



# DAA Group

Focus on Quality

## Beetham Lifestyle Village

Retirement Villages  
Code of Practice 2008  
Variations included April 2017

**22 June 2023**



## AUDIT DETAILS

<b>Client</b>		Beetham Lifestyle Village
<b>Address</b>		Margaret Place, Lytton West. Gisborne
<b>Postal Address</b>		PO Box 2089 Gisborne 4040
<b>Website Address</b>		www.beethamvillage.co.nz
<b>Audit Scope</b>	<b>Standard</b>	Retirement Villages Code of Practice 2008 (with Variations April 2017)
	<b>Services Provided (included)</b>	Retirement Village
<b>Audit Team</b>		Maureen Lange
<b>Client Representatives</b>		Dianne Bell-General Manager

<b>Number of residential units subject to ORA or Unit Title</b>	173
<b>Number of rental units</b>	0
<b>Total number of residents</b>	214
<b>Number of vacant units</b>	5

*Please advise the DAA Group office if any of the details are incorrect.*



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## Report context

The information contained in this report is based on the evidence made available to the auditor at the time of the audit. The information is based on conditions observed and information provided by facility staff during the period of time the auditor is on site. Due care and attention have been exercised to ensure the veracity and comprehensiveness of the information obtained by the auditor.

An audit is a snapshot in time; it is based on information available at that time using a valid sampling process. Because it is not possible to foresee all uses of the information, or to predict future events, any subsequent action in reliance on the information in this audit report is the sole decision of the user of the information and taken at their own risk. Any person using the information should seek their own legal advice for the purpose of interpretation and application of relevant laws.

The DAA Group provides audit services that are designed to determine whether the quality/risk management system of the client firstly complies with the relevant standards and secondly has been properly implemented and maintained. The DAA Group does not provide advice on compliance with any legislation or other laws. All audit reports and other documentation provided by the DAA Group are given in good faith and in reliance on the accuracy and completeness of the information provided by the client.

## Background

The DAA Group Limited (hereafter called the DAA Group) has been designated, under Section 32 of the Health and Disability Services (Safety) Act 2001 to audit healthcare services by the Director-General of Health.

The DAA Group is a limited liability company registered with the New Zealand Companies Office.

The company has been accredited to ISO 17021 and ISO 19011, and by ISQua to provide certification and accreditation to a range of healthcare services.

## Scope

The service has been assessed in relation to Retirement Villages Code of Practice 2008 (with Variations April 2017). This is referred to as 'the Code' in this report.

## Auditor

The auditor meets the competencies of ISO 19011 and follows the principles of auditing as outlined in ISO 19011 and as required by ISO 17021.



## Audit Methodology

A document review was completed prior to the onsite audit process, where applicable. The criteria were assessed using one or more of the following evaluation methods:

- Documentation / record review
- Interview with staff, management, clients, family members and others
- Visual inspection of environment
- Observation of staff practices

The audit was an independent, objective review of a representative sample of data, information and files. It also included a representative sample of knowledgeable facility staff, and an inspection of a representative sample of equipment, operations, activities, rooms, and locations at the audited facility.

The auditor has exercised due professional care in picking a valid representative sample; however, it is always possible that some issue outside of the representative sample used by the auditor will hold a non-compliance issue that could be identified by another audit or review process.

NOTE: representative sampling is a time-honoured principle of auditing.

Findings have been determined and attainment levels allocated for each criterion of the standard:

**FA Fully Attained.**

The service can clearly demonstrate implementation (practice evidence, training, records, visual evidence etc.) of the process, systems or structures in order to meet the required outcome of the criterion.

**PA Partially Attained.**

- 1) There is evidence of appropriate process (policy/procedure/guidelines, etc.), system or structure implementation without the required documentation, or
- 2) A documented process (policy/procedure/guideline.), system or structure is evident but the organisation or service is unable to demonstrate implementation where this is required.

**UA Unattained.**

The organisation or service is unable to demonstrate appropriate processes, systems or structures to meet the required outcome of the criterion.



