, a quality improvement advisor, an executive team, and head office support staff.</p>
<p>Subsection 2.2: Quality and risk</p> <p>The people: I trust there are systems in place that keep me safe, are responsive, and are focused on improving my experience and outcomes of care.</p> <p>Te Tiriti: Service providers allocate appropriate resources to specifically address continuous quality improvement with a focus on achieving Māori health equity.</p> <p>As service providers: We have effective and organisation-wide governance systems in place relating to continuous quality improvement that take a risk-based approach, and these systems meet the needs of people using the services and our health care and support workers.</p>	<p>FA</p>	<p>Alden Manurewa has an established quality and risk management system. The quality monitoring programme is designed to monitor contractual and standards compliance and the service delivery in the facility. Internal audits have been completed according to schedule and any corrective actions identified have been followed up and signed off as completed. The electronic quality management system benchmarks the quality data collated. Quality data is reported to the executive team and Board within the monthly 'reflection report.' This includes reporting on ethnicity for pressure injuries, diabetes and infections as Māori and Pasifika to monitor for equity of services. Staff meetings include discussions around quality data including graphs which are benchmarked with previous statistics. Meeting minutes are made available to other staff who were unable to attend the meetings.</p> <p>Facility meetings have been held according to schedule including residents and family/whānau meetings. Policies and procedures align</p>

		<p>with current good practice, and they are suitable to support rest home and hospital levels of care. Policies are reviewed a minimum of two yearly, modified (where appropriate) and implemented. New policies are discussed with staff.</p> <p>Staff have completed cultural training including Te Tiriti o Waitangi to ensure all residents are cared for in a culturally sensitive way. It was confirmed the executive team, and Board have completed cultural training. Annual resident and relative satisfaction surveys are conducted. The 2025 results have been collated. These have been analysed and results shared at meetings with residents, family/whānau and staff. Results are also visible on noticeboards throughout the facility. A review of data evidenced positive results and comments relating to the care and services provided.</p> <p>Health and safety policies are implemented and monitored through the three-monthly meetings. Risk management, hazard control and emergency policies and procedures are in place. The health and safety representative (administrator) was interviewed about the health and safety programme. The service documents incidents/accidents, unplanned or untoward events and provides feedback to the service and staff so that improvements are made. Incidents and accidents forms are completed for all adverse events. Results are collated, analysed, and included in quality data and the Reflection report. Incident data was evidenced as discussed at the appropriate facility meetings.</p> <p>Discussions with the facility manager and clinical manager evidenced awareness of their requirement to notify relevant authorities in relation to essential notifications. There have been Section 31 notifications completed since the last audit. Health Quality and Safety Commission (HQSC) notifications were completed for suspected deep tissue injuries and falls resulting in transfer to hospital as required. Outbreaks were notified to Public Health in a timely manner.</p>
<p>Subsection 2.3: Service management</p> <p>The people: Skilled, caring health care and support workers listen to me, provide personalised care, and treat me as a whole</p>	<p>FA</p>	<p>There is a staffing policy that describes rostering requirements. Acuity and clinical staffing ratios are described in the policy. Staffing is flexible to meet the changing needs of the residents. The roster reviewed</p>

