

# Te Whatu Ora – Health New Zealand Capital, Coast and Hutt Valley

## 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 Manatū Hauora (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 Manatū Hauora website by clicking [here](#).

The specifics of this audit included:

**Legal entity:** Health New Zealand

**Premises audited:** Wellington Hospital

**Services audited:** Hospital services - Psychogeriatric services; Hospital services - Medical services; Hospital services - Mental health services; Hospital services - Geriatric services (excl. psychogeriatric); Hospital services - Children's health services; Residential disability services - Psychiatric; Hospital services - Surgical services; Hospital services - Maternity services

**Dates of audit:** Start date: 15 January 2024      End date: 15 January 2024

**Proposed changes to current services (if any):** A new 12 bed ward (4 South) has been built on the roof of the hospital above the operating theatre. This ward will be used to decant other ward inpatient beds on a scheduled manner to enable the copper pipe

repair project to be undertaken. The plan is to open this ward on Tuesday 23 January 2024. This is the next step in the copper pipe project that has been in progress for approximately five years.

**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 tātou 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 haumaruru | 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 & Hutt Valley has built a new 12 bed ward (4 South) on the roof of the hospital above the operating theatre. This ward will be used to decant inpatients from other wards/departments or units on a scheduled manner to enable the ongoing copper pipe repair project to be progressed. The plan is to open this ward on Tuesday 23 January 2024.

This partial provisional audit was conducted against the Ngā Paerewa Health and Disability Services Standard NZS 8134:2021 and included observations and interviews with management and staff, as well as a review of facilities within ward 4 South. This audit report has focused on the criteria related to the partial provisional audit only. All other areas for improvement raised during the 2022 certification audit remain open and will be followed up via a separate process at the next surveillance audit, and therefore are not included in this report.

At this partial provision audit, two areas for improvement are identified in relation to ensuring culturally appropriate menu choices are available and completing the outstanding tasks to ensure the ward 4 South facility is ready for occupancy.

## **Ō tātou motika | Our rights**

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

Te Whatu Ora Capital, Coast and Hutt Valley have transitioned to Te Whatu Ora – Health New Zealand with the leadership integration team acting as the quasi-governance group during the transition period, while new national reporting requirements are being established. The hospital and specialist services are responsible for decision-making. There is a monthly monitoring and reporting process through to governance to monitor progress in implementing strategic and operational plans and risk management.

Pacific peoples and Māori are represented as part of the local integration team through the acting director Pacific peoples' health and director Māori health. Working towards improving outcomes and equity for Māori, Pacific peoples and tāngata whaikaha are a stated priority.

A transition plan is in place to guide staff during the preparation and transition of patients and services to ward 4 South. Key risks are identified, and monitoring processes are in place to assess progress.

Recruitment processes align with current accepted practice. Professional qualifications are validated prior to employment and ongoing. An orientation programme for 4 South is in place and the existing organisation-wide and ongoing education programme will be utilised.

The staffing and clinical and operational management processes in place for the ward that is utilising 4 South will continue as usual. Ongoing patient acuity and staffing needs will be monitored via existing processes.

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

Dietitian input is available to ensure the nutritional needs of patients are met. Patients or their support person will select their meal choices from the available menu. There is a beverage bay in 4 South and a kitchenette just outside the ward. Meals will be transported from the main kitchen using current processes.

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 and blood products.

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

A Certificate for Public Use has been issued by Wellington City Council. A new Wellington Regional Hospital fire response plan has been lodged with Fire and Emergency New Zealand (FENZ). Applicable staff are being trained on the fire evacuation requirements for ward 4 South.

Ward 4 South has six single rooms with a shared or individual full bathroom ensuite. There is an open-plan bay that contains six bed spaces. There are full bathroom areas at each end of this bay. Call bells are appropriately located along with emergency equipment and personal protective equipment.

Some new clinical equipment has been purchased. Other equipment will be transferred along with patients on the day of opening. There are designated areas for the storage of waste and other hazardous substances.

Appropriate security arrangements are in place. Staff are provided with training on emergency and for evacuation procedures.

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

An infection prevention and control plan for 2022-2025 has been developed for the infection prevention services for Capital, Coast and Hutt Valley. 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. 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.

The project management team have sought advice from Māori related to new building or site development project principals.

Surveillance for infections is occurring and the use of antimicrobials is 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 4 South have been identified.

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

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