

CORPORATE OFFICE

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carolyn.gullery@cdhb.health.nz

14 September 2018

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

RE Official information request CDHB 9914

We refer to your email dated 7 August 2018 requesting the following information under the Official Information Act from Canterbury DHB regarding Hillmorton Hospital's AT&R Unit. Specifically:

1. Any formal request from the Canterbury DHB to the Ministry of Health for increased funding for the AT&R unit.
2. All correspondence between the Ministry of Health and the Canterbury DHB (between March 1 and July 31) about health and safety issues, including assaults by patients against staff, in the AT&R unit.
3. All correspondence between the Ministry of Health and the Canterbury DHB (between March 1 and July 31) about funding for the AT&R unit.
4. All correspondence between the Ministry of Health and the Canterbury DHB (between March 1 and July 31) about the national strategy for secure beds for people with an intellectual disability and challenging behaviour.

Please refer to **Appendix 1** attached for all correspondence between Canterbury DHB and the Ministry of Health regarding the AT&R unit as per your request and within the time frame of March 1 and July 31 2018.

Note:

- We have redacted information under the following sections of the Official Information Act: 'Out of scope' of your request

Section 9(2)(a) *"....to protect the privacy of natural persons"* and

Section 9(2)(b)(ii) *"....protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information"*.

- We are withholding pages 40-48 as this document is under active consideration as part of the draft annual plan process. We are declining to provide the document under section 9(2)(j) of the Official

Information Act i.e. *“...to enable a Minister of the Crown or any department or organisation holding the information to carry out, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).*

If you disagree with our decision to withhold information you may, under section 28(3) of the Official Information Act, seek an investigation and review of our decision from the Ombudsman.

I trust that this satisfies your interest in this matter.

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

Yours sincerely

A handwritten signature in black ink, appearing to read 'Carolyn Gullery', with a long, sweeping horizontal line extending to the right.

Carolyn Gullery
Executive Director
Planning, Funding & Decision Support

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From: John_Crawshaw@moh.govt.nz
Sent: Monday, 19 March 2018 8:44 a.m.
To: David Meates
Cc: Aroha_Metcalf@MOH.govt.nz
Subject: Re: FW: Correspondence re: meeting Friday 9 February

Dear David

Thank you for your email. As you know we had a chance to have a brief conversation about this on Thursday 22 February, however, I felt it was important to follow this up with an email.

The letter you have seen I regarded as statement of the matters that your team and I discussed. Overall I am impressed by the way they are going about dealing with what has been a sustained challenge. As with all DHBs that are facing significant issues I regard it as part of my role to engage with the DHB to assist in joint problem solving and to be to share solutions that I have seen used elsewhere. I agree with you there are particular challenges facing Canterbury and I do not find it helpful to make comparisons with other services. I think it is more important to focus on the issues and challenges that are presented to the services within a given DHB rather than use comparisons.

I have given a commitment to your team to continue to work with them as they look at options to address what I accept are real challenges. That said I am impressed with the way that they are doing so.

In terms of the funding and capital questions as you know that is not strictly within my brief and I am aware that there are processes underway at a broader MOH level to address them.

John

Dr John Crawshaw
 Director of Mental Health, Chief Advisor
 Director of Addiction Services
 133 Molesworth St, Wellington 6011
 P O Box 5013, Wellington 6140

Fax: +64 4 496 2559

Email: john_crawshaw@moh.govt.nz

From: David Meates <David.Meates@cdhb.health.nz>
 To: "john_crawshaw@moh.govt.nz" (john_crawshaw@moh.govt.nz) <john_crawshaw@moh.govt.nz>,
 Cc: "Aroha_Metcalf@moh.govt.nz" <Aroha_Metcalf@moh.govt.nz>, Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>, Carolyn Gullery <Carolyn.Gullery@cdhb.health.nz>, Sue Nightingale <Sue.Nightingale@cdhb.health.nz>
 Date: 22/02/2018 09:30 a.m.
 Subject: FW: Correspondence re: meeting Friday 9 February

Hi John

However I think it is really important that the ongoing and unrelenting pressures on Mental Health services in Canterbury continues to place enormous pressures on services. Without the radical changes that have been undertaken in Mental Health in Canterbury, the issues that we are facing would be considerably worse.

It is also important to note that CDHB has continued to shift funding from other services to enable the changes that have been made to date. CDHB continues to spend more than the ring fence which is more than our funding. Additional support was sought from the MOH to establish alternative community based acute services which was overtly not supported by the MOH.

Re Forensic Services - approx. 10 years ago a great deal of work went into redesigning Forensic Services from a regional perspective and facilities to support them on the basis that the MOH had asked for that work to occur. Unfortunately there was no support for capital from the MOH.

John, the DHB and its Specialist Mental Health Services have gone to extraordinary lengths to ensure that services to our community have been maintained. Please do not confuse coping / survival with appropriate. It has again been really disappointing to hear that the MOH has again described Mental Health pressures in Canterbury now just being the same as the rest of the country - this view continues to ignore the very different way in which services are now provided in Canterbury.

I have attached a copy of updated mental health information presented at the fortnightly GMS meeting in Canterbury which again highlights the real increases in demand.

I look forward to meeting with you to discuss this further.

Regards

David Meates, MNZM

Chief Executive | Canterbury District Health Board and West Coast District Health Board

T: 03 364 4110 (ext 62110) | E: david.meates@cdhb.health.nz

P O Box 1600, Christchurch 8140

www.cdhb.health.nz | <http://scanmail.trustwave.com/?c=5305&d=9NaN2sDNH-aJ579TV2JG OMjakLWJNg vwbWVV L7A&u=http%3a%2f%2fwwww%2westcoastdhd%2eorg%2enz>

Values - Ā Mātou Uara

Care and respect for others - Manaaki me te whakaute i te tangata | Integrity in all we do - Hāpai i ā mātou mahi katoa i runga i te pono | Responsibility for outcomes - Te Takohanga i ngā hua

From: "John Crawshaw@moh.govt.nz<<mailto:John.Crawshaw@moh.govt.nz>>"

<John.Crawshaw@moh.govt.nz><<mailto:John.Crawshaw@moh.govt.nz>>>

To: "Toni Gutschlag"

<Toni.Gutschlag@cdhb.health.nz><<mailto:Toni.Gutschlag@cdhb.health.nz>>>

Subject: Correspondence re: meeting Friday 9 February

Regards,
John

Dr John Crawshaw

Director of Mental Health, Chief Advisor Director of Addiction Services

133 Molesworth St, Wellington 6011

P O Box 5013, Wellington 6140

Fax: +64 4 496 2559

Email: john_crawshaw@moh.govt.nz<mailto:john_crawshaw@moh.govt.nz>

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From: Karen_Smith@moh.govt.nz
Sent: Thursday, 5 April 2018 2:49 p.m.
To: Toni Gutschlag
Subject: CDHB RIDSS contract 355659-02 - no record of signed contract received by MoH


Kia ora Toni

We have no recorded response yet for the return of the signed contract as above.

Can you please confirm the status of this at your earliest convenience?

many thanks

Karen

Karen Smith
 Contract Relationship Manager
 Service Commissioning
 Ministry of Health


<http://www.health.govt.nz>

mailto:Karen_Smith@moh.govt.nz

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From: Karen_Smith@moh.govt.nz
Sent: Monday, 16 April 2018 9:51 a.m.
To: Toni Gutschlag
Subject: RE: CDHB RIDSS contract 355659-02 - no record of signed contract received by MoH

Morena Toni

My view is that we would need to consider detailed information from CDHB on this position so suggest that once this is compiled, please send to us and we may need to arrange a meeting to discuss in person.
 This is considered as separate to the contract variation process.

regards
 Karen

Karen Smith
 Contract Relationship Manager
 Service Commissioning
 Ministry of Health

<http://www.health.govt.nz>
mailto:Karen_Smith@moh.govt.nz

From: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
To: "Karen_Smith@moh.govt.nz" <Karen_Smith@moh.govt.nz>
Date: 05/04/2018 02:56 p.m.
Subject: RE: CDHB RIDSS contract 355659-02 - no record of signed contract received by MoH

Kia ora Karen

We are waiting for information from the Ministry on how we can address the financial unsustainability of this service. I know you advised we should sign and then engage however I am uncomfortable with recommitting to a long-term contract with the level of loss we are experiencing. Can you please advise the process for reviewing funding for these services?

Kind regards
 Toni

From: Karen_Smith@moh.govt.nz [mailto:Karen_Smith@moh.govt.nz]
Sent: Thursday, 5 April 2018 2:49 p.m.
To: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
Subject: CDHB RIDSS contract 355659-02 - no record of signed contract received by MoH

Kia ora Toni

We have no recorded response yet for the return of the signed contract as above.
 Can you please confirm the status of this at your earliest convenience?
 many thanks
 Karen

Karen Smith
 Contract Relationship Manager
 Service Commissioning

Ministry of Health

<http://www.health.govt.nz>
mailto:Karen_Smith@moh.govt.nz

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From: Karen_Smith@moh.govt.nz
Sent: Friday, 11 May 2018 3:01 p.m.
To: Toni Gutschlag
Cc: Martin_Cole@moh.govt.nz; Aroha_Metcalf@MOH.govt.nz
Subject: Email from Peri Renison regarding admissions into AT&R unit earlier this week

Hi Toni

I am writing to acknowledge to email sent to the Ministry from Peri Renison earlier this week regarding the inability to admit a particular individual into the AT&R unit. This is a serious development but one that we acknowledge within the current workforce and environmental challenges that the service is experiencing.

Toni, we are currently looking at what we can practically do to support the services given the ongoing challenges and will be in touch to discuss options we have identified.

regards
 Karen

Karen Smith
 Contract Relationship Manager
 Service Commissioning
 Ministry of Health


<http://www.health.govt.nz>
mailto:Karen_Smith@moh.govt.nz

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From: Amanda_Smith@MOH.govt.nz
Sent: Thursday, 7 June 2018 10:33 a.m.
To: Toni Gutschlag
Cc: Martin_Cole@moh.govt.nz; Karen_Smith@moh.govt.nz; Jane Hughes
Subject: Fw: Transfer of Care recipient from Dunedin into Hillmorton

Hi Toni,

I am getting in touch further to the email below from Karen and your subsequent emails. Firstly can I say we really do appreciate the complexity and challenges faced in this situation that led to your decision to communicate an inability to take any further clients. We know that this is not a decision you have made lightly and that you take the safety and wellbeing of clients and staff very seriously. Jane is absolutely right the service has been in regular communication with the Ministry and the NIDCA around managing capacity and trying to progress appropriate discharges as quickly as possible to create some space and potentially a bit of relief for the team in terms of the pressure and complexity.

