

## CORPORATE OFFICE

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28 August 2018

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

### RE Official information request CDHB 9908

We refer to your email dated 3 August 2018 requesting the following information under the Official Information Act from Canterbury DHB regarding the Ombudsman's unannounced inspection of mental health services at Hillmorton Hospital which took place between 23 July and 27 July 2018. Specifically:

#### 1) All internal CDHB correspondence regarding the unannounced inspection by the Ombudsman.

Please refer to **Appendix 1** (attached) for internal Canterbury DHB correspondence regarding the unannounced inspection by the Ombudsman.

#### 2) All correspondence between the CDHB and the Ministry of Health regarding the unannounced inspection by the Ombudsman.

There is no correspondence between Canterbury DHB and the Ministry of Health regarding the unannounced inspection by the Ombudsman. However, please refer to **Appendix 2** (attached) for all correspondence between the Canterbury DHB and the Ombudsman's Office.

**Please note:** We have redacted information which is 'Out of Scope' of your request and also under section 9(2)(a) of the Official Information Act i.e. "...to protect the privacy of natural persons".

I trust that this satisfies your interest in this matter.

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.

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

Yours sincerely



Carolyn Gullery  
Executive Director  
Planning, Funding & Decision Support

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**From:** Barbara Wilson  
**Sent:** Friday, 27 July 2018 10:44 a.m.  
**To:** Greg Brogden  
**Cc:** Peri Renison; Toni Gutschlag  
**Subject:** RE: re Ombudsman's office unannounced visit

Hi Greg

All has worked out ok. Having originally requested printed information they were happy to look at information electronically after they realised that it exists. So no clinical information has gone off site.

The OPCAT office is trying to recruit more staff and plan to further develop their unannounced visits processes.

Jacki the OPCAT team lead described this visit as a "pilot" whereby she was asking for the triangulating evidence from Q&PS so that the others in the team could concentrate on interviewing consumers and staff.

We are used to the streamlined approach of MoH designated audit agencies following the certification process. The Ombudsman's Office intend to quickly get their new process sorted in time for their reports to be made public next year.

Regards  
Barbara

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**From:** Greg Brogden  
**Sent:** Thursday, 26 July 2018 8:03 a.m.  
**To:** Barbara Wilson <Barbara.Wilson@cdhb.health.nz>  
**Cc:** Peri Renison <Peri.Renison@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>  
**Subject:** RE: re Ombudsman's office unannounced visit

Hi Barbara

I can't recall prior audits being anything like this.

My concern if we don't de-identify names is that we will be disclosing details of individuals many of whom do not fall within the scope of the COTA audit – ie many individuals named will not be under MHA, IDCCR or other compulsory legislation.

I think there needs to be a discussion with the auditors about this. One option is that we check who (at the time) was under compulsory treatment and leave their names in. That will take time, but recognises the auditors mandate to see info relating to potential COTA matters.

Happy to discuss.

Regards

Greg

Greg Brogden  
Senior Corporate Solicitor  
Canterbury DHB



[REDACTED]

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**From:** Barbara Wilson

**Sent:** Wednesday, 25 July 2018 9:57 a.m.

**To:** Greg Brogden <[Greg.Brogden@cdhb.health.nz](mailto:Greg.Brogden@cdhb.health.nz)>

**Cc:** Peri Renison <[Peri.Renison@cdhb.health.nz](mailto:Peri.Renison@cdhb.health.nz)>; Toni Gutschlag <[Toni.Gutschlag@cdhb.health.nz](mailto:Toni.Gutschlag@cdhb.health.nz)>

**Subject:** RE: re Ombudsman's office unannounced visit

Hi Greg

Thanks for your email. The Ombudsman auditors have asked for copies of the minutes for the past three months of our Serious Incident Review team and Complaints review meetings. I have attached a sample of each. Should we be redacting the patient names?

The audit is of four inpatient wards only ( not all SMHS) but they are seeking information e.g. the above minutes that covers all SMHS.

There is limited visibility of who the auditors are meeting with and subsequently the information that they may be requesting e.g. one auditor is now meeting with the chaplain who happened to be in the CAFÉ at the same time.

So while there is no concern regarding who they talk to, containing clinical information they receive is challenging.