## Executive Summary

Beetham Lifestyle Village is located in West Lytton, Gisborne Tairāwhiti. The complex comprises 161 villas and townhouses, and 12 serviced apartments set on nearly 12 hectares of lifestyle property.

The village is located adjacent to Beetham Healthcare, an aged care facility providing rest home, hospital, dementia and respite care. This aged care facility is operated by Beetham Hospital property Limited and, whilst there is no contractual obligation for Beetham Lifestyle Village residents to be assured a place, there is an understanding that they will be given priority where possible. Rest home, dementia and hospital care services in the aged care facility were not included in this audit process.

Beetham Lifestyle Village is owned and operated by Beetham Village Partnership, private owners who established the partnership in 2006. The development of the village began in 2006 and the final stage was completed in 2017. The retirement village villas, townhouses and apartments are occupied by occupation right agreements (ORAs).

Beetham Lifestyle Village currently has four types of villas to choose from, plus serviced apartments and two-story townhouses.

The villas comprise either two or three bedrooms. All villas have single or double garaging with internal access. The dwellings are set in gated and landscaped grounds with well-maintained gardens. A feature of the villas is the outdoor seating areas that are well placed for sun and not overlooked. These can be open or closed in, according to preference. Each villa has been constructed with full insulation, a heat pump, a heated towel rail and smoke alarms.

The serviced apartments have a kitchenette and accessible bathrooms and are all at ground level with their own terrace. These apartments also have an allocated parking space.

Buildings are constructed of a polystyrene external cladding system with a masonry plaster exterior, pressed metal tile roofs and aluminium joinery. All units are fully carpeted with non-slip tiling in the bathroom and kitchen areas. Full-sized ovens with electric bench top elements are in each villa with the apartments having microwaves only. Dwellings have call bells in the bathrooms, main bedroom and lounge, and are connected to a 24-hour monitoring service.

All villas have landscaped gardens in addition to several parklike areas and lawns throughout the village. Residents can do as little or as much of their own gardens as they choose.

There are level roads and walkways throughout the village. The roadways and paths are exposed aggregate and concrete and are well maintained. The village also has facilities for the secure parking and storage of motor homes available.

Beetham Lodge, the village community centre, offers a range of recreational activities. The Lodge has a current warrant of fitness which expires on 14 March 2024 and a main hard-wired smoke detector system. Organised events and activities at the village include bridge, mah-jong, aqua aerobics, lawn and indoor bowls, golf croquet, and exercise classes.



Residents also have the use of:

- an indoor heated swimming pool and spa pool,
- a gymnasium,
- a hobby and craft room,
- a library,
- a lounge and bar,
- a dining room,
- a pool table,
- a coffee bar, and
- a hairdressing salon.

The outdoor space is a communal recreation area with park-like landscaped grounds and walkways.

The outside facilities include:

- a full-size all-weather bowling green,
- a putting green,
- a croquet area,
- a pétanque court, and
- a children's playground.

A village courtesy bus is available to residents for shopping trips and events and the local city bus operates routes through the village Monday to Friday. There is a village car for residents who require transport to medical appointments or similar. If required, a Health Liaison Officer is available to accompany residents to appointments.

Village staff comprise a general manager, a full-time office manager, a full-time health liaison officer, a full-time sales and marketing manager, a full-time maintenance person, one full-time and three part-time gardeners, and one full-time and two part-time lawn attendants. The general manager has taken responsibility for the village management since 2015. In addition, there are several part-time cleaning and catering staff. Help and assistance is available to residents 24 hours a day.

Six residents were interviewed during the onsite audit, including the chairperson of the village residents' committee. They reported their satisfaction with the way the village is run. All said they feel safe and secure at Beetham Lifestyle Village. They value the independence the village offers, the sense of community, and the support they receive from staff members when needed. All six residents commended the management and the staffing team on how well the village is operated and the staff interaction with residents. The residents clearly understand their rights, and how to address any issues or concerns. Those interviewed feel very comfortable going directly to the general manager and stated that any issues or concerns are always dealt with promptly.

