

Kena Kena Care Limited - Kena Kena Rest Home

Introduction

This report records the results of a Provisional 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: Kena Kena Care Limited

Premises audited: Kena Kena Rest Home

Services audited: Rest home care (excluding dementia care)

Dates of audit: Start date: 27 November 2025 End date: 28 November 2025

Proposed changes to current services (if any): The current owners (two) wish to sell Kena Kena Rest Home. If the business is sold, the prospective purchaser wishes to change the current legal entity name from Kena Kena Rest Home Limited to Kena Kena Care Limited which will continue to trade as Kena Kena Rest Home. The prospective purchaser wishes to complete the transaction (change of ownership) by 21 January 2026 depending on the outcome of this audit.

Total beds occupied across all premises included in the audit on the first day of the audit: 46



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.

General overview of the audit

Kena Kena Rest Home is located in Paraparaumu. Kena Kena Rest Home is certified to provide rest home level of care for up to 51 residents. There were 46 residents on the days of audit.

This provisional audit was undertaken to establish the prospective purchaser preparedness to provide health and disability services, and the level of conformity of the existing provider's service prior to a potential sale. This provisional audit was conducted against the Ngā Paerewa Health and Disability Services Standard and the services contract with Health New Zealand. The audit process included the review of policies and procedures; the review of residents and staff files; observations; and interviews with residents, family/whānau, management, staff, and a general practitioner. The prospective purchaser was interviewed.

There has been a change in nurse manager's since the last audit. The day-to-day clinical operations of Kena Kena Rest Home is overseen by an experienced nurse manager, who is supported by an operations manager and experienced caregivers. Residents and family/whānau interviewed responded positively about the care and support.

This audit identified shortfalls in relation to completion of meeting and progress notes.

Ō tātou motika | Our rights

Kena Kena Rest Home provides an environment that supports resident rights and safe care. Staff demonstrate an understanding of residents' rights according to the Code of Health and Disability Services Consumers' Rights (the Code) and these are upheld. The service has connections with a local marae through their Māori liaison officer and has a Māori health plan documented. A Pacific health plan is in place to ensure culturally appropriate services for Pacific residents. Staff receive training on Te Tiriti o Waitangi, tikanga Māori, and health equity from a Māori perspective, enhancing their understanding of accessibility barriers.

Policies are in place around the elimination of discrimination, harassment, and bullying.

The informed consent process is well understood and implemented by staff.

Complaint processes are equitable, with complaints promptly resolved in collaboration with complainants.

Hunga mahi me te hanganga | Workforce and structure

There is a documented 2025 business operation plan that includes a mission statement, philosophy, and objectives of the service. There is an implemented quality and risk management system, with internal audits occurring as scheduled.

Human resources policies cover recruitment, selection, orientation, and staff training and development. A thorough induction programme provides new staff with essential information for safe work practices. An in-service education/training programme addresses relevant aspects of care and support, and external training is supported. The staffing policy meets contractual requirements and ensures appropriate skill mixes. Residents and family/whānau reported that staffing levels are adequate to meet residents' needs.

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

Ngā huarahi ki te oranga | Pathways to wellbeing

Kena Kena Rest Home has admission information available prior to, or on entry to the service. The registered nurse manages the entry process to the service. The registered nurse assesses, plans, and reviews resident needs, outcomes, and goals. The care plans demonstrated individualised care.

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

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

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

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

The building holds a current building warrant of fitness. Residents can freely mobilise within the communal areas, with safe access to the outdoors, seating, and shade. Rooms are spacious to meet the needs of the residents. Rooms are personalised with appropriate heating and ventilation.

Documented systems are in place for essential, emergency and security services. Staff have planned and implemented strategies for emergency management. All shifts are covered by a staff member with a current first aid certificate.

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

The infection prevention and control and antimicrobial stewardship programmes are tailored to the service's size and complexity, approved by the nurse manager, and integrated into the quality improvement system. There is a documented pandemic and outbreak response plan. The facility has adequate resources and personal protective equipment, and staff are appropriately trained.

The registered nurse and nurse manager oversee infection surveillance. They share infection control data with staff and ensure that recommendations made by the general practitioner and external consultant are implemented.

Policies and processes for managing waste, infectious, and hazardous substances are confirmed as being implemented. The effectiveness of laundry and cleaning processes are monitored via the internal audit system and ongoing observations made by management.

Here taratahi | Restraint and seclusion

Restraint minimisation and safe practice policies and procedures are in place. Restraint minimisation is overseen by the registered nurse. There are currently restraints in use. Use of restraint is only used as a last resort, after all other options have been explored. Education is provided to staff around restraint minimisation, de-escalation, and management of challenging behaviour. A restraint register is documented. Quality review of processes occurs.

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	27	0	1	1	0	0
Criteria	0	174	0	1	1	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>There is a Māori health plan and policy that describes the Māori perspectives of health and a commitment to Te Tiriti o Waitangi. The operations manager reported during interview that they can also access cultural support from the community based Kaupapa Māori health and social services.</p> <p>The business operations plan documented a commitment by the leadership team to ensure that all aspects of service delivery are culturally safe. The recruitment policy includes provision of an equitable recruitment process. The operations manager confirmed that the service supports a Māori workforce through an equitable recruitment process. At the time of the audit there were residents who identified as Māori. Staff received training on Te Tiriti o Waitangi, Māori health policy, tikanga practices and te reo Māori.</p> <p>There were current staff members who identified as Māori at Kena Kena Rest Home. Self-determination, cultural values, and beliefs of Māori residents and family/whānau are documented in the resident care plan. All staff have access to relevant tikanga guidelines. Te reo Māori is encouraged to be used in general conversations within the facility. Interviews with fourteen staff including eight caregivers, a registered nurse (RN), one diversional therapist, one diversional</p>

		<p>therapist assistant, one chef, a laundry assistant and one cleaner confirmed that mana motuhake is respected and they are well-equipped to deliver equitable services.</p> <p>The prospective purchaser knows and understands the consumer rights and has a good understanding of Te Tiriti o Waitangi, that includes recognising barriers for Māori and supporting Māori. The prospective purchaser has completed cultural training.</p>
<p>Subsection 1.2: Ola manuia of Pacific peoples in Aotearoa</p> <p>The people: Pacific peoples in Aotearoa are entitled to live and enjoy good health and wellbeing.</p> <p>Te Tiriti: Pacific peoples acknowledge the mana whenua of Aotearoa as tuakana and commit to supporting them to achieve tino rangatiratanga.</p> <p>As service providers: We provide comprehensive and equitable health and disability services underpinned by Pacific worldviews and developed in collaboration with Pacific peoples for improved health outcomes.</p>	FA	<p>There is a Pacific health plan in place, which documents care requirements for Pacific peoples to ensure culturally appropriate services. The plan includes the Fonofale model of care for use with Pacific peoples. Ethnicity information and Pacific people's cultural beliefs and practices that may affect the way in which care is delivered is documented on admission to the service. At the time of the audit there were residents who identified as Pasifika.</p> <p>There were current staff members who identified as Pasifika at Kena Kena Rest Home. Interviews with the operations manager, nurse manager and staff confirmed that they understood the equity issues faced by Pacific peoples. The service partners with Whānau Ora Services to enable better planning, support, interventions, research, and evaluation of the health and wellbeing of Pacific peoples to improve outcomes. There are equitable recruitment and education processes to recruit and upskill Pacific staff.</p>
<p>Subsection 1.3: My rights during service delivery</p> <p>The People: My rights have meaningful effect through the actions and behaviours of others.</p> <p>Te Tiriti: Service providers recognise Māori mana motuhake (self-determination).</p> <p>As service providers: We provide services and support to people in a way that upholds their rights and complies with legal requirements.</p>	FA	<p>The Health and Disability Commissioner's (HDC) Code of Health and Disability Services Consumers Rights (the Code) is displayed on posters and brochures available in te reo Māori on entry to the facility. Brochures on the Code and the Nationwide Health and Disability Advocacy Service are also available. Interviews with three residents and seven family/whānau confirmed that staff are respectful and considerate of residents' rights in line with the Code. The operations manager confirmed the involvement of independent advocacy when required.</p> <p>The service actively supports and encourages family/whānau</p>