<p>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>provides sufficient coverage for the delivery of care. The facility manager and clinical manager work full time from Monday to Friday. After hours support is provided for clinical and operational issues seven days per week. There is a registered nurse rostered on all three shifts. Vacant shifts are covered by part time staff picking up additional hours and the use of a small casual pool. In the absence of the facility manager or clinical manager, the regional manager and the head office team provide a plan for cover. The facility manager confirmed that staff turnover has been low. Interviews with staff, residents and family/whānau confirmed that overall staffing is adequate to meet the needs of the residents. Review of the current and previous rosters and discussion with staff confirmed that planned and unplanned absences are covered. Good teamwork amongst staff was highlighted during the caregiver interviews. Staff and residents are informed when there are changes to staffing levels.</p> <p>An education programme was completed as per schedule in 2024/2025. Education in 2024 and up to September 2025 included but was not limited to: manual handling; infection prevention; Covid-19 management; health and safety; resident incident management; skin and wound management; nutrition and hydration; diabetes management; chronic health conditions and the aging process; falls prevention; continence; dementia, delirium and depression; restraint; abuse and neglect; pain management; first aid; and fire drills. Aspects of training are discussed at handovers when reminders or updates are shared when required. The education and training schedule lists all mandatory topics. Staff have been provided with cultural safety training, including Māori equity and Te Tiriti o Waitangi. Staff participate in learning opportunities that provide them with up-to-date information on Māori health outcomes and disparities and health equity.</p> <p>The service supports and encourages caregivers to obtain a New Zealand Qualification Authority (NZQA) qualification. Of the 33 caregivers (including casuals), 22 have completed NZQA level three or above.</p> <p>A competent care provision policy is implemented. Competencies are completed by staff, which are linked to the annual in-service schedule. Additional (annual) competencies completed include medication;</p>
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		<p>restraint; hand hygiene; use of personal protective equipment (PPE); fire and emergency training; cultural safety and manual handling. Six of the eight registered nurses (including the clinical manager) are interRAI trained. Registered nurses also complete competencies in syringe drivers and PEG feeding as required. Support systems promote health and wellbeing with staff interviewed advising the work environment was positive.</p>
<p>Subsection 2.4: Health care and support workers</p> <p>The people: People providing my support have knowledge, skills, values, and attitudes that align with my needs. A diverse mix of people in adequate numbers meet my needs.</p> <p>Te Tiriti: Service providers actively recruit and retain a Māori health workforce and invest in building and maintaining their capacity and capability to deliver health care that meets the needs of Māori.</p> <p>As service providers: We have sufficient health care and support workers who are skilled and qualified to provide clinically and culturally safe, respectful, quality care and services.</p>	<p>FA</p>	<p>Human resources policies are in place and include recruitment, selection, orientation, and staff training and development. Staff files are held securely in the facility manager's office. Eight staff files, (one maintenance, one administrator, one cook, two caregivers and two registered nurses, and one cleaner/laundry staff) reviewed evidenced implementation of the recruitment process, employment contracts, and police checking. There are job descriptions in place for all positions that includes personal specifications, duties and responsibilities, area of work and expected outcomes to be achieved in each position. All files evidenced completed orientation documentation and annual appraisals for staff that required them. A copy of practising certificates is maintained for all health professionals. The service has a role-specific orientation programme in place that provides new staff with relevant information for safe work practice and includes buddying when first employed. Staff interviewed stated they felt their orientation was adequate and could be extended if required. The service demonstrates the orientation programme supports all staff to provide a culturally safe environment for Māori. Competencies are completed at orientation.</p> <p>An employee ethnicity database is maintained. Management and staff reported they can be involved in a debrief discussion to receive support following incidents to ensure wellbeing support is provided. This was evidenced as having occurred post the Covid-19 outbreaks. Staff wellbeing is recognised through acknowledging individual staff contributions and participation in health and wellbeing activities. The Employee Assistance Programme is available to staff.</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>The service utilises an electronic format for resident information, documentation, and data. Electronic information including policies and procedures, incident and accidents are backed up and password protected. The resident files are appropriate to the service type and demonstrate service integration. Records are uniquely identifiable, legible, and timely. Signatures that are documented include the name and designation of the service provider. Residents entering the service have all relevant initial information recorded within 24 hours of entry into the resident's individual record. An initial care plan is also developed in this time. Personal resident information is kept confidential and cannot be viewed by other residents or members of the public. The service is not responsible for National Health Index registration.</p>
<p>Subsection 3.1: Entry and declining entry</p> <p>The people: Service providers clearly communicate access, timeframes, and costs of accessing services, so that I can choose the most appropriate service provider to meet my needs.</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>	<p>FA</p>	<p>Information about the services and entry criteria are outlined in an information pack. Prior to entry, prospective residents and their family/whānau are invited to meet staff and view the facility. Policies and procedures guide staff in entry criteria and required admission documentation. Residents and family/whānau interviewed confirmed they were given accurate information about the service, and they felt welcome. Prospective residents are required to be assessed by the needs assessment service coordination (NASC) team as needing rest home, or hospital level care. Residents and family/whānau confirmed staff are respectful and communicate well with them.</p> <p>The service has a process in place if access is declined. It requires that when residents are declined access to the service, residents and their family/whānau, the referring agency, and nurse practitioner are informed of the decline to entry. Interviews with the clinical manager and facility manager confirmed that there had been no declines to the service since the last audit. The resident would be declined entry if not within the scope of the service or if a bed were not available. Data on nationalities are documented for entry and decline rates, which is analysed at an organisational level. Timely updates are provided as required to service entry for anyone on the waiting list.</p> <p>The organisation's staff are trained in cultural safety, tikanga and</p>

