

Waitemata District Health Board

Introduction

This report records the results of a Partial Provisional Audit of a provider of aged residential care services against the Ngā Paerewa Health and Disability Services Standard (NZS8134:2021).

The audit has been conducted by The DAA Group Limited, 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 standards on the Ministry of Health's website by clicking [here](#).

The specifics of this audit included:

| | |
|--------------------------|---|
| Legal entity: | Waitemata District Health Board |
| Premises audited: | Waiatarau Inpatient Mental Health Unit Mason Clinic North Shore Hospital Pitman House Waitakere Hospital Wilson Centre Elective Surgery Centre He Puna Waiora Inpatient Detoxification Unit |
| Services audited: | Hospital services - Psychogeriatric services; Hospital services - Medical services; Hospital services - Mental health services; Hospital services - Geriatric services (excl. psychogeriatric); Residential disability services - Physical; Hospital services - Children's health services; Hospital services - Surgical services; Hospital services - Maternity services |
| Dates of audit: | Start date: 22 March 2022 End date: 23 March 2022 |

Proposed changes to current services (if any): The transfer of the 11 bed inpatient detoxification services from Pitman House (at 50 Carrington Road, Point Chevalier) to a newly built 10 bed inpatient unit at 140 Hobson Street, Auckland. The DHB will cease to provide inpatient services from Pitman House.

Total beds occupied across all premises included in the audit on the first day of the audit: 0

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.

General overview of the audit

The Waitemata district health board's community alcohol and drug services provides a medically managed detoxification service currently for a 11 bed ward in Pitman House at 50 Carrington Road, Point Chevalier. The facility is scheduled to relocate the service to a newly renovated 10 bed inpatient unit at 140 Hobson Street, Auckland on 4th May 2022.

This partial provisional audit was undertaken to establish the level of preparedness to relocate service provision in the new facility. This audit was conducted against the relevant Health and Disability Service Standards. The audit process included a review of policies and procedures, a review of human resource reports, observations and interviews with governance, management, and staff.

Areas requiring improvement identified at this audit relate to: plant and equipment and the physical environment.

Ō tatou motika | Our rights

Not audited.

Hunga mahi me te hanganga | Workforce and structure

Governance is provided by the Waitemata district health board who provide overall strategic direction for all their services. An appropriately qualified and experienced chief executive officer is responsible for the management of the district health board. The community alcohol and drug service is a service which reports to the executive director, community services for the Waitemata district health board.

The promise, purpose, priorities and values of Waitemata district health board are reflected throughout the service.

The service utilises and complies with the overarching policies and procedures and quality and risk management systems and reports to the district health board through the executive leadership team.

Consumer participation is encouraged and evident throughout the service. There is an emphasis on addressing Māori disparities and inequities through building relationships, connecting with Māori and recruitment.

The service is represented on the district health board clinical governance board, which maintains oversight of and monitors clinical safety and quality risks.

There is a transition plan in place for the move. The current adult addictions model of care, staffing model and skill mix will be enhanced with additional staff.

Human resource policies and systems reflect good employment practice and meet legislative requirements. All new staff receive an orientation and there is ongoing training and professional development for all staff. All registered nurses have supervision.

Ngā huarahi ki te oranga | Pathways to wellbeing

The inpatient detoxification unit has a medication management system in place which is appropriate to the scope of the service. The service uses the Pyxis Medstation as their automated medication dispensing system, which will transfer to the new unit. Specialist pharmacy support provided currently will continue as the service moves to the new unit.

The food service is provided by an external provider and this service will continue when the service relocates with some changes made regarding the delivery provider. A quality system is in place to ensure the service meets the client's nutritional needs.

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

The new facility has a current certification of public use, valid until April 2022.

The fit out of rooms had been completed to a high standard and all surfaces, equipment and furniture are serviceable and in new condition.

There is current district health board policy in place to ensure essential equipment, maintenance and replacements and a safe and appropriate environment is maintained for clients, visitors and staff.

There are outdoor balconies and spacious communal areas. All clients will have their own bedroom each with an ensuite toilet and shower.

There is a Fire Emergency New Zealand approved emergency evacuation plan. Fire evacuation training and drill has been scheduled to occur in the first two days prior to occupancy for all staff.

There are multiple functioning call bells throughout the unit.

There is a unit specific security system in place to ensure the protection and safety of clients, visitors and staff.

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

Waitemata district health board has an infection prevention and control team who are responsible for the infection prevention and control programme. The inpatient detoxification unit has an infection control programme appropriate to the size and complexity of the service. The infection control champion for the service collates infection control data and reports to the wider infection control team at the district health board. The Inpatient Detoxification Unit has ready access to policies, guidelines, and educational resources plus experienced trained personnel to support the service in all areas of infection prevention control and antimicrobial stewardship. The current service will continue in the new facility once orientation and set up has been completed.

Here taratahi | Restraint and seclusion

Not audited.