As you know we have two different client groups in the AT&R physical location and the team has very much focussed on transitioning people out of the AT&R beds in order to maintain access to the RIDSS beds and in particular the assessment bed component. I understand it might feel like we are focused on the contract and we are because we take our responsibilities in terms of the IDCCR very seriously and we are worried about the situation we are in.

We have a clear responsibility to ensure that we are able to provide these beds court ordered assessments and the service has always been very accommodating in terms of us maintaining that access. It will also not be news to you that things are extremely pressured across the country at the moment so where we normally be able to create some movement to alleviate pressure in a particular area that we are not able to do this at the moment.

In terms of the current situation we would like to discuss in more detail with you some protective strategies that will allow us to reduce the capacity of the AT&R with existing funding so that we can support the service to maintain access to the RIDSS beds and in particular the assessment beds. A couple of ideas we have are:

- having an agreement around no further admissions to the AT&R (contracted) beds for a period of time to allow for a reduction of those numbers
- working with the NASC and the NIDCA around progressing transitions out as quickly as possible (discussions with the NASC have already commenced)
- broader discussion between DHBS about the national picture in terms of how we can all support each other.
-

What we would like to do is come down for a face to face meeting at the end of June in place of the regular scheduled catch up. We will invite the National Advisor IDCCR and the NIDCA along as well. It is really important that we all understand where we are each coming from and the reality of the situation we are facing in the short and long term so we can work out what we are going to do. Luckily we all have the same goal of maintaining the best outcomes for the clients we support under the framework whilst maintaining the integrity of the service and the safety and wellbeing of the staff.

I am going to be attending the meeting on Friday but would like us to save the bulk of this conversation for when we meet. I am conscious of cutting into the very important conversations that need to occur in the mental health space.

Talk soon

Amanda

Dr Amanda Smith
 Chief Advisor, Disability
 Director, ID(CC&R)
 Disability Support Services
 Services Commissioning
 Ministry of Health

<http://www.health.govt.nz>
mailto:Amanda_Smith@MOH.govt.nz

----- Forwarded by Amanda Smith/MOH on 07/06/2018 10:28 a.m. -----

From: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
 To: "Karen_Smith@moh.govt.nz" <Karen_Smith@moh.govt.nz>,
 Cc: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>, Greg Brogden <Greg.Brogden@cdhb.health.nz>, Peri Renison
 <Peri.Renison@cdhb.health.nz>, Sandy Clemett <Sandy.Clemett@cdhb.health.nz>, Wendy Lowerson <Wendy.Lowerson@cdhb.health.nz>
 Date: 31/05/2018 07:24 p.m.
 Subject: FW: Transfer of Care recipient from Dunedin into Hillmorton

Karen,

Please see below Dr Hughes response to your email.

I fully support Dr Hughes, Paul Kelly and Claire Roelink as the service leaders, in their assessment of the service's ability to accept this pending transfer, which is that we cannot. This is not about contractual 'capacity' but our ability to safely meet the care requirements of consumers and safety of staff given our operational context and challenges.

As you/your team is aware we currently have 7 staff out of this small team, off on work related ACC as a consequence of being assaulted at work. We also have an very compromised facility in terms of space. It is essential the court is told of our inability to accept the patient and provided the reasons why.

Regards
 Toni

Toni Gutschlag
 General Manager - Mental Health

Canterbury District Health Board
 Hillmorton Hospital, Private Bag 4733, Christchurch 8140 |

e: toni.gutschlag@cdhb.health.nz

 our health system

From: Jane Hughes
 Sent: Thursday, 31 May 2018 6:41 p.m.
 To: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
 Subject: RE: Transfer of Care recipient from Dunedin into Hillmorton

Hi Toni

Thank you for forwarding this email. As the clinical director of this service I feel that I must outline my deep concern regarding the response to by the Ministry of Health to the decision that the RIDSS would be unable to take the proposed admission due to an inability to manage the individual's risks within the AT&R unit.

For a protracted period of time there has been extensive discussion with the Ministry of Health regarding challenges faced by the service managing the risks of the complex consumer group under our care in the current circumstances and the ongoing concern regarding the significant number of staff injured and unable to work as a consequence of these risks. The decision to decline the proposed admission was not taken lightly. This was based on the clinical opinion that the unit would be unable to safely manage the individual's risk and the potential to escalate the risks more generally within the unit to a critical level and not a failure to prioritise RIDSS beds over AT&R beds or a lack of a physical bed. The capacity to provide a forensic service should not be reduced to the provision of a bed, which means little clinically, but the capacity of the service, which should be

clinically appropriate and safe.

I have over an extended period of time witnessed the dedication of the AT&R staff and believe that not only does the CDHB have a duty of care to consumers under their care and their staff but the ministry also has this duty and I do not feel it is ethical to proceed with an admission when we believe that it would be unsafe to do so. It is not acceptable to state that there may be no other alternative to admit in these circumstances and if this were the case this would not reflect a service level operational challenge but a system wide failure.

Kind regards

Jane

From: <Karen_Smith@moh.govt.nz>

Date: 31 May 2018 at 3:44:53 PM NZST

To: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>

Cc: <Martin_Cole@moh.govt.nz>

Subject: Transfer of Care recipient from Dunedin into Hillmorton

Hi Toni

I am writing in response to your email about CHDB's inability to receive the transfer of [REDACTED] Hillmorton from Dunedin.

Whilst we continue to understand the challenges facing CDHB at present, we are highly concerned about this development. The DHB has available capacity in the Regional Intellectual Disability Service (RIDSS) however is unable to deliver the required service due to operational challenges. We may have no option regarding this individual should the court determine he should be placed in a hospital level service.

I would reiterate previous advice that the DHB prioritise access to and provision of RIDSS over the AT&R funded service given the statutory requirements that we are required to make provision for.

We will continue to explore options to support the DHB manage these challenges and will be in touch to discuss.

regards

Karen

Karen Smith
Contract Relationship Manager
Service Commissioning
Ministry of Health
[REDACTED]

<http://www.health.govt.nz>

mailto:Karen_Smith@moh.govt.nz

From: Toni Gutschlag

Sent: Wednesday, 30 May 2018 8:54 a.m.

To: Amanda_Smith@MOH.govt.nz; John_Crawshaw@moh.govt.nz; Aroha_Metcalf@MOH.govt.nz

Cc: Paul Kelly <Paul.Kelly@cdhb.health.nz>; Peri Renison <Peri.Renison@cdhb.health.nz>

Subject: Fwd:

Please note below. We are unable to receive this transfer.

Regards

Toni

Sent from my iPhone

Begin forwarded message:

From: Jane Hughes <Jane.Hughes@cdhb.health.nz>

Date: 29 May 2018 at 4:38:13 PM NZST

To: Paul Kelly <Paul.Kelly@cdhb.health.nz>
Cc: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>, "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Peri Renison <Peri.Renison@cdhb.health.nz>, Wendy Lowerson <Wendy.Lowerson@cdhb.health.nz>

Subject: Re:

Hi

At last week ministry meeting, the transfer was raised. I reiterated that this was not possible due to the safety risks- the unit is unable to safely manage this individual's risks and there is no alternative service on the Hillmorton site. This decision was not made due to a lack of physical capacity and therefore the availability of the assessment bed is not a relevant factor. I am very concerned that this is proposed days after the discussion with ministry and [REDACTED] from FCS(ID).

Kind regards

Jane

Sent from my iPhone

On 29/05/2018, at 4:23 PM, Paul Kelly <Paul.Kelly@cdhb.health.nz> wrote:

Keeping you in the loop on this issue Peri & Toni given your involvement earlier this month when we declined due to the mix of violent consumers in the AT&R unit. Jane, Claire and I will discuss tomorrow as both on leave today, but my firm opinion that we unable to take this patient given unit mix which is more volatile than earlier this month with consumer who was recently admitted to the assessment bed referred to having destroyed large sections of AT&R, threatening staff and currently secluded in TWM. Any queries please contact.

Ngā mihi,

Paul

Paul Kelly,
 Nursing Director,
 Forensic & Intellectually Disabled Persons Health Services,
 c/o AT&R unit, Building 3,
 Hillmorton Hospital.
 PO Box 4733
 Phone
paul.kelly@cdhb.health.nz

From: Ngaire Matthews

Sent: Tuesday, 29 May 2018 3:44 p.m.

To: Paul Kelly <Paul.Kelly@cdhb.health.nz>; Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>

Subject: FW:

Importance: High

Hi

Please see below the intention to transfer [REDACTED] to our RIDSS next week. Can you please let the FCS(ID) know if there is a problem with this and discuss with the necessary people.

Regards

Ngaire

From: Ngaire Matthews

Sent: Tuesday, 29 May 2018 3:42 p.m.

To: 'Lynette Stenning [CCDHB]' <Lynette.Stenning@ccdhb.org.nz>

Cc: Raymond Williamson [CCDHB] <Raymond.Williamson@ccdhb.org.nz>

Subject: RE:

Hi Lynette

Thanks for letting me know. I will let Paul Kelly and Jane Hughes know this is the intention as I believe there were some concerns raised about coming into the ATR unit? Obviously if there is an issue someone will get back to you asap.

Regards

Ngaire

From: Lynette Stenning [CCDHB] [mailto:Lynette.Stenning@ccdhb.org.nz]

Sent: Tuesday, 29 May 2018 3:00 p.m.

To: Ngaire Matthews <Ngaire.Matthews@cdhb.health.nz>

Cc: Raymond Williamson [CCDHB] <Raymond.Williamson@ccdhb.org.nz>

Subject:

Hi Ngaire

As you will be aware [REDACTED] is due back in Court [REDACTED] the recommendation is for a secure order. Initially we see [REDACTED] being designated into the bed left open by a recent discharge from the RIDSS. I would just like to give you the heads up that we will be looking to transfer [REDACTED] into the assessment bed left open when [REDACTED] transfers into the capacity bed.

