

Bupa Care Services NZ Limited - Crofton Downs Care Home

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 the Ministry of Health.

The abbreviations used in this report are the same as those specified in section 0.4 of the Ngā Paerewa Health and Disability Services Standard (NZS8134:2021).

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

The specifics of this audit included:

Legal entity:	Bupa Care Services NZ Limited
Premises audited:	Crofton Downs Care Home
Services audited:	Hospital services - Medical services; Hospital services - Geriatric services (excl. psychogeriatric); Rest home care (excluding dementia care)
Dates of audit:	Start date: 9 March 2023 End date: 10 March 2023
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:	38

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

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

Key to the indicators

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

Indicator	Description	Definition
Yellow	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
Red	Major shortfalls, significant action is needed to achieve the required levels of performance	Some subsections applicable to this service unattained and of moderate or high risk

General overview of the audit

Bupa Crofton Downs provides hospital (geriatric and medical) and rest home level of care for up to 49 residents. There were 38 residents on the days of audit.

This certification audit was conducted against the Nga Paerewa Health and Disability Services Standard 2021 and the contracts with Te Whatu Ora- Health New Zealand Capital, Coast and Hutt Valley. The audit process included the review of policies and procedures, the review of residents and staff files, observations, and interviews with residents, family, management, staff, and a general practitioner.

The general manager is appropriately qualified and experienced and is supported by a clinical manager (RN). There are robust organisational quality systems and processes being implement. Feedback from residents and families/whānau was very positive about the care and the services provided. An induction and in-service training programme are in place to provide staff with appropriate knowledge and skills to deliver care.

This certification audit identified the service meets the intent of the standard.

Ō tatou motika | Our rights

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



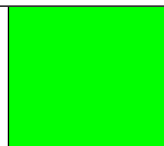
Subsections applicable to this service fully attained.

Bupa Crofton Downs provides an environment that supports resident rights and safe care. Staff demonstrated an understanding of residents' rights and obligations. There is a Māori health plan. The service works to provide high-quality and effective services and care for residents.

Residents receive services in a manner that considers their dignity, privacy, and independence. Bupa Crofton Downs provides services and support to people in a way that is inclusive and respects their identity and their experiences. The service listens and respects the voices of the residents and effectively communicates with them about their choices. Care plans accommodate the choices of residents and/or their family/whānau. There is evidence that residents and family are kept informed. The rights of the resident or their family/whānau to make a complaint is understood, respected, and upheld by the service. Complaints processes are implemented, and complaints and concerns are actively managed and well-documented.

Hunga mahi me te hanganga | Workforce and structure

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



Subsections applicable to this service fully attained.

The business plan includes a mission statement and operational objectives. The service has effective quality and risk management systems in place that take a risk-based approach, and these systems meet the needs of residents and their staff. Quality improvement projects are implemented. Internal audits, meetings, and collation of data were all documented as taking place as scheduled, with corrective actions as indicated.

There is a staffing and rostering policy. There are human resources policies which cover recruitment, selection, orientation and staff training and development. The service had an induction programme in place that provides new staff with relevant information for safe work practice. There is an in-service education/training programme covering relevant aspects of care and support and external training is supported. The organisational staffing policy aligns with contractual requirements and includes skill mixes. Residents and families/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 is secure, accessible, and confidential.

Ngā huarahi ki te oranga | Pathways to wellbeing

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

There is an admission package available prior to or on entry to the service. The registered nurses are responsible for each stage of service provision. Residents' records reviewed, provided evidence that the registered nurses utilise the interRAI assessment to assess, plan and evaluate care needs of the residents. Care plans demonstrate service integration. Resident files included medical notes by the contracted general practitioner, as well as visiting allied health professionals.

All staff responsible for administration of medication complete education and medication competencies. The electronic medicine charts reviewed met prescribing requirements and were reviewed at least three-monthly by the general practitioner.

There are separate activities calendars for the upstairs and downstairs areas. The programme includes community visitors and outings, entertainment and activities that promote and encourage individual recreational, physical, and cognitive abilities for the consumer group.

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 were being met. The service has a current food control plan. The organisational dietitian reviews the Bupa menu plans.

Planned exits, discharges or transfers were coordinated in collaboration with the resident and family/whānau to ensure continuity of care.

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

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

Appropriate equipment for responding to emergencies is provided. There is an emergency management plan in place, and an approved evacuation scheme.

The building holds a current warrant of fitness. Electrical equipment has been tested and tagged. All medical equipment and all hoists have been serviced and calibrated. Residents can freely mobilise within the communal areas, with safe access to the outdoors, seating, and shade. Fixtures, fittings, and flooring is appropriate and toilet/shower facilities are constructed for ease of cleaning. Appropriate equipment for responding to emergencies is provided. There is an emergency management plan in place, and an approved evacuation scheme.

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

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

Subsections applicable to this service fully attained.

Infection prevention management systems are in place to minimise the risk of infection to consumers, service providers and visitors. The infection control programme is implemented and meets the needs of the organisation and provides information and resources to inform the service providers. Documentation evidenced that relevant infection control education is provided to all staff as part of their orientation and as part of the ongoing in-service education programme. Antimicrobial usage is monitored.

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. Results of surveillance are acted upon, evaluated, and reported to relevant personnel in a timely manner. The service has robust Covid-19 screening in place for residents, visitors, and staff. A pandemic plan and Covid-19 response plans are in place and the service has access to personal protective equipment supplies. There have been three outbreaks since the previous audit, and these have been well documented.

There are documented processes for the management of waste and hazardous substances in place, and incidents are reported in a timely manner. 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 4 subsections that support outcomes where Services shall aim for a restraint and seclusion free environment, in which people's dignity and mana are maintained.

Subsections applicable to this service fully attained.

The restraint coordinator is a registered nurse. At the time of the audit, there were no residents requiring restraint. Encouraging a restraint-free environment is included as part of the education and training plan. The service considers least restrictive practices, implementing de-escalation techniques and alternative interventions, and only uses 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	27	0	0	0	0	0
Criteria	0	166	0	0	0	0	0

Attainment Rating	Unattained Negligible Risk (UA Negligible)	Unattained Low Risk (UA Low)	Unattained Moderate Risk (UA Moderate)	Unattained High Risk (UA High)	Unattained Critical Risk (UA Critical)
Subsection	0	0	0	0	0
Criteria	0	0	0	0	0

Attainment against the Ngā Paerewa Health and Disability Services Standard

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

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

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

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

Subsection with desired outcome	Attainment Rating	Audit Evidence
<p>Subsection 1.1: Pae ora healthy futures</p> <p>Te Tiriti: Māori flourish and thrive in an environment that enables good health and wellbeing.</p> <p>As service providers: We work collaboratively to embrace, support, and encourage a Māori worldview of health and provide high-quality, equitable, and effective services for Māori framed by Te Tiriti o Waitangi.</p>	FA	<p>A Māori health plan is documented for the service. This policy acknowledges Te Tiriti o Waitangi as a founding document for New Zealand. The service currently has whanaunga’s (resident’s) who identify as Māori. Bupa has a te ao Māori strategy and the Toward Māori Health Equity policy documented which have been developed in partnership with the Māori cultural advisor. The Māori health strategy recognises the importance of tino rangatiratanga, equity, active protection, options, and partnership.</p> <p>The Māori Health strategy supports increased recruitment of Māori employees by embedding recruitment processes that utilise te reo and engage with local iwi for recruitment strategies at a local level. At the time of the audit, there were Māori kaiāwhina (staff) members. The general manager stated that they support increasing Māori capacity by employing Māori staff members when they do apply for employment opportunities at Bupa Crofton Downs. Bupa Crofton Downs has links to the local Ngāti Toa Rangatira and kaumātua for community support.</p>