		<p>consult with whānau in any decision making. Strategies to reduce barriers for Māori entering the service include promotion of the use of te reo in activities and signage. Discussions with family supported culturally appropriate care. Staff confirm there are relationships with Māori community groups.</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>PA Low</p>	<p>Seven resident files were reviewed: four hospital (including one on a YPD contract) and three rest home level of care. The registered nurses are responsible for all residents' assessments, care planning, and evaluation of care. Care plans are based on data collected during the initial nursing assessments, which include dietary needs, pressure injury, falls risk, social history, and information from pre-entry assessments. All permanent residents had an interRAI assessment completed, in addition to a full suite of assessments contained in the electronic resident management system, which incorporate, skin integrity, pressure injury risk, dietary requirements, communication needs, emotional, psychological, and behavioural support needs. The YPD resident had the same suite of assessments completed.</p> <p>Initial assessments and long-term care plans were completed for residents, detailing needs, and preferences within 24 hours of admission. The individualised long-term care plans (LTCPs) are developed with information gathered during the initial assessments and the interRAI assessment. All LTCP and interRAI assessments sampled had been completed within three weeks of the residents' admission to the facility. Documented interventions and early warning signs meet the residents' assessed needs and are sufficiently detailed to provide guidance to care staff in the delivery of care.</p> <p>There are assessments and care plans to support Māori and Pasifika. Care plans reviewed showed cultural needs were identified and addressed. There was evidence residents and family/whānau are involved in care planning and pae ora outcomes were identified. There were no barriers to care identified.</p> <p>All residents had been assessed by a nurse practitioner (NP) within five working days of admission, who then reviews the residents at least three-monthly or earlier if required. The NP visits once a week and</p>

	<p>services outside business hours are provided by the local public hospital. The nurse practitioner was unavailable at the time of audit; however, the representative of the practice confirmed that there are no issues raised in respect to clinical assessments and referrals. Specialist referrals are initiated as needed. Allied health interventions were documented and integrated into care plans. A podiatrist and physiotherapist visit regularly, and a wound care specialist nurse and continence nurse are available as required through Health New Zealand. The local hospice is available to support any palliative residents if needed.</p> <p>Short-term care plans are developed for acute problems, for example infections, wounds, and weight loss. Resident care is evaluated on each shift and reported at handover and in the progress notes. If any change is noted, it is reported to the registered nurse. Long-term care plans are formally evaluated every six months in conjunction with the interRAI re-assessments and when there is a change in the resident's condition. A registered nurse documents evaluations; however, these do not include achievement towards meeting desired goals and outcomes. Residents interviewed confirmed assessments are completed according to their needs.</p> <p>An adequate supply of wound care products was available at the facility as sighted. A review of the wound care plans evidenced that wounds were assessed in a timely manner and reviewed at appropriate intervals. Photos were taken where this was required. Where wounds required additional specialist input, this was initiated, and a wound nurse specialist was consulted. At the time of the audit there were 14 active wounds, including three pressure injuries (two stage two and one stage three) and a number of small lesions, abrasions, and skin tears.</p> <p>The progress notes are recorded and maintained in the integrated clinical records. The progress notes reviewed provided evidence that family/whānau have been notified of changes to health, including infections, accident/incidents, nurse practitioner visits, medication changes, and any changes to health status. This was confirmed through the interviews with family/whānau. Monthly observations such as weight and blood pressure were completed and are up to date. Neurological observations are recorded following un-witnessed falls as</p>
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		<p>per policy. Staff interviews confirmed they are familiar with the needs of all residents in the facility and that they have access to the supplies and products they require to meet those needs. Staff receive handover at the beginning of their shift.</p>
<p>Subsection 3.3: Individualised activities</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>FA</p>	<p>The activities team consists of a recently appointed qualified diversional therapist (DT). The DT works 40 hours a week and covers a day on the weekend fortnightly. The caregivers assist the DT in implementing the activities calendar seven days a week. The DT has a current first aid certificate.</p> <p>Activities assessments and care plans are completed within 21 days of admission and are part of the long-term care plan and are reviewed at least six-monthly at the same time as the long-term care plan is reviewed. The registered nurses have completed current assessments. Monthly progress notes and activity attendance records are maintained. The resident's social and cultural profile includes the resident's past hobbies and present interests, likes and dislikes, and family/whānau connections. Staff have access to Māori and Pasifika advisors if a cultural support is needed.</p> <p>The diversional therapist stated the calendar was flexible to allow for inclusion of spontaneous events. The service facilitates opportunities for Māori to participate in te ao Māori through the use of te reo Māori in dual language signage, participation in Māori language week, Matariki Māori celebratory events, and Māori boil ups monthly. The service encourages staff to support community initiatives as and when they occur, including those that meet the health needs and aspirations of Māori and whānau. This was evident in connections with local churches. Residents who choose not to participate regularly in group activities are visited one-on-one and the is documented in the resident electronic system.</p> <p>Community visitors include entertainers and church services. The service has a van available for weekly (or more often) outings, and these are provided on a rotating basis. Themed days such as Valentines Day, St Patricks day, Waitangi, and ANZAC Day are on the programme and celebrated with appropriate resources available. There</p>

