5 March 2019

RE Official information request CDHB 10030

I refer to your email dated 31 January 2019, requesting the following information under the Official Information Act from Canterbury DHB. Specifically:

- **All reports/investigations completed by the Specialist Mental Health Services incident review committee in to an incident involving a patient at Hillmorton Hospital being locked overnight in a maintenance shed. He was discovered on Thursday 20 December 2018.**

Our Serious Incident Review Team (SERT) triaged the incident that resulted in a consumer remaining in a maintenance shed overnight. The incident was rated as a Serious Event coding (SAC) 4 incident. As per the HQSC national incident reporting review policy the incident did not require any further review by the SERT. **National adverse events policy 2017**

The team that had clinical responsibility for the person while an inpatient at Hillmorton undertook appropriate clinical assessment and review.

- **All correspondence including emails and text messages to or from Toni Gutschlag, Peri Renison and David Meates relating to this case.**

Please find attached as **Appendix 1**, all correspondence relating to this case. **Note:** We have redacted or withheld information under the following sections of the Official Information Act.

Section 9(2)(a) i.e. “....to protect the privacy of natural persons, including those deceased.”

Section 9(2)(g)(i) i.e. “....the free and frank expression of opinions by or between members of an organisation and employees of any department in the course of their duty.”

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. 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

Carolyn Gullery
Executive Director
Planning, Funding & Decision Support
Good morning

I am writing to advise that a patient in Tupuna (open, long stay ward) who is under the MHA, went missing from the ward for two days, believed to be heading to his family or his home. Found locked in a maintenance shed on the hospital grounds. He is physically fine and reporting the incident to be ‘quite the adventure’. The media have got hold of the story and are running it today. We are investigating how this happened but the sheds are open during the day and, being quite a ‘magpie’ he is likely to have wandered into one and perhaps fallen asleep.

Regards

Peri

Peri Renison
Consultant Psychiatrist
Chief of Psychiatry, Canterbury District Health Board
Director of Area Mental Health Services, Canterbury.
Hi Toni

I am not sure if you or Tony are you responding to "...

In the broader context, [ ] attends the H&S meeting and has a lot to offer with regards to appropriately raising H&S issues. It does seem as though we have a gap with regards to the interface of safety protocols between M&E and the clinical areas. Both Tony and Steve Barclay are aware.

I will make sure that we start to get these gaps addressed as soon as possible in the new year.

Regards
Barbara

From: Toni Gutschlag
Sent: Friday, 21 December 2018 1:32 p.m.
To: Peri Renison <Peri.Renison@cdhb.health.nz>; Joan Taylor <Joan.Taylor@cdhb.health.nz>; Sandy Clemett <Sandy.Clemett@cdhb.health.nz>; Barbara Wilson <Barbara.Wilson@cdhb.health.nz>
Subject: FW: Patient Locked in Maintenance Garage. 21 Dec 2018

fyi
Hi, thank you for bringing these matters to my attention.

Firstly thanks for looking after and also the prompt action by you and your team around enhancing the security protocols around your compound.

In respect to the incidents involving, I plan to notify the Charge Nurse at Tupuna to look at these.

I’d like to catch up with you early next week to look at what we can do in respect of the incident reporting.

Always happy to get feedback good or bad as this is how we improve things so please keep doing this.

And to you and your team, you are an integral part of our team, the guys who we can always count on to keep the machine running and we all have great regard for the work you do in what can often be challenging situations.

Wishing you all a very happy and safe Christmas.

Special thanks to for lunch today.

Tony Lockington
Service Manager
North\West Adult
Specialist Mental Health Services
Canterbury District Health Board
Hi 

can you please review the situation that I have highlighted below

Tony Lockington
Service Manager
North\West Adult
Specialist Mental Health Services
Canterbury District Health Board
Dear Peri and Tony,

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Here are the questions from the media – could we please confirm/correct the following details:

- A Hillmorton patient was accidentally locked in a maintenance shed on Tues Dec 18 and spent two nights there before being discovered on the Thursday.
- The patient sustained himself with the help of sugar sachets he had in his pocket. We are running the story today and seeking a response from CDHB.
- How did this happen, how is the patient doing now, is this matter being investigated by CDHB?

