

Health New Zealand - Te Whatu Ora Waikato

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 - Manatū Hauora.

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 - Te Whatu Ora Waikato

Premises audited: Puna Taunaki

Services audited: Hospital services - Mental health services

Dates of audit: Start date: 30 April 2026 End date: 30 April 2026

Proposed changes to current services (if any): Redesign of an existing inpatient facility to change purpose to a 10-bed medium secure unit.

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 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

Health New Zealand – Te Whatu Ora Waikato (Te Whatu Ora Waikato) provides services to around 425,000 people in the region. Hospital services are provided from seven sites based in Hamilton, Te Kūiti, Taumarunui, Tokoroa, Thames, Te Awamutu and Morrinsville (1033 beds in total). Both secondary and regional tertiary services are provided, including medical, surgical, maternity, children's and women's health, health of the older person rehabilitation, and mental health and addiction services. The mental health and addiction services provide a regional forensic specialist service (Puawai) covering the Midland Region, Te Manawa Taki, serving a population of just over one million people. The redesigned medium secure inpatient facility subject to this partial provisional audit is part of the regional forensic mental health service.

Te Whatu Ora Waikato forwarded notification of reconfiguring services or a new building in January 2026 proposing to redesign a vacated inpatient area in the Henry Rongomau Bennett Centre (HRBC) to create a unit which would operate an additional 10 medium secure unit beds. The proposed unit is named Puna Taupua.

This partial provisional audit against the Ngā Paerewa Health and Disability Services Standard NZS 8134:2021 (Ngā Paerewa) to prepare for commissioning this service included review of documents prior to the on-site audit and during the audit, and review of relevant policies and procedure and documentation

The auditor interviewed senior managers, members of the clinical governance team, group managers, quality team members, and project managers. Tāngata whaiora and whānau as well as staff were not available as part of the audit process as the unit was not occupied prior to the commissioning audit. There were no corrective actions identified in this partial provisional audit.

Ō tātou motika | Our rights

Not Audited

Hunga mahi me te hanganga | Workforce and structure

Te Whatu Ora Waikato organisational leadership team assumes accountability for delivering a high-quality service to the tāngata whaiora communities served by Puna Taupua, with meaningful Māori representation on governance groups. The clinical governance group and senior management demonstrated expertise in Te Tiriti o Waitangi, health equity, and cultural safety.

Planning ensures the purpose, values, direction, scope, and goals for the organisation are defined locally and as part of the national organisation. This was evident with the inclusion of Takawaenga (Māori health team) in the proposed Puna Taupua project. The new inpatient unit sits under the mental health governance framework, with links into overarching organisational processes.

Staffing levels and skill mix have been planned to meet the cultural and clinical needs of tāngata whaiora. Sufficient staff have been appointed to safely commence service delivery, and they are ready to take up their roles, including the new charge nurse manager role for the unit. Orientation has been completed and managed using current good practice. A systematic approach to identify and deliver ongoing learning supports safe, equitable service delivery.

Ngā huarahi ki te oranga | Pathways to wellbeing

The medication system will replicate current systems of safe management in adjacent units of the same type, and registered and trained staff are appointed who are competent to safely manage and administer medicines.

The food service meets the nutritional needs of tāngata whaiora, with special cultural needs catered for. Food is safely managed, with an existing approved nutritional plan for food delivery, and an approved food plan.

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

Building warrants of fitness and fire compliance certificates were in place. Plant, equipment and biomedical equipment were new and certified with regular planned maintenance.

Fire and emergency evacuation approved plans are in place and will be practised by all staff. There is a plan for staff to be kept up to date with emergency and security procedures, which are scheduled for regular practice. Security systems included perimeter security programmes relevant to a medium secure unit, including security for the external courtyard. There is a system in place to record any security events, which will be analysed to identify causes, risks, and opportunities for improvements in line with the existing system in the adjacent medium secure unit.

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

The infection prevention and control programme has been developed by a team of experienced infection control nurse specialists and the infection prevention and control committee (IPCC) and approved by the board of clinical governance. There are clear lines of communication and accountability, with the infection prevention and control committee reporting to the clinical board as the

governance group. The IPC nursing team had direct input throughout the redesign and construction of Puna Taupua. The new environment was clean and facilitates the prevention and mitigation of transmission of infections.

Here taratahi | Restraint and seclusion

Not Audited.