I will be in touch to discuss the transfer which we see happening next week.

Thanks Ngaire

Regards

Lynette Stenning

Co-ordinator (Compulsory Care)

Forensic Coordination Service (Intellectual Disability)

Mental Health, Addictions & Intellectual Disability Service | Te-Upoko-me-te-Karu-o-Te-Ika

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From: Karen_Smith@moh.govt.nz
Sent: Friday, 15 June 2018 11:12 a.m.
To: Toni Gutschlag
Cc: Martin_Cole@moh.govt.nz
Subject: Re: Copy of ATR Financial Snapshot.xlsx

Hi Toni

We are keen to have a conversation with you in response to this on 12 July either as part of our meeting at 10.30am involving Aroha and Amanda or in addition to this.
 Please let us know what suits and we can set up from there.

We are scheduled to be on site until 12.30pm that day so I am hopeful we can fit this in easily.

regards

Karen Smith
 Contract Relationship Manager
 Service Commissioning
 Ministry of Health

<http://www.health.govt.nz>
mailto:Karen_Smith@moh.govt.nz

From: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
 To: "Karen_Smith@moh.govt.nz" <Karen_Smith@moh.govt.nz>, "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>,
 Cc: Anna Combrink <Anna.Combrink@cdhb.health.nz>, Paul Kelly <Paul.Kelly@cdhb.health.nz>, "Kathy O'Neill (P&F)" <Kathy.O'Neill@cdhb.health.nz>
 Date: 07/06/2018 05:39 p.m.
 Subject: Copy of ATR Financial Snapshot.xlsx

Hi Karen and Martin,

Please find attached the detailed summary of costs for AT&R unit/costs associated with your contracted services. These do not include administration overheads or repairs and maintenance (the latter are significant, the costs fall on another division and are on top of what can be provisioned for through corporate overheads), or other capital charges.

As we have discussed, the costs significantly exceed the funding provided and the current funding/service provision model is not sustainable. Once you have had a chance to consider it it would be appreciated if we could meet asap to discuss a pathway to a more sustainable model.

My apologies for the delay in sending this through, an error completely on my part.

Kind regards
 Toni

Toni Gutschlag
 General Manager - Mental Health

Canterbury District Health Board
 Hillmorton Hospital, Private Bag 4733, Christchurch 8140 |

e: toni.gutschlag@cdhb.health.nz

our health system

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***** [attachment "Copy of ATR Financial Snapshot.xlsx" deleted by Karen Smith/MOH]

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From: Karen_Smith@moh.govt.nz
Sent: Friday, 15 June 2018 3:14 p.m.
To: Paul Kelly; Toni Gutschlag
Cc: raymond.williamson@ccdhb.org.nz; Martin_Cole@moh.govt.nz
Subject: AT&R Incident Reports

Hi Paul

After our meeting this morning it seems that MoH and FCS have lost sight of the incident reports that Carol used to send through and cant recall receiving any any since May.
 Based on our meetings to date, there are a few incidents that have occurred since then and want to make sure these are recorded.

Can you please follow up on these and send through to me and Ray accordingly?

much appreciated
 Karen

Karen Smith
 Contract Relationship Manager
 Service Commissioning
 Ministry of Health

<http://www.health.govt.nz>
mailto:Karen_Smith@moh.govt.nz

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RELEASED UNDER THE OFFICIAL INFORMATION ACT

From: Karen_Smith@moh.govt.nz
Sent: Monday, 18 June 2018 3:13 p.m.
To: Toni Gutschlag
Cc: Martin_Cole@moh.govt.nz
Subject: RE: AT&R

Hi Toni
 Are you able to forward a copy of the advice you received from your legal team?

many thanks
 Karen

Karen Smith
 Contract Relationship Manager
 Service Commissioning
 Ministry of Health
 [REDACTED]

<http://www.health.govt.nz>
mailto:Karen_Smith@moh.govt.nz

From: Martin Cole/MOH
 To: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>,
 Cc: "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Greg Brogden <Greg.Brogden@cdhb.health.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, Paul Kelly <Paul.Kelly@cdhb.health.nz>, Karen Smith/MOH@MOH
 Date: 18/06/2018 08:35 a.m.
 Subject: RE: AT&R

Hi Toni

We will be in touch.

Regards

Martin

Martin Cole
 Manager
 Community Living
 Disability Support Services
 Service Commissioning
 Ministry of Health
 [REDACTED]

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

From: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
 To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>, Paul Kelly <Paul.Kelly@cdhb.health.nz>,

Cc: "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, Greg Brogden <Greg.Brogden@cdhb.health.nz>
 Date: 15/06/2018 04:49 p.m.
 Subject: RE: AT&R

Hi Martin,

As per my phone message. I have sought advice on this from our solicitor.

There is further work that needs to be done to ensure that the appropriate service responses for people with needs that fall under the scope of the AT&R contract, are known and communicated across community providers, police and mental health services.

Asking us to deny access to one cohort of consumers to give priority to another without adequate development of alternatives or guidance, feels risky and uncomfortable from a human rights perspective.

We need to re-engage on this regarding this early next week please.

At this stage admissions will be considered on a case by case, clinical basis, as per usual.

Regards
 Toni

Toni Gutschlag
 General Manager - Mental Health

Canterbury District Health Board
 Hillmorton Hospital, Private Bag 4733, Christchurch 8140 |

e: toni.gutschlag@cdhb.health.nz

 our health system

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]

Sent: Friday, 15 June 2018 3:54 p.m.

To: Paul Kelly <Paul.Kelly@cdhb.health.nz>

Cc: Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>

Subject: RE: AT&R

Hi Paul

Thanks for sending through the subsequent information which I have endorsed.

I will use it to inform our communication to providers

Many thanks

Regards

Martin

Martin Cole
 Manager
 Community Living
 Disability Support Services

Service Commissioning
Ministry of Health

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

From: Paul Kelly <Paul.Kelly@cdhb.health.nz>
To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>,
Cc: "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
Date: 15/06/2018 03:29 p.m.
Subject: RE: AT&R

We advised of closure to admission and alternatives which in the case of consumers presenting a risk to others would involve the police.

p

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]
Sent: Friday, 15 June 2018 3:26 p.m.
To: Paul Kelly <Paul.Kelly@cdhb.health.nz>
Cc: Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
Subject: Re: AT&R

Hi Paul

Can you clarify what did the DHB did previously when admissions were suspended?

Regards

Martin

Martin Cole
Manager
Community Living
Disability Support Services
Service Commissioning
Ministry of Health

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

From: Paul Kelly <Paul.Kelly@cdhb.health.nz>
To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>, Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>
Date: 15/06/2018 02:57 p.m.
Subject: AT&R

For provider, crisis teams etc we will need clearer direction on this matter Martin, as whilst admissions have been suspended

previously, that action has always applied specifically to the AT&R unit. Given you are asking us to do is not admit under the AT&R contract, we need you to clarify what are the expected service options for people that come under AT&R contract criteria.

Ngā mihi,
Paul

Paul Kelly,
Nursing Director,
Forensic & Intellectually Disabled Persons Health Services,
c/o AT&R unit, Building 3,
Hillmorton Hospital.
PO Box 4733
[REDACTED]

paul.kelly@cdhb.health.nz

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]

Sent: Friday, 15 June 2018 1:54 p.m.

To: Paul Kelly <Paul.Kelly@cdhb.health.nz>

Cc: Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>;

'Karen_Smith@moh.govt.nz' <Karen_Smith@moh.govt.nz>; 'Raymond Williamson [CCDHB]'

<Raymond.Williamson@ccdhb.org.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>; Amanda_Smith@MOH.govt.nz

Subject: Re: AT&R

Hi Paul

If you could put in place the same protocols that were in place when the DHB previously suspended admissions.

I will communicate with the NASC and our providers as to the current situation

Regards

Martin

Martin Cole
Manager
Community Living
Disability Support Services
Service Commissioning
Ministry of Health
[REDACTED]

<http://www.health.govt.nz>

mailto:Martin_Cole@moh.govt.nz

From: Paul Kelly <Paul.Kelly@cdhb.health.nz>

To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>; "Karen_Smith@moh.govt.nz" <Karen_Smith@moh.govt.nz>; "Raymond Williamson [CCDHB]" <Raymond.Williamson@ccdhb.org.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>; "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>;

Date: 15/06/2018 01:19 p.m.

Subject: AT&R

Kia Ora Martin and thanks for your email. I would note that to temporarily suspend admissions under the Intellectual Disability Services, we need to be clear with our own staff, community

providers and emergency services the alternatives to admission. To this end can you please clarify the MOH expectations for people that present or are identified as requiring admission by providers or Police?

Ngā mihi,
Paul

Paul Kelly,
Nursing Director,
Forensic & Intellectually Disabled Persons Health Services,
c/o AT&R unit, Building 3,
Hillmorton Hospital.
PO Box 4733

paul.kelly@cdhb.health.nz

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]

Sent: Friday, 15 June 2018 12:59 p.m.

To: Paul Kelly <Paul.Kelly@cdhb.health.nz>

Cc: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>; Kathy O'Neill (P&F) <Kathy.O'Neill@cdhb.health.nz>;

Amanda_Smith@MOH.govt.nz; Karen_Smith@moh.govt.nz

Subject: AT&R

Hi Paul

Thank you for the discussion today discussions regarding the ongoing capacity and staffing issues affecting the AT&R unit and Canterbury DHB's assessment of the impact on the provision of safe services to those residing in the AT&R unit.

As we have indicated previously the Ministry would like to support the service to create some relief from the capacity issues through careful management of access to the AT&R contracted beds. To do this we request that the DHB temporarily suspend admissions under the Intellectual Disability Services (AT&R) contract 349374/03. This is to support the DHB in managing the impact of current staff shortages within the AT&R unit and the issues presented by ongoing client complexity. The Ministry also wishes to prioritise available capacity for the provision of Regional Intellectual Disability Secure Services.

Along side this discussion we will continue to work with the Forensic Coordination Service, the NASC and the providers in the region to ensure that they understand the situation and are adequately supported to manage challenging situations in the community.

Paul, we can review this request on a weekly basis at the regularly scheduled meetings and on an as required basis outside of those meetings.