Is this person they are referring to the same as the person that went missing last Thursday? If so, our last responses were:

- The missing person you refer to is not a patient of Hillmorton Hospital.
- On further investigation, we can confirm that a consumer from Hillmorton Hospital was missing from an open unit (i.e. they are free to come and go) yesterday evening. They were found safe on the grounds and are now back in the unit. At no stage did the consumer pose any danger to staff or the community.
- By ‘consumer’, in this instance we mean a person who accesses our specialist mental health services.

Thank you kindly,

Sam.

From: Alex Taylor (Communications)
Sent: Monday, December 24, 2018 11:58 AM
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Samantha Chapman <Samantha.Chapman@cdhb.health.nz>
Subject: Fwd: CDHB response to patient being locked in maintenance shed for two nights
Dear CDHB,

A source has told RNZ that a Hillmorton patient was accidentally locked in a maintenance shed on Tues Dec 18 and spent two nights there before being discovered on the Thursday. We understand he sustained himself with the help of sugar sachets he had in his pocket. We are running the story today and seeking a response from CDHB. How did this happen, how is the patient doing now, is this matter being investigated by CDHB?

Thank you,

Conan Young

CONAN YOUNG - JOURNALIST
332 CASHEL ST - PO BOX 1531
CHRISTCHURCH 8140
CELL 0274 513 508 - OFFICE - 03 374 5125
conan.young@radionz.co.nz

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www.rnz.co.nz
Hi Sam

Yes it is the person we previously responded to. It was one night, not two and we do not know how he accessed the building. He is safe and well and the incident is being investigated by us.

Regards

Peri

From: Samantha Chapman
Sent: Monday, 24 December 2018 12:09 p.m.
To: Peri Renison <Peri.Renison@cdhb.health.nz>; Tony Lockington <Tony.Lockington@cdhb.health.nz>; Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
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- By ‘consumer’, in this instance we mean a person who accesses our specialist mental health services.

Thank you kindly,

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Subject: Fwd: CDHB response to patient being locked in maintenance shed for two nights
Sent from my iPhone

Begin forwarded message:

From: Conan Young <Conan.Young@rnz.co.nz>
Date: 24 December 2018 at 11:22:56 AM NZDT
To: "Alex.Taylor2@cdhb.health.nz" <Alex.Taylor2@cdhb.health.nz>
Subject: CDHB response to patient being locked in maintenance shed for two nights

Dear CDHB,

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Noted to be missing late Tuesday afternoon, Police notified visited his home in attempt to find Found in one of the sheds in the maintenance compound by Maintenance Manager on Thursday evening. A number of these buildings are open during the day.

Tony Lockington  
Service Manager  
NorthWest Adult  
Specialist Mental Health Services  
Canterbury District Health Board

From: Peri Renison  
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To: Samantha Chapman  
Cc: Tony Lockington; Alex Taylor (Communications); Karalyn van Deursen; Toni Gutschlag  
Subject: RE: Media enquiry - FW: CDHB response to patient being locked in maintenance shed for two nights

Hi Sam,

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Regards  
Peri

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332 CASHEL ST - PO BOX 1531
CHRISTCHURCH 8140
CELL 0274 513 508 - OFFICE - 03 374 5125
conan.young@radionz.co.nz -
I think we should say as little as possible - we are investigating

Thanks Tony - do we know how he became locked in the shed - i.e. did it have a self-locking door?

Is there anything about the shed that’s comfortable inside? i.e. a chair, running water? Or was it more of a small tin garden shed type? -- we don’t have to include this detail, but for example, if it was quite a big lined shed with a bathroom and kitchen area, and lighting, might be worth mentioning, or else people will be likely to picture one of those cheap tin sheds which wouldn’t be so comfortable...

Depending on who has informed RNZ, they may already have been on site for a photo/video...