		are regular resident meetings.
<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>There are policies and procedures in place for safe medicine management. There is one medication room where which also has the medication fridge. In addition, the medication trolleys are stored in a secured treatment room in two areas. All temperatures are monitored for all areas. Caregivers and registered nurses' complete medication competencies. Regular medications and pro re nata (PRN) medications are delivered in prepackaged packs. The registered nurses and caregivers check the packs against the electronic medication charts, and a record of medication reconciliation is maintained. Any discrepancies are fed back to the supplying pharmacy. Expired medications are returned to pharmacy in a safe and timely manner. Medications with a short shelf life were dated on opening and within expiry date.</p> <p>Fourteen electronic medication charts were reviewed and met prescribing requirements. All medications are charted either as regular doses or PRN. Medication charts had photographic identification and allergy status notified. The nurse practitioner (NP) had reviewed the medication charts three-monthly and discussion and consultation with residents takes place during these reviews and if additions or changes are made. All PRN medications had prescribed indications for use, and the effectiveness had been documented in the medication system.</p> <p>Standing orders are not in use. All over the counter medications are reviewed by the NP and prescribed.</p> <p>There were no residents self-administering medications at the time of the audit. There are policies and procedures documented should a resident wish to administer their medications which was understood by staff.</p> <p>Registered nurses interviewed have processes in place for working in partnership with all 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. RNs described discussing residents' medications with the resident and</p>

		<p>family/whānau to include any side effects and changes to medications.</p> <p>Staff received medication training and competencies in medication management as part of their annual training programme.</p>
<p>Subsection 3.5: Nutrition to support wellbeing</p> <p>The people: Service providers meet my nutritional needs and consider my food preferences.</p> <p>Te Tiriti: Menu development respects and supports cultural beliefs, values, and protocols around food and access to traditional foods.</p> <p>As service providers: We ensure people's nutrition and hydration needs are met to promote and maintain their health and wellbeing.</p>	<p>FA</p>	<p>The kitchen is managed by a temporary chef Monday to Friday with a support cook on weekends. All have food safety qualifications. Food preferences and cultural preferences are included in the menu. The kitchen receives resident dietary forms and is notified of any dietary changes for residents. Dislikes and special dietary requirements are accommodated, including food allergies. The chef interviewed reported they accommodate residents' requests, and the service prepares food that is culturally specific to different cultures. Special occasions are catered for. On the days of the audit, the kitchen was clean and well equipped. Kitchen staff were observed following appropriate infection prevention measures during food preparation and serving.</p> <p>Residents' nutritional requirements are assessed on admission to the service in consultation with the residents and family/whānau and enduring power of attorneys. The nutritional assessments identify residents' personal food preferences, allergies, intolerances, any special diets, cultural preferences, and modified texture requirements. Residents' dietary preferences were available in the kitchen folder. The menu in use was reviewed by a registered dietitian in May 2025.</p> <p>Diets are modified as required and the kitchen staff confirmed awareness of the dietary needs of the residents. The residents' weights are monitored regularly, and supplements are provided to residents with identified weight loss issues. Snacks and drinks are available for residents throughout the day and night when required.</p> <p>Records of temperature monitoring of food, chiller, fridges, and freezers are maintained. All cooked meals are delivered to the respective areas in scan boxes. All decanted food had records of use by dates recorded on the containers and no expired items were sighted. Family/whānau and residents interviewed indicated satisfaction with the food service. The dining room was well set out, and noise levels were kept to a minimum to ensure the dining experience was pleasurable for residents. Residents' needs and</p>

