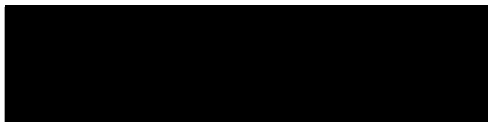




10 September 2019



Dear

**Re: Official Information Act request – Residential Care Complaints**

Thank you for your Official Information Act request dated 27 August 2019 seeking the following of Waitematā District Health Board (DHB):

- **Copies of complaints received by the DHB since January 1 2019 about residential care, and copies of any related investigations and findings.**

The table below summarises the complaints Waitematā DHB has received since 1 January 2019 and the related DHB investigation findings.

ARC Facility	Complaint Description	Findings	Overall Finding
Glenhaven Rest Home	Two complaints investigated concurrently with concerns related to the assessment of residents' level of care and appropriateness of care setting, staffing, and activities programme	The DHB investigated these complaints and noted some concerns with the staff rosters. The facility has since made changes to the rosters to ensure adequate staff are rostered and that staff workload is safe. The facility has since increased the Registered Nurse hours. The other concerns outlined were unable to be substantiated	Partially substantiated
Bupa Tasman Care Home	Complaint from resident relating to quality of care, a lack of responsiveness to concerns and a lack of staff process leading to inconsistent care	The DHB investigated the complaint and noted that an apology was provided by the facility for the delay in getting appropriate equipment installed for the resident. The facility has met with the complainant through the review process and is committed to meeting regularly with the resident to ensure they are satisfied with the care and services provided and communication is improved. The DHB is satisfied with the way the facility has managed the individual's concerns.	Partially substantiated

ARC Facility	Complaint Description	Findings	Overall Finding
Orongo Rest Home	Complaint about a resident's pain management, access to resident records by family member and communication with family	The DHB investigated this complaint and was not able to substantiate the concerns raised	Not substantiated
Aria Gardens	Complaint from visitor re norovirus outbreak and risk to visitor	The DHB investigated this complaint and was not able to substantiate the concerns raised	Not substantiated
Bupa Beachhaven Care Home	Complaint about the assault of a resident by another resident	The DHB investigated the complaint and some improvement actions were identified; these have been implemented	Partially substantiated
Edmonton Meadows Rest Home	Complaint concerning quality of care particularly relating to cleaning, food service, staff hours and resident activities and entertainment	The DHB is currently reviewing the facility response to this complaint	Under investigation
Summerset at Monterey Park	Complaint from family member of resident re infection control at the facility	The DHB is currently reviewing the facility response to this complaint	Under investigation
Bupa Northhaven Care home	Complaint about a resident's wound care management and associated infection control	The DHB is awaiting the facility response to this complaint	Under investigation
Ons Dorp Care Centre	Complaint that a resident's pendant call bell was not working and the lack of responsiveness of the facility	The DHB is awaiting the facility response to this complaint	Under investigation

The DHB is withholding copies of complaints about residential care and copies of any related investigation findings under clause s9(2)(a) to protect the privacy of individual residents, and under clause s9(2)(b)(ii) to ensure the commercial interests of aged residential care facilities are not unreasonably prejudiced by the disclosure of the information.

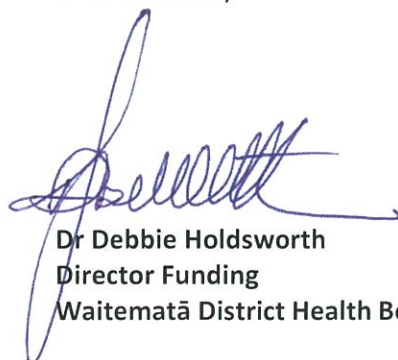
You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

I trust that this information meets your requirements. Waitematā 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.

Yours sincerely



**Dr Debbie Holdsworth**  
**Director Funding**  
**Waitematā District Health Board**