		<p>Interviews with eighteen staff (five caregivers, five RN's, three activities staff, two housekeeping staff, two maintenance staff, and the kitchen manager) described examples of providing culturally safe services in relation to their role. Residents and whānau are involved in providing input into the resident's care planning, their activities, and their dietary needs. Clinical staff described their commitment to supporting Māori residents and their whānau by identifying what is important to them, their individual values and beliefs and enabling self-determination and authority in decision-making that supports their health and wellbeing.</p> <p>Interviews with the management team (one general manager, one clinical manager, the regional quality partner, and the regional operations manager) identified the service and organisation are focused on delivering person-centred care which includes operating in ways that are culturally safe. The service provided training on cultural safety in January 2023 as part of the compulsory "Grow" education module. Training encompassed Te Tiriti o Waitangi based on the guidelines of cultural safety in nursing, Māori operating principles and values, assessment tools, and meeting resident's needs.</p>
<p>Subsection 1.2: Ola manuia of Pacific peoples in Aotearoa</p> <p>The people: Pacific peoples in Aotearoa are entitled to live and enjoy good health and wellbeing.</p> <p>Te Tiriti: Pacific peoples acknowledge the mana whenua of Aotearoa as tuakana and commit to supporting them to achieve tino rangatiratanga.</p> <p>As service providers: We provide comprehensive and equitable health and disability services underpinned by Pacific worldviews and developed in collaboration with Pacific peoples for improved health outcomes.</p>	<p>FA</p>	<p>During the admission process, the resident's family/whānau are encouraged to be present to assist with identification of all needs, including cultural beliefs. On enquiry and admission, all residents state their ethnicity and cultural beliefs. Individual cultural beliefs are documented for all residents in their care plan and activities plan. At the time of audit, there were residents at Bupa Crofton Downs who identify as Pasifika.</p> <p>The Bupa organisation is working on developing a Pacific health plan. Bupa plans to partner with a Pacific organisation and/or individual to provide guidance. The service has linkages to Pacific groups in the local community, facilitated by current Pacific staff members. If required, the service is able to access pamphlets and information on the service in most Pacific languages. The service is actively recruiting new staff. The general manager described how they would encourage and support any staff that identified as Pasifika, through</p>

		<p>the employment process. There are currently staff that identify as Pasifika. On interview, Pacific staff confirmed they are welcomed and supported by management to attain qualifications.</p> <p>Interviews with the management team, staff, nine residents (three hospital and six rest home), and three relatives (two hospital, one rest home), and documentation reviewed identified that the service puts people using the services, and family/whānau at the heart of their services.</p>
<p>Subsection 1.3: My rights during service delivery</p> <p>The People: My rights have meaningful effect through the actions and behaviours of others.</p> <p>Te Tiriti: Service providers recognise Māori mana motuhake (self-determination).</p> <p>As service providers: We provide services and support to people in a way that upholds their rights and complies with legal requirements.</p>	<p>FA</p>	<p>Bupa policies and procedures align with the requirements of the Health and Disability Commissioner's (HDC) Code of Health and Disability Services Consumers' Rights (the Code). Information related to the Code is made available to residents and their families/whānau. The Code of Health and Disability Services Consumers' Rights is displayed in multiple locations in English and te reo Māori. The general manager, clinical manager or registered nurse discusses aspects of the Code with residents and their relatives on admission. Information about the Nationwide Health and Disability Advocacy is available to residents on the noticeboard and in their information pack. Other formats are available, such as information in te reo Māori. Resident and relative meetings provide a forum for residents to discuss any concerns.</p> <p>The staff interviewed confirmed their understanding of the Code and its application to their specific job role and responsibilities. Staff receive education in relation to the Health and Disability Commissioners (HDC) Code of Health and Disability Consumers' Rights (the Code) at orientation and through the annual education and training programme, which includes (but not limited to) understanding the role of advocacy services. Advocacy services are linked to the complaints process.</p> <p>The Māori strategy supports enabling the right for Māori (Māori self-determination) to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori. The residents and relatives interviewed stated they felt their rights were upheld and they were</p>

		<p>treated with dignity, respect, and kindness. The residents and relatives felt they were encouraged to recognise Māori mana motuhake. Interactions observed between staff and residents were respectful. Care plans reflected residents were encouraged to make choices and be as independent as possible.</p>
<p>Subsection 1.4: I am treated with respect</p> <p>The People: I can be who I am when I am treated with dignity and respect.</p> <p>Te Tiriti: Service providers commit to Māori mana motuhake.</p> <p>As service providers: We provide services and support to people in a way that is inclusive and respects their identity and their experiences.</p>	<p>FA</p>	<p>Caregivers and RNs interviewed described how they support residents to choose what they want to do and provided examples of the things that are important to residents, which then shape the care and support they receive. Residents interviewed reported they are supported to be independent and are encouraged to make a range of choices around their daily life and stated they had choice over what activities they wished to participate in. Residents are supported to make decisions about whether they would like family/whānau members to be involved in their care or other forms of support. The service responds to tāngata whaikaha needs and enable their participation in te ao Māori. Residents have control and choice over activities they participate in, as evidenced in resident care plans.</p> <p>The Bupa annual training plan demonstrates training that is responsive to the diverse needs of people across the service. A sexuality and intimacy policy is in place. Staff receive training on sexuality and intimacy as part of the education schedule. Staff interviewed stated they respect each resident's right to have space for intimate relationships.</p> <p>The spiritual care policy is in place and is understood by care staff. Staff described how values and beliefs information is gathered on admission with relative's involvement and is integrated into the resident's care plan. Staff interviewed could describe professional boundaries, and practice this in line with policy. Spiritual needs are identified, church services are held, and spiritual support is available.</p> <p>It was observed that residents are treated with dignity and respect. Staff were observed to use person-centred and respectful language with residents. Residents and relatives interviewed were positive about the service in relation to their values and beliefs being considered and met. Privacy is ensured and independence is</p>

		<p>encouraged. The collection, storage, use and destruction of personal information policy is implemented. Orientation and ongoing education for staff covers the concepts of personal privacy and dignity. The 2022 resident survey identified a high level of satisfaction around privacy, dignity, and respect.</p> <p>Residents' files and care plans identified resident's preferred names.</p> <p>Te reo Māori is celebrated during Māori language week and Matariki is celebrated at Bupa Crofton Downs. Caregivers interviewed advised they are encouraged to use common te reo phrases when speaking with Māori residents and answering the phone.</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>An abuse and neglect policy is implemented. Bupa Crofton Downs policies prevent any form of discrimination, coercion, harassment, or any other exploitation. Inclusiveness of ethnicities, and cultural days celebrate diversity. A staff code of conduct is discussed during the new employee's induction to the service, with evidence of staff signing the code of conduct policy. This code of conduct policy addresses the elimination of discrimination, harassment, and bullying. All staff are held responsible for creating a positive, inclusive and a safe working environment. A 'speak-up' programme is in place, which is being managed by Bupa-Australia and backed up by a whistleblower policy. The Towards Māori Health Equity policy recognises structural racism (also known as institutional racism) as a contributor to inequitable health outcomes at both systemic and interpersonal levels and responding through policies and procedures that challenge the often-innate beliefs of superiority and inferiority of social groups.</p> <p>Staff complete education on orientation and annually as per the training plan on how to identify abuse and neglect. Staff are educated on how to value the older person, showing them respect and dignity. All residents and families interviewed confirmed that the staff are very caring, supportive, and respectful.</p> <p>Police checks are completed as part of the employment process. The service implements a process to manage residents' comfort funds through an external agency. Professional boundaries are defined in job descriptions. Interviews with registered nurses and caregivers</p>