Regards

Barbara

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**From:** Greg Brogden

**Sent:** Tuesday, 24 July 2018 4:16 p.m.

**To:** Barbara Wilson <[Barbara.Wilson@cdhb.health.nz](mailto:Barbara.Wilson@cdhb.health.nz)>

**Cc:** Toni Gutschlag <[Toni.Gutschlag@cdhb.health.nz](mailto:Toni.Gutschlag@cdhb.health.nz)>

**Subject:** RE: re Ombudsman's office unannounced visit

Hi Barbara

The Office of the Ombudsman does have these wide powers. However, I think they also need to recognise our obligations to retain information under both the Health Information Privacy Code (Clinical records) and the Public Records Act (mainly non-clinical). To meet our obligation under those, I would expect the inspectors to advise us of any information they intended to remove (so we could make note of the same) and that they would in no instance destroy any material (I doubt they would ever do so, but best to be clear).

Happy to discuss.

Regards

Greg

Greg Brogden

Senior Corporate Solicitor

Canterbury DHB

[REDACTED]

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**From:** Barbara Wilson

**Sent:** Tuesday, 24 July 2018 7:49 a.m.

**To:** Greg Brogden <[Greg.Brogden@cdhb.health.nz](mailto:Greg.Brogden@cdhb.health.nz)>

Cc: Toni Gutschlag <[Toni.Gutschlag@cdhb.health.nz](mailto:Toni.Gutschlag@cdhb.health.nz)>

Subject: re Ombudsman's office unannounced visit

Hello Greg

The ombudsman's office will be auditing in SMHS this week on an unannounced visit. They told me yesterday that they can look at any information and can take information off site ( and destroy when finished with). Can you confirm that information is correct?

The Office of the Ombudsman's website states:

"The Ombudsman and inspectors have unrestricted access to the relevant places of detention. They also have unrestricted access to information about the number of detainees, the treatment of detainees, and the conditions of detention. In addition, they are entitled to interview any person in a place of detention, or who can provide relevant information".

Thanks

Regards

Barbara

**Barbara Wilson**

Quality Manager | Specialist Mental Health Service







Out of Scope

**From:** David Meates

**Sent:** Friday, 27 July 2018 11:23 a.m.

**To:** Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>; Mary Gordon <Mary.Gordon@cdhb.health.nz>

**Subject:** RE: feedback from Ombudsman's unannounced audit

No real surprises

David Meates, MNZM

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

P O Box 1600, Christchurch 8140

[www.cdhb.health.nz](http://www.cdhb.health.nz) | [www.westcoastdhd.org.nz](http://www.westcoastdhd.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, 27 July 2018 9:48 a.m.

**To:** David Meates <[David.Meates@cdhb.health.nz](mailto:David.Meates@cdhb.health.nz)>; Mary Gordon <[Mary.Gordon@cdhb.health.nz](mailto:Mary.Gordon@cdhb.health.nz)>

**Subject:** feedback from Ombudsman's unannounced audit

Positives

- How receptive and open everyone has been.
- How well engaged staff are with patients
- Patients feedback about staff
- New space for patient in AT&R

Concerns

- Buildings that are not fit-for-purpose
- Harm occurring to staff
- Impact on other patients of creating new space for patient in AT&R
- Inadequacy of services for people with ID and challenging behaviour, lack of progress to identify suitable solutions for this "hidden population" (MOH issue)
- Inappropriate placement of people with ID in mental health wards (MOH)
- Strong theme from staff across all services of feeling short staffed and undervalued
- Some specific comments about different wards relating to documentation

Draft report will come to us in 8 weeks.

Regards

Toni

RELEASED UNDER THE OFFICIAL INFORMATION ACT

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**From:** Toni Gutschlag

**Sent:** Friday, 27 July 2018 9:48 a.m.

**To:** David Meates <David.Meates@cdhb.health.nz>; Mary Gordon <Mary.Gordon@cdhb.health.nz>

**Subject:** feedback from Ombudsman's unannounced audit

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Regards

Toni





**From:** Mary Gordon  
**Sent:** Friday, 27 July 2018 10:28 a.m.  
**To:** Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>  
**Subject:** RE: feedback from Ombudsman's unannounced audit

Thanks Toni

Good summary. Will be interesting how they craft the findings in relation to issues outside of our control.

