

# Capital and Coast District Health Board

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## 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 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 standard on the Ministry of Health's website by clicking [here](#).

The specifics of this audit included:

**Legal entity:** Capital and Coast District Health Board

**Premises audited:** Wellington Hospital

**Services audited:** Hospital services - Children's health services

**Dates of audit:** Start date: 7 February 2023      End date: 7 February 2023

**Proposed changes to current services (if any):** The service has built a new three level children's hospital called Te Wao Nui. Level two (at ground level) is used for clinic and community-based services and level three is called Kowhai Ward and is a 17 bed children's inpatient surgical ward, a three-bed child cancer day stay service, and a 12-bed day stay unit. These services opened in October 2022.

The final part of Te Wao Nui building is included in this partial provisional audit. The fourth level called Piko Ward, comprises a 23 bed children's inpatient medical ward and a new nine bed children's medical short stay unit. The opening hours and entry criteria for the short stay unit are yet to be determined. The date Piko Ward will open has not been finalised but is anticipated to be between 14 and 21 March 2023.

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

# Executive summary of the audit

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## 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

Te Whatu Ora Capital Coast and Hutt Valley (previously called Capital and Coast District Health Board) has built a new three level children's hospital called Te Wao Nui.

The fourth level (Piko Ward) is the final stage of the building to be opened. This is a 23 bed childrens' medical ward and a nine bed children's medical short stay unit. The childrens' medical short stay unit is a new service. The childrens' medical ward is relocating from another building.

This partial provisional audit was conducted against the Ngā Paerewa Health and Disability Services Standards and included observations and interviews with management, contractors and staff, as well as a review of facilities within level four (Piko Ward and the Short Stay Unit) of Te Wao Nui. This audit report has focused on the criteria related to the partial provision audit only including the one service delivery area for improvement that was raised at the last partial provisional audit which has been addressed. All other areas for improvement raised during the 2022 certification audit remain open and will be followed up via a separate process, therefore are not included in this report.

At this partial provision audit four areas for improvement are identified in Te Wao Nui Piko Ward in relation to short stay entry criteria, opening hours and staffing requirements, staff/contractor orientation, aspects of the environment, and there are two rooms in short stay that do not have external windows.

Five areas raised for improvement at the last provisional audit have been addressed except for ensuring the playground is verified as being safe to use and processes to ensure patients safety when using the upper floor deck areas.

## **Ō tatou motika | Our rights**

### **Hunga mahi me te hanganga | Workforce and structure**

Te Whatu Ora Capital, Coast and Hutt Valley have transitioned to Te Whatu Ora with the local integration team acting as the quasi-governance group during this transition period, while future reporting requirements are still being established. The hospital and specialists' group are responsible for decision making. There is a robust monthly monitoring and reporting process through to governance to monitor progress in implementing strategic and operational plans and risk management. The Pacific Peoples and Māori are represented as part of the local integration team through the acting director Pacific people's health and director Māori health. Working towards improving outcomes and equity for Māori, Pacific peoples and tangata whaikaha was evident through a range of plans and projects.

A transition plan framework is in place to guide staff during the preparation, transition of patients and services to Te Wao Nui and ensuring the vacated areas are left in an appropriate manner. The timeframes will be noted once the relocation date is confirmed. Keys risks are identified and monitoring processes are in place to ensure key milestones are being met.

Recruitment processes align with current accepted practice. Professional qualifications are validated prior to employment and ongoing, and an orientation programme has been designed for staff and contractors working in Te Wao Nui Piko Ward.

The existing children's medical ward staff will transition to Te Wao Nui.

## **Ngā huarahi ki te oranga | Pathways to wellbeing**

Dietitian input is available to ensure the nutritional needs of patients is met. Patients or their support person will select their meal choices from the available menu. There are kitchenettes available in Te Wao Nui. Meals will be transported from the main kitchen.

There are designated areas for the secure storage of medications. Existing policies and procedures, and staff competency assessment processes will be implemented. Processes are in place to facilitate the appropriate use of blood products.

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

Te Wao Nui has been developed with consumer, family, and cultural input. A Code Compliance Certificate has been issued. The fire evacuation plan has been approved by Fire and Emergency New Zealand (FENZ).

The inpatient area has 21 single rooms and one room that has two beds. Each bedroom has a full bathroom ensuite and space for family/support persons to stay with each patient. There is a nine-bed medical short stay unit. Call bells are appropriately located along with emergency equipment and personal protective equipment.

The design and layout of Te Wao Nui has resulted in a child and family friendly environment, with appropriate furnishings and dining/recreation/relaxation areas for patients and their whānau/family/support person. Two procedure rooms will be used for any intervention procedures to ensure the child's bedroom can be left as a 'safe place'.

There are designated staff work, training, bathroom, and tearoom areas. Some new clinical equipment has been purchased. Other equipment will be transferred from the existing children's medical ward. There are designated areas for the storage of waste and other hazardous substances.

Appropriate security arrangements are in place.

Training is planned for staff and contractors on emergency and for evacuation procedures.

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

The infection prevention and control services for Hutt Valley and Capital and Coast have amalgamated. An infection prevention and control plan for 2022 -2025 has been developed. There are reporting processes in place between the infection prevention and control services and governance.

There are appropriate infection prevention and control and antimicrobial stewardship systems in place relevant to a children's service. This is facilitated by the multi-disciplinary infection prevention team, who were involved with the building design. Infection prevention policies and procedures are available. Appropriate personal protective equipment is accessible. Staff are provided with relevant education by appropriately trained staff.

Advice was obtained to ensure the environment meets the cultural needs of service users.

Surveillance for infections is occurring and the use of antimicrobials are monitored for appropriateness.

Processes are in place to ensure the appropriate segregation, storage and transportation of waste and hazardous substances.

The cleaning and laundry requirements for Te Wao Nui have been identified.

## **Here taratahi | Restraint and seclusion**