		<p>cultural preferences were addressed.</p> <p>There is a food control plan which is current.</p>
<p>Subsection 3.6: Transition, transfer, and discharge</p> <p>The people: I work together with my service provider so they know what matters to me, and we can decide what best supports my wellbeing when I leave the service.</p> <p>Te Tiriti: Service providers advocate for Māori to ensure they and whānau receive the necessary support during their transition, transfer, and discharge.</p> <p>As service providers: We ensure the people using our service experience consistency and continuity when leaving our services. We work alongside each person and whānau to provide and coordinate a supported transition of care or support.</p>	FA	<p>Policies and procedures outline the process and required documentation for transfer and discharge. Where transfer to a higher level of care is needed, this is discussed with the NP and family/whānau before a referral is made to the needs assessment service for reassessment. Discharge and transfer are planned processes that are communicated with residents and their family/whānau. Residents and family/whānau are advised of options to access other health and disability services if indicated or requested. Where residents are transferred to the public hospital, their family/whānau is informed. The NP makes the referral to hospital. Relevant documentation is sent with the resident including a printout of their current medications, care needs, resuscitation status, and a copy of enduring power of attorney documents. The facility uses the 'yellow envelope' transfer documentation system for transfers to another service or facility.</p> <p>When a resident wishes to be or need to be seen by another health service (including Kaupapa Māori services), a referral is made. Examples of this were sighted in resident files including referrals to the wound nurse specialist at Health New Zealand. Registered nurses' complete referral and send this with a photograph of the wound. The nurse specialist decides if they need to consult with the resident in person or send instructions for the management of the wound if it is considered non-complex. Residents attending external appointments are encouraged to be accompanied by their family/whānau.</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>	FA	<p>There is a planned maintenance programme in place. There is a maintenance person who works five days a week and there is a builder available for back up support if needed. The planned maintenance schedule includes annual electrical testing and tagging equipment checks, calibrations of weigh scales and clinical equipment performance monitoring and testing. There is a maintenance request</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>system which is electronic for any repairs and maintenance requests. The maintenance person checks this when they are on duty and signed off when repairs have been completed. Monthly hot water tests are completed for resident areas and are below 45 degrees Celsius. Corrective actions are completed for any temperatures above the required threshold. The building has a current warrant of fitness which expires on 12 June 2026. There are essential contractors who can be contacted through head office if needed.</p> <p>A tour of the facility was conducted. The facility is single level built on a sloping section. Access to the facility is via the main entrance and all visitors and contractors are required to sign in. The facility has heating provided by heat pumps. Resident rooms throughout the facility are spacious and have windows that allow for ample light and ventilation. Residents can personalise their rooms which are large enough for family/whānau to socialise with the resident. Resident's rooms allow for the safe use and manoeuvring of mobility aids. The corridors are wide and promote safe mobility with the use of mobility aids. Residents were seen freely mobilising within the communal areas. There is access to the outdoors, seating, and shade.</p> <p>There are separate visitor and staff toilets as well as communal toilets close to resident communal areas such as the dining room and lounge areas. Privacy locks are on the communal and visitor toilets. All ensuite and communal toilets have paper towels and flowing soap available. Fixtures, fittings, and flooring are appropriate. Toilet and shower facilities are easy to clean. There is sufficient space in toilet and shower areas to accommodate shower chairs.</p> <p>Any major refurbishments or building projects are managed through the Head office who are aware of the requirement to have Māori input to the design.</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>FA</p>	<p>Emergency and disaster management policies outline the specific emergency response and evacuation requirements. The emergency evacuation procedure guides staff to complete a safe and timely evacuation of the facility in case of an emergency. The facility has a staged evacuation scheme. A fire evacuation plan is in place that has</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>been approved by Fire and Emergency New Zealand (dated 10 July 2025). Fire evacuation drills are carried out six monthly.</p> <p>Civil defence supplies are stored in a flat on the site with some emergency food supplies stored in the kitchen. These are checked six monthly and were sighted to be current. In the event of a power outage, there is medical equipment, a gas barbeque and emergency lighting, and a generator onsite (monitored by the maintenance person). There is adequate food supply available for each resident for a minimum of seven days. There are adequate supplies in the event of a civil defence emergency. There is a 10,000-litre tank (reticulated water), as well as stored bottled water, providing sufficient water supplies to provide residents and staff with 20 litres per day for a minimum of seven days. Emergency response information is readily available in each nurse's station and in various other areas. A minimum of one person trained in first aid is always available.</p> <p>There are call bells in the residents' rooms, communal toilets, and lounge/dining room areas. The maintenance person monthly tests call bells. Residents and family/whānau interviewed confirmed call bells are answered in a timely manner.</p> <p>The facility is secured at night with the doors closed by staff at predetermined times and security checks completed. Family/whānau are informed of emergency procedures. On interview, staff confirmed an awareness of the process to follow should an emergency event occur.</p>
<p>Subsection 5.1: Governance</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</p>	<p>FA</p>	<p>Infection prevention and antimicrobial stewardship (AMS) is an integral part of the Alden Manurewa quality programme which is linked to the strategic plan to ensure the environment minimises the risk of infection to residents, staff, and visitors. Expertise in infection prevention and control and antimicrobial stewardship can be accessed through the organisation's clinical lead, Public Health and Health New Zealand. Infection prevention and antimicrobial stewardship resources are accessible. Any significant events are managed using a collaborative approach involving the infection control team, the nurse practitioner, and the Public Health team. There is a communication pathway for</p>

