

13 October 2022

Tēnā koe

Your Official Information Act request, reference: HNZ4122 – Geneva Healthcare

Thank you for your Official Information Act request received 16 September seeking information from Te Whatu Ora - Health New Zealand Waitematā about Geneva Healthcare contracts and care provided.

Please note that some information throughout the attachments included in this response has been redacted under the following sections of the Official Information Act 1982:

- 9(2)(b)(ii) because providing the information would be likely to unreasonably prejudice the commercial position of the party who supplied, or who is the subject of, the information. However, in some instances, where exact numbers have been redacted, we have provided a range of numbers and
- 9(2)(a) to protect the privacy of natural persons.

In response to your request, we are able to provide the following information:

- 1. A copy of the contract between the (former) DHB and Geneva, along with any other policy, or contractual information that demonstrates the (former) DHB's expected deliverables from Geneva and what happens when Geneva cannot deliver on those.**

A copy of the original service specification detailing service deliverables and the most recent contract variation that Te Whatu Ora Waitematā has with Geneva Northlink Healthcare Limited (Geneva) is attached:

Attachment 1 - HCSS Service Agreement Service Specification.

- 2. Information about how many subcontractors Geneva is in "partnership" with and are approved by the WDH. Confirm if the (former) Waitematā DHB is required to approve any subcontractors for Geneva.**

Rather than provide the exact number of subcontractors, we are providing a range. Geneva engages between 10 to 20 subcontractors. We are withholding the exact number of subcontractors engaged by Geneva under section 9(2)(b)(ii) of the Official Information Act because to do so would be likely to unreasonably prejudice the commercial position of the party who supplied or who is the subject of the information. In the existing contract with Te Whatu Ora Waitematā, Geneva is not required to seek approval when it is using subcontractors. However, Geneva conducts regular audits of these subcontractors to ensure they are meeting contractual obligations.

- 3. Information about how often the (former) Waitematā DHB assesses, audits, reports on the expected deliverables with Geneva, and provide copies of those from 7 April 2021 to present.**

Home and Community Support Service (HCSS) providers are audited against the Home and Community Support Sector Standard 8158:2012 every three years. Geneva's last audit was on the 12 April 2021; a copy of this audit report is attached:

Attachment 2 - Geneva HCSS_Cert Audit Report April 2021.

Geneva is required to complete quarterly performance monitoring reports for Te Whatu Ora Waitematā. Copies of these reports from April 2021 to June 2022 are attached:

Attachment 3a - PMR April to June 2021

Attachment 3b - PMR July to December 2021

Attachment 3c - PMR January to June 2022.

4. A list showing the monthly number of new contracts Geneva and the (former) Waitematā DHB contracted to between 7 April 2021 to date and the information should be shown on a monthly basis from that date.

The table below provides the number of new clients referred to Geneva each month from 1 April 2021 to 26 September 2022.

Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
52	99	70	71	87	85	93	98	44	42	68	61	50	86	93	102	149	153

5. Information from the DHB as to how many other in-home residential care patients it has under NASC and that require x2 workers from a contractor. How many of these are Geneva contracts? What happens when Geneva cannot provide x2 carers especially if it is unsafe for the patient to only have one carer? How many other NASC (former) Waitematā DHB patients does Geneva rely on the family to assist them?

Te Whatu Ora Waitematā does not have a record of the number of clients requiring two support workers or the number of clients requiring family to assist with their support.

However, Geneva advises that it has approximately 15 clients requiring two-person assistance for at least one of the shifts per day across the Waitematā catchment area.

In the event that the care cannot be completed safely, Geneva will speak to the client/next of kin to set the expectation that the care provision will be completed 'in bed'. If the client is out of bed and requires a transfer to return to bed, and this cannot be completed safely with one carer due to the type of equipment or natural supports not available, Geneva will seek support from one of their clinical team (e.g. Registered Nurse) to assist the support worker present at the location with the task.

Home and Community Support Services, where provided, are to complement the natural support from family that is already in place - it does not replace this support. Geneva does not rely on family members to assist with cares - however, they are greatly appreciative of the family members who assist with the cares of their loved ones, working alongside their team where they are willing and able to do so.

6. The amount of the funding paid to Geneva on a monthly basis and the number of contracts the amount covers.

The average amount of funding paid to Geneva on a monthly basis since April 2021 is between \$1 million to \$1.75 million. We are withholding the exact amount of funding paid to Geneva and the number of contracts this covers under section 9(2)(b)(ii) of the Official Information Act as this would be likely to unreasonably prejudice the commercial position of the party who supplied, or who is the subject of, the information.

You are entitled to seek a review of this 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 or freephone 0800 802 602.

I trust that this information meets your requirements. Te Whatu Ora Waitematā, 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. You have already indicated that you do not wish your name to be publicised and we will, therefore, redact your name and address details from our response before publishing it online.

Nāku iti noa, nā


Director Funding

Te Whatu Ora – Health New Zealand Te Toka Tumai, Waitematā, Counties Manukau