		<p>confirmed their understanding of professional boundaries, including the boundaries of their role and responsibilities. Professional boundaries are covered as part of orientation.</p> <p>The service promotes a strengths-based and holistic model to ensure wellbeing outcomes for their Māori residents is prioritised. Review of resident care plans identified goals of care included interventions to promote positive outcomes. On interview, care staff confirmed an understanding of holistic care for all 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>Information is provided to residents/relatives on admission. Two-monthly resident meetings identify feedback from residents and consequent follow up by the service.</p> <p>Policies and procedures relating to accident/incidents, complaints, and open disclosure policy alert staff to their responsibility to notify family/next of kin of any accident/incident that occurs. Electronic accident/incident forms have a section to indicate if next of kin have been informed (or not) of an accident/incident. This is also documented on the family communication sheet that is held in the front of the resident's file. Twelve accident/incident forms reviewed identified relatives are kept informed; this was confirmed through the interviews with relatives. An interpreter policy and contact details of interpreters is available. Interpreter services are used where indicated. At the time of the audit, all residents were fluent in English. Staff on interview advised they use hand and facial gestures to assist with communication. Bupa provide translated materials in te reo and interpreters where necessary.</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 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 and Te Whatu Ora Capital, Coast and Hutt Valley specialist services (eg, geriatric nurse specialist, mental health services for older people, wound nurse specialist), and ACC. The delivery of care includes residents or enduring power of</p>

		attorney consent. Family (where appropriate) are encouraged to attend specialist appointments. The registered nurses described an implemented process around providing residents with time for discussion around care, time to consider decisions, and opportunity for further discussion, if required.
<p>Subsection 1.7: I am informed and able to make choices</p> <p>The people: I know I will be asked for my views. My choices will be respected when making decisions about my wellbeing. If my choices cannot be upheld, I will be provided with information that supports me to understand why.</p> <p>Te Tiriti: High-quality services are provided that are easy to access and navigate. Providers give clear and relevant messages so that individuals and whānau can effectively manage their own health, keep well, and live well.</p> <p>As service providers: We provide people using our services or their legal representatives with the information necessary to make informed decisions in accordance with their rights and their ability to exercise independence, choice, and control.</p>	FA	<p>There are policies around informed consent. Seven resident files reviewed (three at hospital level and four at rest home level of care) included signed general consent forms. Residents and relatives interviewed could describe what informed consent was and knew they had the right to choose. There is an advance directive policy.</p> <p>In the files reviewed, there were appropriately signed resuscitation plans and advance directives in place. The service follows relevant best practice tikanga guidelines and welcomes the involvement of whānau in decision making where the person receiving services wants them to be involved. Discussions with relatives confirmed that they are involved in the decision-making process, and in the planning of resident's care. Admission agreements had been signed and sighted for all the files seen. Copies of enduring power of attorneys (EPOAs) were on resident files, where applicable.</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>	FA	<p>The complaints procedure is equitable and is provided to residents and relatives on entry to the service. The general manager maintains a record of all complaints, both verbal and written, by using a complaint register. This register is in hard copy and electronically. Seven complaints have been received since the service opened in 2022. Staff are informed of complaints (and any subsequent correlating corrective actions) in the quality and staff meetings (meeting minutes sighted). Documentation demonstrated that complaints are being managed in accordance with guidelines set by the Health and Disability Commissioner (HDC). There have been no complaints from external agencies since the previous audit.</p>

<p>complaints in a manner that leads to quality improvement.</p>		<p>The general manager on interview advised complaints logged are classified into themes (operational issues, quality of care, communication, customer rights) in the complaint register. A complaint followed through in relation to family communication, included a quality improvement plan that was implemented. The corrective actions were discussed in staff meetings and toolbox talks.</p> <p>The welcome pack included comprehensive information on the process for making a complaint. Interviews with residents and relatives confirmed they were provided with information on the complaints process. Complaint forms are easily accessible at the entrance to the facility.</p> <p>A suggestions box is adjacent to where the complaints forms are held. Residents have a variety of avenues they can choose from to make a complaint or express a concern. Resident meetings are held two-monthly, chaired by the general manager. The contact details for a resident advocate from advocacy services is posted in large print on resident noticeboards. Residents or relatives making a complaint can involve an independent support person in the process if they choose.</p>
<p>Subsection 2.1: Governance</p> <p>The people: I trust the people governing the service to have the knowledge, integrity, and ability to empower the communities they serve.</p> <p>Te Tiriti: Honouring Te Tiriti, Māori participate in governance in partnership, experiencing meaningful inclusion on all governance bodies and having substantive input into organisational operational policies.</p> <p>As service providers: Our governance body is accountable for delivering a highquality service that is responsive, inclusive, and sensitive to the cultural diversity of communities we serve.</p>	<p>FA</p>	<p>Bupa Crofton Downs is in Wellington’s western suburbs and is a purpose-built three floor facility. The service is certified to provide care for rest home, and hospital level of care residents. There are 49 rest home beds (all dual-purpose beds).</p> <p>On the day of audit there were 38 residents: 19 rest home, including one resident on an accident corporation contract (ACC) and one respite resident; and 19 hospital level residents, including one person on a younger person with disability (YPD) contract.</p> <p>Bupa has an overarching strategic plan in place with clear business goals to support their philosophy of ‘Helping people live longer, healthier, happier lives and making a better world. We take pride in endeavouring to delivering quality care with a personal touch’. The business plan includes a mission statement and operational objectives with site specific goals. The Bupa executive team reports to Asia Bupa based in Melbourne. There is a New Zealand based managing director that reports to a New Zealand based Board. The</p>

