

Health New Zealand -Te Whatu Ora Northern

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: Wanaka Primary Maternity Unit

Services audited: Hospital services - Maternity services

Dates of audit: Start date: 25 June 2024 End date: 25 June 2024

Proposed changes to current services (if any): Te Whatu Ora Southern has repurposed/refurbished a primary birthing unit in Wanaka. The facility has a birthing room, four post-natal rooms, an onsite antenatal clinic, a community room for relaxation and education and a whānau room. The facility was nearing completion at the time of audit, with an expected opening date of 29 July 2024.

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

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 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 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

Health New Zealand – Te Whatu Ora Southern (Health New Zealand Southern) provides services to around 315,000 people across a large geographical region in the South Island. Clinical services are largely provided from the Invercargill and Dunedin hospital sites. Rural services are spread across the region, including at Queenstown. There are seven primary maternity units across the region, including the Wanaka Rākai Kahukura Primary Birthing Unit (Rākai Kahukura), which is expected to open for service on 29 July 2024.

This partial provisional one-day audit of Rākai Kahukura, against a sub-set of the Ngā Paerewa Health and Disability Services Standard NZS 8134:2021, included review of documents on-site during the audit, and interviews with the chief nursing and midwifery officer, the director of midwifery, the primary maternity service manager, several members of the project and infrastructure team, the infection prevention and control (IPC) Southern manager and IPC nurse at Wanaka, the employment relations manager and human resources team member (Dunedin). One auditor was based in Dunedin during the day and the second clinical/midwife auditor was on site at Wanaka – Rākai Kahukura.

The unit is a repurposed, refurbished facility that now has a birthing room, four post-natal rooms, an onsite antenatal clinic, a community room for relaxation and education and a whānau room. The facility was nearing completion at the time of audit, although no equipment/furniture was in place and much of the final finishing was yet to occur.

The audit identified that, prior to occupancy, the following work will need to be completed; orientation of staff, pharmacist input arrangements, safe medicines storage and self-administration procedures, the sourcing, transport and storage of food, including verification of food control plans by suppliers, menu options review, the testing of biomedical and other equipment and hot water temperatures at patient contact points. Privacy curtains need to be installed where necessary, and the certificate of public use needs to be sighted. Clarification of input by Māori to the design of the facility was yet to be sighted. Confirmation that the evacuation plan has been approved by Fire and Emergency New Zealand (FENZ) is required and that fire equipment is in place and staff have been trained in its use. The call bell system is yet to be installed, and signage to notify the public of security cameras operating needs to be visible. Several aspects related to infection control need further work, as identified by the infection control nurse, and arrangement for cleaning of the facility confirmed.

Ō tātou motika | Our rights

Not applicable to this audit

Hunga mahi me te hanganga | Workforce and structure

Health New Zealand Southern is working through the changes to the structure of Health New Zealand – Te Whatu Ora in line with national and regional guidance and developments. A district-wide and regional approach was evident in many areas of service delivery. Details in relation to the organisational structure and where the Rākai Kahukura Birthing Unit best fits are being considered; the service is currently under ‘Commissioning’.

Strategies, priorities, and proposed system changes are defined, within a range of planning documents. The director of nursing and midwifery sits on the Southern district leadership team and monitoring and reporting occurs through this team, regionally and nationally and through the district-wide clinical council (CC) – which acts as the clinical governance body.

Input from consumers is well established within the maternity services with their input into a key piece of work – the ‘Place of Birth’ pamphlet that describes all birthing facilities in the district, including rural sites such as Wanaka, and how best to choose the most suitable option.

The leadership team is clearly focused on quality and risk management, with a very well-established quality and risk management framework across the maternity services, including the Maternity Quality & Safety Programme (MQSP).

The Care Capacity Demand Management (CCDM) programme is operating across inpatient services. The small primary birthing units, including for Rākai Kahukura Wanaka, are not part of this programme. Staffing is based around occupancy and the needs of women/whānau using the service. Midwives are already appointed or are working through the process to staff the facility.

Professional qualifications are validated prior to employment. An orientation programme was in place, with a wide range of ongoing training and professional development opportunities available.

Ngā huarahi ki te oranga | Pathways to wellbeing

Rākai Kahukura areas are to be suitably outfitted and secured with swipe card access, both to the medication room and to the controlled drug safe. The unit will be overseen by the pharmacy service to ensure it is in accordance with its implemented medication policies. This includes prescribing, administration, storage and disposal of medicines. No blood products will be stored at Rākai Kahukura. The products which may occasionally be required will be available at another Te Whatu Ora Southern birthing unit facility.

Food services will be managed via a mixture of purchased self-service grocery items for breakfast, and through contracted services for morning and afternoon tea, lunch and dinner, designed to meet the nutritional needs of women using the service (māmā).

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

Issuing of the certificate of public use (CPU) was confirmed verbally on the day of audit but has yet to be sighted. The physical environments, both internal and external, were accessible, spacious and safe, and promoted safe mobility. One postnatal room has been designed for māmā with physical disabilities.

Orientation and education sessions are planned to cover required skills, environmental considerations, and safety/emergency procedures.

A Fire and Emergency New Zealand approved evacuation plan is to be signed off, and a trial fire evacuation completed, prior to occupancy. Emergency trolleys will be located in the unit. Suitable security arrangements are in place, with further refinements being made. Security systems include entry doors to be locked overnight, with closed-circuit television (CCTV) monitoring at the entrance ways. Any security situations will be supported via the New Zealand emergency services.

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

The infection prevention (IP) programme at Te Whatu Ora Southern is outlined in the Infection Prevention and Control (IPC) District Plan 2023-2024. This plan outlines how to monitor, refine and review the systems used to manage and prevent infections. Te Whatu Ora Southern has an IPC clinical nurse specialist (CNS) who is responsible for overseeing and coordinating the IP programme at Rākai Kahukura. Clear reporting lines are established, with the IPC committee reporting through the clinical governance framework. The service has regional and national linkages with similar services. The environment has had a building clean completed. Two further cleans are planned prior to opening to facilitate the prevention and transmission of infections.

The IP programme is guided by relevant policy and procedures. The IP service has been engaged at different stages of the planning of the facility. A particular focus has been on adapting the renovation to meet recommended IP practice.

Surveillance of health care-associated infections (HAIs) and the antimicrobial stewardship (AMS) 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 laundry services through current contractors, as per other similar facilities. Linen and stock have been planned and arranged for Rākai Kahukura. Arrangements for cleaning services to contract a local company are in process. 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 service.