

# Health New Zealand Te Whatu Ora Waitaha Canterbury

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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 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:

<b>Legal entity:</b>	Health New Zealand
<b>Premises audited:</b>	Kurawaka
<b>Services audited:</b>	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; Dementia care; Hospital services - Surgical services; Hospital services - Maternity services
<b>Dates of audit:</b>	Start date: 28 February 2024      End date: 28 February 2024
<b>Proposed changes to current services (if any):</b>	Opening of a new Community Midwifery Led Birthing Unit/facility, as part of Women's Christchurch Hospital services, located in a partially leased building.

**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 Waitaha Canterbury provides regional and local health care services from its Christchurch campus and community facilities.

This one-day on-site partial provisional audit, against the Ngā Paerewa Health and Disability Services Standard NZS 8134:2021, was undertaken to confirm the level of preparedness for the opening of a new standalone maternity facility Kurawaka near the Christchurch Women's Hospital campus. A building has been leased and refitted to provide four birthing rooms and twenty postnatal beds. The vision for this community birthing unit began in 2010 through consultation, with the community requesting a central community midwifery-led birthing unit. Diverse community consultation continued via a Kia Kotahi codesign process to capture the community stories and dreams for their new birthing unit and identified the values and ways of working that whānau want from all staff working at Kurawaka Waipapa. The surrounding environment has been incorporated into Kurawaka. Ten of the twenty beds are expected to be opened by mid-April 2024.

The audit included review of documentation, inspection of the environment, and interviews with clinical and infrastructure staff and managers of the wider service. Interviews with the operational group involved in the building of the new maternity facility demonstrated there has been strong and detailed planning over time, collaboration and effective teamwork to progress the work necessary for a smooth migration.

The audit identified that completion of the following matters is still required: building and equipment checks, a functioning call bell system, fire and emergency safety equipment, a certificate of public use, a Fire and Emergency New Zealand (FENZ) approved evacuation plan and the completion of a trial fire evacuation.

## **Ō tātou motika | Our rights**

Not applicable to this audit.

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

Te Whatu Ora Waitaha Canterbury is continuing to work through the changes to the structure of Te Whatu Ora - Health New Zealand in line with national and regional guidance and progress. Te Whatu Ora Waitaha Canterbury sits within Te Wai Pounamu as one of the four regional integration teams. The regional entity (Te Waipounamu South Island) and a national approach to clinical governance are developing. Localities and iwi partnership boards are in the establishment phase. The hospital specialist services (HSS) District Leadership Group is established with an interim lead in place, pending further consultation on the future structure. Although the national, regional and local clinical governance model is developing, there are well established structures already in place which ensure clinical care has the necessary planning and evaluation, with reporting lines in place. Present developments recognise Te Tiriti o Waitangi and support Māori patients' and whānau health.

Policies and procedures relevant to the services are current or have been reviewed to reflect the recent changes in organisational structure and clinical practices, as necessary.

A range of mechanisms are used to ensure that the right numbers of staff are available to meet the changing needs of māmā/whānau. The Care Capacity Demand Management (CCDM) programme will provide real-time data to support decision-making.

The appointment and management of staff is based on current good practice and managed by People and Communication. A strong focus on recruitment, retention and support has largely been successful, with recruitment completed for the planned opening of the initial 10 beds of the unit. Professional qualifications are validated prior to employment. Staffing levels and skill mix are planned to meet the changing needs of māmā using an established acuity model. Care capacity and demand will be continuously monitored alongside the current services.

A systematic approach to identify and deliver ongoing training supports safe service delivery. There is established, generic, organisational and service-specific training offered together with a wide range of ongoing training and professional development opportunities. Māori workforce development was supported by roles and a range of training programmes including Te Tiriti o Waitangi.

There is a clear governance and operational framework that outlines support from the leadership level to the working group level.

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

Kurawaka areas are planned to be suitably outfitted and secured with swipe card access, both to the room and to the controlled drug safe. The unit will be overseen by the pharmacy service and is in accordance with its implemented medication policies. This includes prescribing, administration, storage and disposal of medicines.

No blood products will be stored at Kurawaka. Blood products will be ordered from Christchurch Hospital as required. There are existing documented processes for the management of transfer of blood products.

Food services are managed by an inhouse service with an approved food safety plan and registration. Menus are overseen by a dietitian and are designed to meet the nutritional needs of māmās. Food will be transported via hot boxes and plated at Kurawaka by trained staff.

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

Orientation has commenced with staff familiarising themselves at other Community Midwifery Led Birthing Units (CMLBU). Further orientation/education sessions are planned, for the skills required, environment and safety/emergency aspect and to orientate Te Ao Māori Model of Care for Kurawaka. Admission to Midwifery Led Community Birthing Unit (MLCBU) guideline clearly outlines for health professionals the procedure, considerations and contraindications for birthing at Kurawaka.

A certificate of public use (CPU) has not been issued. Plant, equipment and biomedical equipment have yet to be tested in accordance with the existing preventative maintenance and calibration of equipment processes. The physical environments, both internal and external, were accessible, spacious and safe.

A Fire and Emergency New Zealand approved evacuation plan is yet to be approved and a trial fire evacuation is yet to be held. Fire readiness training is delivered by the fire and emergency manager and supported by online learning modules. Emergency trolleys will be located in the unit. Suitable security arrangements are in place, with further refinements being made. Security systems include swipe card entry doors, closed circuit television monitoring, duress alarms and contracted security services out-of-hours. There is an existing system to report any security events.

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

The infection prevention programme (IP) at Te Whatu Ora Waitaha Canterbury is managed by nurse-led Te Ratonga Ārai Matea Infection Prevention and Control Service, responsible for overseeing and coordinating the IP programme. The service also has a transalpine relationship for IP with Te Tai o Poutini West Coast, providing advice and additional support. The service is supported by 18 nursing staff and by a medical advisor and infection prevention champions in service areas. Clear reporting lines are established, with the infection prevention and control committee reporting through the clinical governance framework. The service has national linkages with similar services.

The infection prevention programme is guided by relevant policy and procedures reviewed three-yearly. There is a current annual programme which includes objectives, monitoring of antimicrobial use, surveillance, audits of the environment, and staff practices and processes. The infection prevention service has been closely engaged in all stages of the planning of the unit's environments. A particular focus has been on meeting recommended air exchanges and air flow, hand wash basins design, dirty sluice room design and the fit-out. Considerations and design have been in accordance with the Australasian Building Standards and recommended IP practice.

Surveillance of health care-associated infections (HAI's) and the antimicrobial stewardship programmes are appropriate to the size and scope of the service and have been implemented as planned.

Existing arrangements are continuing in relation to the cleaning and laundry services through the commercial services division. Linen and stock have been planned and arranged for Kurawaka. Arrangements for laundry collection and transport have been arranged and cleaning supplies and services are conveniently located in the unit and in the shared staff areas. Plans for the management of waste and hazardous substances are consistent with organisation policy/procedures. Supplies of protective equipment and clothing will be available.

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

Not applicable to this audit.