



The Selwyn Foundation Management Tool-box

A complete package of management services for aged care providers

The Selwyn Foundation offers a comprehensive management tool-box for residential aged care providers and retirement village operators of all sizes. As a leading not-for-profit provider of quality care services to the elderly and an originator of retirement villages and residential aged care in New Zealand, we can provide you with a complete package of tried and tested management services that are tailor-made for the aged care sector.

Whether you run a resthome, hospital or other aged care facility, you can benefit from Selwyn's fifty plus years' experience in the field and our expertise in providing independent living and residential care services across eight locations throughout the upper North Island.

Comprising a wide range of assessment and audit services, the latest quality, compliance and HR policies and procedures, as well as advice and guidance on the implementation of IT, finance, ORA and other management processes, the Tool-box can be purchased as a whole suite or as individual services to help with one-off projects, according to your particular business needs.

The Tool-box comprises a wide range of management services that are tailor-made for the aged care sector.

The Tool-box consists of:

Quality programme

The Selwyn Quality Programme is overseen by our experienced Quality Manager. It consists of a suite of Standard Operating Procedures that guide practice to meet the requirements of the HDSS, DHB contracts and the ACC Workplace Safety Management Practices Programme. These procedures are monitored by an internal auditing system, with Quality Improvement Plans being raised where areas of non-compliance are identified or opportunities for improvement highlighted. The full programme has recently been audited by HDANZ against Health and Disability Sector Standards, as well as against other relevant legislation and DHBNZ contractual obligations.

The principal elements of the programme include:

- frequent review of procedures to reflect changes in current best practice and any external compliance issues or suggestions from those staff who are using the system
- internal and external benchmarking of quality and risk management data, providing comparison between facilities and allowing the opportunity to share best practice and address areas of concern
- regular meetings held to facilitate governance of infection control, restraint minimisation and health and safety
- an implementation programme or changeover to



The Selwyn Foundation quality programme, agreed to suit the needs of the individual organisation

- education packages provided on a range of topics to assist with the provision of mandatory training, including quality and complaints management
- continuous quality improvement through Quality Improvement Plans (QIPs): the system remains flexible, with users being encouraged to raise QIPs to put forward suggestions to improve and refine the system.

HR support

Our HR professionals can provide guidance and support in the following areas:

- establishing a general HR advice line
- drafting of standard operating procedures
- compliance with employment relations legislation
- the recruitment process
- performance management (ie, appraisals, disciplinarys and dismissals)
- staff restructuring
- union negotiations (where applicable)
- general employment relations issues
- staffing structure and staffing levels benchmarking
- payroll systems.

Recruitment of temporary healthcare staff

Selwyn Nursing Bureau, the Foundation's in-house staff recruitment agency, can provide highly experienced RNs, nurse assistants and caregivers for a range of casual and relief positions at aged care facilities throughout Greater Auckland. All staff are specialised in aged care provision and have undergone rigorous recruitment and training

processes. The Bureau can be contacted seven days a week and offers a 24/7 response line for urgent staffing requests.

Training and education

We can enhance your staff training and education through the following initiatives:

- development of an education programme, based on mandatory training plus competency development
- provision of education packages and resource materials ready for use by local educators, including trainers' notes and validation questions to demonstrate learning
- creation of an education management tool to highlight which staff are overdue for mandatory training
- setting up individual contributors' support groups and forums: these are forums where members of staff from different facilities, eg, the clinical coordinator, site manager, activities coordinator, etc, meet to exchange experience, receive valuable education and create relationships with colleagues. This assists with demonstrating compliance with aspects of the HDSS.

Information Technology (IT) systems

Our team of qualified IT professionals can offer expert advice and support on all aspects of your technology requirements. We can fully host your IT infrastructure or provide ad hoc access to the Selwyn network via the Internet.

A fully hosted IT infrastructure may include:

- an email account for each user (we can consolidate your email into one Inbox)
- Internet filtering and firewall security
- antivirus protection
- file storage and two-hourly back-ups of data
- access to Productivity Suite (Excel, Word, PowerPoint, etc)
- full remote access to files, email, etc, from home or web email access from other locations
- provision of home, shared and private drives (containing all master forms, Standard Operating Procedures, benchmarking and other management tools), accessed through the Selwyn network
- development of a dedicated presence for your facility via the Foundation's website, for the purposes of marketing and staff recruitment
- reduction of the cost of your IT infrastructure, by replacing PCs with 'thin clients', thereby eliminating the need for PC refresh cycles
- assistance with sourcing hardware and setting policy around IT governance, if required.



Finance and Accounts

Our in-house team of accountancy personnel can undertake all back office accounting and finance functions for your facility, including:

- preparation of billing and management of the invoicing process
- monitoring of receipt of payments and follow-up on amounts outstanding
- preparation of payments for all approved invoices
- preparation of monthly financial accounts
- preparation of annual financial accounts and liaison with external auditor, as required
- drafting of standard, regular accounting requests to the Board
- maintenance of your resident database
- management of the Fixed Asset Register
- creation of budget and forecast templates for unit managers' use
- provision of standard business analysis tools.

Procurement services

We are members of procurement service provider, GSB Supplycorp, and can therefore take advantage of bulk purchasing arrangements with key suppliers covering significant value/volume costs. We also have long-term agreements with electricity and gas suppliers and can pass on any agreed discounts.

Property development services

Our in-house property development professionals have experience in a wide range of related projects and can offer expert advice and guidance in the following areas:

- Strategic asset management
- Development procurement modelling
- Project management
- Master planning
- Consultant engagement and management
- Design management.

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Retirement Village management tools

We have considerable expertise in managing the various functions associated with retirement living and can provide assistance in the following:

- review of current policies for compliance with the RVA Act, Code of Practice and RVA Audit requirements, with a view to identifying any errors and omissions; we can consult with your local management on the implementation of said policies and update, publish and distribute latest versions in both hard and soft copy
 - provision of tools and resources for the preparation of periodic maintenance schedules, and facilitating the process of consultation with residents on periodic maintenance. We can also facilitate discussion with residents, in order to reach agreement on their monthly contribution to a sinking fund
 - defining a sales process (in consultation with your local managers) which is compliant with the requirements of the RVA Act and the Code of Practice; we can also
- establish a process for welcoming new residents into the village and ensuring that their experience is an excellent one
 - in association with local managers, we can develop a compendium of essential information for distribution to residents, based upon the requirements of the Code of Practice
 - provision of a questionnaire to measure resident satisfaction; circulation of same and analysis of results (to include comparative figures against surveys conducted by the Foundation amongst its own residents); preparation of report for leadership team and residents
 - review of current staff training and skill levels; identification of training and development needs to ensure compliance with the RVA Act, Code of Practice and RVA audit standards; highlighting of gaps in current training and skill sets.



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