		<p>engagement and welcome visits. Residents and family/whānau interviewed reported being made aware of the Code and the Nationwide Health and Disability Advocacy Service and were provided with opportunities to discuss and clarify their rights. The operations manager and nurse manager affirmed their commitment to respecting and upholding Māori autonomy and mana motuhake which was confirmed by staff interviewed.</p> <p>The prospective purchaser knows and understand the Code and their responsibilities as a provider of health and disability services, as confirmed through interview.</p>
<p>Subsection 1.4: I am treated with respect</p> <p>The People: I can be who I am when I am treated with dignity and respect.</p> <p>Te Tiriti: Service providers commit to Māori mana motuhake.</p> <p>As service providers: We provide services and support to people in a way that is inclusive and respects their identity and their experiences.</p>	<p>FA</p>	<p>Resident file reviews and interviews with staff, residents and family/whānau confirmed that Kena Kena Rest Home is inclusive of each resident's identity, including their values and beliefs, culture, religion, disabilities, gender, sexual orientation, relationship status, and other social identities or characteristic. Staff were observed to maintain privacy throughout the audit. All residents have a private room. Care plans included respect for advance directives and personal wishes, as well as efforts to promote independence. Staff demonstrated their understanding of the principles of Te Tiriti o Waitangi and how to apply these in their daily work.</p> <p>Māori language is prominently featured in the facility's signage and posters, including the activities programme. Management is committed to respecting and upholding Māori autonomy, language, and mana motuhake. Māori cultural days are celebrated and include Matariki and Māori language week. The service continues to incorporate training that covers Te Tiriti o Waitangi, tikanga Māori and health equity from a Māori perspective, to build knowledge and awareness about the importance of addressing accessibility barriers. The service works alongside tāngata whaikaha and supports them to participate in individual activities of their choice, including supporting them with te ao Māori.</p> <p>A sexuality and intimacy policy is in place with training part of the education schedule. Staff were observed to use person-centred and respectful language with residents. Spiritual needs are identified,</p>

		<p>church services are held, and spiritual support is available. The registered nurse and caregivers interviewed explained how the service meets the residents cultural and spiritual needs. Te reo Māori signage was visible throughout the facility and staff have access to the Māori health plan, which they reference and implement regularly in their daily activities.</p>
<p>Subsection 1.5: I am protected from abuse</p> <p>The People: I feel safe and protected from abuse. Te Tiriti: Service providers provide culturally and clinically safe services for Māori, so they feel safe and are protected from abuse. As service providers: We ensure the people using our services are safe and protected from abuse.</p>	<p>FA</p>	<p>Staff demonstrated a clear understanding of the service’s policy on abuse and neglect, including the appropriate actions to take if any signs were observed. The audit found no instances of discrimination, coercion, or harassment in staff, resident and family/whānau interviews or in the reviewed documentation. Staff sign a code of conduct upon commencing employment which includes professional boundaries. Staff demonstrated an understanding of what Te Tiriti o Waitangi means to their practice. The service follows a process of managing residents’ finances through invoicing. Internal audits of the code of rights and cultural values were conducted to ensure compliance.</p> <p>The results confirmed that residents' needs are being met, with audit reports showing full compliance in these areas. Interviews with staff and management confirmed their commitment to fostering a positive, inclusive, and safe working environment. They are encouraged to address issues of racism and acknowledge their own biases, ensuring a supportive and equitable workplace. Staff interviewed expressed confidence in raising concerns about institutional and systemic racism, knowing that such concerns would be addressed. A strengths-based and holistic model of care is implemented ensuring wellbeing outcomes for Māori is achieved when in.</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. Te Tiriti: Services are easy to access and navigate and give clear</p>	<p>FA</p>	<p>Information related to the service and what to expect when entering the service is provided to residents and family/whānau on admission. Residents and family/whānau are informed prior to entry of the scope of services and any items that are not covered by the agreement. Residents and family/whānau interviewed provided positive feedback, noting that communication is open and effective.</p>

<p>and relevant health messages to Māori. 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>A review of adverse event forms confirmed that family/whānau were notified of any events or incidents. The contact details for family/whānau and the enduring power of attorney (EPOA) are kept current, with a secondary contact noted when the EPOA was unavailable.</p> <p>A general practitioner (GP) interviewed confirmed timely communication and appropriate follow ups. The registered nurse and nurse manager described an implemented process around providing family/whānau with time for discussion around care, time to consider decisions and opportunity for further discussion, if required. The delivery of care includes a multidisciplinary team and family/whānau are communicated to with regard to services involved. At the time of the audit there were no residents who could not speak and understand English. Kena Kena Rest Home has access to interpreter services when/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 are policies documented around informed consent. Informed consent processes are discussed with residents and family/whānau on admission. Resident files were reviewed and written general consents sighted for outings, photographs, release of medical information, medication management and medical cares are included and signed as part of the admission process. Specific consent has been signed by the resident or their enduring power of attorney (EPOA) for procedures such as influenza and Covid-19 vaccines, and other clinical consents. Discussions with all staff interviewed confirmed that they are familiar with the requirements to obtain informed consent for entering rooms and personal care.</p> <p>The admission agreement is appropriately signed by the resident or the EPOA. The service welcomes the involvement of family/whānau in decision making, where the person receiving services wants them to be involved. Enduring power of attorney documentation is filed in the residents' file and is activated as applicable for residents assessed as incompetent to make an informed decision. Where EPOA had been activated, a medical certificate for incapacity is on file.</p>