<p>respond to relevant issues of national and regional concern.</p>		<p>reporting infection prevention and antimicrobial stewardship issues to the Board. The clinical manager confirmed any outbreaks are reported immediately. The infection prevention programme, its content and detail, is appropriate for the size, complexity and degree of risk associated with the service.</p>
<p>Subsection 5.2: The infection prevention programme and implementation</p> <p>The people: I trust my provider is committed to implementing policies, systems, and processes to manage my risk of infection. 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. 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>FA</p>	<p>The infection prevention programme has been developed by an external consultant and has been approved by the clinical governance team. The infection prevention programme is reviewed yearly and discussed at infection prevention meetings. Infection prevention data is included in the clinical manager reports which are reviewed by the clinical governance team. The infection prevention manual includes a comprehensive range of policies, standards, and guidelines. This includes defining roles, responsibilities and oversight, pandemic and outbreak management plan, responsibilities during construction/refurbishment, training, and education of staff.</p> <p>Policies and procedures are reviewed three monthly by the clinical governance team with contributions by the infection prevention coordinators across all Alden sites who meet monthly by video link. The regular reviews ensure compliance with standards and regulations. Policies are available to staff. The pandemic response plan is clearly documented to reflect the current expected guidance from Health New Zealand. The infection prevention coordinator (clinical manager) job description outlines the responsibility of the role relating to infection prevention matters and antimicrobial stewardship (AMS).</p> <p>The infection prevention coordinator has completed external and internal infection control training including training provided through online sources. The infection prevention coordinator has access to support from an external provider, the clinical educator, nurse practitioner, and public health team. The infection prevention coordinator described the pandemic plan (sighted) and confirmed the implementation of the plan proved to be successful at the times of outbreaks. During the visual inspection of the facility and facility tour, staff were observed to adhere to infection prevention policies and practices. The infection prevention audits monitor the effectiveness of education and infection control practices. The infection prevention</p>

		<p>coordinator has input in the procurement of good quality consumables and personal protective equipment (PPE). Sufficient infection control resources, including personal protective equipment (PPE), were sighted and these are regularly checked against expiry dates. The infection prevention resources were readily accessible to support the pandemic plan if required.</p> <p>Staff interviewed demonstrated knowledge on the requirements of standard precautions and were able to locate policies and procedures. The service has infection prevention information available in te reo Māori. The infection prevention coordinator and caregivers work in partnership with Māori residents and family/whānau for the implementation of culturally safe practices in infection prevention and acknowledging the spirit of Te Tiriti o Waitangi. Staff interviewed understood cultural considerations related to infection prevention practices.</p> <p>Policies and procedures are in place around reusable and single use equipment. Single-use medical devices are not reused. All shared and reusable equipment is appropriately disinfected between use. The procedures to check these are monitored through the internal audit system. Infection prevention is part of facility staff and registered nurses' meetings. The management team described a clear process of involvement from the infection control coordinator should there be plans for development and ongoing refurbishments of the building.</p> <p>The infection prevention coordinator is committed to the ongoing education of staff and residents as described in infection prevention policies. Infection prevention is part of staff orientation and forms part of the annual staff education schedule. Staff have completed hand hygiene, skin infections, standard precautions, and personal protective equipment training. Resident education occurs as part of the daily cares. Family/whānau are kept informed of extra precautions required or outbreaks and updated through emails and phone calls. Visitors are asked not to visit if unwell.</p> <p>There are hand sanitisers, plastic aprons and gloves strategically placed around the facility near point of care. Handbasins all have flowing soap and paper towels.</p>
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<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>	<p>FA</p>	<p>The service has an antimicrobial stewardship policy and monitors compliance of antibiotic and antimicrobial use through evaluation and monitoring of medication prescribing charts and medical notes. The policy is appropriate for the size, scope, and complexity of the resident cohort. Infection rates are monitored monthly and reported to the quality and staff meetings. Significant events are reported to the Board immediately. Prophylactic use of antibiotics is not considered to be appropriate and is discouraged. The nurse practitioner and clinical manager provide oversight on antimicrobial use within the facility.</p>
<p>Subsection 5.4: Surveillance of health care-associated infection (HAI)</p> <p>The people: My health and progress are monitored as part of the surveillance programme.</p> <p>Te Tiriti: Surveillance is culturally safe and monitored by ethnicity.</p> <p>As service providers: We carry out surveillance of HAIs and multi-drug-resistant organisms in accordance with national and regional surveillance programmes, agreed objectives, priorities, and methods specified in the infection prevention programme, and with an equity focus.</p>	<p>FA</p>	<p>Infection surveillance is an integral part of the infection prevention programme and is described in the Alden Manurewa infection prevention manual. Monthly infection data is collected for all infections based on signs, symptoms, and definition of infection. Infections are entered into electronic infection logs. The monthly infection summary (report extracted from the electronic quality system) includes all infections including organisms and ethnicity. This data is monitored and analysed for trends and patterns by the clinical manager and is included in the monthly 'reflection report' to the Board. Infection prevention surveillance is discussed at facility meetings as confirmed by staff interviewed and review of staff meeting minutes. The infection control coordinator described developing action plans where required for any infection rates of concern.</p> <p>Short term care plans were confirmed as being utilised for residents with infections. Internal infection prevention audits are completed with corrective actions for areas of improvement. Clear culturally safe communication pathways are documented to ensure communication to staff and family/whānau for any staff or residents who develop or experience a healthcare acquired infection (HAI). The service receives information from Health New Zealand services for any community concerns.</p> <p>Since the last audit there was one outbreak of influenza A in September 2024 and an outbreak of covid-19 in November 2024. The outbreaks were appropriately reported, infection outbreak logs, and documentation was maintained throughout the outbreaks, and there</p>