	<p>operations manager for central district (interviewed) reports to the national operations director. The Bupa Board and executive team have attended cultural training to ensure they are able to demonstrate expertise in Te Tiriti, health equity and cultural safety.</p> <p>The governing body of Bupa consists of directors of clinical, operations, finance, legal, property, customer transformation, people, risk, corporate affairs, and technology. This team is governed by Bupa strategy, purpose, and values. Each director has an orientation to their specific role and to the senior leadership team.</p> <p>The Bupa NZ Māori Health Strategy was developed in partnership with the cultural advisor and is based on Te Tiriti o Waitangi Framework from He Korowai Oranga which provides the foundation for health and disability services to fulfil its obligations. The strategy aligns with the vision of Mana Hauora (Ministry of Health) for Pae ora (Healthy futures for Māori) which is underpinned by the principles of Te Tiriti o Waitangi for the health and disability system.</p> <p>Bupa NZ is committed to supporting the best health outcomes for Māori and guidance for their employees by developing cultural safety awareness around Māori health equity, and disparities in health outcomes, including in aged residential care. The Towards Māori Health Equity policy states Bupa is committed to achieving Māori health equity for residents in their care homes by responding to the individual and collective needs of residents who identify as Māori, to ensure they live longer, healthier, happier lives. The cultural advisor collaborates with the Boards and senior management in business planning and service development to improve Māori and tāngata whaikaha health outcomes. Tāngata whaikaha provide feedback around all aspects of the service through resident meetings and satisfaction surveys, which provides the opportunity to identify barriers and improve health outcomes.</p> <p>Bupa has a clinical governance committee (CGC) with terms of reference. There is a quarterly CGC meeting and a CGC pack produced and distributed to the committee members prior to meetings that includes review of quality and risk management systems. There is a risk governance committee (RGC) which aligns and interfaces with the CGC to manage quality and risk systems. The customer service improvement team (CSI) includes clinical specialists in</p>
--	---

		<p>restraint, infections and adverse event investigations and a customer engagement advisor, based in head office and supports. The organisation benchmarks quality data with other NZ aged care providers. Each region has a clinical quality partner who support the on-site clinical team with education, trend review and management.</p> <p>A vision, mission statement and objectives are in place. Annual goals for the facility have been determined, which link to the overarching Bupa strategic plan. Goals are regularly reviewed in each monthly meeting.</p> <p>The quality programme includes a quality programme policy, quality goals (including site specific business goals) that are reviewed monthly in meetings, quality meetings and quality action forms that are completed for any quality improvements/initiatives during the year.</p> <p>The general manager has been employed at Bupa Crofton Downs for a year and has worked at another Bupa facility for two years. The general manager has completed a Bupa leadership course and a Bupa course on management essentials. The general manager is supported by a clinical manager who has worked at Bupa Crofton Downs for six months. The general manager and clinical manager are supported by a unit coordinator, registered nurses, an experienced clinical and non-clinical team and the regional operational partner.</p> <p>The general manager and the clinical manager have both completed more than eight hours of training related to managing an aged care facility and includes Bupa regional managers forums, Māori health plan, pandemic and infectious disease planning and infection control teleconferences.</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</p>	<p>FA</p>	<p>Bupa Crofton Downs is implementing a quality and risk management programme. The quality and risk management systems include performance monitoring through internal audits and through the collection of clinical indicator data.</p> <p>Bimonthly quality meetings and monthly staff meetings provide an avenue for discussions in relation to (but not limited to): quality data;</p>

<p>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>health and safety; infection control/pandemic strategies; complaints received (if any); staffing; and education. Internal audits, meetings, and collation of data were documented as taking place, with corrective actions documented where indicated to address service improvements, with evidence of progress and sign off when achieved. Quality goals and progress towards attainment are discussed at meetings. Quality data and trends are added to meeting minutes and held in folders in the staffroom. Corrective actions are discussed at quality meetings to ensure any outstanding matters are addressed with sign off when completed. Benchmarking occurs on a national level against other Bupa facilities.</p> <p>Resident and family satisfaction surveys are managed by head office who rings and surveys families. An independent contractor is sent to survey residents using direct questioning and a tablet. The 2022 resident satisfaction surveys have been correlated and analysed at head office and indicate that residents have reported high levels of satisfaction with the service provided, and results were presented at resident and family meetings. The 2023 resident and family survey are currently under way. A quality improvement plan has been implemented to address concerns raised regarding the food service.</p> <p>There are procedures to guide staff in managing clinical and non-clinical emergencies. Policies and procedures and associated implementation systems provide a good level of assurance that the facility is meeting accepted good practice and adhering to relevant standards. A document control system is in place. Policies have been reviewed to meet the 2021 Standard. New policies or changes to policy are communicated and staff sign as acknowledgement.</p> <p>A health and safety system is in place with an annual identified health and safety goal that is directed from head office. The goal for 2023 is to reduce and eliminate where possible, the risk of musculoskeletal harm to staff. A health and safety team meets bimonthly. All have attended external health and safety training. Hazard identification forms and an up-to-date hazard register were reviewed (sighted). Health and safety policies are implemented and monitored by the health and safety committee. The staff noticeboards keep staff informed on health and safety issues. In the event of a staff accident or incident, a debrief process is documented on the accident/incident</p>
---	--

		<p>form. There have been no serious work-related staff injuries in the last 18 months.</p> <p>Electronic reports using RiskMan are completed for each incident/accident. Incident and accident data is collated monthly and analysed. The RiskMan system generates a report that goes to each operational team/governance team and also generates alerts depending on the risk level. Results are discussed in the quality and staff meetings and at handover.</p> <p>Discussions with the general 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 appropriately. There have been three outbreaks since the previous audit which were appropriately notified.</p> <p>Staff have completed cultural training to enable the service to deliver high quality care for Māori.</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 is a staffing policy that describes rostering requirements. The documented roster provides sufficient and appropriate coverage for the effective delivery of care and support.</p> <p>The registered nurses and a selection of caregivers hold current first aid certificates. There is a first aid trained staff member on duty 24/7.</p> <p>Interviews with staff confirmed that their workload is manageable, and that management is very supportive. Bupa cover pool and external agency is being used to assist with RN and caregiver cover when required.</p> <p>The general manager and clinical manager are available Monday to Friday, and the unit coordinator (registered nurse) is available Tuesday to Saturday. On-call cover for nine Bupa facilities in the region is covered by a nine-week rotation of one care home or general manager and one clinical manager each week.</p> <p>There is an annual education and training schedule being implemented. The education and training schedule lists compulsory</p>

	<p>training (learning essentials and clinical topics), which includes cultural awareness training. Staff have attended cultural awareness training which included encompassing Te Tiriti o Waitangi and applying this in everyday practice.</p> <p>The service supports and encourages caregivers to obtain a New Zealand Qualification Authority (NZQA) qualification. Thirty-two caregivers are employed. The Bupa orientation programme qualifies new caregivers at a level two NZQA. Of the 32 caregivers employed at Bupa Crofton Downs, 26 caregivers have achieved a level 3 NZQA qualification or higher.</p> <p>All staff are required to complete competency assessments as part of their orientation. Annual competencies include (but are not limited to): restraint; hand hygiene; moving and handling; and correct use of personal protective equipment. Caregivers who have completed NZQA level 4, complete many of the same competencies as the RN staff, including (but not limited to): restraint; medication administration; controlled drug administration; nebuliser; blood sugar levels and insulin administration; oxygen administration; and wound management. Additional RN specific competencies include (but are not limited to) subcutaneous fluids, syringe driver, and interRAI assessment competency. Seven registered nurses, the unit coordinator, and the clinical manager are all interRAI trained. All RNs are encouraged to attend the Bupa qualified staff forum each year and to commence and complete a professional development recognition programme (PDRP). Training opportunities for care staff include training through Te Whatu Ora-Capital Coast and Hutt, and hospice. A record of completion is maintained on an electronic register.</p> <p>Bupa Crofton Downs has only used agency staff on a few occasions, as evidenced by the facility dashboard. A management of agency staff policy is documented for the organisation. If the agency nurse has never worked in the care home before, a 'bureau staff information booklet' is provided to them. Orientation, including health and safety and emergency procedures, are the responsibility of the delegated person on duty. Agency contracts indicate the requirements to be met by the agency in regard to meeting specific competencies. An annual staff survey is conducted which includes questions on wellness,</p>
--	---