		<p>An advance directive policy is in place and is implemented. Advance directives for health care, including resuscitation status, had been completed by residents deemed to be competent. Where residents were deemed incompetent to make a resuscitation decision, the general practitioner has made a medically indicated resuscitation decision. There is documented evidence of discussion with the EPOA. Discussion with family/whānau identified that the service actively involves them in decisions that affect their family/whānau. Training has been provided to staff around the Code, including informed consent.</p> <p>The service follows relevant best practice tikanga guidelines by incorporating and considering the residents' cultural identity when planning care. The operations manager and nurse manager has a good understanding of the organisational processes to ensure Māori residents involve the family/whānau for collective decision making. Support services for Māori are available.</p>
<p>Subsection 1.8: I have the right to complain</p> <p>The people: I feel it is easy to make a complaint. When I complain I am taken seriously and receive a timely response.</p> <p>Te Tiriti: Māori and whānau are at the centre of the health and disability system, as active partners in improving the system and their care and support.</p> <p>As service providers: We have a fair, transparent, and equitable system in place to easily receive and resolve or escalate complaints in a manner that leads to quality improvement.</p>	<p>FA</p>	<p>The complaints procedure is provided to residents and family/whānau on entry to the service. The nurse manager maintains a record of all complaints, both verbal and written, by using a complaint register. There have been three complaints made since the previous audit in May 2024. Documentation including follow-up letters and resolution demonstrated that complaints are being managed in accordance with guidelines set by the Health and Disability Commissioner (HDC). There were no complaints made through external agencies.</p> <p>Interviews with the residents and family/whānau confirmed they were provided with information on the complaints process. Service feedback forms are easily accessible at the entrance to the facility. The operations manager described their understanding that Māori prefer to have in person communications. There is a complaints/concerns form available for residents and family/whānau to make a complaint and express a concern. Residents are updated at the six-monthly resident meeting. Residents confirmed this when interviewed, and meeting minutes reflected discussions with residents around what is going well and what could be improved.</p>

		Residents and family/whānau making a complaint can involve an independent support person in the process if they choose.
<p>Subsection 2.1: Governance</p> <p>The people: I trust the people governing the service to have the knowledge, integrity, and ability to empower the communities they serve.</p> <p>Te Tiriti: Honouring Te Tiriti, Māori participate in governance in partnership, experiencing meaningful inclusion on all governance bodies and having substantive input into organisational operational policies.</p> <p>As service providers: Our governance body is accountable for delivering a highquality service that is responsive, inclusive, and sensitive to the cultural diversity of communities we serve.</p>	FA	<p>Kena Kena Rest Home is located in Paraparaumu and is certified to provide rest home level care for up to 51 residents including 20 care suites under occupation right agreements (ORAs). There are two care suites that are suitable for couples. There were no couples in the ORA care suites. On the day of the audit there were 46 residents with one resident on Accident Compensation Corporation (ACC) funding, one on respite care, two residents on younger person with disability (YPD) contract and two residents under the long-term support- chronic health care (LTS-CHC) contract. All other residents were under the age related residential agreement (ARRC).</p> <p>This provisional audit has been completed as the current owners wish to sell this certified rest home to a potential purchaser. If the business is sold, the prospective purchaser wishes to change the current legal entity name from Kena Kena Rest Home Limited to Kena Kena Care Limited which will continue to trade as Kena Kena Rest Home. The prospective purchaser wishes to complete the transaction (change of ownership) by 21 January 2026 depending on the outcome of this audit.</p> <p>There have been two owners (nurse managers) who have jointly owned two rest homes (Kena Kena Rest Home and Kapiti Rest Home). Both facilities are currently for sale, and the prospective purchasers wish to purchase both services. One of the nurse manager's (current owner) retired in July 2025 and the second owner has been working at both facilities with support from the operations manager (non-clinical) who has been at Kena Kena Rest Home for eight years. The operations manager currently reports to the nurse manager. If the sale of the facility is successful, the nurse manager (current owner) and operations manager will continue to have clinical oversight of Kena Kena Rest Home with both reporting to the prospective purchaser. The operations manager will become the facility /general manager and have overall responsibility for day-to-day operations.</p>

	<p>Kena Kena Rest Home has a 2025 business operation plan that includes a mission statement, philosophy, and objectives of the service. The business operation plan is regularly reviewed against set goals as part of the annual review meeting with the nurse manager(s)/current owners.</p> <p>The nurse manager and operations manager are knowledgeable around contractual and legislative requirements and has completed cultural training. The nurse manager is responsible for clinical oversight and clinical governance of the facility. The operations manager provides graphs of analysis, trends, and summaries to the nurse manager. There are bi-monthly quality assurance meetings related to day-to-day operational activities and reporting on the quality and risk management programme scheduled. Auditors observed the operations manager and nurse manager actively interacting with residents and family/whānau, demonstrating their understanding of the daily operations of the service. The operations manager supports the implementation of the quality system and provide regular monthly reports to the nurse manager(s)/owners.</p> <p>The management team at Kena Kena Rest Home have an understanding in Te Tiriti o Waitangi and health equity and supports meaningful inclusion of Māori and ensures the organisation's values and goals reflect the needs of Māori. Interviews with the nurse manager and operations manager confirmed the management team analyse internal processes, business planning, and service development to improve outcomes and achieve equity for Māori and tāngata whaikaha people with disabilities; and to identify and address barriers to provide equitable service delivery. Māori consultation ensures policies and procedure represents Te Tiriti partnership. Residents are encouraged to participate in the planning and evaluation of the service through general feedback, annual surveys, and six-monthly resident meetings.</p> <p>The nurse manager and operations manager have completed professional development activities related to managing an aged care facility.</p> <p>The prospective purchaser (two director/owners) have non-clinical backgrounds; however, they currently manage other medium size aged care facilities i.e. two in Auckland and three in Wellington. The</p>
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		<p>company planning to purchase the service is called Care with Love Limited, which is a small family-run aged care group. The main shareholder/CEO has been in the aged care industry for seven years and has a background in business ownership, farming, and hotel management. The CEO collaborates with the Operations Manager and the Accountant to implement the necessary processes and controls to meet requirements. The operations manager holds a law degree (international), has a background in hotel management, and oversees the day-to-day operations. The third key member of the head office is a chartered accountant who is contracted to work with the purchaser. The three work closely together to ensure that the business operates in compliance with relevant standards and legislation. This team provides a governance role and sets the overall direction, policies, and strategies for the business.</p> <p>A transition plan is documented. An interview with the prospective purchaser (operations manager) confirmed their understanding of aged care. They confirmed a good understanding of contractual requirements related to the different service levels. The prospective purchaser will base themselves at Kapiti Rest Home where they will provide operational oversight of all seven facilities (dependent on the sale of this facility and the purchase of one other facility). The prospective purchaser interviewed confirmed there is an established organisational structure including financial management and there will be no changes to key personnel at site level. The mission statement, goals and values will change should the purchase take place with the objective being to become the leading aged care provider within an affordable range of care facilities.</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</p>	<p>PA Moderate</p>	<p>Kena Kena Rest Home has implemented a quality and risk management programme that includes performance monitoring through internal audits and the collection of clinical indicator data. The operations manager provide monthly graphs related to analysis, trends and summaries related to quality data. A meeting schedule consists of six-monthly resident meetings and bi-monthly quality assurance meetings. The agenda for the quality assurance meetings includes discussions related to training; health and safety; infection prevention and control; staffing; internal audits; complaints (if any);</p>

