

Contracted Providers
Proactive Release 22 February

12 February 2019

[REDACTED]

E-mail: [REDACTED]

Dear [REDACTED]

Official Information Act (1982) Request

I write in response to your Official Information Act request, dated 08 January 2019. You requested the following information:

- **Details of any issues-based audits or investigations into rest homes, dementia units or retirement villages in your DHB area carried out, commissioned or provided to the DHB for the past four years (2015-2018).**
- **Please provide**
 - **the name of the service and the year it was audited,**
 - **a copy of the original complaint (or whatever sparked the investigation)**
 - **a copy of the completed audit and any follow up reports**

The Counties Manukau District Health Board (CMDHB) did not commission or carry out any issues-based audits at Age Related Residential Care (ARRC) facilities (Rest Home, Hospital and Dementia Care) during the past four years. Please note Retirement Villages fall outside the scope of the DHB.

During the same period, the Ministry of Health via the HealthCert team has completed two unannounced inspections in Age Related Residential Care facilities within the CMDHB region. These inspections were at Heritage Lifecare Limited – Palms Lifecare on 15 August 2018; and at CHT Healthcare Trust - St Christopher’s Rest Home & Hospital on 21 August 2018. The reports related to these inspections were provided to the DHB team.

HealthCert has advised that they have a request from you for release of copies of all inspection reports, and that HealthCERT will be releasing copies of inspection reports completed under section 40 the Health and Disability Services (Safety) Act 2001.

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'F. Apa', with a stylized flourish above the name.

Fepulea'i Margie Apa
Chief Executive