

26 November 2018



Dear 

**Re: Official Information Act Request – He Puna Waiora policies**

Thank you for your Official Information Act request to Waitemata District Health Board (DHB) regarding He Puna Waiora policies received 1 November 2018.

Before responding to your specific questions, it may be useful to provide some context about our services to assist your understanding. The Waitemata DHB Mental Health and Addiction Service serves a population of 630,000 and is the largest service in the country by volume of service-users seen. The Waitemata DHB Adult Mental Health Service, which is the largest service, provides community acute and recovery care from three community hubs and the Liaison Psychiatry team based in North Shore Hospital. The Adult Mental Health Service also provides treatment in two adult acute mental health inpatient units. He Puna Waiora is a 35-bed unit on the North Shore Hospital site and Waiaatarau is a 32-bed unit on the Waitakere Hospital site.

In answer to your questions, please see the responses provided below and the related appendices. We have attempted to show how we have interpreted your questions in our response and we have indicated where there are no policies available. If you are dissatisfied with any of these decisions, you are entitled to make a complaint to the Ombudsman, whose details are available via [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

**1. He Puna Waiora's policy for staff working with service-users who have disabilities (excluding mental health) with particular reference to their policy in working with service-users who are deaf or hard of hearing**

Treatment planning for each person takes account of any needs with regard to disabilities. Therefore, He Puna Waiora does not have a specific policy for staff with regard to working with patients who have disabilities. Additionally, the rights of all service-users are laid out within the Health and Disability Commissioner's Code of Health and Disability Services Consumers' Rights, available from [www.hdc.org.nz](http://www.hdc.org.nz).

**2. He Puna Waiora's Health and Safety Policies**

The Waitemata DHB policy *Health Safety & Wellbeing* is inclusive of He Puna Waiora. Please see Appendix A.

**3. He Puna Waiora's policy on food-handling within the ward**

The Waitemata DHB policy *Food Storage – Ward/Unit Settings* is inclusive of He Puna Waiora. Please see Appendix B.

#### **4. He Puna Waiora's policy on Hand Hygiene**

The Waitemata DHB policy *Hand Hygiene* is inclusive of He Puna Waiora. He Puna Waiora has a strong focus on hand hygiene and currently has two staff nurses trained as gold standard auditors with a third auditor to be trained early 2019. Our hand hygiene auditors complete an audit every month and He Puna has an average hand hygiene percentage of 86%, which compares favourably with other services. We also discuss the results in the staff meeting. Please see Appendix C. Please note that this policy is due for review.

#### **5. He Puna Waiora's policies with cleaning staff – particularly with reference to who is responsible for cleaning the washing machines provided to service-users on the wards**

Waitemata DHB policy *In-House Patients' Personal Laundry Guidelines* are inclusive of He Puna Waiora as are the Waitemata DHB *Patient & Whānau Centred Care Standards* which have a section related to the care environment. Please see Appendix D, Care Standard 3 and Appendix E.

#### **6. He Puna Waiora's policies surrounding medication dispensing and disposing of medication**

The Waitemata DHB policy *Medication Administration & Monitoring (Adult)* is inclusive of He Puna Waiora. Please see Appendix F.

#### **7. He Puna Waiora's policy surrounding smoking**

The Waitemata DHB policy *Smokefree Environment* is inclusive of He Puna Waiora. All of Waitemata DHB grounds and buildings are smoke free. If patients wish to smoke they must leave Waitemata DHB grounds. In Adult Mental Health Units, this means patients must have permission to go on leave. Please see Appendix G.

#### **8. He Puna Waiora's policy in ward orientation of new service-users such as showing them where the sanitary bins are for women, washing machine is, letting them know they can request toiletries**

He Puna Waiora does not have a specific policy about orientation of new service-users. However, He Puna Waiora has an orientation information booklet that is given to each service-user on arrival by the admitting nurse. This booklet contains information about meals and visiting times, the recovery team, and other information relevant to the ward. The admission nurse also undertakes an orientation to the ward with the newly admitted person. This includes showing the service-user the occupational therapy corridor where the occupational therapy rooms, gym, washing machines and telephone are located. Sanitary bins are also located in this area. Sanitary bin location is not specified in the orientation booklet but an updated orientation information booklet for service-users is currently under development and we will look at adding this. The Clinical Nurse Specialist regularly checks at the community meeting that people have been orientated, know their way around the unit and know how to find who their allocated nurse is for the day. Please see appendix H *Welcome Book He Puna Waiora*.

#### **9. He Puna Waiora's Policy in regards toward violence, use of seclusion vs open ward**

The Specialist Mental Health & Addiction Services policy *Seclusion Procedures & Guidelines* is inclusive of He Puna Waiora. Please see Appendix I.

#### **10. He Puna Waiora's Policy on service-user's privacy within the ward**

The Waitemata DHB Standards *Patient & Whānau Centred Care Standards* are inclusive of He Puna Waiora and have a section related to privacy. Please see Appendix D, Care Standard 5.