Regards

Martin

Martin Cole
Manager
Community Living
Disability Support Services
Service Commissioning
Ministry of Health

<http://www.health.govt.nz>

mailto:Martin_Cole@moh.govt.nz

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From: Martin_Cole@moh.govt.nz
Sent: Wednesday, 20 June 2018 8:47 a.m.
To: Toni Gutschlag
Cc: Karen_Smith@moh.govt.nz; Sharryn Sunbeam
Subject: RE: AT&R

Hi Toni

The request is made under section A19 of the Intellectual Disability (AT&R) contract and also to enable the DHB to meet the requirements of the RIDSS specification, section 5.2, which states:

Beds will be capacity purchased to ensure that the service can be accessed immediately for service users. Additional beds may be purchased in negotiation with the RIDCA when required.

However ultimately this is, I feel, a pragmatic solution to the ongoing challenges that the DHB is facing in relation to the AT&R unit.

As per my original email, this will be reviewed on a weekly basis or on an as required basis should the need arise.

Regards

Martin

Martin Cole
 Manager
 Community Living
 Disability Support Services
 Service Commissioning
 Ministry of Health
 [REDACTED]

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

From: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
 To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>,
 Cc: "Karen_Smith@moh.govt.nz" <Karen_Smith@moh.govt.nz>, Sharryn Sunbeam <Sharryn.Sunbeam@cdhb.health.nz>
 Date: 19/06/2018 03:56 p.m.
 Subject: RE: AT&R

Thanks Martin,

Is there a particular part of the contract you are referring to in terms of the request to suspend admissions?

The next couple of days are challenging as we have certification underway and our contingency planning has moved into full strike planning.

Sharryn can you please see if we can find some time this week, we need to include a member of the SLT too please.

Regards

Toni

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]
 Sent: Tuesday, 19 June 2018 3:44 p.m.
 To: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
 Cc: Karen_Smith@moh.govt.nz
 Subject: RE: AT&R

Hi Toni

At this time options for the potential AT&R population are very limited. As reported by the DHB on Friday access for this cohort to the PSAID unit is not desirable and access to the AT&R unit is problematic due to ongoing client acuity/compatibility challenges and staff well-being issues.

It is with this in mind that I have requested the DHB to suspend admissions under the AT&R contract and prioritisation given to the RIDSS population. While this is less than ideal, it is to ensure that there is provision for those requiring to be held under a statutory framework.

As discussed with Paul on Friday, the Ministry will liaise with the NASC and the local providers regarding this situation and identify what additional supports might be needed to be put in place as an alternative to AT&R admission.

Toni, I would be keen to discuss this request further with you and your team in order to better understand your concerns.

Happy for you to suggest some times over the next few days that suit and I can hopefully work around that.

Regards

Martin

Martin Cole
 Manager
 Community Living
 Disability Support Services
 Service Commissioning
 Ministry of Health

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

From: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
 To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>, Paul Kelly <Paul.Kelly@cdhb.health.nz>
 Cc: "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, Greg Brogden <Greg.Brogden@cdhb.health.nz>
 Date: 15/06/2018 04:49 p.m.
 Subject: RE: AT&R

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As per my phone message. I have sought advice on this from our solicitor.

There is further work that needs to be done to ensure that the appropriate service responses for people with needs that fall under the scope of the AT&R contract, are known and communicated across community providers, police and mental health services.

Asking us to deny access to one cohort of consumers to give priority to another without adequate development of alternatives or guidance, feels risky and uncomfortable from a human rights perspective.

We need to re-engage on this regarding this early next week please.

At this stage admissions will be considered on a case by case, clinical basis, as per usual.

Regards
Toni

Toni Gutschlag
General Manager - Mental Health

Canterbury District Health Board
Hillmorton Hospital, Private Bag 4733, Christchurch 8140 |

e: toni.gutschlag@cdhb.health.nz

 our health system

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]

Sent: Friday, 15 June 2018 3:54 p.m.

To: Paul Kelly <Paul.Kelly@cdhb.health.nz>

Cc: Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>

Subject: RE: AT&R

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Martin

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Manager
Community Living
Disability Support Services
Service Commissioning
Ministry of Health

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

From: Paul Kelly <Paul.Kelly@cdhb.health.nz>

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Cc: "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>

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Subject: RE: AT&R

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Regards

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Disability Support Services
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To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>; "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>

Date: 15/06/2018 02:57 p.m.

Subject: AT&R

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Ngā mihi,
Paul

Paul Kelly,
Nursing Director,
Forensic & Intellectually Disabled Persons Health Services,
c/o AT&R unit, Building 3,
Hillmorton Hospital.
PO Box 4733
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 Ministry of Health

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Ngā mihi,
 Paul

Paul Kelly,
 Nursing Director,
 Forensic & Intellectually Disabled Persons Health Services,
 c/o AT&R unit, Building 3,
 Hillmorton Hospital.
 PO Box 4733

[REDACTED]
paul.kelly@cdhb.health.nz

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]

Sent: Friday, 15 June 2018 12:59 p.m.

To: Paul Kelly <Paul.Kelly@cdhb.health.nz>

Cc: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>; Kathy O'Neill (P&F) <Kathy.O'Neill@cdhb.health.nz>;

Amanda_Smith@MOH.govt.nz; Karen_Smith@moh.govt.nz

Subject: AT&R

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Paul, we can review this request on a weekly basis at the regularly scheduled meetings and on an as required basis outside of those meetings.

Regards

Martin

Martin Cole
 Manager
 Community Living
 Disability Support Services
 Service Commissioning
 Ministry of Health
 [REDACTED]

<http://www.health.govt.nz>

mailto:Martin_Cole@moh.govt.nz

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From: Martin_Cole@moh.govt.nz
Sent: Thursday, 19 July 2018 2:39 p.m.
To: Toni Gutschlag
Cc: Amanda_Smith@MOH.govt.nz; Claire Roelink (Davey); David Meates; Jane Hughes; John_Crawshaw@moh.govt.nz; Karen_Smith@moh.govt.nz; Peri Renison
Subject: Re: summary from todays TC

Many thanks Toni for the summary and I can give you an update on relevant matters when we meet on the 27th July

Regards

Martin

Martin Cole
 Manager
 Community Living
 Disability Support Services
 Service Commissioning
 Ministry of Health
 [REDACTED]

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

From: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
 To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>, "Karen_Smith@moh.govt.nz" <Karen_Smith@moh.govt.nz>, Peri Renison <Peri.Renison@cdhb.health.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Cc: "Amanda_Smith@MOH.govt.nz" <Amanda_Smith@MOH.govt.nz>, "John_Crawshaw@moh.govt.nz" <John_Crawshaw@moh.govt.nz>, David Meates <David.Meates@cdhb.health.nz>
 Date: 13/07/2018 04:14 p.m.
 Subject: summary from todays TC

Summary of today's discussion.

Present:

MOH - Martin Cole, Karen Smith
 CDHB - Toni Gutschlag, Claire Roelink, Peri Renison, Jane Hughes
 Apology Amanda Smith (MOH)

1. MOH request to suspend AT&R contract

- Martin had intended his request to suspend this contract would help alleviate pressure in AT&R. He did not appreciate that people coming into SMHS under AT&R contract do not always/often get admitted to AT&R unit rather they are accommodated in PSAID. If the AT&R contract is suspended there needs to be clarification about the service and support pathways for this group of patients, CDHB concerned that they will otherwise require admission to the Acute Inpatient service which is already overfull and not suitable for this population.
- Martin appreciative of the distinction between suspending admissions to the AT&R service vs suspension of the AT&R contract and reconsidering whether anything further required here.

2. Financial sustainability of AT&R service

- A meeting scheduled for 27 July for this

3. Capital

- Martin keen to understand what (if anything) MOH and CDHB can do together to address the issues relating to the building and environmental issues, including accessing central support for capital.
- CDHB building expansion programme for AT&R underway but will take 24 months to complete and will be a SMHS resource.
- CDHB advised MOH that this would be a conversation for the CEO as there are still many capital priorities across the CDHB and country.
- CDHB asked whether MOH are talking with Corrections about the ability to create suitable services for RIDDs clients within its capital programme. **Martin following up.**

4. Recent admission of patient [REDACTED] in Te Whare Manaaki

- CDHB has been advised the Judge is apparently unhappy that he was unaware of CDHB's significant H&S concerns due to workforce shortages from injury, patient mix and AT&R environment and ability to provide safe care to [REDACTED] other patients and keep staff safe. CDHB queried how it could be that the court was unaware given the multiple concerns CDHB have escalated to the MOH and Forensic Coordination Service about this patient (and others) and our inability to safely mitigate risks to patients and staff in AT&R. **Martin unclear on this and will follow up with Amanda.**
- CDHB considering directly communicating with essential partners to ensure risks and potential for harm directly understood, ie Ombudsman, Chief Justice, HDC etc.
- Flow on impact is that Manaaki now has three people whose needs are disability related in the MH forensic service which severely limits ability to provide for its population and respond to Corrections needs.

5. Media Enquiry

- Heads up provided to MOH of media inquiry received by CDHB relating to number of injuries and days lost in AT&R, as this is not unique to CDHB and a national issue MOH may be contacted also.

Next meeting in two weeks.

Let me know if any amendments to this summary required.

Kind regards
Toni

Toni Gutschlag
General Manager - Mental Health

Canterbury District Health Board
Hillmorton Hospital, Private Bag 4733, Christchurch 8140 |

e: toni.gutschlag@cdhb.health.nz

 our health system

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From: Karen_Smith@moh.govt.nz
Sent: Friday, 27 July 2018 7:29 a.m.
To: Toni Gutschlag
Cc: Martin_Cole@moh.govt.nz; Amanda_Smith@MOH.govt.nz; Anna Combrink; Peri Renison; Sandy Mclean; Claire Roelink (Davey); Joan Taylor; Sandy Clemett
Subject: Re: Fridays meetings with MOH/CDHB/FCS(ID)

Morning Toni
 No problem. I will add to the agenda

Regards
 Karen

On 26/07/2018, at 3:57 PM, Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz> wrote:

Hi Karen,

We are looking forward to the meetings too.

I'm fine with the agenda you have outlined below except for the 2-3pm session where I would like a discussion about equity of funding rates across DHBs please.