There is a Beetham Lifestyle Village information folder which is provided on enquiry and a resident's handbook provided on entry to the village. The resident's handbook includes the full complaints process and a complaints flowchart, which describes the process for addressing formal complaints. Once a resident has made the decision to purchase, additional information about the Occupational Right Agreement and a clear explanation are supplied. Information about fees, entitlements and the rights of residents is also



provided. Each resident has a copy of the fire evacuation plan and all residents interviewed were clear on the process on how to get help in the case of an emergency.

Village residents manage their own committee, holding monthly meetings and maintain their own records of these. If any issues arise, they consult with the general manager who resolves them to their satisfaction.

Annual general meetings (AGMs) are held within the required timeframe each year, with the last one being held in December 2022. These include a full report by the general manager and a long-term maintenance plan with clear information about significant expenditure. Financial records are also provided at this time.

Service fees are paid by direct debit monthly with the only additional charges being power or maintenance which are itemised on the invoice. Residents reported the accounts for all charges are clear.

### **Auditor recommendations**

Beetham Lifestyle Village has policies and processes in place to meet the Retirement Villages Code of Practice 2008 (with Variations April 2017), which is referred to as 'the Code' in this report.

The auditor's recommendation is for three years certification.





## Observations

Beetham Lifestyle Village is set in gated and landscape grounds, with well-maintained gardens. The village is expansive, creating a feeling of spaciousness.

Villas have been designed for residents' privacy, and residents noted that they did not feel their neighbours were looking in. Village residents maintain their independence, with many continuing to drive and access the local community in the usual way.

All villas and apartments are well maintained and are in very good condition. Refurbishment was sighted in two villas and has been completed to a high standard.

The management team has developed a comprehensive information pack and an introduction letter for new residents. This clearly and succinctly describes all the facilities available and how to access support for maintenance, meals and administrative services.

The residents interviewed all reported they feel safe and secure in their homes at the village. All villas have an alarm security system that is monitored at all times. Residents reported that when activated, this is responded to very promptly.



## Part 2: General Requirements

### Policies and Procedures, Notices and Induction Requirements

Policies And Procedures, Notices and Induction Requirements Criteria		Attainment (FA/PA/UA)
8	Policies and procedures	FA
9	Induction in this Code of Practice	FA
10	Notices to residents	FA
11	Operator's access to a resident's residential unit	FA

- All required policies and procedures are in place. These are being regularly reviewed and were current at the time of the audit.
- A comprehensive introduction booklet is provided to each resident at the time of application and on entry to the village, along with a full disclosure statement. The RVA Summary of Key Terms has been provided to intending residents before ORA signed.
- There is a formal induction process for new residents and for staff.
- Residents are given adequate notice if work needs to be done in their unit in their absence. The only exceptions are in emergencies.



### Part 3: Minimum Requirements to Be Included in Any Occupation Right Agreement

#### Safety and Personal Security of Residents

Staffing Of Retirement Village Criteria		Attainment (FA/PA/UA)
12	Staffing policies, processes and procedures	FA
13	Information about staff	FA
14	Staff qualifications and experience	FA
15	Staff supervision and ongoing training	FA

- There are sound recruitment and appointment processes for paid and unpaid staff.
- Review of personnel files (five) confirmed the recruitment and appointment processes are followed and that staff have relevant qualifications and experience.
- All staff members who interact with village residents hold a first aid certificate. These were current.
- Staff wear identification badges. Residents are introduced to any new staff in the office area, although there has been little change since the village was constructed.
- There is formal and informal supervision, and training available for all staff.
- The general manager has completed the E-learning packages available via the Retirement Village Association. The office manager is completing it and has one more paper to complete. First aid training is provided.

#### Safety and Personal Security of Residents

Safety And Personal Security of Residents Criteria		Attainment (FA/PA/UA)
16	Safety and personal security policy	FA
17	Safety and personal security policies and procedures	FA
18	Personal security as a promotional feature in advertising	FA

- All relevant safety and security systems and procedures are in place. Residents reported they feel very safe in the village.
- Promotional material does not compromise the residents' safety.