		<p>empowerment, belonging, fair treatment, and personal growth. Staff wellness is encouraged through participation in health and wellbeing activities of the 'take five' Bupa wellness programme. Staff welfare is promoted through provision of healthy lunches, massages, and regular cultural days and shared lunches. Signage supporting the Employee Assistance Programme (EAP) was posted in visible staff locations.</p> <p>Facility meetings provide a forum to share quality health information. Meeting minutes are available for those who are not able to attend.</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 resources policies in place, including recruitment, selection, orientation and staff training and development. The Bupa recruitment office advertise for and screen potential staff, including collection of ethnicity data. Bupa has commenced the process of formally collecting ethnicity data on existing staff. Once they pass screening, suitable applicants are interviewed by the Bupa Crofton Downs general manager. Seven staff files reviewed evidenced implementation of the recruitment process, employment contracts, police checking and completed orientation. Staff sign an agreement with the Bupa code of conduct. This document includes (but is not limited to): the Bupa values; responsibility to maintain safety; health and wellbeing; privacy; professional standards; celebration of diversity; ethical behaviour; and declaring conflicts of interest.</p> <p>There are job descriptions in place for all positions that includes outcomes, accountability, responsibilities, authority, and functions to be achieved in each position.</p> <p>A register of practising certificates is maintained for all registered health professionals. There is an appraisal policy. All staff who had been employed for over one year have an annual appraisal completed.</p> <p>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. Competencies are completed at orientation. The service demonstrates that the orientation programme supports RNs and caregivers to provide a culturally safe</p>

		<p>environment to Māori.</p> <p>Volunteers have not been utilised over the past two years due to Covid-19. An orientation programme and policy for volunteers is in place. Information held about staff is kept secure and confidential. Ethnicity data is identified, with plans in place to maintain an employee ethnicity database. Following any staff incident/accident, evidence of debriefing and follow-up action taken are documented. Wellbeing support is provided 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>	FA	<p>Resident files and the information associated with residents and staff are retained in hard copy. Electronic information is regularly backed-up using cloud-based technology and password protected. Plans are in place to implement the electronic resident management system later in the year. There is a documented Bupa business continuity plan in case of information systems failure.</p> <p>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. Residents archived files are securely stored in a locked room and easily retrievable when required.</p> <p>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>	FA	<p>Residents who are admitted to the service have been assessed by the needs assessment service coordination (NASC) service to determine the required level of care. The general manager screens the prospective residents and liaises with the clinical manager regarding suitability.</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>In cases where entry is declined, there is close liaison between the service and the referral team. The service refers the resident back to the referrer and maintains data around the reason for declining. The clinical manager described reasons for declining entry would only occur if the service could not provide the appropriate service the resident requires, after considering staffing, equipment requirements, and the needs of the resident. The other reason would be if there were no beds available.</p> <p>There are policies and procedures documented around admission and declining processes, including required documentation. The general manager keeps records of how many prospective residents and families/whānau have viewed the facility, admissions and declined referrals, which is shared with the regional operations manager. However, these records do not currently capture ethnicity.</p> <p>The service receives referrals from the NASC service, Te Whatu Ora -Capital Coast and Hutt Valley, and directly from residents or family/whānau. The service has a general information pack relating to the services provided at Bupa Crofton Downs which is available for families/whānau and residents prior to admission or on entry to the service. Admission agreements reviewed were signed and aligned with contractual requirements. Exclusions from the service are included in the admission agreement. Bupa Crofton Downs has a person and whānau-centred approach to services provided. Interviews with residents and relatives all confirmed they received comprehensive and appropriate information and communication, both at entry and on an ongoing basis.</p> <p>The service identifies and implement supports to benefit Māori and whānau. The service has information available for Māori, in English and in te reo. There were residents identifying as Māori. Bupa Crofton Downs has links to the local Ngati Toa Rangatira iwi who are available to provide support for residents and whānau where required.</p>
<p>Subsection 3.2: My pathway to wellbeing</p> <p>The people: I work together with my service providers so they know</p>	<p>FA</p>	<p>Seven resident files were reviewed: three hospital (including one on a younger persons disabled (YPD) contract), and four rest home</p>

<p>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>(including one on an ACC contract and one on a respite contract). The registered nurses are responsible for conducting all assessments and for the development of care plans. There is evidence of resident and family/whānau involvement in the interRAI assessments and long-term care plans reviewed and this is documented in progress notes and family/whānau contact forms.</p> <p>The service uses the Bupa assessment booklets and person-centred templates (My Day, My Way) for all residents. This and an initial support plan are completed within 24 hours of admission. Additional risk assessment tools include behaviour and wound assessments as applicable. The outcomes of risk assessments are reflected in the care plan. Initial long-term care plans and first interRAI assessments had been completed for long-term residents. Evaluations were completed six-monthly or sooner for a change in health condition. Written evaluations reviewed, identified if the resident goals had been met or unmet. Ongoing nursing evaluations occur as indicated and are documented within the progress notes. Short-term care plans are implemented for acute problems such as wounds, weight loss, and infections. Short-term care plans are reviewed regularly and if unresolved after six weeks, are added to the long-term care plan. Residents are involved in the development and evaluation of the care plan. Care plans include the cultural goals, spiritual, whānau, physical, and mental health of the residents. The care plans identify resident-focused goals. For end of life care, the service uses Te Ara Whakapiri.</p> <p>All residents had been assessed by the general practitioner (GP) within five working days of admission and routinely on a three-monthly basis. The service contracts with a local GP who visits twice weekly. The GP records their medical notes in the integrated resident file. The GP service also provides out of hours cover. The GP (interviewed) commented positively on the standard of communication, and the quality of care provided by the facility. Specialist referrals are initiated as needed. Allied health interventions were documented and integrated into care plans. The service has contracted a physiotherapist for three hours per week. A podiatrist visits regularly and a dietitian, speech language therapist, wound care and continence specialist nurse are available as required through Te</p>
--	---

		<p>Whatu Ora Capital Coast and Hutt Valley.</p> <p>Caregivers interviewed could describe a verbal and written handover at the beginning of each duty that maintains a continuity of service delivery; this was sighted on the day of audit and found to be comprehensive in nature. Progress notes are written daily and as necessary by caregivers and RNs. The RN further adds to the progress notes if there are any incidents or changes in health status.</p> <p>Residents interviewed reported their needs and expectations were being met. When a resident's condition alters, the clinical manager, unit coordinator or an RN initiates a review with a GP. Family was notified of all changes to health, including infections, accident/incidents, GP visit, medication changes and any changes to health status. A family/whānau contact sheet records family notifications and discussions.</p> <p>Wound assessments, wound management plans with body map, photos and wound measurements were reviewed for fifteen residents with wounds. Wound dressings were being changed appropriately as per the detailed frequency of dressing change. There was one resident with a pressure injury on the day of audit (grade II). A wound register is maintained. There is access to the wound nurse specialist via Te Whatu Ora Capital Coast and Hutt Valley. Caregivers and RNs interviewed stated there are adequate clinical supplies and equipment provided, including wound care supplies and pressure injury prevention resources, as sighted during the audit. Continence products are available and adequate supplies were sighted.</p> <p>Caregivers and RNs complete monitoring charts, including: bowel chart; blood pressure; weight; food and fluid chart; blood sugar levels; behaviour; and toileting regime. Neurological observations are completed for unwitnessed falls, or where there is a head injury according to the timeframes detailed in policy. Incident reports reviewed evidenced a clinical assessment and a timely follow up by a registered nurse. Relatives are notified following incidents. Opportunities to minimise future risks are identified by the clinical manager and unit coordinator.</p> <p>Specialist referrals are initiated as needed. Allied health interventions were documented and integrated into care plans. Barriers that</p>
--	--	---