#### **11. He Puna Waiora's policy surrounding service-users' cell-phones and other electronic devices and their chargers**

He Puna Waiora does not have a specific policy on cell phones and other electronic devices. However, we do expect patients to be mindful of others, if there are concerns that the misuse of a cell phone or other



device may be causing distress for the service-user, or for others, their phone may be temporarily removed. The responsible clinician assesses and documents the reasons for any removal, which is reviewed on a daily basis. We understand the importance of phones and devices for patients to contact their family/whanau and friends and that they may be an integral part of their lives. For the *Service-User Property Storage – Acute Adult Mental Health Inpatient Units* policy please see Appendix J.

#### **12. He Puna Waiora’s Policy on service-users accessing the kitchen on the ward**

He Puna Waiora does not have a policy on service-users accessing the kitchen on the ward. The kitchen is locked for safety reasons. However, the dining room is available at all times including overnight and provides tea, coffee and Milo-making facilities. If a service-user has food stored in the fridge or would like access to the microwave oven, a staff member can assist at any time.

#### **13. He Puna Waiora’s policy surrounding the use of the TV in the ward**

He Puna Waiora does not have a policy on the use of TV. Clinicians use their discretion with regard to use of the TV. The common practice is that the television is off between 9.30am and 3pm when groups and the recovery programme are running. The television is generally switched off at 10pm. However, this may be extended for special events, for example, to allow a movie to finish, for sport events or at New Year.

#### **14. He Puna Waiora’s policy on staff harassment of service-users**

He Puna Waiora does not have a policy on staff harassment of service-users. However, harassment of patients by staff is completely inappropriate and unacceptable and is not tolerated by Waitemata DHB. If staff were to observe another member of staff harassing a patient, we would expect them to raise it with senior staff immediately. Service-users are able to report any instances of alleged staff harassment to the staff on duty, the Charge Nurse Manager or via the Waitemata DHB Complaints process at <http://www.waitematadhb.govt.nz/patients-visitors/tell-us-what-you-think/>.

#### **15. He Puna Waiora’s policy on “against medical advice” discharges**

The Waitemata DHB *Leaving against Clinical/Medical Advice* policy is inclusive of He Puna Waiora. Voluntary patients may leave but if staff determine that there is a strong clinical rationale for the person to remain in the unit, they will discuss this with the person to ensure they understand the concerns about them leaving. If the person still wishes to leave, they will be asked to sign the discharge against medical advice form. In instances where there are concerns for safety or risk, we may proceed towards an assessment under the Mental Health Act. Please see Appendix K.

#### **16. He Puna Waiora’s policy surrounding service-users whose mental health act status is informal**

The Adult Mental Health policies *Door Locking: Egress of Adult Inpatient Unit Doors* and *Absent Without Leave (AWOL) & Absent Without Clinical Authority (AWOCA) - Acute Adult Mental Health Inpatient Units* specifically mention informal patients in relation to egress from the ward or being absent without agreed leave and is inclusive of He Puna Waiora. Please see Appendix L section 4 and Appendix M.

Waitemata DHB policies cover all service-users whether treated informally or under the Mental Health Act. However, there may be some additional responsibilities or processes as required by the Mental Health Act. The Mental Health Act sets out criteria for assessment and treatment of service-users under the Act, further information about which is provided by the Ministry of Health at:

<https://www.health.govt.nz/system/files/documents/publications/guide-to-mental-health-act.pdf>.

#### **17. He Puna Waiora’s policy surrounding multi-disciplinary team meetings and service-users rights to be present**

The *Multi-Disciplinary (MDT) Clinical Review - Adult Acute Inpatient Units* policy is inclusive of He Puna Waiora. The *Multi-Disciplinary (MDT) Clinical Review* policy does not require the service-user to attend

the MDT. In-between each MDT, the patient is reviewed by the clinical team and their treatment plan discussed with them. After the MDT, any changes are recorded in the *Inpatient Clinical Review Form* in our clinical records and discussed with the service-user by the clinical team. Please see Appendix N.

**18. North Shore Hospital's policy on food preparation and handling with particular reference to mitigating the risk of food poisoning**

The North Shore Hospital kitchen provides all meals to He Puna Waiora. North Shore Hospital's food safety is assured through the Ministry for Primary Industries-approved National Programme. This mitigates risk of food poisoning. All meals are delivered to He Puna Waiora and served immediately. They are in individual trays and meals are chosen by each patient from a daily menu. We also have two identified food champions that regularly seek feedback and report any issues directly back to the kitchen. For the Waitemata DHB policy *Food Storage – Ward/Unit Settings* please see Appendix B. Further information about *the Ministry for Primary Industries-approved National Programme* is provided by the Ministry for Primary Industries, New Zealand Food Safety at [www.mpi.govt.nz/food-safety/food-act-2014/national-programmes/](http://www.mpi.govt.nz/food-safety/food-act-2014/national-programmes/).

I trust that this information meets your requirements.

Waitemata DHB, like other agencies across the state sector, supports the open disclosure of information to assist the public's understanding of how we are delivering publicly-funded healthcare.

This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

I trust this information will satisfy your request.

Yours sincerely



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**Waitemata District Health Board**