## Fire Protection and Emergency Management

Fire Protection and Emergency Management Criteria		Attainment (FA/PA/UA)
19	Fire protection and emergency management policy	FA
20	Protection of residential units and retirement village facilities from fire	FA
21	Plans, instructions and equipment for dealing with fire and other emergencies	FA
22	Insurance cover and repairs	FA
23	Access to residential units and retirement village facilities for people with disabilities (Also covers 45 – Alteration of residential units for residents with disabilities)	FA

- Fire protection and emergency management systems and procedures meet the requirements of the Code.
- Most villas have hard-wired smoke alarms. The villas with battery-operated smoke detectors have ten-year batteries that are changed when batteries begin to run down.
- A fire and emergency response and evacuation plan is in each villa and the residents who were interviewed reported their understanding of this.
- Residents are encouraged to have their own contents insurance and those interviewed understood their responsibilities regarding this.
- The operator's insurance policy for the village was sighted and the policy was current at the time of the audit (expires 1 November 2023).
- Fire protection and emergency management policies include a description of how it provides access for people with disabilities and these are available to residents on request. There are no current residents who require special assistance in an emergency.

## Transferring Residents within a Retirement Village

Transferring Residents Within a Retirement Village Criteria		Attainment (FA/PA/UA)
24	Transfer requirements in the occupation right agreement	FA
25	Financial and other arrangements in a transfer	FA

- The ORA describes transfer requirements and financial arrangements from an independent self-care residential unit to a unit in the retirement village where a higher level of care will be provided.
- No residents have recently transferred to a higher level of care.



Meetings Of Residents with Operator and Resident Involvement Criteria		Attainment (FA/PA/UA)
26	Frequency of meetings	FA
27	Procedures applying to annual and special general meetings	FA
28	Residents' participation in decision-making	FA
29	Notifying residents of information about the retirement village	FA
30	Residents' committee	FA

- Annual general meetings are held within six months of completion of the financial year. The 2022 meeting was held on 14 December 2022
- Special general meetings have not been requested by residents.
- Round table meetings with the general manager occur every two months, and all residents are welcome.
- Residents meet monthly and maintain their own records of their discussions.
- All residents can attend these meetings at their choice.
- Residents interviewed reported that they are consulted on proposed changes and are involved in decision-making.
- The general manager communicates, when necessary, through formal letters and documents. These may include the AGM agenda, meeting minutes or financial accounts.

### Complaints Facility

Complaints Facility Criteria		Attainment (FA/PA/UA)
31	Residents may raise an issue or concern informally	FA
32	Procedure for making and acknowledging complaints by residents	FA
33	Informing resident of the progress of the complaint	FA
34	Procedures for resolving and deciding complaints	FA
35	Time limits for making and notifying the decision about the complaint	FA
36	Form of notification of the decision about the complaint	FA

- There have been four formal complaints and two informal concerns raised by residents since the last audit.
- The operator has notified the Retirement Commissioner that they have had two formal complaints for the six months from 1 October 2022 - 1 April 2023.
- All complaints have been dealt with following the operator's policy, which is consistent with the April 2017 variation to the Code of Practice.
- At interview, residents reported that they are able to easily resolve any concerns or complaints and management team members are available and responsive whenever needed.
- The complaints policies and procedures are clearly defined in the residents' information book / reference information and includes the diagram from Code of Practice Variations April 2017.



## Accounts

Accounts Criteria		Attainment (FA/PA/UA)
37	Frequency of accounts	FA
38	Breakdown of items	FA
39	Format of invoices	FA

- Accounts for charges that include power are sent monthly.
- An efficient invoicing system was evident. This is managed by the office staff.
- Residents have been made aware of any services that require additional payments and invoices clearly record the cost. They reported that the accounts are clear and they understand them.