		<p>prevent tāngata whaikaha and whānau from independently accessing information are identified and strategies to manage these documented. The service implements processes which facilitate Māori and whānau to identify their own pae ora outcomes. These are then documented in the resident's care plan.</p>
<p>Subsection 3.3: Individualised activities</p> <p>The people: I participate in what matters to me in a way that I like.</p> <p>Te Tiriti: Service providers support Māori community initiatives and activities that promote whanaungatanga.</p> <p>As service providers: We support the people using our services to maintain and develop their interests and participate in meaningful community and social activities, planned and unplanned, which are suitable for their age and stage and are satisfying to them.</p>	<p>FA</p>	<p>The service employs a team of three activity coordinators who coordinate and implement activities in each of the units. The programme is implemented over a six-day week.</p> <p>The programmes are designed to meet the individual needs of the residents in each area during the morning, and programmes are the same in the afternoon. Each unit has their own programme with activities that meet the physical, intellectual, and emotional abilities of the resident group. Activities offered within the units include a variety of: exercises; quizzes; word games; arts and crafts; reminiscing; movies and sing-a-longs; walks; and gardening. One-on-one time is spent with residents who are unable to participate in the programme or choose to stay in their rooms. The service has weekly van outings. The van has a wheelchair hoist. Residents enjoy local scenic drives, afternoon tea outings, visiting parks and beaches. Festive occasions and themes are celebrated. Themed days such as Matariki, Waitangi and ANZAC Day are celebrated with appropriate resources available. The service has recently established links with members of a local iwi and a kaumātua. The service facilitates opportunities to participate in te reo Māori through the use of Māori language on planners, participation in Māori language week, and Matariki. Māori phrases are incorporated into the activities and culturally focused activities. Māori signage was placed in public areas during Māori language week. Māori residents are greeted using te reo.</p> <p>There are regular entertainers, weekly church services visit and fortnightly pet therapy.</p> <p>The activities calendar has activities adapted to encourage sensory stimulation and residents are able to participate in a range of activities that are appropriate to their cognitive and physical capabilities. All interactions observed on the day of the audit evidenced engagement</p>

		<p>between residents and the activities team.</p> <p>Each resident has a map of life (profile) and an activity assessment completed on admission. Individual activity plans are incorporated in the long-term care plan which is evaluated six-monthly at the MDT review.</p> <p>The service receives feedback and suggestions for the programme through resident meetings and resident surveys. The residents and relatives interviewed were happy with the variety of activities provided.</p>
<p>Subsection 3.4: My medication</p> <p>The people: I receive my medication and blood products in a safe and timely manner.</p> <p>Te Tiriti: Service providers shall support and advocate for Māori to access appropriate medication and blood products.</p> <p>As service providers: We ensure people receive their medication and blood products in a safe and timely manner that complies with current legislative requirements and safe practice guidelines.</p>	<p>FA</p>	<p>There are policies available for safe medicine management that meet legislative requirements. All clinical staff (RNs, and medication competent caregivers) who administer medications have been assessed for competency on an annual basis. Education around safe medication administration has been provided. Registered nurses have completed syringe driver training.</p> <p>Staff were observed to be safely administering medications. Registered nurses and caregivers interviewed could describe their role regarding medication administration. The service currently uses robotics for regular medication. As required medications are stored in individual pharmacy packaging. All medications are checked on delivery against the medication chart and any discrepancies are fed back to the supplying pharmacy.</p> <p>Medications were appropriately stored. The medication fridge and medication room temperatures were evidenced as being monitored according to policy. All medications, including the bulk supply order, are checked weekly and signed on the checklist form. All eyedrops have been dated on opening. All over the counter vitamins or alternative therapies residents choose to use, must be reviewed, and prescribed by the GP. There were no residents self-medicating their medications on the day of audit. There are policies and procedures in place if residents choose to self-administer medications.</p> <p>Fourteen electronic medication charts were reviewed. The medication charts reviewed identified that the GP had reviewed all resident</p>

		<p>medication charts three-monthly, and each drug chart has photo identification and allergy status identified. There are no standing orders in use and no vaccines are kept on site.</p> <p>The registered nurses and management described how they work in partnership with all residents to ensure the appropriate support and advice is in place. Residents are involved in their three-monthly medical reviews and six-monthly multidisciplinary reviews. There was documented evidence in the clinical files that residents and relatives are updated around medication changes, including the reason for changing medications and side effects.</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>All meals and baking are prepared and cooked in a well-equipped kitchen adjacent to the rest home dining room. The kitchen manager/chef is supported by two other cooks, and morning and afternoon kitchenhands, who have all completed food safety and hygiene training. The four-weekly winter and summer Bupa menu has been reviewed by a dietitian. The menu is distributed to residents weekly, allowing a choice of meals. The menu is based on the individual residents' preferences to accommodate dislikes/preferences. The head cook consults directly with residents to gain feedback of the food services and adjusts the menu if any special requests. Dietary requirements including pureed, vegetarian, and diabetic desserts are provided. The cook advised that as part of cultural celebrations (eg, Matariki), there is choice of Māori food. The cook described how they would provide menu options culturally specific to te ao Māori if requested by residents.</p> <p>The kitchen manager receives a nutritional profile for each resident and is notified of any changes to dietary requirements. The kitchen manager maintains a list of resident preferences and specific needs. The meals are plated in the kitchen by the cooks, named and placed in hot boxes. Meals are delivered in the hot boxes to the upstairs and downstairs kitchenettes adjacent to the dining rooms. Lip plates are provided to encourage resident independence with eating. Staff were observed to be sitting with residents and assisting them with meals and fluids.</p>

		<p>The food control plan has been verified and expires 13 September 2023. Food safety training completed by kitchen staff includes cultural concepts such tapu and noa. The temperatures of refrigerators, freezers, chiller, incoming chilled goods and end cooked food temperatures are taken and recorded. All food is stored appropriately, and date labelled. The dishwasher wash and rinse temperatures are taken and recorded, and the dishwashers are monitored monthly by the chemical provider. Cleaning schedules are maintained. Chemicals are stored safely.</p> <p>Resident surveys are completed annually. Residents interviewed expressed their satisfaction with the meal service. Residents are weighed monthly unless this has been requested more frequently due to weight loss. Residents with weight loss are referred to the dietitian. The dietitian informs the care staff and kitchen of any extra requirements.</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>Planned exits, discharges or transfers were coordinated in collaboration with the resident and family/whānau to ensure continuity of care. There were documented policies and procedures to ensure exit, discharge or transfer of residents is undertaken in a timely and safe manner. The residents and their families/whānau were involved for all exits or discharges to and from the service, including being given options to access other health and disability services, social support or Kaupapa Māori agencies, where indicated or requested.</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</p>	FA	<p>The building holds a current warrant of fitness which expires 29 September 2023. There are two maintenance staff who both work 40 hours a week (Monday to Friday) and provide on-call support when</p>

