

CORPORATE OFFICE

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Ralph.lasalle@cdhb.health.nz

21 December 2020

9(2)(a)

RE Official information request CDHB 10498

I refer to your email dated 1 December 2020, requesting the following information under the Official Information Act from Canterbury DHB. Specifically:

1. How much funding has been spent on refurbishment and/or maintenance of the services at TPMH in the past 3 years, broken down by service, year and type of work.

Table one: Costs for TPMH Maintenance by type of work 2018-2020

Account ¹	2018/19 Actuals	2019/20 Actuals	2020/21 Actuals*
Maintenance - Carpentry	7,810	9,010	14,163
Maintenance - Electrical	21,203	28,267	4,707
Maintenance - Grounds	3,505	2,996	2,032
Maintenance - Painting	59	109	586
Maintenance - Plumbing	543	1,327	3,686
Maintenance - Engineering	11,033	3,908	1,018
Maintenance - General / Other	156,737	251,660	91,651
Outsourced	18,007	43,424	14,385
Total	218,898	340,700	132,228

¹Costs for TPMH maintenance are for the total site. We do not hold data on costs per Service at TPMH.

*Costs to November 2020

2. How many complaints has the CDHB received in the past 12 months regarding facilities at TPMH, Hillmorton, and Parkside. Can you provide the complaints and the responses from the CDHB?

Response for the Parkside Building – Christchurch Hospital

We have received one complaint that is specifically related to a ward in the Parkside Building. Please find attached a copy of the complaint and our response (**Appendix 1**).

Please note: we have redacted information pursuant to section 9(2)(a) of the Official Information Act to *protect the privacy of natural persons, including those deceased*.

In addition to this we have received six complaints during that time where there was reference to the cleanliness of the facilities, and one where the person was not happy to share bathroom facilities. These were not the primary reason for the complaint they related to other matters.

Response for SMHS facilities (Hillmorton and TPMH)

Please refer to **Table two** (below) for the number of complaints regarding SMHS facilities (Hillmorton and TPMH).

Table two: Complaints regarding SMHS facilities (Hillmorton and TPMH) for the last 12 months.

Facilities /Support Services ¹	12/19	1/20	2/20	3/20	4/20	5/20	6/20	7/20	8/20	9/20	10/20	11/20
Cleanliness of facilities	1	0	2	0	0	0	0	1	1	0	0	0
Food - availability/appropriateness	1	0	0	0	1	0	3	3	2	0	0	0
Food - quality	0	0	0	0	1	0	0	0	1	0	0	0
Lost/damaged/stolen property	0	1	0	3	0	0	0	0	1	0	0	0
Parking	0	0	0	0	0	0	0	0	0	0	0	0
Physical access to facility	0	0	0	0	0	0	0	0	0	0	0	0
Physical environment of facility	0	0	0	1	1	0	1	3	2	0	0	0
Signage	0	0	0	0	0	0	1	0	0	0	0	0
Smoking	0	0	3	0	0	0	0	0	0	0	0	0
Temperature of facilities	0	0	1	0	0	0	0	0	1	0	0	0
Facilities/Support Services Other	0	1	4	1	0	0	0	0	1	0	0	0
Total number of complainants	2	2	7	5	1	0	4	7	5	0	0	0

¹Date organisation notified is within 01/12/2019 and 30/11/2020

Please note: some complainants included more than one issue on their complaint.

All complaints have been acknowledged, clarified or explained with an apology and a corrective action as appropriate.

We are declining to provide the actual complaints and responses under section 9(2)(a) of the Official Information Act, as due to the low numbers these may identify the complainants.

I trust this satisfies your interest in this matter.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz; or Freephone 0800 802 602.

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

Yours sincerely



Ralph La Salle
Acting Executive Director
Planning, Funding & Decision Support

APPENDIX 1

From: [CDHB Website](#)
To: [Customer Services CHCH](#)
Subject: CDHB Website Enquiry and Feedback[EXTERNAL SENDER]
Date: Wednesday, 29 July 2020 1:45:59 PM

Sent (Date & Time)

29/07/2020 @ 1:45 pm

What type of feedback is this?

Complaint

Are you filing this complaint on behalf of someone else?

No

Complaint details

Ward 14 transplant room - for a room for post transplant care and immune suppressed patients this room is a health and safety risk and it would be interesting to see what infection control has to say re the condition of this room.

There is mould spores on the walls, open non used drains coming out of the walls, peeling lining paper, broken light coverings and accumulated dust.

Suggested resolution

This room needs to be completely renovated to bring it up to a high health standard for compromised patients.

Place of event

Christchurch Hospital

Name of Facility or Ward

Ward 14

Your Full Name

9(2)(a)

Email

9(2)(a)

Phone

9(2)(a)

Address

9(2)(a)

F

Canterbury

District Health Board

Te Poari Hauora o Waitaha

12th August 2020

9(2)(a)

Dear 9(2)(a)

Thank you for your feedback, forwarded to me by the Customer Services office regarding the facilities, in particular the side room your 9(2)(a) occupied during 9(2)(a) stay with us in Ward 14. I will address the issues you have noted separately.

Mould Spores on the walls. This was, on examination, dust stuck onto an area of peeled wallpaper.

Open, non-used drains coming out of walls. There is a drain attached to the wall. It is used for haemodialysis (HD) machines and is one of four rooms we have on the ward. The positioning is necessary to line up with the machines, e.g. ability to place the large HD machine directly next to a bed. The open drain is not open. It had a "U" bend which holds water and is not a health risk to patients. On enquiring about this with the CDHB plumber the advice was that it is treated as any drain (shower or basin). The same principle applies, acute dialysis drains are the same.

Peeling lining paper. This is peeling wallpaper. This is present over much of the ward, Parkside buildings and Riverside. This is repaired as time and budget allows.

Broken light covering. This is an opaque plastic flat sheet that sits over a reading light, attached to the wall. They are continually being broken when a bed is raised with a drip stand attached. This repair was logged in with the maintenance department as soon as noticed.

Accumulated dust. The CDHB cleaning service damp dusts both edges and floors once a day. An audit from the cleaning supervisor is carried out once a month. As I am unsure exactly where accumulated dust was, I cannot comment.

As a consequence of this feedback:

Maintenance repaired the peeling wallpaper.

I have discussed coverings for the drains, similar to a refurbishment in the home dialysis unit, and this is being considered by management.

The light covering was already logged in with two others on the ward and has been repaired.

I have examined the room and others and have not found accumulated dust however I have asked the supervisor to run another audit within the month.

Finally, Ward 14 has six side rooms. Two have a toilet and shower which allows us to isolate patients who require it. This may be due to an infectious illness or utilised for protective isolation for those who are immunocompromised. This last group includes those renal patients who are undergoing a renal transplant. The room, whilst not ideal, is what we have to work with in the setting of a three-speciality ward. I haven't asked Infection Prevention and Control to assess the suitability of these

rooms for immunocompromised patients as I am confident that with the degree of cleaning carried out prior to a renal transplant being admitted to the room, this is sufficient to protect them from infection from anything inside the room.

The resolution you have provided is in line with what myself, my staff and the Nephrology department would like to see.

If you require any further assistance with this matter, please contact us via CustomerServicesCHCH@cdhb.health.nz or (03)364-0640 Ext 88250.

Kind regards

9(2)(a)

Ward 14
Christchurch Hospital

RELEASED UNDER THE OFFICIAL INFORMATION ACT