Regards
 Toni

Toni Gutschlag
 General Manager - Mental Health

Canterbury District Health Board
 Hillmorton Hospital, Private Bag 4733, Christchurch 8140 |

e: toni.gutschlag@cdhb.health.nz

<image001.png>

From: Karen_Smith@moh.govt.nz [mailto:Karen_Smith@moh.govt.nz]
Sent: Wednesday, 25 July 2018 11:41 a.m.
To: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
Cc: Martin_Cole@moh.govt.nz; Amanda_Smith@MOH.govt.nz
Subject: Fridays meetings with MOH/CDHB/FCS(ID)

Hi Toni

We are looking forward to meeting with you and your team on Friday to discuss the planning we need to do for the future as a group and how we can best support CDHB.

Below are some agenda items and timeframes to frame our discussions that we would like to cover, and seek confirmation from you regarding any other items you wish to discuss in order to make best use of the time.

1 - 1.20 (CDHB/MOH/FCS)

Brief updates re transitions and progress (in replacement of regular teleconference meeting)

1.20 - 2pm


Future planning for the delivery of RIDSS services (RIDSS specifically due to FCS attendees), with consideration of both national and regional issues.

2.00 - 3pm (MOH/DHB only)

- AT&R/RIDSS contract discussion in response to costings sent to us early June:
- Aligning demand, with CDHB contractual and operational occupancy rates, costs and service pressures.
- Discussion to address the issues within CDHB relating to the building and environmental issues, including accessing central support for capital for CDHB
- Current funding and contract capacity discussion - consideration of options to remain within current funding envelope for ATR, RIDSS

I look forward to your confirmation

regards
Karen

Karen Smith
Contract Relationship Manager
Service Commissioning
Ministry of Health


<http://www.health.govt.nz>
mailto:Karen_Smith@moh.govt.nz

**

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From: David Meates
Sent: Thursday, 31 May 2018 9:09 p.m.
To: 'john_crawshaw@moh.govt.nz'
Cc: stephen_mckernan@moh.govt.nz; Toni Gutschlag
Subject: Fwd: your assistance with MOH please
Attachments: image002.png

John

I am taking the unusual step of escalating this issues.

Please note the deep concerns being expressed below - they are self explanatory. I am fully supportive of the assessment about the services ability to not accept this transfer.

Given the sustained pressure on this service, the fact that 7 staff are on ACC with assault related injuries and facilities that are creating a complex situation for both patients CDHB cannot accept this transfer and would expect that the court is informed as to the reasons why.

It is very uniform this DHB not to be able to find some way to accommodate individuals which highlights just how fragile this service is.

I am very happy to discuss if required.

Regards

David

Sent from my iPhone

Begin forwarded message:

From: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
Date: 31 May 2018 at 7:36:21 PM NZST
To: David Meates <David.Meates@cdhb.health.nz>, Mary Gordon <Mary.Gordon@cdhb.health.nz>, Stella Ward <Stella.Ward@cdhb.health.nz>, Sue Nightingale <Sue.Nightingale@cdhb.health.nz>, Michael Frampton <Michael.Frampton@cdhb.health.nz>
Subject: your assistance with MOH please

We would appreciate your support please with ensuring the correct senior people in the MOH are aware of the fragility of the AT&R service and health and safety concerns for patients and staff as outlined in the emails below.

The service leadership team have been working with MOH about the possible order of a highly volatile patient into AT&R. Although we have been explicit about the service issues and safety concerns it does not appear the MOH accept or understand them and continue to refer to 'contractual capacity' as the reason we may be directed to take him.

I have alerted John Crawshaw and Aroha Metcalfe to this situation but have not had a response.

Thank you in advance for your support with this.

Regards
Toni

From: Toni Gutschlag
Sent: Thursday, 31 May 2018 7:24 p.m.
To: 'Karen_Smith@moh.govt.nz' <Karen_Smith@moh.govt.nz>
Cc: 'Martin_Cole@moh.govt.nz' <Martin_Cole@moh.govt.nz>; Greg Brogden
 <Greg.Brogden@cdhb.health.nz>; Peri Renison <Peri.Renison@cdhb.health.nz>; Sandy Clemett
 <Sandy.Clemett@cdhb.health.nz>; Wendy Lowerson <Wendy.Lowerson@cdhb.health.nz>
Subject: FW: Transfer of Care recipient from Dunedin into Hillmorton

Karen,

Please see below Dr Hughes response to your email.

I fully support Dr Hughes, Paul Kelly and Claire Roelink as the service leaders, in their assessment of the service's ability to accept this pending transfer, which is that we cannot. This is not about contractual 'capacity' but our ability to safely meet the care requirements of consumers and safety of staff given our operational context and challenges.

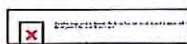
As you/your team is aware we currently have 7 staff out of this small team, off on work related ACC as a consequence of being assaulted at work. We also have an very compromised facility in terms of space. It is essential the court is told of our inability to accept the patient and provided the reasons why.

Regards
Toni

Toni Gutschlag
General Manager - Mental Health

Canterbury District Health Board
Hillmorton Hospital, Private Bag 4733, Christchurch 8140 |

e: toni.gutschlag@cdhb.health.nz



From: Jane Hughes
Sent: Thursday, 31 May 2018 6:41 p.m.
To: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
Subject: RE: Transfer of Care recipient from Dunedin into Hillmorton

Hi Toni

Thank you for forwarding this email. As the clinical director of this service I feel that I must outline my deep concern regarding the response to by the Ministry of Health to the decision that the RIDSS would be unable to take the proposed admission due to an inability to manage the individual's risks within the AT& unit.

For a protracted period of time there has been extensive discussion with the Ministry of Health regarding challenges faced by the service managing the risks of the complex consumer group under

our care in the current circumstances and the ongoing concern regarding the significant number of staff injured and unable to work as a consequence of these risks. The decision to decline the proposed admission was not taken lightly. This was based on the clinical opinion that the unit would be unable to safely manage the individual's risk and the potential to escalate the risks more generally within the unit to a critical level and not a failure to prioritise RIDSS beds over AT&R beds or a lack of a physical bed. The capacity to provide a forensic service should not be reduced to the provision of a bed, which means little clinically, but the capacity of the service, which should be clinically appropriate and safe.

I have over an extended period of time witnessed the dedication of the AT&R staff and believe that not only does the CDHB have a duty of care to consumers under their care and their staff but the ministry also has this duty and I do not feel it is ethical to proceed with an admission when we believe that it would be unsafe to do so. It is not acceptable to state that there may be no other alternative to admit in these circumstances and if this were the case this would not reflect a service level operational challenge but a system wide failure.

Kind regards

Jane

From: <Karen_Smith@moh.govt.nz>

Date: 31 May 2018 at 3:44:53 PM NZST

To: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>

Cc: <Martin_Cole@moh.govt.nz>

Subject: Transfer of Care recipient from Dunedin into Hillmorton

Hi Toni

I am writing in response to your email about CHDB's inability to receive the transfer of [REDACTED] into Hillmorton from Dunedin.

Whilst we continue to understand the challenges facing CDHB at present, we are highly concerned about this development. The DHB has available capacity in the Regional Intellectual Disability Service (RIDSS) however is unable to deliver the required service due to operational challenges. We may have no option regarding this individual should the court determine he should be placed in a hospital level service.

I would reiterate previous advice that the DHB prioritise access to and provision of RIDSS over the AT&R funded service given the statutory requirements that we are required to make provision for.

We will continue to explore options to support the DHB manage these challenges and will be in touch to discuss.

regards

Karen

Karen Smith
Contract Relationship Manager
Service Commissioning
Ministry of Health
[REDACTED]

<http://www.health.govt.nz>
mailto:Karen_Smith@moh.govt.nz

From: Toni Gutschlag
Sent: Wednesday, 30 May 2018 8:54 a.m.
To: [Amanda Smith@MOH.govt.nz](mailto:Amanda_Smith@MOH.govt.nz); [John Crawshaw@moh.govt.nz](mailto:John_Crawshaw@moh.govt.nz);
[Aroha Metcalf@MOH.govt.nz](mailto:Aroha_Metcalf@MOH.govt.nz)
Cc: Paul Kelly <Paul.Kelly@cdhb.health.nz>; Peri Renison
 <Peri.Renison@cdhb.health.nz>
Subject: Fwd: [REDACTED]

Please note below. We are unable to receive this transfer.
 Regards
 Toni

Sent from my iPhone

Begin forwarded message:

From: Jane Hughes <Jane.Hughes@cdhb.health.nz>
Date: 29 May 2018 at 4:38:13 PM NZST
To: Paul Kelly <Paul.Kelly@cdhb.health.nz>
Cc: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>, "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Peri Renison
 <Peri.Renison@cdhb.health.nz>, Wendy Lowerson
 <Wendy.Lowerson@cdhb.health.nz>
Subject: Re [REDACTED]

Hi

At last week ministry meeting, the transfer was raised. I reiterated that this was not possible due to the safety risks- the unit is unable to safely manage this individual's risks and there is no alternative service on the Hilmorton site. This decision was not made due to a lack of physical capacity and therefore the availability of the assessment bed is not a relevant factor. I am very concerned that this is proposed days after the discussion with ministry and Ray Williamson from FCS(ID).

Kind regards
 Jane

Sent from my iPhone

On 29/05/2018, at 4:23 PM, Paul Kelly <Paul.Kelly@cdhb.health.nz> wrote:

Keeping you in the loop on this issue Peri & Toni given your involvement earlier this month when we declined due to the mix of violent consumers in the AT&R unit. Jane, Claire and I will discuss tomorrow as both on leave today, but my firm opinion that we unable to take this patient given unit mix which is more volatile than earlier this month with consumer who was recently admitted to the assessment bed referred to having destroyed large sections of AT&R, threatening staff and currently secluded in TWM. Any queries please contact.

Ngā mihi,
 Paul

Paul Kelly,
 Nursing Director,

Forensic & Intellectually Disabled Persons Health Services,
c/o AT&R unit, Building 3,
Hillmorton Hospital.
PO Box 4733

paul.kelly@cdhb.health.nz

From: Ngaire Matthews
Sent: Tuesday, 29 May 2018 3:44 p.m.
To: Paul Kelly <Paul.Kelly@cdhb.health.nz>; Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>
Subject: FW: [REDACTED]
Importance: High

Hi

Please see below the intention to transfer [REDACTED] to our RIDSS next week. Can you please let the FCS(ID) know if there is a problem with this and discuss with the necessary people.