Mary

Mary Gordon  
Executive Director of Nursing  
Canterbury District Health Board



**From:** Toni Gutschlag  
**Sent:** Friday, 27 July 2018 9:48 a.m.  
**To:** David Meates; Mary Gordon  
**Subject:** feedback from Ombudsman's unannounced audit

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Regards

Toni

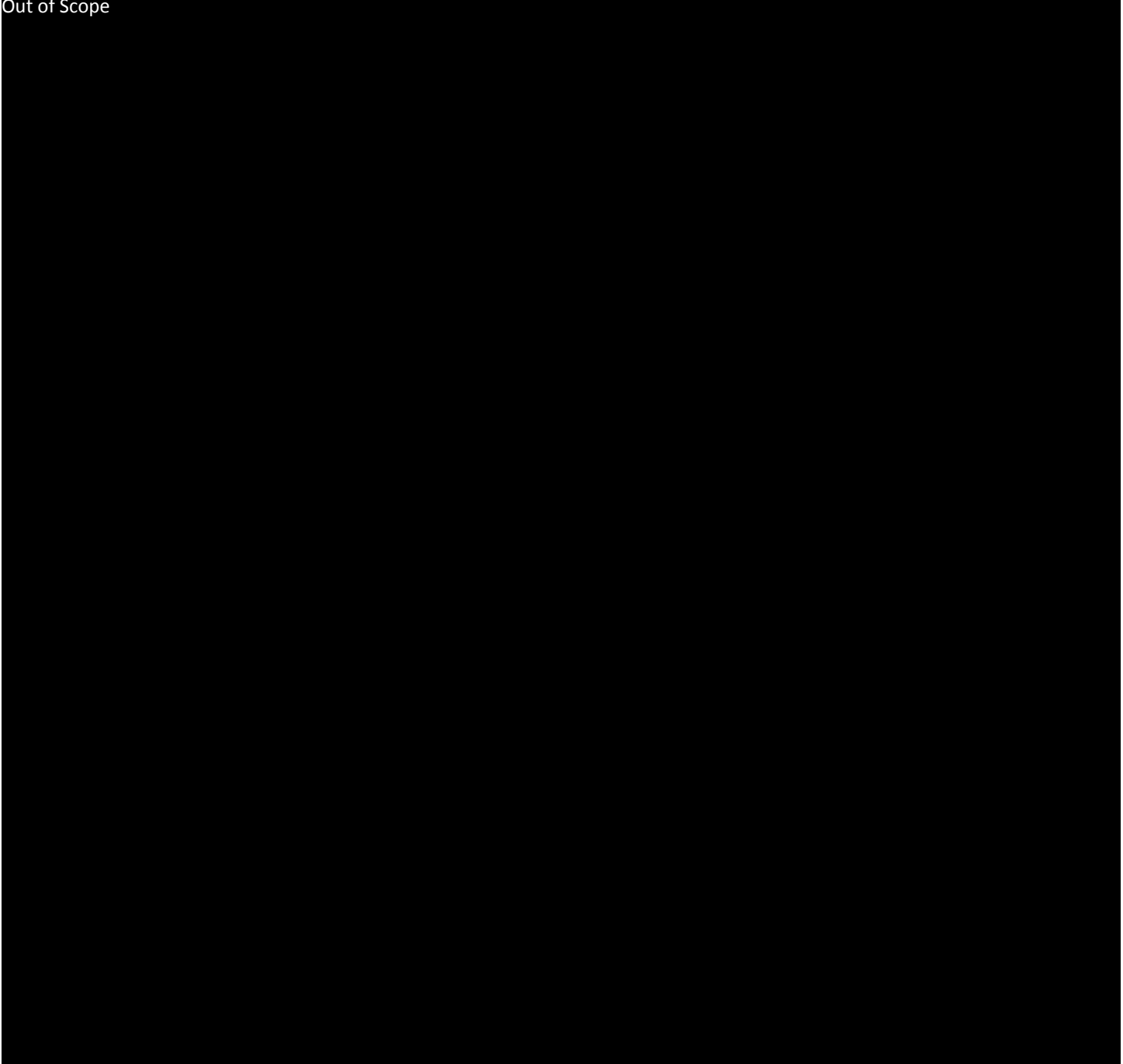
RELEASED UNDER THE OFFICIAL INFORMATION ACT

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**From:** Toni Gutschlag  
**Sent:** Friday, 27 July 2018 5:42 p.m.  
**Cc:** Sandy Mclean; Karalyn van Deursen; Anna Hunter; Evelyn Nelson; Monique Gale; Michael Frampton; Mick O'Donnell; Mary Gordon; Stella Ward; Sue Nightingale  
**Subject:** SMHS Update 27 July