## Maintenance and Upgrading

Maintenance and Upgrading Criteria		Attainment (FA/PA/UA)
40	General obligations	FA
41	Minor repairs, maintenance and emergency repairs	FA
42	Periodic review of maintenance agreements	FA
43	Funding for maintenance and periodic upgrading of retirement village property	FA
44	Construction standards for new retirement villages or units	FA
45	Alteration of residential units for residents with disabilities	FA

- The ORA document includes all requirements of the Code regarding minor repairs, maintenance and emergency repairs.
- There is a simple process for residents to request any repairs, maintenance or gardening assistance.
- The operator has reviewed the maintenance requirements of the village. A copy of the long-term maintenance plan is provided to residents at the AGM.
- There is a register of maintenance jobs, which records all actions and when they were completed.
- The village owns a large area of vacant land on the site, however there are no plans for further development at this time.
- All villas and apartments are fully accessible and the facility will arrange for any modifications and install any additional equipment, should this be required.



### Termination of an Occupation Right Agreement

Termination Of an Occupation Right Agreement Criteria		Attainment (FA/PA/UA)
46	Resident's right to terminate the occupation right agreement	FA
47	Grounds for termination if the unit is damaged or destroyed	FA
48	Grounds for termination by operator	FA
49	Operator's process for exercising the right to terminate the ORA	FA
50	Refurbishment costs and process	FA
51	Operator's responsibilities relating to the sale or disposal of a vacant residential unit following termination	FA
52	Rights of the former resident relating to sale or disposal of the vacant residential unit following termination	FA
53	Operator may buy residential unit	FA
54	Payments due to the resident on termination or end of occupation	FA

- The ORA includes all requirements of the Code for termination. These include the grounds for termination by the operator.
- The operator's insurance policy includes provision to meet the October 2013 variation regarding 'no fault damage or destruction to any unit'.
- The operator has not exercised their right to terminate any ORAs in the last 12 months.
- Refurbishment costs and process are set in the ORA.
- Two of the vacant units have been refurbished on the termination of the previous resident. All carpets and curtains have been replaced and the entire unit repainted. All work is to a high standard.
- Beetham Lifestyle village has followed their process for marketing and promoting the vacant villas and records of these activities are maintained.
- The appropriate process is being followed and the outgoing residents or their family members being kept well informed of the status of the resale process.

### Communication with Residents

Communication with Residents Criteria		Attainment (FA/PA/UA)
55	Communication policies, systems and procedures	FA
56	Communicating with residents for whom English is a second language	FA
57	Communicating with residents with limited ability to communicate	FA

- Appropriate policies and procedures regarding communication with all residents are available.
- There are not currently any residents for whom English is a second language.
- Alternative forms of communication are being used for residents with limited ability to communicate. These include the use of written information for those hard of hearing, and large print for those with limited eyesight.



### **Corrective Action Request and Follow-up**

Any criteria which are unattained or partially attained at the onsite audit must be fully attained before the audit report can be submitted to the Retirement Villages Association.

During this onsite audit all criteria were fully attained and no further follow-up was required.

### **Appeals Process**

The DAA Group follows a standard procedure for managing appeals relating to the certification and verification process.

This procedure includes within its scope appeals against decisions made by the DAA Group with respect to findings made during the audit.

Should you wish to appeal the outcome of your recent audit; the appeal will be managed in the following manner:

- A written appeal is to be provided to the DAA Group.
- The DAA Group will acknowledge receipt of your appeal in writing.
- Two independent auditors will review the relevant documentation and/or information within 15 working days of receipt of the appeal.
- Action will be taken based on the nature of the appeal.
- The outcome of the review will be notified in writing to you. Progress reports may also be made.
- All appeals and disputes will be reviewed by the Impartiality Committee to ensure due process has occurred.

### **Disclaimer**

The DAA Group expressly disclaims liability to any person who acts or fails to act in reliance on any statement in this report. The DAA Group disclaims any liability whatsoever in respect of any losses or damages arising out of the use of this information, or in respect of any action in reliance on the information contained in the Certification audit report.