Regards

Ngaire

From: Ngaire Matthews
Sent: Tuesday, 29 May 2018 3:42 p.m.
To: 'Lynette Stenning [CCDHB]' <Lynette.Stenning@ccdhb.org.nz>
Cc: Raymond Williamson [CCDHB] <Raymond.Williamson@ccdhb.org.nz>
Subject: RE [REDACTED]

Hi Lynette

Thanks for letting me know. I will let Paul Kelly and Jane Hughes know this is the intention as I believe there were some concerns raised about [REDACTED] coming into the ATR unit? Obviously if there is an issue someone will get back to you asap.

Regards

Ngaire

From: Lynette Stenning [CCDHB] [<mailto:Lynette.Stenning@ccdhb.org.nz>]
Sent: Tuesday, 29 May 2018 3:00 p.m.
To: Ngaire Matthews <Ngaire.Matthews@cdhb.health.nz>
Cc: Raymond Williamson [CCDHB] <Raymond.Williamson@ccdhb.org.nz>
Subject: [REDACTED]

Hi Ngaire

As you will be aware [REDACTED] is due back in Court [REDACTED] the recommendation is for a secure order. Initially we see [REDACTED] being designated

into the bed left open by a recent discharge from the RIDSS. I would just like to give you the heads up that we will be looking to transfer [REDACTED] into the assessment bed left open when [REDACTED] transfers into the capacity bed.

I will be in touch to discuss the transfer which we see happening next week.

Thanks Ngaire

Regards

Lynette Stenning

Co-ordinator (Compulsory Care)

Forensic Coordination Service (Intellectual Disability)

Mental Health, Addictions & Intellectual Disability Service | Te-Upoko-me-te-Karu-o-Te-Ika

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From: David Meates
Sent: Tuesday, 5 June 2018 5:48 p.m.
To: 'stephen_mckernan@moh.govt.nz'
Cc: 'Monique_Burrows@moh.govt.nz'; Carolyn Gullery
Subject: May 2018 Mental Health and Addictions Service Gaps Canterbury
Attachments: May 2018 Mental Health and Addictions Service Gaps Canterbury 1.docx

Hi Stephen

Further to our meeting 24th May, it was requested that we provide a proposal regarding how best to meet the ongoing pressures facing mental health services in Canterbury.

Please find proposal attached which reflects a whole of Canterbury Health system approach.

Regards

David Meates, MNZM

Chief Executive | Canterbury District Health Board and West Coast District Health Board

T: 03 364 4110 (ext 62110) | E: david.meates@cdhb.health.nz

P O Box 1600, Christchurch 8140

www.cdhb.health.nz | www.westcoastdnhb.org.nz



Values – Ā Mātou Uara

Care and respect for others - Manaaki me te whakaute i te tangata | Integrity in all we do - Hāpai i ā mātou mahi katoa i runga i te pono |

Responsibility for outcomes - Te Takohanga i ngā hua

From: Toni Gutschlag
Sent: Friday, 15 June 2018 4:49 p.m.
To: 'Martin_Cole@moh.govt.nz' <Martin_Cole@moh.govt.nz>; Paul Kelly <Paul.Kelly@cdhb.health.nz>
Cc: Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>; Greg Brogden <Greg.Brogden@cdhb.health.nz>
Subject: RE: AT&R

Hi Martin,

As per my phone message. I have sought advice on this from our solicitor.

There is further work that needs to be done to ensure that the appropriate service responses for people with needs that fall under the scope of the AT&R contract, are known and communicated across community providers, police and mental health services.

Asking us to deny access to one cohort of consumers to give priority to another without adequate development of alternatives or guidance, feels risky and uncomfortable from a human rights perspective.

We need to re-engage on this regarding this early next week please.

At this stage admissions will be considered on a case by case, clinical basis, as per usual.

Regards
 Toni

Toni Gutschlag
 General Manager - Mental Health

Canterbury District Health Board
 Hillmorton Hospital, Private Bag 4733, Christchurch 8140 |

e: toni.gutschlag@cdhb.health.nz



From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]
Sent: Friday, 15 June 2018 3:54 p.m.
To: Paul Kelly <Paul.Kelly@cdhb.health.nz>
Cc: Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>; Toni

Gutschlag <Toni.Gutschlag@cdhb.health.nz>

Subject: RE: AT&R

Hi Paul

Thanks for sending through the subsequent information which I have endorsed.

I will use it to inform our communication to providers

Many thanks

Regards

Martin

Martin Cole
Manager
Community Living
Disability Support Services
Service Commissioning
Ministry of Health
[REDACTED]

<http://www.health.govt.nz>

mailto:Martin_Cole@moh.govt.nz

From: Paul Kelly <Paul.Kelly@cdhb.health.nz>

To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>,

Cc: "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>

Date: 15/06/2018 03:29 p.m.

Subject: RE: AT&R

We advised of closure to admission and alternatives which in the case of consumers presenting a risk to others would involve the police.

p

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]

Sent: Friday, 15 June 2018 3:26 p.m.

To: Paul Kelly <Paul.Kelly@cdhb.health.nz>

Cc: Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>

Subject: Re: AT&R

Hi Paul

Can you clarify what did the DHB did previously when admissions were suspended?

Regards

Martin

Martin Cole
Manager
Community Living
Disability Support Services

Service Commissioning
Ministry of Health

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

From: Paul Kelly <Paul.Kelly@cdhb.health.nz>
To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>, Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>,
Date: 15/06/2018 02:57 p.m.
Subject: AT&R

For provider, crisis teams etc we will need clearer direction on this matter Martin, as whilst admissions have been suspended previously, that action has always applied specifically to the AT&R unit. Given you are asking us to do is not admit under the AT&R contract, we need you to clarify what are the expected service options for people that come under AT&R contract criteria.

Ngā mihi,
Paul

Paul Kelly,
Nursing Director,
Forensic & Intellectually Disabled Persons Health Services,
c/o AT&R unit, Building 3,
Hillmorton Hospital.
PO Box 4733

paul.kelly@cdhb.health.nz

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]
Sent: Friday, 15 June 2018 1:54 p.m.
To: Paul Kelly <Paul.Kelly@cdhb.health.nz>
Cc: Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>;
'Karen_Smith@moh.govt.nz' <Karen_Smith@moh.govt.nz>; 'Raymond Williamson [CCDHB]' <Raymond.Williamson@ccdhb.org.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>; Amanda_Smith@MOH.govt.nz
Subject: Re: AT&R

Hi Paul

If you could put in place the same protocols that were in place when the DHB previously suspended admissions.

I will communicate with the NASC and our providers as to the current situation

Regards

Martin

Martin Cole
Manager
Community Living
Disability Support Services
Service Commissioning
Ministry of Health

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

From: Paul Kelly <Paul.Kelly@cdhb.health.nz>
 To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>, "Karen_Smith@moh.govt.nz" <Karen_Smith@moh.govt.nz>, "Raymond Williamson [CCDHB]" <Raymond.Williamson@ccdhb.org.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>,
 Date: 15/06/2018 01:19 p.m.
 Subject: AT&R

Kia Ora Martin and thanks for your email. I would note that to temporarily suspend admissions under the Intellectual Disability Services, we need to be clear with our own staff, community providers and emergency services the alternatives to admission. To this end can you please clarify the MOH expectations for people that present or are identified as requiring admission by providers or Police?

Ngā mihi,
 Paul

Paul Kelly,
 Nursing Director,
 Forensic & Intellectually Disabled Persons Health Services,
 c/o AT&R unit, Building 3,
 Hillmorton Hospital.
 PO Box 4733

paul.kelly@cdhb.health.nz

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]
 Sent: Friday, 15 June 2018 12:59 p.m.
 To: Paul Kelly <Paul.Kelly@cdhb.health.nz>
 Cc: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>; Kathy O'Neill (P&F) <Kathy.O'Neill@cdhb.health.nz>;
 Amanda_Smith@MOH.govt.nz; Karen_Smith@moh.govt.nz
 Subject: AT&R

Hi Paul

Thank you for the discussion today discussions regarding the ongoing capacity and staffing issues affecting the AT&R unit and Canterbury DHB's assessment of the impact on the provision of safe services to those residing in the AT&R unit.

As we have indicated previously the Ministry would like to support the service to create some relief from the capacity issues through careful management of access to the AT&R contracted beds. To do this we request that the DHB temporarily suspend admissions under the Intellectual Disability Services (AT&R) contract 349374/03. This is to support the DHB in managing the impact of current staff shortages within the AT&R unit and the issues presented by ongoing client complexity. The Ministry also wishes to prioritise available capacity for the provision of Regional Intellectual Disability Secure Services.

Along side this discussion we will continue to work with the Forensic Coordination Service, the NASC and the providers in the region to ensure that they understand the situation and are adequately supported to manage challenging situations in the community.

Paul, we can review this request on a weekly basis at the regularly scheduled meetings and on an as required basis outside of those meetings.

Regards

Martin

Martin Cole
Manager
Community Living
Disability Support Services
Service Commissioning
Ministry of Health
[REDACTED]

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

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From: Toni Gutschlag
Sent: Tuesday, 19 June 2018 3:56 p.m.
To: 'Martin_Cole@moh.govt.nz' <Martin_Cole@moh.govt.nz>
Cc: Karen_Smith@moh.govt.nz; Sharryn Sunbeam <Sharryn.Sunbeam@cdhb.health.nz>
Subject: RE: AT&R

Thanks Martin,

Is there a particular part of the contract you are referring to in terms of the request to suspend admissions?

The next couple of days are challenging as we have certification underway and our contingency planning has moved into full strike planning.

Sharryn can you please see if we can find some time this week, we need to include a member of the SLT too please.

Regards

Toni

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]
Sent: Tuesday, 19 June 2018 3:44 p.m.
To: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
Cc: Karen_Smith@moh.govt.nz
Subject: RE: AT&R

Hi Toni

At this time options for the potential AT&R population are very limited. As reported by the DHB on Friday access for this cohort to the PSAID unit is not desirable and access to the AT&R unit is problematic due to ongoing client acuity/compatibility challenges and staff well-being issues.

It is with this in mind that I have requested the DHB to suspend admissions under the AT&R contract and prioritisation given to the RIDSS population. While this is less than ideal, it is to ensure that there is provision for those requiring to be held under a statutory framework.

