

Canterbury District Health Board

Introduction

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

The audit has been conducted by Central Region's Technical Advisory Services 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 standard on the Ministry of Health's website by clicking [here](#).

The specifics of this audit included:

Legal entity: Canterbury District Health Board

Premises audited: Oromairaki - Selwyn Health Hub, Christchurch Hospital

Services audited: Hospital services - Maternity services; Hospital services - Medical services

Dates of audit: Start date: 19 May 2022 End date: 20 May 2022

Proposed changes to current services (if any): The transfer of from Lincoln Maternity Hospital to a newly built maternity unit - Oromairaki in the Selwyn Health Hub. Increasing postnatal beds by 4, now a total of 10 beds. The District Health Board will cease to provide inpatient maternity services from Lincoln Maternity Hospital.

At Christchurch Hospital - the addition of a newly built wing/pod in the intensive care unit, increasing beds by 12 from 36 to 48; and an increase in medical beds with the addition of 14 medical progressive care inpatients unit beds.

Total beds occupied across all premises included in the audit on the first day of the audit: 39

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 audit team visited services at Christchurch Hospital, and the new maternity service – Oromairaki, which is part of the new Selwyn Health Hub.

Maternity services are scheduled to relocate to Oromairaki on the 31 May 2022. Utilisation of the new intensive care pod had commenced at the time of audit. The additional medical beds are scheduled to open on 26 May 2022.

This partial provisional audit was undertaken to establish the level of preparedness to relocate and add four beds to maternity service provision in the new facility, and to provide a progressive medical service (14 beds) and increase intensive care bed numbers by 12 beds. The Canterbury District Health Board has total of 1,450 beds across a range of health services. Total District Health Board beds will increase by 30 to 1,480.

This audit was conducted against the relevant Health and Disability Service Standards, Ngā Paerewa. The audit process included a review of policies and procedures, a review of human resource reports, observations and interviews with management, and staff.

Improvements are required regarding orientation; refrigerator temperatures; stocks and supplies; and personal protective equipment.

Ō tatou motika | Our rights

Not audited

Hunga mahi me te hanganga | Workforce and structure

The Board is responsible for the governance of the organisation. Both the Board and the executive provide the overall strategic direction for Canterbury District Health Board services. Leadership and overall management of the organisation is provided by an appropriately qualified and experienced chief executive officer and executive management. Both the Consumer Council and the Clinical Board provide advice to the leadership team. The vision, values, and partnership of Canterbury District Health Board are reflected throughout the service.

Canterbury District Health Board inpatient services are provided 24 hours a day, 7 days per week, by trained and experienced multidisciplinary teams. There are documented and implemented strategies and tools to provide the right skill mix of staff across all services. These include strategies to staff the newly commissioned areas. The overarching policies and procedures and quality and risk management systems are available to the services to support service delivery. There is reporting to the District Health Board through the executive leadership team.

There is community, service user and Māori participation in service development. There is an emphasis on addressing disparities and inequities through partnerships, building relationships, and connecting with communities.

There is a transition plan in place for the move in each area. The organisation's current staffing model and skill mix will be enhanced with additional staff, as required in each of the three areas audited.

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. Orientation is in progress for staff who will be working in the new services/areas.

Ngā huarahi ki te oranga | Pathways to wellbeing

There are implemented policies and procedures to ensure the safe storage and administration of medications. The medication management system is appropriate to the scope of the services delivered.

A centralised system is implemented to monitor and record the temperatures of medication fridges and rooms. All systems including pharmacist support will be made available in the new services.

The food service is managed by a contracted service provider, with dietitian input into menus and special diets. This existing service will be accessed by the two new services sited at Christchurch hospital.

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

The hard fit out of all new areas have been completed to a high standard and all surfaces are in new and serviceable 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 patients, visitors, and staff.

The design of the new buildings has been undertaken in consultation with local community, council, Māori, and service users. Māori and local environment influences are evident in internal and external features.

There are Fire Emergency New Zealand approved emergency evacuation plans in place for services at Christchurch Hospital, inclusive of medical and intensive care areas. An emergency evacuation plan has been submitted for approval and a fire

evacuation training and drills has been scheduled to occur in the maternity unit prior to occupancy for all staff. The medical and intensive care areas are included in the hospital training and drills.

There are multiple functioning call bells throughout the services audited.

There are security systems in place to ensure the protection and safety of patients, visitors, and staff.

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

Canterbury District Health Board has an infection prevention and control team who are responsible for their infection prevention and control programme. The maternity service has representatives on this committee and both the intensive care pod and the progressive medical beds form part of the overall infection control programme, which is appropriate to the size and complexity of the service. The infection control nurse specialists collate infection control data, provide support in all areas of infection prevention control and antimicrobial stewardship and are responsible for reporting to the wider infection control team. The three new areas have electronic access to policies, guidelines, and educational resources.

Here taratahi | Restraint and seclusion

The Canterbury District Health Board has policies and procedures in place to identify, assess, implement, and monitor restraint, should this be required however, all the new areas have a no restraint approach. The policies and procedures are available to all staff. Staff training includes de-escalation strategies, and the district health board's restraint advisory group meets monthly to review and assess all forms of restraint.

End of the report.