<p>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>cultural safety; and survey results.</p> <p>There was limited evidence to confirm staff participation in the quality programme as the quality assurance meetings have not all occurred as planned. Internal audits are conducted according to the schedule, and any corrective actions identified are used to enhance service delivery. Internal audits schedule includes clinical audits which include monitoring against policy and contractual requirements. Resolved issues are signed off. Progress with the quality programme/goals has been monitored and reviewed by the nurse manager(s) and operations manager through annual review process and internal audits.</p> <p>Family/whānau satisfaction surveys are conducted annually with the February 2025 results indicating high levels of satisfaction with the service. There were corrective actions completed to individual comments received. Policies and procedures are current and reflect good practice; being embedded throughout service delivery and maintained in electronic format, and staff have confirmed they can access these documents as needed. Cultural safety is reflected within the quality programme with collation of ethnicity data related to adverse events and infections. The process provides for critical analysis of organisational practices to improve health equity. Staff undergo comprehensive training on Te Tiriti o Waitangi, tikanga Māori, and health equity from a Māori perspective, which builds their knowledge and awareness of the importance of addressing accessibility barriers. This training, health literature resources, and cultural connections ensure that all staff are well-equipped to deliver high-quality healthcare for Māori.</p> <p>Each incident/accident is documented in the resident management system. Adverse event forms reviewed indicated the forms are completed in full and signed off by the registered nurse and/or nurse manager. Incident and accident data is collated monthly and reported in the bimonthly quality assurance meetings and at handover. Each event involving a resident reflected a clinical assessment and a timely follow-up by the RN. Opportunities to minimise future risks are identified by the RN. Health and safety meetings occur bimonthly as part of the quality assurance meeting when these are held. Health and safety is overseen by the</p>
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		<p>operations manager. Hazards are documented and addressed. There was a current hazard and risk register in place. Staff received education related to hazard management and health and safety at orientation and annually. The operations manager confirmed leadership commitment to health and safety and staff wellbeing.</p> <p>Discussions with the operations manager and nurse manager evidenced their awareness of the requirement to notify relevant authorities in relation to essential notifications. There was one event that required a section 31 notification. There have been no severity assessment code (SAC) reports required to be completed and forwarded to the Health Quality and Safety Commission. There have been two outbreaks reported appropriately since the last audit.</p> <p>The prospective purchaser has an established, well known aged care quality and risk management programme that they plan to implement at Kena Kena Rest Home. It is anticipated that they will implement the new electronic system and suite of policies using a phased approach as identified in the transition plan. Implementation of the prospective purchaser's meeting and internal audit schedule will commence immediately to ensure continuity of the quality and risk management programme. Current GP and pharmacy contracts will remain; and supplier contracts will be centralised. There are no legislative compliance issues that could affect the service if the sale of the service is successful.</p>
<p>Subsection 2.3: Service management</p> <p>The people: Skilled, caring health care and support workers listen to me, provide personalised care, and treat me as a whole person.</p> <p>Te Tiriti: The delivery of high-quality health care that is culturally responsive to the needs and aspirations of Māori is achieved through the use of health equity and quality improvement tools.</p> <p>As service providers: We ensure our day-to-day operation is managed to deliver effective person-centred and whānau-centred services.</p>	<p>FA</p>	<p>There are policies and procedures that describe safe staffing levels and skill mixes to provide culturally and clinically safe care, 24 hours a day, seven days a week. The nurse manager and operations manager are based at the sister facility (Kapiti Rest Home) Monday to Friday and visit Kena Kena Rest Home daily. There is a registered nurse on site from Sunday to Thursday from 8am-4.30pm. When the registered nurse is not on-site, staff have access to the nurse manager who is on call. In the absence of the registered nurse, the nurse manager provides clinical oversight. The operations manager is available for non-clinical issues after hours.</p> <p>A sufficient number of caregivers are allocated to ensure residents</p>

	<p>needs are met. Interviews with staff identified that staffing is adequate to meet the needs of residents. Staff and family/whānau are informed when there are changes to staffing levels, as evidenced in staff, resident and family/whānau interviews. Residents and family/whānau interviewed did not raise staffing issues and confirmed that staff are attentive to resident's needs. The diversional therapist and diversional therapist assistant provide activities from Monday to Saturdays. There are separate staff allocated to the roster to complete cleaning and laundry tasks over seven days a week.</p> <p>There is an annual education and training schedule in place. This has been fully implemented to date and covers all mandatory training, as well as a range of topics related to caring for the older person. Staff reported they are provided with training on an online platform, and formal face to face in-service training. The service supports and encourages caregivers to obtain a New Zealand Qualification Authority (NZQA) qualification. There are 23 caregivers employed in total with 13 caregivers having achieved a level three or four qualification. Staff are supported by a Careerforce assessor (a caregiver at Kapiti Rest Home) to gain the next qualification. All staff are required to complete competency assessments as part of their orientation and include hand hygiene, correct use of personal protective equipment (PPE), restraint and manual handling and transfer. Competencies are assessed through RN observation, individual questionnaires, or internal audits; all competencies were current.</p> <p>Staff training records showed that they completed training related to Māori health outcomes and disparities and health equity. Staff interviewed were knowledgeable around these subjects and confirmed that their cultural training is ongoing. The nurse manager and registered nurse are interRAI trained. Staff reported a positive work environment, and employees have counselling services available to them, when required.</p> <p>The prospective purchaser interviewed confirmed that they have a policy regarding staff skill mix which meets contractual obligations and rostering around the acuity of residents. The prospective purchaser interviewed stated that there would be no immediate</p>
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		<p>changes to the roster should the purchase of the facility be actualised. However, the prospective purchaser stated that another RN role maybe added to the roster in response to acuity or numbers of residents if required. This role would be across two facilities (this site and another that may be purchased). The prospective purchaser confirms that the current plan for service management and will remain as is. The registered nurse (RN) full time equivalent and number of caregivers will remain unchanged On- call arrangements will continue to be managed by the nurse manager.</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>There are human resource policies in place, including recruitment, selection, orientation, and staff training and development. Seven staff files were selected for review, which evidenced recruitment processes are being implemented and includes reference checking, qualifications, employment contract, and job descriptions. A register of practising certificates is maintained for all health professionals. Staff interviewed were knowledgeable around their individual job descriptions, responsibilities, and accountabilities. The service has a role-specific orientation programme in place that provides new staff with relevant information for safe work practice.</p> <p>Competencies are completed at orientation and then as part of the ongoing education plan. Kena Kena Rest Home demonstrated that the orientation programme supports the RN and caregivers to provide a culturally safe environment to Māori. Staff performance appraisals are scheduled and completed as they become due, as sighted in the staff files. All staff files were kept secure and confidential. Staff ethnicity data is collected and recorded. Staff stated communication and teamwork are positive and the nurse manager reported that debrief and discussion occur following any incidents.</p> <p>The prospective purchaser interviewed stated they offered similar employment conditions to employees as those that are in place currently.</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>Resident records are electronic, and staff files are electronic. The medication management is electronic. The medication management system is secure and require user identification and passwords to access. The resident files are appropriate to the service type and demonstrated service integration. Records are uniquely identifiable, legible, and timely. Signatures that are documented include the name and designation of the service provider.</p> <p>Historic residents and staff archived files are securely stored in a locked room and easily retrievable when required. Residents entering the service have all relevant initial information recorded within 24 hours of entry into the resident's individual record. Personal resident information is kept confidential and cannot be viewed by other residents or members of the public. The nurse manager is the privacy officer and oversee all requests related to health information. The service is not responsible for National Health Index registration.</p> <p>The current patient management system will change within three months of settlement date to Hercules Health electronic platform should this be approved to go ahead with a sale.</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>There are policies documented to guide management around entry and decline processes. Residents' entry into the service is facilitated in a competent, equitable, timely and respectful manner. Information pamphlets are provided for family/whānau and residents prior to admission or on entry to the service. A review of resident files confirmed that entry to service complied with entry criteria.</p> <p>Seven admission agreements reviewed align with service requirements. Exclusions from the service are included in the admission agreement. Family/whānau and residents interviewed stated that they have received the information pamphlet and received sufficient information prior to and on entry to the service. Admission criteria are based on the assessed need of the resident and the contracts under which the service operates. The registered nurse is available to answer any questions regarding the admission</p>