As discussed with Paul on Friday, the Ministry will liaise with the NASC and the local providers regarding this situation and identify what additional supports might be needed to be put in place as an alternative to AT&R admission.

Toni, I would be keen to discuss this request further with you and your team in order to better understand your concerns.

Happy for you to suggest some times over the next few days that suit and I can hopefully work around that.

Regards

Martin

Martin Cole
Manager
Community Living
Disability Support Services
Service Commissioning
Ministry of Health
[REDACTED]

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

From: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
To: "'Martin_Cole@moh.govt.nz'" <Martin_Cole@moh.govt.nz>, Paul Kelly <Paul.Kelly@cdhb.health.nz>,
Cc: "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, Greg Brogden
<Greg.Brogden@cdhb.health.nz>
Date: 15/06/2018 04:49 p.m.
Subject: RE: AT&R

Hi Martin,

As per my phone message. I have sought advice on this from our solicitor.

There is further work that needs to be done to ensure that the appropriate service responses for people with needs that fall under the scope of the AT&R contract, are known and communicated across community providers, police and mental health services.

Asking us to deny access to one cohort of consumers to give priority to another without adequate development of alternatives or guidance, feels risky and uncomfortable from a human rights perspective.

We need to re-engage on this regarding this early next week please.

At this stage admissions will be considered on a case by case, clinical basis, as per usual.

Regards
Toni

Toni Gutschlag
General Manager - Mental Health

Canterbury District Health Board
Hillmorton Hospital, Private Bag 4733, Christchurch 8140 |

e: toni.gutschlag@cdhb.health.nz

 our health system

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]
Sent: Friday, 15 June 2018 3:54 p.m.
To: Paul Kelly <Paul.Kelly@cdhb.health.nz>
Cc: Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>; Toni Gutschlag

<Toni.Gutschlag@cdhb.health.nz>

Subject: RE: AT&R

Hi Paul

Thanks for sending through the subsequent information which I have endorsed.

I will use it to inform our communication to providers

Many thanks

Regards

Martin

Martin Cole
Manager
Community Living
Disability Support Services
Service Commissioning
Ministry of Health
[REDACTED]

<http://www.health.govt.nz>

mailto:Martin_Cole@moh.govt.nz

From: Paul Kelly <Paul.Kelly@cdhb.health.nz>
To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>,
Cc: "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
Date: 15/06/2018 03:29 p.m.
Subject: RE: AT&R

We advised of closure to admission and alternatives which in the case of consumers presenting a risk to others would involve the police.

p

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]

Sent: Friday, 15 June 2018 3:26 p.m.

To: Paul Kelly <Paul.Kelly@cdhb.health.nz>

Cc: Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>

Subject: Re: AT&R

Hi Paul

Can you clarify what did the DHB did previously when admissions were suspended?

Regards

Martin

Martin Cole
Manager
Community Living
Disability Support Services

Service Commissioning
Ministry of Health

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

From: Paul Kelly <Paul.Kelly@cdhb.health.nz>
To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>, Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>,
Date: 15/06/2018 02:57 p.m.
Subject: AT&R

For provider, crisis teams etc we will need clearer direction on this matter Martin, as whilst admissions have been suspended previously, that action has always applied specifically to the AT&R unit. Given you are asking us to do is not admit under the AT&R contract, we need you to clarify what are the expected service options for people that come under AT&R contract criteria.

Ngā mihi,
Paul

Paul Kelly,
Nursing Director,
Forensic & Intellectually Disabled Persons Health Services,
c/o AT&R unit, Building 3,
Hillmorton Hospital.
PO Box 4733

paul.kelly@cdhb.health.nz

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]
Sent: Friday, 15 June 2018 1:54 p.m.
To: Paul Kelly <Paul.Kelly@cdhb.health.nz>
Cc: Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>; 'Karen_Smith@moh.govt.nz' <Karen_Smith@moh.govt.nz>; 'Raymond Williamson [CCDHB]' <Raymond.Williamson@ccdhb.org.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>; Amanda_Smith@MOH.govt.nz
Subject: Re: AT&R

Hi Paul

If you could put in place the same protocols that were in place when the DHB previously suspended admissions.

I will communicate with the NASC and our providers as to the current situation

Regards

Martin

Martin Cole
Manager
Community Living
Disability Support Services
Service Commissioning
Ministry of Health

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

From: Paul Kelly <Paul.Kelly@cdhb.health.nz>
 To: "Martin_Cole@moh.govt.nz" <Martin_Cole@moh.govt.nz>, "Karen_Smith@moh.govt.nz" <Karen_Smith@moh.govt.nz>, "Raymond Williamson [CCDHB]" <Raymond.Williamson@cdhb.org.nz>, Jane Hughes <Jane.Hughes@cdhb.health.nz>, "Claire Roelink (Davey)" <Claire.Roelink@cdhb.health.nz>, Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>,
 Date: 15/06/2018 01:19 p.m.
 Subject: AT&R

Kia Ora Martin and thanks for your email. I would note that to temporarily suspend admissions under the Intellectual Disability Services, we need to be clear with our own staff, community providers and emergency services the alternatives to admission. To this end can you please clarify the MOH expectations for people that present or are identified as requiring admission by providers or Police?

Ngā mihi,
 Paul

Paul Kelly,
 Nursing Director,
 Forensic & Intellectually Disabled Persons Health Services,
 c/o AT&R unit, Building 3,
 Hillmorton Hospital.
 PO Box 4733

paul.kelly@cdhb.health.nz

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]
 Sent: Friday, 15 June 2018 12:59 p.m.
 To: Paul Kelly <Paul.Kelly@cdhb.health.nz>
 Cc: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>; Kathy O'Neill (P&F) <Kathy.O'Neill@cdhb.health.nz>;
 Amanda_Smith@MOH.govt.nz; Karen_Smith@moh.govt.nz
 Subject: AT&R

Hi Paul

Thank you for the discussion today discussions regarding the ongoing capacity and staffing issues affecting the AT&R unit and Canterbury DHB's assessment of the impact on the provision of safe services to those residing in the AT&R unit.

As we have indicated previously the Ministry would like to support the service to create some relief from the capacity issues through careful management of access to the AT&R contracted beds. To do this we request that the DHB temporarily suspend admissions under the Intellectual Disability Services (AT&R) contract **349374/03**. This is to support the DHB in managing the impact of current staff shortages within the AT&R unit and the issues presented by ongoing client complexity. The Ministry also wishes to prioritise available capacity for the provision of Regional Intellectual Disability Secure Services.

Along side this discussion we will continue to work with the Forensic Coordination Service, the NASC and the providers in the region to ensure that they understand the situation and are adequately supported to manage challenging situations in the community.

Paul, we can review this request on a weekly basis at the regularly scheduled meetings and on an as required basis outside of those meetings.

Regards

Martin

Martin Cole
Manager
Community Living
Disability Support Services
Service Commissioning
Ministry of Health
[REDACTED]

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

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From: Toni Gutschlag
Sent: Thursday, 21 June 2018 11:05 a.m.
To: 'Martin_Cole@moh.govt.nz' <Martin_Cole@moh.govt.nz>
Cc: Karen_Smith@moh.govt.nz; Sharryn Sunbeam <Sharryn.Sunbeam@cdhb.health.nz>
Subject: RE: Contingency Planning

Hi Martin,
 Apologies but I am unable to attend this afternoons meeting due to an urgent meeting at the executive re LPS negotiations.

Sharryn can you please reschedule?

Thanks
 Toni

From: Martin_Cole@moh.govt.nz [mailto:Martin_Cole@moh.govt.nz]
Sent: Thursday, 21 June 2018 8:56 a.m.
To: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
Cc: Karen_Smith@moh.govt.nz
Subject: Contingency Planning

Hi Toni

Further to our conversation regarding planning for the upcoming stop work action by nurses, the Ministry is currently liaising with DHB's regarding contingency planning in order to support a coordinated response.

Regards

Martin

Martin Cole
 Manager
 Community Living
 Disability Support Services
 Service Commissioning
 Ministry of Health

<http://www.health.govt.nz>
mailto:Martin_Cole@moh.govt.nz

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From: Toni Gutschlag
Sent: Friday, 13 July 2018 4:14 p.m.
To: 'Martin_Cole@moh.govt.nz' <Martin_Cole@moh.govt.nz>; Karen_Smith@moh.govt.nz; Peri Renison <Peri.Renison@cdhb.health.nz>; Jane Hughes <Jane.Hughes@cdhb.health.nz>; Claire Roelink (Davey) <Claire.Roelink@cdhb.health.nz>
Cc: 'Amanda_Smith@MOH.govt.nz' <Amanda_Smith@MOH.govt.nz>; John_Crawshaw@moh.govt.nz; David Meates <David.Meates@cdhb.health.nz>
Subject: summary from todays TC

Summary of today's discussion.

Present:

MOH - Martin Cole, Karen Smith
 CDHB – Toni Gutschlag, Claire Roelink, Peri Renison, Jane Hughes
 Apology Amanda Smith (MOH)

1. MOH request to suspend AT&R contract

- Martin had intended his request to suspend this contract would help alleviate pressure in AT&R. He did not appreciate that people coming into SMHS under AT&R contract do not always/often get admitted to AT&R unit rather they are accommodated in PSAID. If the AT&R contract is suspended there needs to be clarification about the service and support pathways for this group of patients, CDHB concerned that they will otherwise require admission to the Acute Inpatient service which is already overfull and not suitable for this population.
- Martin appreciative of the distinction between suspending admissions to the AT&R service vs suspension of the AT&R contract and reconsidering whether anything further required here.

2. Financial sustainability of AT&R service

- A meeting scheduled for 27 July for this

3. Capital

- Martin keen to understand what (if anything) MOH and CDHB can do together to address the issues relating to the building and environmental issues, including accessing central support for capital.
- CDHB building expansion programme for AT&R underway but will take 24 months to complete and will be a SMHS resource.
- CDHB advised MOH that this would be a conversation for the CEO as there are still many capital priorities across the CDHB and country.
- CDHB asked whether MOH are talking with Corrections about the ability to create suitable services for RIDDs clients within its capital programme. **Martin following up.**

4. Recent admission of patient BP in Te Whare Manaaki

- CDHB has been advised the judge is apparently unhappy that he was unaware of CDHB's significant H&S concerns due to workforce shortages from injury, patient mix and AT&R environment and ability to provide safe care to BP, other patients and keep staff safe. CDHB queried how it could be that the court was unaware given the multiple concerns CDHB have escalated to the MOH and Forensic Coordination Service about this patient (and others) and our inability to safely mitigate risks to patients and staff in AT&R. **Martin unclear on this and will follow up with Amanda.**
- CDHB considering directly communicating with essential partners to ensure risks and potential for harm directly understood, ie Ombudsman, Chief Justice, HDC etc.
- Flow on impact is that Manaaki now has three people whose needs are disability related in the MH forensic service which severely limits ability to provide for its population and respond to Corrections needs.