<p>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>required. There is a maintenance request book for repair and maintenance requests located in reception. This is checked daily and signed off when repairs have been completed. There is a monthly, three-monthly, six-monthly, and annual maintenance plan that includes electrical testing and tagging, equipment checks, call bell checks, calibration of medical equipment and monthly testing of hot water temperatures. This plan comes from Bupa head office. Essential contractors such as plumbers and electricians are available 24 hours a day as required. Testing and tagging of electrical equipment was completed in May 2022. Checking and calibration of medical equipment, hoists and scales was also completed in October 2022. Overhead hoists are fitted in all but four rooms. Caregivers interviewed stated they have adequate equipment to safely deliver care for rest home, and hospital level of care residents.</p> <p>The service utilises external contractors to look after the gardens and grounds. Resident rooms are refurbished as they become vacant, if required. The corridors are wide and promote safe mobility with the use of mobility aids. Residents were observed moving freely around the areas with mobility aids where required. The external courtyards and gardens have seating and shade. There is safe access to all communal areas.</p> <p>The building is a spacious facility that caters for 49 residents with a reception, kitchen, staffroom, and communal areas such as lounges, dining areas and visitor toilets. There are two stories which mirror each other. There are storage rooms, a sluice room, and linen rooms on each floor. There is a large fully contained kitchen, along with laundry and cleaning facilities.</p> <p>General living areas and all resident rooms are appropriately heated and ventilated. All rooms have external windows that open, allowing plenty of natural sunlight. General living areas and resident rooms in the new building are heated by heat pumps with individual controls in bedrooms. Heating is operational.</p> <p>All bedrooms are dual purpose, each with a spacious ensuite. Toilets are also located near the communal areas. There is appropriate signage, easy clean flooring and fixtures, and handrails appropriately placed. Residents interviewed reported their privacy is maintained at</p>
--	---

		<p>all times.</p> <p>All bedrooms are spacious enough to easily manoeuvre transferring and mobility equipment to safely deliver care. Residents are encouraged to personalise their bedrooms, as viewed on the day of audit.</p> <p>Residents and family/whānau interviewed stated the environment was warm and comfortable.</p> <p>The organisation is aware of their obligation to ensure any new buildings or major renovations reflect the aspirations and identity of Māori, as documented in the Māori Health Strategy; this would be coordinated by head office.</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 management policies outline the specific emergency response and evacuation requirements as well as the duties/responsibilities of staff in the event of an emergency. Emergency management procedures guide staff to complete a safe and timely evacuation of the facility in the case of an emergency.</p> <p>A fire evacuation plan is in place that has been approved by the New Zealand Fire Service. A fire evacuation drill is repeated six-monthly in accordance with the facility's building warrant of fitness. There are emergency management plans in place to ensure health, civil defence and other emergencies are included. Emergency lighting is available in each unit. Fifteen thousand litres of water are stored in tanks. There is an emergency storage area containing critical supplies of personal protective equipment (PPE) as well as civil defence bins in each unit that are checked six-monthly. Gas cooking is available with ample food stores. Emergency management is included in staff orientation and external contractor orientation. It is also ongoing as part of the education plan. A minimum of one person trained in first aid is always available.</p> <p>There are call bells in the residents' rooms, ensuites, communal toilets and lounge/dining room areas. Call bells are included in the preventative maintenance programme. Residents were observed to have their call bells in close proximity. Residents and families interviewed confirmed that call bells are answered in a timely manner.</p>

		The building is secure after hours, and staff complete security checks at night.
<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 clinical manager oversees infection control and prevention across the service. The job description outlines the responsibility of the role. The infection control programme, its content and detail, is appropriate for the size, complexity and degree of risk associated with the service. Infection control is linked into the electronic quality risk and incident reporting system. The infection control programme is reviewed annually by Bupa head office and infection control audits are conducted. The regional quality partner is part of the quality team where infection matters are raised. Infection rates are presented and discussed at quality and infection control meetings. Infection control data is accessed by staff at head office, where it is reviewed by the clinical services and improvement team and benchmarked with other Bupa facilities. Infection control is part of the strategic and quality plans.</p> <p>The service has access to an infection prevention clinical nurse specialist from Bupa head office.</p> <p>Visitors are asked not to visit if unwell. New admissions are screened for current infections. There are hand sanitisers strategically placed around the facility. Residents and staff are offered influenza vaccinations and all residents are fully vaccinated against Covid-19. Visitors are required to wear masks. There were no residents with Covid-19 infection on the days of audit. There are clear channels documented related to management of an outbreak if that were to occur.</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>	FA	<p>There are a suite of infection control policies and procedures available to staff, including (but not limited to): outbreak management; hand hygiene; standard precautions; aseptic technique; communicable diseases; and transmission-based precautions. Policies and the infection control plan have been approved by the leadership team, who receive monthly reports around infection control</p>

<p>Te Tiriti: The infection prevention programme is culturally safe. Communication about the programme is easy to access and navigate and messages are clear and relevant.</p> <p>As service providers: We develop and implement an infection prevention programme that is appropriate to the needs, size, and scope of our services.</p>		<p>matters. The infection control programme is reviewed annually and reflects the spirit of Te Tiriti o Waitangi.</p> <p>The infection prevention coordinator (clinical manager) provides an infection control report to the infection control committee bimonthly meeting, monthly registered nurse meetings, quality, and staff meetings. The infection control coordinator has completed external training through an online zoom course with Te Whatu Ora Capital, Coast and Hutt Valley. The infection control coordinator interviewed described support from expertise within the clinical team at head office, Public Health, microbiologists, and GPs. There is also support from other clinical managers within Bupa. The organisation has had advice from Ministry of Health and the New Zealand Aged Care Association, who provide guidance for aged care facilities on a range of matters, including infection control and Covid-19. The infection coordinator described utilising the Ministry of Health (MOH) website for information as needed, and utilising healthLearn online training and Ministry of Health sites. External education related to Covid-19 management has been provided via zoom meetings and webinars.</p> <p>The infection control policy states that the facility is committed to the ongoing education of staff and residents. Infection prevention and control is part of staff orientation and included in the annual training plan. Staff education around infection control commences at induction to the facility, with a range of competencies and education sessions for new staff to complete. These are then reviewed at least annually as part of the education planner. Staff education includes: standard precautions; isolation procedures; hand washing competencies; and donning and doffing of personal protective equipment (PPE). Registered nurses are required to complete competencies prior to insertion, management, and removal of invasive, indwelling medical devices using aseptic technique. There has been additional training and education around Covid-19 and staff were informed of any changes by noticeboards, handovers, and emails. Staff have completed annual handwashing and personal protective equipment competencies. Resident education occurs as part of the daily cares. Residents and families/whānau were kept informed and updated on Covid-19 policies and procedures through resident meetings, notices, and emails.</p>
---	--	--

