

Corporate Services



28 May 2021

(name and contact details redacted)

Dear (name redacted)

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2021045

I refer to your Official Information Act request dated 22 April 2021 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

- ***Copies of all complaints received about aged care facilities/rest homes since January 1 2020, and all related correspondence, reports, documents and memoranda.***

Hawke's Bay DHB has received a total of five complaints since 1 January 2020 of aged care facilities/rest homes. These complaints have been resolved and closed.

The DHB can provide a summary table detailing the nature of the complaints – see below. However, the DHB declines to provide all related correspondence, reports, documents and memoranda related to these complaints under section 9 (2) (a) of the Official Information Act *to protect the privacy of natural persons, including that of deceased natural persons.*

Date	Complainant	Nature of complaint	Facility
4/1/2020	Family member of resident	Queried whether hospital-level care would be better long term	Princess Alexandra
19/06/2020	Family member of resident	Unhappy with care when loved one was unwell and requested hospital care	Colwyn House
1/10/2020	Family member of resident	Resident with many co-morbidities concerned about overall care and nutrition.	Princess Alexandra
14/10/2020	Family member of loved resident	Query regarding charges	Eversley
21/1/2021	Family member/s	Staffing and service complaints, including availability of dentist and hair dressers.	Summerset in the Bay – hospital level care

CHIEF EXECUTIVE'S OFFICE

Hawke's Bay District Health Board

Telephone 06 878 8109 Fax 06 878 1648 Email: ceo@hbdhb.govt.nz; www.hawkesbay.health.nz
Corporate Office, Cnr Omaha Road and McLeod Street, Private Bag 9014, Hastings 4156, New Zealand

Please also note complaints are also received and investigated by the Health and Disability Commission as well as auditors HealthCert (Ministry of Health) who contract designated audit agencies.

- Please contact the office of the Health and Disability Commissioner for any Hawke's Bay complaints being processed/completed within the region.
- Please refer to the website below relating to HealthCert audits.

<https://www.health.govt.nz/your-health/services-and-support/health-care-services/services-older-people/rest-home-certification-and-audits>.

- ***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.***

The day-to-day correspondence during COVID related to operational matters and ensuring facilities had the latest advice and appropriate supports in place.

The only aged care facility with confirmed COVID cases in Hawke's Bay was Gladys Mary Care Home, Napier. These challenges were well documented by Gladys Mary owners, Bupa, and also through daily media updates by the DHB. All Hawke's Bay DHB COVID updates during that period can be viewed in the DHB's news section here: <http://ourhealthhb.nz/news-and-events/latest-news/>

Post-COVID lockdown, the DHB did canvas aged care facilities for learnings and future preparedness. The document (attached) summarises feedback in order to support future preparedness should there be another COVID outbreak. Information relating to the protection of the privacy of natural persons has been withheld under Section 9 (2 (a) of the Official Information Act.

I trust this information meets your needs. If you would like any further information or clarification please phone me. If you are not satisfied with this response you may contact the Office of the Ombudsman, phone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Hawke's Bay DHB website after your receipt of this response.

Yours sincerely

Emma Foster
Executive Director Planning and Funding Directorate
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cc: Ministry of Health via email: SectorOIAs@moh.govt.nz
oa@hbdhb.govt.nz