5. Media Enquiry

- Heads up provided to MOH of media inquiry received by CDHB relating to number of injuries and days lost in AT&R, as this is not unique to CDHB and a national issue MOH may be contacted also.

Next meeting in two weeks.

Let me know if any amendments to this summary required.


Kind regards

Toni

Toni Gutschlag
General Manager - Mental Health

Canterbury District Health Board
Hillmorton Hospital, Private Bag 4733, Christchurch 8140 |

e: toni.gutschlag@cdhb.health.nz

 our health system

From: David Meates
Sent: Wednesday, 18 July 2018 5:09 p.m.
To: 'Jill_Lane@moh.govt.nz'
Cc: 'john_crawshaw@moh.govt.nz' (john_crawshaw@moh.govt.nz); Sue Nightingale
Subject: MoH teleconference with SMHS

Dear Jill

Please find below an email received today from [REDACTED] specialist mental services (and reflecting the views of Dr Jane Hughes, Clinical Director, IDPH and Keith Knight, Acting Charge Nurse Manager AT&R) , highlighting very serious concerns about the ongoing relationships, interactions and behaviours with DSS.

The three staff highlighted above are all very experienced and used to dealing with complex and difficult conversations, consumers and organisations. It takes a lot for them to react to the behaviours demonstrated by the MOH staff involved.

This is not the first time that concerns have been raised with me about interactions with DSS. However this is the first time that staff have felt that the defensive, intimidating, bullying and overtly forceful behaviours are just no longer acceptable particularly in light of the well documented pressures that Mental Health and ID services have been under in Canterbury.

These behaviours are not conducive to a constructive and collaborative way of working which is required if we are collectively going to address the significant pressures that we are all working under.

Jill, I am saddened that I have had to send this complaint to you.

We are faced with balancing contractual requirements with the practical reality of keeping both patients and staff safe. With the behaviours and attitudes that have been demonstrated it now places the organisation in the position of having to now ask whether we should in fact be continuing to provide this service.

Regards

David Meates, MNZM

Chief Executive | Canterbury District Health Board and West Coast District Health Board

T: 03 364 4110 (ext 62110) | E: david.meates@cdhb.health.nz

P O Box 1600, Christchurch 8140

www.cdhb.health.nz | www.westcoastdhb.org.nz



Values – Ā Mātou Uara

Care and respect for others - Manaaki me te whakaute i te tangata | Integrity in all we do - Hāpai i ā mātou mahi katoa i runga i te pono |

Responsibility for outcomes - Te Takohanga i ngā hua

From: [REDACTED]
Sent: Wednesday, 18 July 2018 3:04 p.m.
To: David Meates <David.Meates@cdhb.health.nz>
Cc: Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>; Susan Fitzmaurice <Susan.Fitzmaurice@cdhb.health.nz>; Peri Renison <Peri.Renison@cdhb.health.nz>
Subject: re MoH teleconference with SMHS

Hello David

As discussed, I write to express my concern regarding the verbal behaviour conveyed by our Ministry of Health colleagues during a teleconference on 29 June 2018. This was the first of the usual "liaison" teleconferences I had joined as acting general manager. Dr Jane Hughes, Clinical Director, IDPH and Keith Knight, Acting Charge Nurse Manager AT&R unit were also present. The usual process is to review the current population subject to the IDCC&R Act in RIDSS beds at the CDHB.

When that was completed, Dr Jane Hughes sought clarification for the plans for [REDACTED] During the conversation when Jane was describing why the CDHB was not in a position to accept this person, the attitude and verbal behavior of each of the three MoH staff became defensive, intimidating, bullying and overtly forceful. These staff were [REDACTED] Section 9(2)(a)

Section 9(2)(a)

Section 9(2)(a) [REDACTED] Of particular note was their patent disregard and dismissal of the concerns being expressed by Dr Hughes for our other consumers and staff. Their attitude was disingenuous, discourteous and regrettable. Having participated in many teleconferences with external agencies and most frequently during emergency situations, I have not encountered such negative unhelpful behaviour. Both Jane Hughes and Keith Knight have confirmed that my account is an accurate reflection of the behaviour.

[REDACTED] said that SMHS needed to advise the MoH that we cannot accept people because of our operational issues and that we cannot decline an admission on the grounds of capacity. The SMHS view was that we were advising them that we were not in a position to accept [REDACTED] related to safety issues. They acknowledged but disregarded our concerns.

They did not make it clear that Jane's verbal rationale for not accepting [REDACTED] was insufficient notification to them, and that they required further notification that the CDHB is unable to accept this person on operational issues. No one person summarized the discussion of the meeting so there was no mutual understanding of the actions to be followed up. There was no attempt to discuss solutions or contingencies and no evident dispute resolution process. There was no specific detail from the MoH as to what their recommendation to the court would be.

However, the following week, the FCS (ID) appear to have been informed that [REDACTED] was to come to Canterbury as we had not formally advised the DSS that we could not accept this him.

Regards

Administration Building, Hillmorton Hospital, Private Bag 4733, Christchurch. www.cdhb.health.nz

From: Toni Gutschlag
Sent: Thursday, 7 June 2018 5:40 p.m.
To: Karen_Smith@moh.govt.nz; Martin_Cole@moh.govt.nz
Cc: Anna Combrink <Anna.Combrink@cdhb.health.nz>; Paul Kelly <Paul.Kelly@cdhb.health.nz>; Kathy O'Neill (P&F) <Kathy.O'Neill@cdhb.health.nz>
Subject: Copy of ATR Financial Snapshot.xlsx

Hi Karen and Martin,

Please find attached the detailed summary of costs for AT&R unit/costs associated with your contracted services. These do not include administration overheads or repairs and maintenance (the latter are significant, the costs fall on another division and are on top of what can be provisioned for through corporate overheads), or other capital charges.

As we have discussed, the costs significantly exceed the funding provided and the current funding/service provision model is not sustainable. Once you have had a chance to consider it it would be appreciated if we could meet asap to discuss a pathway to a more sustainable model.

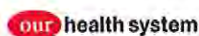
My apologies for the delay in sending this through, an error completely on my part.

Kind regards
Toni

Toni Gutschlag
General Manager - Mental Health

Canterbury District Health Board
Hillmorton Hospital, Private Bag 4733, Christchurch 8140 |

e: toni.gutschlag@cdhb.health.nz



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CANTERBURY DISTRICT HEALTH BOARD
SPECIALIST MENTAL HEALTH SERVICES

AT&R	YTD MAY	FY FORECAST
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EXPENSES

Employee Expenses	Section 9(2)(b)(ii)	
AT&R		
PSAID *		
Te Whare Manaaki**		
Outsourced Services	Section 9(2)(b)(ii)	
Clinical Supplies		
AT&R		
Te Whare Manaaki**		
Non-Clinical Supplies		
AT&R		
Te Whare Manaaki**		
TOTAL EXPENSES		3,682,939

Administration Cost Allocation	Section 9(2)(b)(ii)	
Corporate Cost Allocation		
Capital Cost Allocation		

Per guidelines 18%
Major R&M related - not quantified

TOTAL AT&R COST	4,345,868
-----------------	-----------

ANTICIPATED FUNDING	UNITS	ANNUAL \$'s
---------------------	-------	-------------

RIDDS

July - Dec

FTE	3	Section 9(2)(b)(ii)	PER UNIT
ID Assessment Beds	1		PER UNIT
ID Hospital Secure - 3 Nos	3		PER UNIT
ID Hospital Secure - 4 FFS	Variable		PER UNIT
Jan- June			
FTE	3	Section 9(2)(b)(ii)	PER UNIT
ID Assessment Beds	3		PER UNIT
ID Hospital Secure - 3 Nos	1		PER UNIT
ID Hospital Secure - 4 FFS	Variable		PER UNIT
AT&R Contract			
AT&R Beds	7		PER UNIT

TOTAL FUNDING	3,167,868
---------------	-----------

OVER / (UNDER) FUNDED	(1,178,000)
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TOTAL POTENTIAL FUNDING	UNITS	ANNUAL \$'s
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RIDDS

FTE	3	Section 9(2)(b)(ii)	PER UNIT
ID Assessment Beds	365		PER UNIT
ID Hospital Secure - 3 Nos	1,095		PER UNIT
ID Hospital Secure - 4 FFS	1,460		PER UNIT
TOTAL RIDDS FUNDING			
AT&R Contract			
AT&R Beds	7		PER UNIT
TOTAL AT&R CONTRACT			
TOTAL POTENTIAL FUNDING			

CANTERBURY DISTRICT HEALTH BOARD
SPECIALIST MENTAL HEALTH SERVICES

EMPLOYEE EXPENSES

PSAID*

On average 8 FTE is required to support AT&R across the year

Positions	Ave Salary	Leave & Allowances	Total Average Cost
Registered Nurse	Section 9(2)(b)(ii)		
Social Worker			
Psychologist			
Average Cost			
TOTAL COST FOR FTE			

TE WHARE MANAAKI**

On average 7 FTE is required to provide safe an proper care for the 2 Individuals in the Te Whare Manaaki unit, under the RIDDS contract funding

Positions	Ave Salary	Leave & Allowances	Total Average Cost
Registered Nurse	Section 9(2)(b)(ii)		
Social Worker			
Psychologist			
Average Cost			
TOTAL COST FOR FTE			

CLINICAL & NON-CLINICAL SUPPLIES

In Te Whare Manaaki 2 of the 15 beds are occupied by RIDDS funded individuals. This translates to the 2 consumers taking 13% of all non-labour overheads

	YTD May	FY Forecast	AT&R Portion
Clinical Supplies	Section 9(2)(b)(ii)		
Non-Clinical Supplies			