

17th May 2021



Email: 

Dear 

Official Information Act Request for – Rest Homes

I write in response to your Official Information Act request received by us 22nd April 2021, you requested the following information:

- 1. Copies of all complaints received about aged care facilities/rest homes since January 1 2020, and all related correspondence, reports, documents and memoranda.**
- 2. Copies of any reports, documents, memoranda, correspondence, legal advice or emails, both internal and external regarding how aged care facilities/rest homes and their residents fared during Covid-19 related restrictions (such as lockdowns but also ongoing visitor restrictions), including any concern about the impact on residents, or staffing levels. This part of the request is not intended to capture usual or normal correspondence with facilities, but more any documents etc that mention or outline how the unprecedented events of 2020 affected facilities.**

Counties Manukau Health Response:

- 1. Copies of all complaints received about aged care facilities/rest homes since January 1 2020, and all related correspondence, reports, documents and memoranda.**
Please find attached as appendix 1 an overview of all substantiated complaints received and investigated by CM Health, Health of Older People service between 1 January 2020 to date.
- 2. Copies of any reports, documents, memoranda, correspondence, legal advice or emails, both internal and external regarding how aged care facilities/rest homes and their residents fared during Covid-19 related restrictions (such as lockdowns but also ongoing visitor restrictions), including any concern about the impact on residents, or staffing levels. This part of the request is not intended to capture usual or normal correspondence with facilities, but more any documents etc that mention or outline how the unprecedented events of 2020 affected facilities.**

Metro Auckland DHBs regularly communicated with aged residential care facilities during 2020 to provide advice and updates about the Covid-19 pandemic, aligned with the Ministry of Health and Auckland Regional Public Health Service communication. However, CM Health does not have any documentation which specifically mentions or outlines how the unprecedented events

of 2020 affected aged residential care facilities from the DHB. There may, however, be communications from national or regional authorities.

I trust this information answers your request. 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 or Freephone 0800 802 602.

Please note that this response or an edited version of this may be published on the Counties Manukau Health website. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider this.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Fepulea'i Margie Apa', enclosed in a thin black rectangular border.

Fepulea'i Margie Apa
Chief Executive Officer
Counties Manukau Health

Appendix 1 - Summary of Complaint Investigations

Appendix 1 – OIA22042021 JONES – Rest Homes

CM Health Summary of complaint investigations, for substantiated complaints about residential care, investigated by CMDHB since 1 January 2020

Metlifecare Highlands January 2021

19 January 2021: CM Health acknowledged complaint

5 March 2021: CM Health investigation completed – final letters sent to complainant and facility

CM Health concurred with the concurrent, comprehensive Metlifecare investigation

Metlifecare Highlands Corrective Action Plan is in place, with CM Health follow up planned for the near future.

Complaint	Substantiated issue	Planned Corrective Action	CM Health monitoring and verification of corrective actions taken
Gaps in comprehensive wound care for a chronic wound	Gaps identified, during Christmas/New Year period, in comprehensive documentation, wound care stock management, and delays in implementing CM Health Wound Care Service recommendations.	Corrective Action Plan has been developed with implementation overseen by Metlifecare Regional Manager: <ul style="list-style-type: none"> Escalation of the deteriorating re-education Staff training in stock management Documentation re-education CM Health Clinical Nurse Director to support linking the Metlifecare Highlands clinical team with the CM Health Wound Care Service to promote education opportunities 	Work in Progress - to be confirmed in near future to enable Metlifecare to complete education and embed changes

Ryman Bruce McLaren February 2021

17 February 2021: CM Health acknowledged complaint

24 March 2021: CM Health investigation completed – final letters sent to complainant and facility

CM Health concurred with the concurrent, comprehensive Ryman investigation

Ryman Corrective Action Plan is in place, with CM Health follow up planned for the near future.

Complaint	Substantiated issue	Planned Corrective Action	CM Health monitoring and verification of corrective actions taken
Resident injured following a fall in the secure dementia unit	A near miss incident should have prompted immediate action to prevent a second attempt, and therefore avoid a fall.	<ul style="list-style-type: none"> Environmental changes have been made to reduce the falls risk Ryman to provide Health and Safety training on identifying, recording and minimising potential resident risk, using this incident as an example 	CM Health, Health of Older People Programme Manager and Clinical Speciality Nurse completed site visit on 10 March 2021 Environmental redesigns out Documentation and H&S training work discussed – work in progress - to be confirmed in near future to enable Ryman to complete education and embed changes