		<p>process.</p> <p>The service openly communicates with prospective residents and family/whānau during the admission process, and declining entry would be if the service had no beds available. Potential residents are provided with alternative options and links to the community if admission is not possible.</p> <p>The service collects and documents ethnicity information at the time of enquiry from individual residents. The service has a process to combine collection of ethnicity data from all residents, and the analysis of same for the purposes of identifying entry and decline rates. Kena Kena Rest Home has meaningful relationship with Māori including Māori organisations, and they support Māori residents to have positive wellbeing outcomes when admitted to the service.</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 files were reviewed, including residents funded under Accident Compensation Corporation (ACC) interim care, long term support agreement, younger person with a disability, and a respite care contract. All other residents were under the aged residential care agreement. The registered nurse is responsible for conducting all assessments and for the development of care plans. Residents and family/whānau interviewed report they are involved in the assessment, care planning, and review process, as evidenced in the files reviewed.</p> <p>There is a cultural awareness policy in place to ensure the service supports Māori and family/whānau to identify and minimise barriers and identify their own pae ora outcomes in their care or support plan.</p> <p>All residents have admission assessment information collected and an initial care plan completed at time of admission. All reviewed files (except those receiving respite care) had interRAI assessments and long-term care plans completed in a timely manner. The long-term care plan includes interventions to guide care delivery, which are reflective of assessed needs. The care plans are holistic and align with the service's model of person-centred care. Care plan evaluations were completed at least six-monthly or when residents'</p>

	<p>needs changed. Short-term care plans for infections, and wounds were utilised, with interventions transferred to the long-term care plans in a timely manner.</p> <p>A suite of assessments is completed on admission for all residents including a social and cultural assessment. Assessments identified specific needs including (but not limited to) skin, mobility, and nutrition. The resident on respite care had an initial assessment and care plan completed that identified risks and early warning signs to manage needs effectively.</p> <p>A contracted general practitioner (GP) ensures residents are assessed within five working days of admission. The GP reviews each resident at least three-monthly. The GP when interviewed confirmed they are available on-call up until 9pm. The nurse manager who is based at Kapiti Rest Home, is available 24/7 for clinical advice and decision making as required. The GP expressed satisfaction with the standard of care at Kena Kena Rest Home. Specialist referrals are initiated as needed. Allied health interventions are integrated into care plans. A physiotherapist and dietitian are contacted as required. A podiatrist visits six to eight-weekly and a continence advisor, and wound care specialist nurses are available as required.</p> <p>Caregivers and the registered nurse interviewed described a verbal handover at the beginning of each duty that maintains a continuity of service delivery. Progress notes are written by the registered nurse and/or caregivers. The registered nurse further adds to the progress notes, if there are any incidents, GP visits, or changes in health status. Progress notes are not consistently completed by all care staff to provide an accurate reflection of the care journey of the resident.</p> <p>Residents interviewed reported their needs and expectations were being met, and family/whānau members confirmed the same regarding their family/whānau. When a resident's condition alters, the staff alert the registered nurse, who then initiates a review by a GP. Family/whānau stated they were notified of all changes to health, including infections, accident/incidents, outcomes after a GP visit, medication changes, and any changes to health status; and</p>
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		<p>this was consistently documented in the resident's progress notes.</p> <p>A wound register is maintained. There were residents with wounds on the day of the audit. Wounds included a chronic wound that is being managed by district nurses. The wounds had wound assessments, wound management plans, and documented evaluations, including photographs (if required) to show progression of healing. The caregivers and registered nurse interviewed confirmed there are adequate clinical supplies and equipment provided, including continence, wound care supplies, and pressure injury prevention resources.</p> <p>Care plans reflect the required health monitoring interventions for individual residents. The caregivers complete monitoring charts, including bowel chart; blood pressure; weight; food and fluid chart; pain; and blood glucose levels. Monitoring reviewed was implemented as scheduled. Neurological observations are completed for unwitnessed falls and suspected head injuries according to policy.</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>A diversional therapist (DT) oversees the activities programme. The DT is responsible for the assessments and the planning of activities for special days. The programme is supported by a DT assistant and the caregivers. The activities programme is delivered six days a week by the DT team.</p> <p>The programme is planned monthly and weekly. The weekly calendar is placed in large print on all the noticeboards. The DT and DT assistant facilitate opportunities to participate in te reo Māori, incorporating Māori language in entertainment and singing, craft, and participation in Waitangi weekend, Māori language week and Matariki. Activities are delivered to meet the cognitive, physical, intellectual, and emotional needs of the residents. Those residents who prefer to stay in their room or cannot participate in group activities, have one-on-one visits for a chat and to see if there is anything they need.</p> <p>A resident's leisure and cultural profile in the resident's file includes the resident's past hobbies and present interests, likes and dislikes,</p>

		<p>career, and family/whānau connections. A leisure and cultural plan are developed on admission and reviewed six-monthly at the same time as the review of the long-term care plan. Residents are encouraged to join in activities that are appropriate and meaningful. A resident attendance list is maintained for activities, entertainment, and outings. Activities include (but are not limited to) balloon tennis, baking short bread, golf putting, four square game and crafts for Christmas. There are weekly van outings. The facility is very close to a shopping centre, and independent residents walk there for coffees and shopping. There is a weekly church service.</p> <p>There are regular resident meetings. Residents and family/whānau can also provide feedback on activities at the six-monthly reviews. Residents and family/whānau interviewed stated the activity programme is meaningful and engaging.</p> <p>The prospective purchaser has no immediate plans to change the activities programme.</p>
<p>Subsection 3.4: My medication</p> <p>The people: I receive my medication and blood products in a safe and timely manner.</p> <p>Te Tiriti: Service providers shall support and advocate for Māori to access appropriate medication and blood products.</p> <p>As service providers: We ensure people receive their medication and blood products in a safe and timely manner that complies with current legislative requirements and safe practice guidelines.</p>	<p>FA</p>	<p>A medication management policy is available for safe medicine management and meets legislative requirements. All staff who administer medications are assessed for competency on an annual basis. Education around safe medication administration has been provided. The registered nurse has completed syringe driver training.</p> <p>Staff were observed to be safely administering medications. The registered nurse and caregivers interviewed could describe their role regarding medication administration. The facility uses blister packs. All medications are checked on delivery against the medication chart, and any discrepancies are fed back to the supplying pharmacy.</p> <p>Medications are stored securely in a locked trolley in the nurses' station. The medication trolley is locked when not in use. The temperatures of the medication fridge and medication room (nurses' station) are monitored daily with no issues noted when reviewing records. All medications are checked monthly. All medications with a short shelf life have been dated on opening and discarded as per</p>

