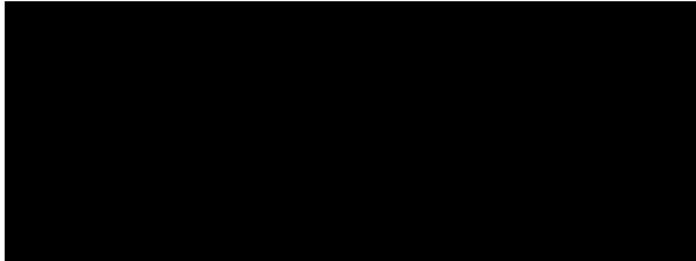


15 OCT 2019



Response to your request for official information

Thank you for your request for information under the Official Information Act 1982 (the Act) on 27 August 2019 for:

"Copies of complaints received since January 1 2019 about residential care, and copies of any related investigations and findings.

The information sought in this request is to be used as part of a report by the New Zealand Herald into rest homes and residential care."

On 24 September 2019, the Ministry of Health (the Ministry) informed you that the timeframe to respond to this request has been extended pursuant to section 15 of the Act.

Under section 16(1)(e) of the Act, the Ministry is providing you a high-level summary of the complaints received between 1 January 2019 and 27 August 2019 including the investigation outcome. This is attached as Appendix One. Complaints that are still under investigation have not been included in scope of the request as the outcome has not been determined.

HealthCERT is the team within the Ministry that is responsible for regulating healthcare providers as required under the Health and Disability Services (Safety) Act 2001. HealthCERT receives complaints directly and is advised of complaints received by district health boards (DHBs). The DHB completes the investigation and monitors any corrective actions resulting from the complaint investigation.

You have the right, under section 28(3) of the Act to ask the Ombudsman to review any decisions made under this request.

Yours sincerely



Keriana Brooking
Deputy Director-General
Health System Improvement and Innovation

Appendix One: Complaints about rest homes received by the Ministry from 1 January 2019 to 27 August 2019

Date received	Name of rest home	Summary of complaint	Investigation Outcome	Funder
30 Jan 2019	Moana House Trust Board - Moana House	Communication between family members and visiting hours	Not determined - With the passing of the resident the complaint did not get worked through	Waikato DHB
3 Feb 2019	Harbour View Rest Home (2005) Limited - Harbour View Rest Home	Falls management, lack of staffing level (registered nurse coverage) and lack of communication with family around incidents	Not substantiated	Southern DHB
15 Feb 2019	Sandringham House Limited - Sandringham House Rest Home	Concerns raised about a staff member having their child in the facility whilst on duty	Not substantiated	Southern DHB
20 Feb 2019	Radius Residential Care Limited - Radius Rimu Park	Care concerns - catheter management, oral hygiene, hydration and nutrition, activities, personal hygiene and attitude of care givers	Substantiated	Northland DHB
4 March 2019	Heritage Lifecare Limited - Granger House Lifecare	Care concerns - clinical management and skill, communication	Partially substantiated	West Coast DHB
4 March 2019	Mossbrae Healthcare Limited - Mossbrae Healthcare	Restraint management (concerns about the "restraint free" policy) and falls management	Partially substantiated	Southern DHB
15 March 2019	Henrikwest Management Limited - Craigweil House	Contenance management and practices (limited continence products) and smell of urine in facility	Not determined - Unable to pursue complaint further as no further communication	Waitemata DHB

			received from complainants (despite attempts made by Waitemata DHB)	
19 March 2019	Heritage Lifecare Limited - Colwyn House	Complaints management, staff levels in the dementia unit, laundry services, manager is abrupt when dealing with residents and family	Not substantiated	Hawke's Bay DHB
25 March 2019	MorningView Health Care Limited - Rose Garden Rest Home	Lack of care and delay in treatment – management of the deteriorating condition of a resident, staff availability, maintaining resident's dignity	Not substantiated	Northland DHB
26 March 2019	Heritage Lifecare (BPA) Limited - Riverside Care Home and Hospital	Infection control practices (management of scabies), delay in diagnosis and treatment of resident's	Not substantiated	Taranaki DHB
4 April 2019	Bupa Care Services NZ Limited - BeachHaven Hospital	Management of resident on resident assault, management of resident's behaviour and monitoring in the dementia unit, staffing levels in facility, delay in contacting family and ambulance	Not substantiated	Waitemata DHB
11 April 2019	Chatswood Lifecare Limited - Chatswood Rest Home	Concerns about the reassessment of the level of care provided to a resident in an apartment	Substantiated	Canterbury DHB
2 May 2019	Presbyterian Support Central - Huntleigh Home	Quality of food (nutritional value and variety), complaints management	Not determined - The Capital and Coast DHB assisted the complainant in addressing the concerns	Capital and Coast DHB

			directly with the provider. The complainant was satisfied with this immediate action and did not wish the complaint investigation to go any further	
16 May 2019	Bethesda Care Limited - Bethesda Care	Care concerns - pressure wound management, deterioration of resident, complaints management and communication with family	Substantiated	Counties Manukau DHB
12 June 2019	Bupa Care Services NZ Limited - David Lange Care Home	Wound care management	Substantiated	Counties Manukau DHB
17 June 2019	Sodhi Enterprises Limited - Coronation Lodge Rest Home	Medication management, lack of food provided to resident's, staffing levels and responsibilities, care plan documentation	Partially substantiated	Taranaki DHB