		<p>The organisation has a robust pandemic plan documented which includes the Covid-19 response plan, which was developed by the leadership groups and includes preparation and planning for the management of lockdown, screening, transfers into the facility and positive tests. There was a declaration/sign in process, including the use of a rapid antigen test before commencing work. Sufficient staff were available to ensure all people coming to the site are screened.</p> <p>Clinical expertise from the leadership team has input into procurement processes for equipment, devices, and consumables used in the delivery of health care. The infection control coordinator and the management team monitor resident and staff Covid infections. Hospital acquired infections are collated along with infection control data. The organisation policies and procedures include clear instructions for disinfection, sterilisation, and single use items. There are decontaminating processes available in the sluice room for reusable medical devices. Items required to be sterilised are pre-purchased, stored in a clean dry environment, and used within the use by date. This includes catheter packs, and wound dressing packs. Single use items are used for their intended purpose then discarded appropriately. Reusable equipment, such as blood pressure equipment and hoists, are cleaned between use. The clinical manager confirmed there is a process for clinical and infection control expertise when considering renovations or new builds.</p> <p>Infection control is included in the internal audit schedule and a recent audit demonstrated full compliance.</p> <p>The service incorporates te reo information around infection control for Māori. Posters in te reo are in evidence throughout the facility and additional information in te reo is readily available. The Māori Health strategy includes the importance of ensuring culturally safe practices in infection prevention. The infection control coordinator has access to a Māori Health advisor as needed. Staff interviewed were knowledgeable around providing culturally safe practices to acknowledge the spirit of Te Tiriti o Waitangi. The service has an organisational cultural advisor and has developed links with Ngati Toa Rangatira, who provide advice in relation to provision of culturally safe practice and acknowledgement of Te Tiriti.</p>
--	--	---

<p>Subsection 5.3: Antimicrobial stewardship (AMS) programme and implementation</p> <p>The people: I trust that my service provider is committed to responsible antimicrobial use.</p> <p>Te Tiriti: The antimicrobial stewardship programme is culturally safe and easy to access, and messages are clear and relevant.</p> <p>As service providers: We promote responsible antimicrobials prescribing and implement an AMS programme that is appropriate to the needs, size, and scope of our services.</p>	<p>FA</p>	<p>The service has an antimicrobial use policy and procedures and monitors compliance on antibiotic and antimicrobial use through evaluation and monitoring of medication prescribing charts, prescriptions, and medical notes. The antimicrobial policy is appropriate for the size, scope, and complexity of the resident cohort. Infection rates are monitored monthly and reported to the quality and infection control meetings, as well as Bupa head office. Head office provides a monthly antimicrobial and antiviral usage report benchmarked against other Bupa facilities. The service has identified a high use of antimicrobials and is actively working on reducing this. Prophylactic use of antibiotics is not considered to be appropriate and is discouraged. The infection prevention and control programme includes a commitment to reducing the emergence of antimicrobial resistance, by guiding GP prescribing practice and monitoring compliance with NZ antimicrobial stewardship guidelines.</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 control programme and is described in the Bupa infection control manual. Monthly infection data is collected for all infections based on signs, symptoms, and definition of infection. Infections are entered into the infection register on the electronic database. Surveillance of all infections (including organisms) is reported on a monthly infection summary. This data is monitored and analysed for trends, monthly and annually. The service is incorporating ethnicity data into surveillance methods and data captured around infections. The infection prevention and control programme links with the quality programme. Infection control surveillance is discussed at clinical meetings, management meetings, quality meetings and staff meetings. Staff are informed through the variety of meetings held at the facility and also electronically. The infection control coordinator uses the information obtained through surveillance to determine infection prevention and control activities, resources, and education needs within the facility. There is close liaison with the GP that advise and provide feedback/information to the service. Systems in place are appropriate to the size and complexity of the service. Action plans are</p>

		<p>required for any infection rates of concern. Internal infection control audits are completed with corrective actions for areas of improvement.</p> <p>Infection control surveillance is discussed at quality, infection control and staff meetings and sent to Bupa head office. Meeting minutes and graphs are available in a folder in the staffroom. The service receives email notifications and alerts from Bupa head office and Te Whatu Ora Capital Coast and Hutt Valley for any community concerns.</p> <p>There have been three Covid-19 outbreaks since the previous audit in 2022. The facility followed their pandemic plan. All areas were kept separate, and staff were kept to one wing if possible. Staff wore PPE and were rapid antigen tested (RAT) daily. Residents were tested as directed by zoom meetings with Te Whatu Ora Capital Coast and Hutt Valley. Families/whānau were kept informed by phone or email. Visiting was restricted.</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>	FA	<p>There are policies regarding chemical safety and waste disposal. All chemicals were clearly labelled with manufacturer’s labels and stored in locked areas. Cleaning chemicals are kept in a locked cupboard on the cleaning trolleys and the trolleys are kept in a locked cupboard when not in use. Safety datasheets and product sheets are available. Sharp’s containers are available and meet the hazardous substances regulations for containers. Gloves, aprons, and masks are available for staff, and they were observed to be wearing these as they carried out their duties on the days of audit. There is a sluice room in each area and each sluice room has a sanitiser and a sink. Goggles are available. Staff have completed chemical safety training. Internal audits monitor the effectiveness of the cleaning and laundry processes. The chemical provider monitors the effectiveness of chemicals and laundry procedures. The clinical manager is involved in performing and reviewing cleaning and laundry audits.</p> <p>All laundry is processed on site in a large well-appointed laundry situated in a basement below the two care units. The washing machines and dryers are checked and serviced regularly. The laundry</p>

		<p>has defined clean and dirty areas. Soiled linen arrives in the laundry via a chute system. The laundry person works five days a week and is supported by dedicated part-time staff. All laundry staff have completed recent chemical safety and infection control training. The laundry person is updated on matters related to infection. Processes are in place to ensure that clean laundry (after drying) is placed in a covered clean trolley to transfer to residents' rooms and linen cupboards situated around the facility.</p>
<p>Subsection 6.1: A process of restraint</p> <p>The people: I trust the service provider is committed to improving policies, systems, and processes to ensure I am free from restrictions.</p> <p>Te Tiriti: Service providers work in partnership with Māori to ensure services are mana enhancing and use least restrictive practices.</p> <p>As service providers: We demonstrate the rationale for the use of restraint in the context of aiming for elimination.</p>	<p>FA</p>	<p>The facility is committed to providing services to residents without use of restraint. Restraint policy confirms that restraint consideration and application must be done in partnership with families, and the choice of device must be the least restrictive possible. At all times when restraint is considered, the facility works in partnership with Māori, to promote and ensure services are mana enhancing.</p> <p>The designated restraint coordinator is an RN (who is supported by the clinical manager). At the time of the audit, there were no residents using an approved restraint.</p> <p>The use of restraint is reported to the Bupa head office. It is discussed in the monthly RN, staff, and quality meetings, evidenced in the meeting minutes. The clinical manager interviewed (as the restraint coordinator was not available for the interview) described the facility's focus on only using restraint as a last resort. If restraint was to be used, data would be collated and analysed on a monthly basis along with other quality data. This data would be included in the reporting that goes to the governance body.</p> <p>Education on restraint minimisation is included in the annual training plan and orientation programme. It is accompanied by a competency questionnaire.</p>

Specific results for criterion where corrective actions are required

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

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

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

No data to display

Specific results for criterion where a continuous improvement has been recorded

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

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

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

No data to display

End of the report.