- Out of Scope
- Unannounced Audit by Ombudsman's Office

Out of Scope



#### **Unannounced Audit by Ombudsman's Office**

The Ombudsman monitors places of detention such as psychiatric hospitals which have seclusion rooms or secure services, prisons etc. On Monday morning we were visited by a team of 6 auditors for an unannounced audit of

AT&R, PSAID, Te Whare Manaaki and Te Whare Houhou Roko, they also visited one ward within Te Awakura. They have been onsite all week in what has been an intensive process for the audit team and our staff.

This morning they provided me with a verbal summary of their findings and I will receive a formal written report for each service within 8 weeks. The auditors spoke with many staff and patients, they commented on the positive engagement and interactions between staff and patients, the helpfulness and openness of everyone who spoke with the auditors. They have expressed concern about buildings that are not fit for purpose and were very positive about the great work staff are doing in some very challenging circumstances.

I'll provide a further update when the reports come in with their findings and recommendations.

Have a great weekend.

Kind regards

Toni

Toni Gutschlag  
General Manager - Mental Health

[Canterbury District Health Board](#)

Hillmorton Hospital, Private Bag 4733, Christchurch 8140 |

 our health system

[REDACTED]

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**From:** Barbara Wilson  
**Sent:** Monday, 30 July 2018 8:50 a.m.  
**To:** 'Jacki Jones'  
**Subject:** RE: OPCAT inspection

Thanks Jacki.

We all appreciated the way you and your team went about your business and we look forward to your report. We are always keen to make the service safer for both consumers and staff so reviews of your type are so valuable.

Regards  
Barbara

**Barbara Wilson**  
Quality Manager | Specialist Mental Health Service

[REDACTED]

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**From:** Jacki Jones [mailto:Jacki.Jones@ombudsman.parliament.nz]  
**Sent:** Monday, 30 July 2018 8:39 a.m.  
**To:** Barbara Wilson <Barbara.Wilson@cdhb.health.nz>  
**Subject:** OPCAT inspection

Good morning Barbara

Hope you had a nice weekend.

Thank you for all your assistance last week. If I need anything else, I'll get back in contact.

Kind regards  
Jacki

**Jacki Jones**  
**Manager OPCAT**  
Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata

[REDACTED]



**Fairness for all**

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Out of Scope

-----Original Message-----

From: Jacki Jones [mailto:Jacki.Jones@ombudsman.parliament.nz]  
Sent: Thursday, 26 July 2018 4:57 p.m.  
To: Claire Roelink ( Davey) <Claire.Roelink@cdhb.health.nz>  
Subject: Re: IDPH staff education/training

Thanks Claire.

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: "Claire Roelink ( Davey)" <Claire.Roelink@cdhb.health.nz>  
Date: 26/07/2018 14:18 (GMT+12:00)  
To: Jacki Jones <Jacki.Jones@ombudsman.parliament.nz>  
Subject: IDPH staff education/training

Hi Jacki

As discussed earlier, historically we ran a day 1-2 times a year on ID specific subjects but after evaluation we found that we weren't getting the uptake that we had hoped for. So we started looking at developing a framework around what we think is essential knowledge for staff to have who work in the ID sector. We are currently developing this framework looking at on-line education packages that are appropriate that staff can complete on a variety of subjects.

We also sent a large number of staff on Positive Behaviour Support training last year (10 people), PBS is the 'gold standard' for working with consumers with an ID who present with challenging behaviour. We are working on embedding this model into the clinical setting but have been limited in supports in regards to accessing to behaviour specialists and psychology input (vacancies for a significant number of months for both) to ensure full integration. We currently offer in-service on a regular basis to our staff but this is not always ID specific. We also have an online resource document for staff to access on our shared computer drive.

Please let me know if there is anything else you need.

Regards

Claire Roelink

Nurse Consultant

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