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From: Tony Lockington  
Sent: Monday, 24 December 2018 12:46 p.m.  
To: Karalyn van Deuren; Peri Renison; Samantha Chapman  
Cc: Alex Taylor (Communications); Toni Gutschlag  
Subject: RE: Media enquiry - FW: CDHB response to patient being locked in maintenance shed for two nights

Likely scenario: very inquisitive, found his way in to Maintenance yard, observed interesting items in garage and then spent 36 hours doing just that. Shed is similar to a residential double garage, was filled with all types of equipment that would have found extremely interesting, hence no signalling any distress about the situation. The doors are bolted at end of the day.

From: Karalyn van Deuren  
Sent: Monday, 24 December 2018 12:39 p.m.  
To: Tony Lockington; Peri Renison; Samantha Chapman  
Cc: Alex Taylor (Communications); Toni Gutschlag  
Subject: RE: Media enquiry - FW: CDHB response to patient being locked in maintenance shed for two nights

Thanks Tony – do we know how he became locked in the shed – i.e. did it have a self-locking door?  
Is there anything about the shed that’s comfortable inside?  
I.e. a chair, running water? Or was it more of a small tin garder shed type? – we don’t have to include this detail, but for example, if it was quite a big lined shed with a bathroom and kitchen area, and lighting, might be worth mentioning, or else people will be likely to picture one of those cheap tin sheds which wouldn’t be so comfortable...

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Tony Lockington  
Service Manager  
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Regards
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Thank you, both.

Would it be worth notifying [redacted] family to let them know that the media are planning on reporting on this today? Given their enquiry, it looks like they are developing a rather dramatic version of the event.

Peri, could you please review and approve this statement:

We can confirm that a consumer from an open unit (meaning that they are free to come and go) on the Hillmorton Campus was reported missing and 24 hours was later located in a large maintenance equipment shed on the grounds on Thursday, 20 December. The consumer is safe and back in the unit. We are investigating the event to understand how this occurred so we can put measures in place to minimise the chance of a recurrence.

(Copying in Vicki as I also reached out to her for info.)

From: Tony Lockington
Sent: Monday, December 24, 2018 12:46 PM
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Peri Renison <Peri.Renison@cdhb.health.nz>; Samantha Chapman <Samantha.Chapman@cdhb.health.nz>
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Importance: High

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We have received a media enquiry regarding a Hillmorton consumer. They are running the story today and are seeking a response from CDHB.

Here are the questions from the media – could we please confirm/correct the following details:

- A Hillmorton patient was accidentally locked in a maintenance shed on Tues Dec 18 and spent two nights there before being discovered on the Thursday.
- The patient sustained himself with the help of sugar sachets had in his pocket. We are running the story today and seeking a response from CDHB.
- How did this happen, how is the patient doing now, is this matter being investigated by CDHB?

Is this person they are referring to the same as the person that went missing last Thursday? If so, our last responses were:

- The missing person you refer to is not a patient of Hillmorton Hospital.
On further investigation, we can confirm that a consumer from Hillmorton Hospital was missing from an open unit (i.e. they are free to come and go) yesterday evening. They were found safe on the grounds and are now back in the unit. At no stage did the consumer pose any danger to staff or the community.

By 'consumer', in this instance we mean a person who accesses our specialist mental health services.

Thank you kindly,

Sam.

From: Alex Taylor (Communications)
Sent: Monday, December 24, 2018 11:58 AM
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Samantha Chapman <Samantha.Chapman@cdhb.health.nz>
Subject: Fwd: CDHB response to patient being locked in maintenance shed for two nights

Sent from my iPhone

Begin forwarded message:

From: Conan Young <Conan.Young@rnz.co.nz>
Date: 24 December 2018 at 11:22:56 AM NZDT
To: "Alex.Taylor2@cdhb.health.nz" <Alex.Taylor2@cdhb.health.nz>
Subject: CDHB response to patient being locked in maintenance shed for two nights

Dear CDHB,

A source has told RNZ that a Hillmorton patient was accidentally locked in a maintenance shed on Tues Dec 18 and spent two nights there before being discovered on the Thursday. We understand he sustained himself with the help of sugar sachets he had in his pocket. We are running the story today and seeking a response from CDHB. How did this happen, how is the patient doing now, is this matter being investigated by CDHB?

Thank you,

Conan Young
Hi Sam

I have removed the 24hrs due to the conflicting information we have received about this. Otherwise fine to go as is.