		<p>manufacturer's instructions. All over the counter vitamins, supplements or alternative therapies residents choose to use, are prescribed by the GP and charted on the electronic medication chart.</p> <p>Fourteen electronic medication charts were reviewed. The medication charts reviewed confirmed the GP reviews all resident medication charts three-monthly and each chart has photo identification and allergy status identified. There were no residents self-administering medication on the days of audit. The policies and procedures related to the competency assessment and storage of medication is in place should a resident be assessed as competent to self-administer medications.</p> <p>Pro re nata (PRN) medications are administered as prescribed and effectiveness is documented on the electronic medication system or in the progress notes. Medication competent caregivers sign when the medication has been administered. There are no vaccines kept on site. The facility does not use standing orders. Residents and family/whānau are updated around medication changes, including the reason for changing medications and side effects. This is documented in the progress notes.</p> <p>The registered nurse and nurse manager described the process to work in partnership with Māori residents and family/whānau to ensure the appropriate support is in place, advice is timely, easily accessed, and treatment is prioritised to achieve better health outcomes. Residents and their family/ whānau are supported to understand their medications when required.</p> <p>The prospective purchaser confirmed the medication management system will remain unchanged.</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>FA</p>	<p>All meals are prepared and cooked on site. There is a full-time chef, and a chef that covers the weekend. All kitchen staff have safe food handling certificates. The food control plan is current.</p> <p>The five weekly seasonal menus have been reviewed by a dietitian in March 2024. There is a food services manual available in the</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>kitchen. The chef receives resident dietary information from the registered nurse and is notified of any changes to dietary requirements (diabetic pureed foods) or residents with weight loss. The chef (interviewed) is aware of resident likes, dislikes, and special dietary requirements. Alternative meals are offered for those residents with dislikes, or religious and cultural preferences. Māori or Pacific menu options are available upon request, and family/whānau can bring special meals for their relatives. On the day of audit, meals were observed to be well presented.</p> <p>The chef completes a daily checklist, which includes fridge and freezer temperatures recordings. Food temperatures are checked at different stages of the cooking process. Meals are served directly from the kitchen to the dining room. Residents were observed enjoying their meals. There was a pleasant ambience in the dining room. Staff were observed assisting residents with meals if required. Lipped plates are available.</p> <p>The residents and family/whānau interviewed were very complimentary regarding the food service, and the variety and choice of meals provided. They can offer feedback directly to the chef, at the resident meetings and through resident surveys.</p> <p>The prospective purchaser confirmed there will be no immediate changes made to the menu or food service.</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>	<p>FA</p>	<p>Planned discharges or transfers are coordinated in collaboration with residents and family/whānau to ensure continuity of care. There are policies and procedures documented to ensure discharge or transfer of residents is undertaken in a timely and safe manner.</p> <p>Family/whānau are involved for all transfers and discharges to and from the service, including being given options to access other health and disability services and social support or Kaupapa Māori agencies, where indicated or requested. The registered nurse explained the transfer between services includes a comprehensive verbal handover and the completion of specific transfer documentation.</p>

<p>Subsection 4.1: The facility</p> <p>The people: I feel the environment is designed in a way that is safe and is sensitive to my needs. I am able to enter, exit, and move around the environment freely and safely.</p> <p>Te Tiriti: The environment and setting are designed to be Māori-centred and culturally safe for Māori and whānau.</p> <p>As service providers: Our physical environment is safe, well maintained, tidy, and comfortable and accessible, and the people we deliver services to can move independently and freely throughout. The physical environment optimises people's sense of belonging, independence, interaction, and function.</p>	<p>FA</p>	<p>The physical environment is safe and well maintained. The building holds a current warrant of fitness. The operations manager oversees maintenance programme and has access to trades people as required.</p> <p>There is an annual preventative maintenance plan that includes electrical testing and tagging. Monthly testing of hot water temperatures occurs and if temperature recordings are out of expected range, a plumber is notified. Calibration of medical equipment was completed within the last 12 months.</p> <p>The facility is carpeted, with vinyl surfaces in bathrooms/toilets and kitchen areas. There is adequate space for storage of mobility equipment. Residents are encouraged to bring their own possessions, including those with cultural or spiritual significance into the facility, and can personalise their room.</p> <p>The facility is built on a single level. All rooms have handbasins and the ORA care suites have full ensuite shower/toilet facilities. There is flowing soap at handbasins, ensuites, and in communal toilets. There are communal toilets with disability access located near the communal areas. Residents who do not have ensuites have sufficient communal showers/toilets available to them to use. Privacy is maintained with in use/vacant signs on the doors. There were appropriately placed handrails in all the ensuites, communal toilets, in shower facilities and hallways. Residents were observed moving freely around the areas with mobility aids where required. The caregivers interviewed stated there is sufficient equipment to safely carry out the resident cares, as documented in care plans.</p> <p>The hallways are wide. There is a large lounge which is used for activities and two smaller quieter lounges available. There is a large well-appointed dining room and seating is flexible to manage mobility equipment.</p> <p>There are outdoor areas with seating and shade. The outdoor areas and gardens are well maintained. There is safe access to the outdoors, pathways, and landscaped areas.</p>

		<p>The building is appropriately heated and ventilated. There is a mix of heat pumps and panel heaters in resident's rooms. There is ample natural light in the rooms.</p> <p>The operations manager and nurse manager stated they are aware of their obligations to codesign the environments to reflect the aspirations and identity of Māori in the future renovation of the building.</p>
<p>Subsection 4.2: Security of people and workforce</p> <p>The people: I trust that if there is an emergency, my service provider will ensure I am safe.</p> <p>Te Tiriti: Service providers provide quality information on emergency and security arrangements to Māori and whānau.</p> <p>As service providers: We deliver care and support in a planned and safe way, including during an emergency or unexpected event.</p>	<p>FA</p>	<p>Emergency/disaster management policies outline the specific emergency response and evacuation requirements, as well as the duties/responsibilities of staff in the event of an emergency. The emergency evacuation procedure guides staff to complete a safe and timely evacuation of the facility in case of an emergency. A fire evacuation plan is in place that has been approved by Fire and Emergency New Zealand in May 2024. Fire evacuation drills are held six-monthly. Civil defence supplies are stored in identified areas and are checked six-monthly. The facility has a generator on site in the event of a power outage. There are gas barbeques to cook on including a gas stove in the kitchen. There is an adequate food supply available for each resident for minimum of three days. Emergency water supplies provide three litres per person per day, for three days (with a 5,000-litre water tank on site).</p> <p>Emergency management is included in staff orientation and is included in the ongoing education plan. There is a staff member with a first aid certificate on each shift.</p> <p>There are call bells in the residents' rooms, dining room, lounges, and communal toilets close to lounge/dining room areas. Call bells are tested as per the maintenance schedule and serviced by a contractor. Staff carries pagers (phones) and were observed to be responsive to call bells on the days of the audit. Residents and families/whānau interviewed confirmed that call bells are answered in a timely manner.</p> <p>The facility is secured at night. Night staff have access to panic buttons that is monitored by a security company. There is security lighting and close circuit television at the entrance and hallways.</p>