		<p>was documented evidence of debrief meetings held to discuss what went well and what improvements will be implemented on the next occasion. The clinical manager discussed the reviews they completed post the events to ensure they made improvements to the aspects of the outbreak management that required improvement next time. The infection prevention coordinator reported the individual infections were recorded on the infection logs (sighted). This included monitoring the length of the outbreak and residents and staff affected.</p>
<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>Policies are in place regarding chemical safety and hazardous waste and other waste disposal. Chemicals were clearly labelled with manufacturer’s labels and stored in locked areas. Cleaning chemicals are stored in a lockable cupboard on the cleaning trolleys and the trolleys are kept in a locked cupboard when not in use. Safety data sheets and product sheets are available and current. Sharps containers are available and meet the hazardous substances regulations for containers. Gloves, aprons, masks, and disposable visors are available for staff, and they were observed to be wearing these as they carried out their duties on the days of audit.</p> <p>There is one sluice room with a sanitiser, a stainless-steel bench and separate handwashing facilities with flowing soap and hand towels. Staff have completed chemical safety training. A chemical provider monitors the effectiveness of chemicals. A cleaner (interviewed) was knowledgeable around chemicals, infection control practices, and cleaning practices during outbreaks. There is a laundry on site with laundry completed by dedicated laundry staff. Bed linen and towels are laundered offsite. In the laundry there are defined dirty and clean areas. Personal laundry is delivered back to residents’ rooms in named baskets. Linen is delivered to cupboards by staff and stored appropriately.</p> <p>There is enough space for linen storage. The linen cupboards were well stocked, and linen was sighted to be in a good condition. The washing machines and dryers are checked and serviced regularly. The infection prevention coordinator is overseeing the implementation of the cleaning and laundry audits and is involved in overseeing infection</p>

		control practices in relation to the building.
<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>	FA	<p>A registered nurse is the restraint coordinator (not available for interview on the day of audit) and is supported the regional manager (who is also the national restraint coordinator). The national restraint coordinator outlined the services ongoing commitment to remain restraint free.</p> <p>The restraint minimisation and safe practice policy is in accordance with this standard and specifies the supports the organisation's commitment to a restraint-free environment. Review of documentation shows at the time of the audit no restraints were in place. The restraint coordinator has documented roles and responsibilities that relates to the role. Alternatives to restraint, behaviours that challenge, and residents who are a high falls risk are discussed at quality and staff meetings. Any use of restraint and how it is being monitored and analysed would be reported at these meetings. A comprehensive assessment, approval, monitoring, and quality review process is documented for all use of restraint. Before any approval is given the restraint coordinator must discuss this and have it reviewed by the clinical manager and the regional manager. At all times when restraint is considered, the facility will work in partnership with Māori, to promote and ensure services are mana enhancing. A six-monthly restraint meeting is held to review all restraints. Staff have ongoing training relating to maintaining a restraint-free environment and safe practice.</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 3.2.5</p> <p>Planned review of a person’s care or support plan shall:</p> <p>(a) Be undertaken at defined intervals in collaboration with the person and whānau, together with wider service providers;</p> <p>(b) Include the use of a range of outcome measurements;</p> <p>(c) Record the degree of achievement against the person’s agreed goals and aspiration as well as whānau goals and aspirations;</p> <p>(d) Identify changes to the person’s care or support plan, which are agreed collaboratively through the ongoing re-assessment and review process, and ensure changes are</p>	PA Low	Seven resident files were reviewed. The care plan evaluations did not evidence the resident’s progression towards meeting their goals. Care plans are designed to be resident centred, holistic and have been developed and reviewed in partnership with the resident and family/whānau.	Six out of seven care plan evaluations do not include evaluated goals, instead referenced interRAI score outcome as the basis of meeting the goal stated in the care plan.	<p>Ensure the care plan evaluations document residents’ progression towards meeting their goals.</p> <p>180 days</p>