Regards

Peri

---

From: Samantha Chapman  
Sent: Monday, 24 December 2018 12:56 p.m.  
To: Tony Lockington <Tony.Lockington@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Peri Renison <Peri.Renison@cdhb.health.nz>  
Cc: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>; Vicki Dent <Vicki.Dent@cdhb.health.nz>  
Subject: RE: Media enquiry - FW: CDHB response to patient being locked in maintenance shed for two nights

Thank you, both.

Would it be worth notifying [redacted] family to let them know that the media are planning on reporting on this today? Given their enquiry, it looks like they are developing a rather dramatic version of the event.

Peri, could you please review and approve this statement:

We can confirm that a consumer from an open unit (meaning that they are free to come and go) on the Hillmorton Campus was reported missing and was later located in a large maintenance equipment shed on the grounds on Thursday, 20 December. The consumer is safe and back in the unit. We are investigating the event to understand how this occurred so we can put measures in place to minimise the chance of a recurrence.

(Copying in Vicki as I also reached out to her for info.)

---

From: Tony Lockington  
Sent: Monday, December 24, 2018 12:46 PM  
To: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Peri Renison <Peri.Renison@cdhb.health.nz>; Samantha Chapman <Samantha.Chapman@cdhb.health.nz>  
Cc: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>  
Subject: RE: Media enquiry - FW: CDHB response to patient being locked in maintenance shed for two nights

Likely scenario [redacted] being a very inquisitive [redacted] found [redacted] way in to Maintenance yard, observed interesting items in garage and then spent 36 hours doing just that. Shed is similar to a residential double garage, was filled with all types of equipment that [redacted] would have found extremely interesting, hence no signalling any distress about [redacted] situation. The doors are bolted at end of the day.

---

From: Karalyn van Deursen  
Sent: Monday, 24 December 2018 12:39 p.m.  
To: Tony Lockington; Peri Renison; Samantha Chapman
Cc: Alex Taylor (Communications); Toni Gutschlag

Subject: RE: Media enquiry - FW: CDHB response to patient being locked in maintenance shed for two nights

Thanks Tony – do we know how became locked in the shed – i.e. did it have a self-locking door?

Is there anything about the shed that's comfortable inside? I.e. a chair, running water? Or was it more of a small tin garden shed type? – we don’t have to include this detail, but for example, if it was quite a big lined shed with a bathroom and kitchen area, and lighting, might be worth mentioning, or else people will be likely to picture one of those cheap tin sheds which wouldn’t be so comfortable...

Depending on who has informed RNZ, they may already have been on site for a photo/video...

From: Tony Lockington
Sent: Monday, 24 December 2018 12:33 p.m.
To: Peri Renison; Samantha Chapman
Cc: Alex Taylor (Communications); Karalyn van Deursen; Toni Gutschlag
Subject: RE: Media enquiry - FW: CDHB response to patient being locked in maintenance shed for two nights

Noted to be missing late Tuesday afternoon, Police notified visited home in attempt to find

Found in one of the sheds in the maintenance compound by Maintenance Manager o Thursday evening

A number of these building are open during the day

Tony Lockington
Service Manager
NorthWest Adult
Specialist Mental Health Services
Canterbury District Health Board

From: Peri Renison
Sent: Monday, 24 December 2018 12:29 p.m.
To: Samantha Chapman
Cc: Tony Lockington; Alex Taylor (Communications); Karalyn van Deursen; Toni Gutschlag
Subject: RE: Media enquiry - FW: CDHB response to patient being locked in maintenance shed for two nights

Hi Sam

Yes it is the person we previously responded to. It was one night, not two and we do not know how accessed the building. is safe and well and the incident is being investigated by us.

Regards
Peri

From: Samantha Chapman
Sent: Monday, 24 December 2018 12:09 p.m.
To: Peri Renison <Peri.Renison@cdhb.health.nz>; Tony Lockington <Tony.Lockington@cdhb.health.nz>
Cc: Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
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Thank you,

Conan Young

CONAN YOUNG - JOURNALIST
332 CASHEL ST - PO BOX 1531
CHRISTCHURCH 8140
CELL 0274 513 508 - OFFICE - 03 374 5125
conan.young@radfonz.co.nz -
Good morning,

RadioNZ published the story about ___a few moments ago and have followed up on their request for an interview. The journalist would like to know if the inquiry is ongoing or has now been completed.