		Staff wear badges and are identifiable. Visitors sign in at the entry to the service.
<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 respond to relevant issues of national and regional concern.</p>	FA	<p>The infection prevention and control programme and antimicrobial stewardship (AMS) programmes are appropriate to the size and complexity of the service, is approved by the nurse manager in conjunction with the external consultant. The infection control programme and AMS programme links to the quality improvement plan and business plan. The infection control programme and AMS programme is developed by an external consultant who provides support to the nurse manager.</p> <p>The nurse manager (current owner) receives information, through daily interaction with staff and residents. Infections are discussed in the quality assurance meetings, and any significant events are reported through this meeting (link 2.2.2). This was confirmed in an interview with the nurse manager. Documented evidence showed infections were reviewed with the GP and appropriately managed.</p> <p>The service has access to an infection prevention and control clinical nurse specialist from Health New Zealand. Residents and staff are offered influenza and Covid-19 vaccinations.</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.</p> <p>Te Tiriti: The infection prevention programme is culturally safe. Communication about the programme is easy to access and navigate and messages are clear and relevant.</p> <p>As service providers: We develop and implement an infection prevention programme that is appropriate to the needs, size, and scope of our services.</p>	FA	<p>The infection prevention and control programme and antimicrobial stewardship programmes is linked to the quality improvement system and reported on annually. The nurse manager is the infection prevention and control coordinator and oversees the infection control and prevention programme. There are clearly documented roles and responsibilities related to the infection control coordinator role.</p> <p>The infection prevention and control coordinator has completed external training around infection prevention and control and has appropriate skills, knowledge, and qualifications for the role. The infection prevention and control policies have been developed by an external expert. The procedures and policies reflect the requirements of the Standard and are based on current accepted</p>

	<p>good practice. The infection prevention and control coordinator has input into clinical policies that may impact on HAI risk.</p> <p>Staff became thoroughly familiar with policies through comprehensive training provided during orientation and ongoing education sessions, consistently demonstrating adherence to these policies. Residents and their family/whānau receive infection prevention and control education tailored to their needs, particularly residents who independently undertake community visits.</p> <p>Single use medical devices are not reused and were seen to be safely and correctly disposed of. Reusable items were cleaned and sterilised using equipment which is used in line with manufacturers' guidelines, and this is audited to ensure its safe working state and regular decontamination.</p> <p>The pandemic plan includes the management of unwell residents, management of staff and visitors, food, and laundry services. There is a framework for communicating significant events through bimonthly quality assurance meetings (link 2.2.2). An outbreak response is documented, and the pandemic plan has been regularly tested. There were sufficient resources and personal protective equipment (PPE) available at the facility, and staff have been trained accordingly.</p> <p>The service provides te reo Māori information around infection prevention and control for Māori residents. The policy and procedures provide guidance around culturally safe practices, acknowledging the spirit of Te Tiriti o Waitangi. The staff interviewed described implementing culturally safe practices in relation to infection prevention and control.</p> <p>The nurse manager understands the process of involvement, should there be plans for development and ongoing refurbishments of the building. The infection prevention and control coordinator procures all equipment and consumables with support from the operations manager.</p> <p>The prospective purchaser will implement the infection control programme as required as part of their own suite of policies.</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 use policy and procedure suitable for the size, scope, and complexity of the resident cohort. The antimicrobial stewardship (AMS) programme has been approved by the nurse manager.</p> <p>The registered nurse, nurse manager, and general practitioner monitor compliance with antibiotic and antimicrobial use by evaluating medication prescribing charts, prescriptions, and medical notes, adhering to recognised New Zealand Antimicrobial Stewardship Guidelines. Infection rates are monitored annually which is sufficient for the size and service level of the facility. Action plans are developed as part of the review of the annual infection control and AMS programme when necessary to improve AMS activities.</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>Surveillance of infections is appropriate for the size and complexity of the service. Monthly infection data is collected for all infections based on signs, symptoms, and definition of infection. Infections are entered into an infection register and surveillance of all infections (including organisms) is collated onto a monthly infection summary. This data includes ethnicity, and is monitored and analysed for trends, monthly and annually. Infection control surveillance is discussed at the bimonthly quality assurance meeting (link 2.2.2).</p> <p>The nurse manager oversees the infection surveillance programme. Interview with the infection prevention and control coordinator evidence communication processes are culturally safe.</p> <p>Infection prevention and control data is shared with the facility's staff at handover, and any recommendations from the GP are followed up. Infection prevention and control data, along with any relevant issues, are communicated to residents and family/whānau as needed.</p> <p>There have been two outbreaks reported since the previous audit (gastroenteritis outbreak in November 2024 and Covid-19 March 2025). Kena Kena Rest Home staff adhered to its outbreak</p>

		management plan and processes to notify appropriately. There is sufficient PPE stored, and training sessions include outbreak management.
<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>	FA	<p>There are policies and processes for the management of waste and infectious and hazardous substances and interview with staff confirmed that policies and procedures are implemented. Laundry and cleaning processes are monitored for effectiveness via the internal audit system and ongoing observations by the management. There are dedicated cleaning and laundry staff rostered over seven days and all have completed relevant orientation. Chemicals were stored securely, and a closed chemical dispensing system is used. Material safety and data sheets are available. All relevant staff have completed chemical training. The cleaner's trolley is stored securely when not in use.</p> <p>All linen, personals and kitchen items are laundered on site. Linen cupboards had enough linen and towels. The laundry has a dirty to clean flow. There is sluicing facility with appropriate PPE available and separate hand-washing facilities. The cleaning mopheads and kitchen linen are washed in separate washing cycles.</p> <p>Staff were aware of prevention of cross contamination and use of PPE. The residents and their family/whānau reported no issues with the laundry and cleaning services, noting that the facility is consistently very clean. Any concerns raised in the residents' meetings are promptly followed up, and actions are taken to address them. The infection prevention and control coordinator provides support to maintain a safe environment during construction, renovation, and maintenance activities.</p> <p>The prospective purchaser stated there are no immediate changes planned to the environment. The prospective purchaser stated if any changes are considered they will ensure IPC expertise is sought.</p>
Subsection 6.1: A process of restraint	FA	The restraint minimisation and safe practice policy is in accordance with this standard and specifies the nurse manager and operations