implemented; (e) Ensure that, where progress is different from expected, the service provider in collaboration with the person receiving services and whānau responds by initiating changes to the care or support plan.				
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Specific results for criterion where a continuous improvement has been recorded

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

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

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

Criterion with desired outcome	Attainment Rating	Audit Evidence	Audit Finding
<p>Criterion 2.1.5</p> <p>Governance bodies shall ensure service providers deliver services that improve outcomes and achieve equity for Māori.</p>	CI	<p>Objectives listed in the business plan includes a commitment to providing and assisting in the provision of good quality care to all people and to improving the health status of ethnic groups including Māori and Pacific people who do not currently enjoy the same outcomes as other New Zealanders, a belief in equity of access for all members of the community as a fundamental right in our society, and a belief in the benefits of early health interventions, proper integration of service, health education and the empowerment of people to achieve better health care. The organisation aims for each facility to reflect the local community and have community participation. A long-term Board member ensures meaningful Māori representation regarding tāngata whaikaha, Māori, whānau, and Te Tiriti partnership matters.</p>	<p>In 2023, the organisation had a goal of enhancing their culturally rich environment by making it more attractive to local Māori, many of whom are of Ngāpuhi descent. The objectives were: to enhance Māori residents’ sense of belonging; improved wellbeing; empowered voices; strengthened community connections; culturally safe environment and provide opportunities for engagement in activities that are meaningful. A hui with residents, family/whānau and staff in February 2023 identified a desire to create a native garden that has cultural significance to Māori, including space to grow and harvest kai.</p> <p>A series of actions to implement the project were undertaken including a hui with the local marae who were keen to participate, and protocols to be followed. This included a 5am blessing and karakia before the first soil was overturned (16 August 2023), a karakia once planting was complete ,and a dawn opening</p>

			<p>ceremony (in February 2024). Residents were taken to the Botanical Garden to get ideas and select plants including native plants, fruit, vegetables, and herbs. The project was approved by the governing body, and the CEO who attended the opening ceremony. Since the garden was created, residents have participated in planting, weeding, and harvesting. Monthly boil ups are provided with food from the garden with residents participating in the preparation of the food; residents make their own orange juice from the orange tree; weaving activities are done with harakeke from the garden; and residents undertake bookmark making activities with plants and flowers from the garden.</p> <p>A resident garden survey was conducted in July 2025 with 20 respondents who responded to “how do you feel while in the garden” with happy, relaxed, excited, calm. To the question “what do you enjoy most about the garden?” residents replied they enjoy watching the plants grow, growing my own food, spending time with others, sitting and enjoying nature and taking care of the plants. Residents were also surveyed on the boil ups, weaving and bookmarking activities and all respondents commented positively. Some stated they were proud to have contributed to making the boil up. Key outcomes identified were around residents feeling ownership and pride in the garden, and gardening that in turn promoted relaxation, physical activity, and emotional uplift.</p> <p>The service also aimed to develop a family/whānau room and community space within the facility to be able to provide family/whānau centred care especially during palliative stages and for residents to invite members of the community to participate in social gatherings as they would have done from their own home. A conservatory was refurbished with input from residents and family/whānau to ensure the space was culturally safe and inviting. Since opening the family/whānau room, evidence was sighted of the use of the room that</p>
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			<p>includes family/whānau meetings, communication, case conferences; end of life support, book club, flax weaving, juicing fruit, bingo, morning teas; and residents advocacy group meeting. Feedback from residents about the whānau room was all positive. Resident survey results from 2024 and 2025 (out of 5) show an improvement of respectful of cultural heritage from 4.4 in 2024 to 4.5 in 2025; with spiritual and cultural needs met from 4.3 in 2024 to 4.7 in 2025.</p>
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End of the report.