Unfortunately, they are linking the issues at Te Awakura and overcrowding with this incident, which is something we can clear up in a response. We can also use this opportunity to reiterate how we review all incidents.

Toni/Peri, would either of you like to take an interview today or would you prefer if we prepare a written response?

Vicki, are you able to share some information on how the review of the incident went and the outcome?

Best,

Sam

---

From: Alex Taylor (Communications)
Sent: Friday, January 04, 2019 9:18 AM
To: Samantha Chapman <Samantha.Chapman@cdhb.health.nz>
Cc: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: FW: Condition of patient and iv request for Peri Renison

Hi Sam,

Could you please get an update on where the investigation into this incident is at? That will determine whether an interview with Peri is appropriate or not.

Cheers

Alex

---

From: Conan Young [mailto:Conan.Young@rnz.co.nz]
Sent: Friday, 4 January 2019 9:10 a.m.
To: Communications <Communications@cdhb.health.nz>
Subject: Condition of patient and iv request for Peri Renison

Hi,
Could I please request an interview with Dr Peri Renison about the inquiry into a patient being locked in the maintenance shed at Hillmorton Hospital?

I made a request prior to Christmas but was asked to try again in the New Year.

Could you also let me know if the inquiry is ongoing or has now been completed?

Finally could I find out the condition of the man taken to Christchurch Hospital last night after falling down a bank at Godley Heads?

Thank you,

Conan

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conan.young@radionz.co.nz

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www.rnz.co.nz
From: Peri Renison  
Sent: Friday, 4 January 2019 9:48 a.m.  
To: Samantha Chapman; Toni Gutschlag  
Cc: Vicki Dent; Tony Lockington; Karalyn van Deursen; Alex Taylor (Communications)  
Subject: RE: Media - follow up on shed incident | FW: Condition of patient and iv request for Peri Renison  

Follow Up Flag: Follow up  
Flag Status: Completed  

around this would require giving them patient information which we cannot do.

Sent: Friday, 4 January 2019 9:31 a.m.  
To: Peri Renison <Peri.Renison@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>  
Cc: Vicki Dent <Vicki.Dent@cdhb.health.nz>; Tony Lockington <Tony.Lockington@cdhb.health.nz>; Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>; Alex Taylor (Communications) <Alex.Taylor2@cdhb.health.nz>  
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No problem. Apologies, I thought it was from a different unit altogether. We'll let the journalist know.

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conan.young@radionz.co.nz -
The line about the condition update is about a man in Christchurch hospital, not nursery.

From: Alex Taylor (Communications)
Sent: Friday, January 04, 2019 10:27 AM
To: Peri Renison <Peri.Renison@cdhb.health.nz>; Samantha Chapman <Samantha.Chapman@cdhb.health.nz>; Toni Gutschlag <Toni.Gutschlag@cdhb.health.nz>
Cc: Karalyn van Deursen <Karalyn.Vandeursen@cdhb.health.nz>
Subject: RE: Media - follow up on shed incident | FW: Condition of patient and IV request for Peri Renison

Thanks Peri. Are you happy with the below proposed response:

"Hi Conan,

Thanks for the invitation to interview Peri, but she respectfully declines. The internal review of the incident is still ongoing and we have no further comment.

In regard to your condition update request, unfortunately we're unable to obtain the necessary permission or consent to provide an update."

Kind regards

Alex Taylor
Senior Media Advisor
Canterbury and West Coast District Health Boards
T: 03 364 4122 or ext: 62122 | M: [redacted]
Level 1, Corporate Office, 32 Oxford Terrace, Christchurch

Canterbury District Health Board
Te Poeri Hauora o Waipara
www.cdhb.health.nz

West Coast District Health Board
www.westcoastdhb.org.nz

Values – A matou uara
Care and respect for others - Manaaki me te kotua I etahi
Integrity in all we do - Hapai i a matou mahi katoa i ruka i te pono
Responsibility for outcomes - Kaiwhakarite i ka hua
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