<p>The people: I trust the service provider is committed to improving policies, systems, and processes to ensure I am free from restrictions.</p> <p>Te Tiriti: Service providers work in partnership with Māori to ensure services are mana enhancing and use least restrictive practices.</p> <p>As service providers: We demonstrate the rationale for the use of restraint in the context of aiming for elimination.</p>		<p>managers commitment to a restraint-free environment. At the time of the audit there were residents using restraint. When restraint is considered, the facility works in partnership with the resident and family/whānau to ensure services are mana enhancing. The registered nurse is the restraint coordinator, and they have documented roles and responsibilities that relates to the role. A job description which defines the responsibilities of the role is in place.</p> <p>Restraint is discussed at the quality assurance meetings (link 2.2.2). The restraint coordinator ensures the care plans explore all alternatives, including strategies to avoid the use of restraint. This includes identifying cultural needs and beliefs, falls prevention strategies and strategies for managing behaviour. Staff have ongoing training relating to restraint minimisation and safe practice, and current annual competencies were sighted.</p> <p>The prospective purchaser confirmed governance commitment to eliminate restraint and maintain a restraint free environment. The prospective purchaser interviewed is well versed with their responsibilities in respect of restraint minimisation and safe practice.</p>
<p>Subsection 6.2: Safe restraint</p> <p>The people: I have options that enable my freedom and ensure my care and support adapts when my needs change, and I trust that the least restrictive options are used first.</p> <p>Te Tiriti: Service providers work in partnership with Māori to ensure that any form of restraint is always the last resort.</p> <p>As service providers: We consider least restrictive practices, implement de-escalation techniques and alternative interventions, and only use approved restraint as the last resort.</p>	<p>FA</p>	<p>Restraint is only used as a last resort. Assessments for the use of restraint, consent, care planning, interventions, monitoring, and evaluation were documented and included all requirements of the Standard. Restraint monitoring occurred as per care plan. Residents and family/whānau are involved in the process. Access to advocacy is facilitated, as necessary.</p> <p>There are two residents using restraint (a lap belt and a bedrail). A restraint register is maintained and reviewed by the restraint coordinator and reported on at quality assurance meetings (link 2.2.2). The register contained enough information to provide an auditable record. If an emergency restraint is required, an incident report and investigation would be completed. The RN confirmed that a debrief following the event would also take place. There has been no incidents of emergency restraint used.</p> <p>The RMSP Safe Restraint and Practice policy requires a comprehensive assessment before any restraint is approved,</p>

		<p>including clinical needs, alternatives trialled, risks and benefits, cultural considerations, and input from the resident, whānau/EPOA, and GP/NP. The home met these requirements. Assessments were completed in the resident electronic management system using the approved restraint assessment process, with clear documentation of consultation, general practitioner approval, and confirmation that the least restrictive option was chosen.</p> <p>Staff interviews confirmed that restraint is only considered when all alternative strategies have been attempted and found ineffective in maintaining safety. Alternatives routinely used include falls prevention strategies, sensor mats, environmental adjustments, modified routines, engagement strategies, behaviour support, and culturally responsive interventions. Staff demonstrated sound understanding of the expectation that restraint is a last resort, and that resident dignity, cultural safety, and mana must be upheld throughout the process.</p> <p>Frequency of monitoring is determined by the restraint coordinator. Monitoring requirements were implemented in full accordance with the policy. Monitoring intervals were clearly documented by a registered nurse based on individual risk, with records showing checks on comfort, circulation, mobility, emotional wellbeing, toileting, pressure area care, hydration, and safety. Monitoring demonstrated holistic consideration of cultural, physical, psychological, and psychosocial needs.</p> <p>Restraint data and review outcomes are discussed during clinical and staff meetings, ensuring shared oversight and continuous improvement. Three-monthly evaluations were completed and documented, with evidence of interdisciplinary review, consultation with EPOA/whānau, assessment of ongoing need, review of cultural factors, and identification of minimisation strategies.</p>
<p>Subsection 6.3: Quality review of restraint</p> <p>The people: I feel safe to share my experiences of restraint so I can influence least restrictive practice.</p> <p>Te Tiriti: Monitoring and quality review focus on a commitment to</p>	<p>FA</p>	<p>An annual evaluation and review of restraint practice is completed and any changes to guidelines, education, and processes are implemented as indicated. Restraint data analysis is completed and discussed at the quality assurance/staff meetings (link 2.2.2). Trends</p>

<p>reducing inequities in the rate of restrictive practices experienced by Māori and implementing solutions. As service providers: We maintain or are working towards a restraint-free environment by collecting, monitoring, and reviewing data and implementing improvement activities.</p>		<p>(if any) are identified and options to minimise and eliminate the use of restraint are considered. The annual evaluation also considers staff restraint education, including de-escalation strategies and challenging behaviour management. Six-monthly restraint audits are also completed, with corrective actions implemented where required.</p>
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Specific results for criterion where corrective actions are required

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

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

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

Criterion with desired outcome	Attainment Rating	Audit Evidence	Audit Finding	Corrective action required and timeframe for completion (days)
<p>Criterion 2.2.2</p> <p>Service providers shall develop and implement a quality management framework using a risk-based approach to improve service delivery and care.</p>	<p>PA</p> <p>Moderate</p>	<p>Resident meetings occurred six monthly as scheduled in 2024 (since the last audit) and 2025.</p> <p>The operations manager provides monthly graphs with trends, analysis, and summaries of all quality data to the nurse manager.</p> <p>The bi-monthly quality assurance meetings are scheduled to discuss the day-to-day operational activities and to report on the quality and risk management programme (graphs), including corrective actions; training; health and safety; infection prevention and control; staffing; internal audits results; complaints (if any); cultural safety; and survey results.</p> <p>Staff reported that they receive information on quality data and operational activities at</p>	<p>There was limited evidence that the quality assurance meetings occurred as planned to evidence staff participation in the quality programme.</p>	<p>Ensure the quality assurance meetings occurred as scheduled to ensure evidence of staff participation in the quality programme</p> <p>60 days</p>

		<p>handover and meetings. Staff could explain that communication filters through to their emails and through the communication channel in the resident's management system (Leecare). The meeting minutes were available for November 2024, June 2025, August 2025, and October 2025. The managers stated that quality assurance meetings were not always documented,</p> <p>The current nurse manager has identified the gap in meeting minutes and had rectified the issue to ensure the meeting schedule is on track since they took over from the previous nurse manager.</p>		
<p>Criterion 3.2.4</p> <p>In implementing care or support plans, service providers shall demonstrate:</p> <p>(a) Active involvement with the person receiving services and whānau;</p> <p>(b) That the provision of service is consistent with, and contributes to, meeting the person's assessed needs, goals, and aspirations. Whānau require assessment for support needs as well. This supports whānau ora and pae ora, and builds resilience, self-management, and self-advocacy among the collective;</p> <p>(c) That the person receives services that remove stigma and promote acceptance and inclusion;</p> <p>(d) That needs and risk assessments are an ongoing process and that any changes are documented.</p>	PA Low	<p>The electronic patient management system includes task lists and progress notes. Progress notes are completed by the caregivers and registered nurse. In reviewing the progress notes, it was noted that there were gaps of up to nine days where there were no progress notes documented either by the caregivers or the registered nurse. This was observed in three of the seven resident files reviewed. The nurse manager and operations manager stated that there could be a systems issue as staff do complete task lists daily that should populate to the electronic systems progress note page. The residents were observed to be receiving the care required as per care plans. Handover at the beginning of each shift ensured that staff received relevant information around each resident. Staff are informed of any changes to the resident's care during handover as sighted during the</p>	<p>Progress notes are not consistently completed by all care staff as per policy.</p>	<p>Ensure resident progress notes are consistently completed to reflect the care journey of the resident.</p> <p>90 days</p>

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

No data to display

End of the report.