

8 November 2017

Health Sector Workers Network

By email to: [fyi-request-6680-b4febfd2@requests.fyi.org.nz](mailto:fyi-request-6680-b4febfd2@requests.fyi.org.nz)

Dear Health Sector Workers Network

**Re Official Information Request – OPCAT Report Recommendations**

I refer to your official information request dated 11 October 2017 for information about the detail of what the eleven recommendations made to the Auckland District Health Board in the October 2015 OPCAT visit report.

The information you have requested is enclosed.

Following a visit from the Ombudsmen to Te Whetu Tawera in October 2015, eleven recommendations were made in relation to ensuring that the general conditions and treatment of service users in secure hospitals comply with the Crimes of Torture Act.

**Could you please provide us with detail of what each of these individual recommendations were?**

The recommendations made were grouped by the following five themes:

- Treatment
- Protective measures
- Material conditions
- Activities and communications
- Staff

The detail of the Ombudsman's recommendations follow. Please note that on 15 March 2017, the Chief Inspector revisited Te Whetu Tawera Unit, to follow up on the eleven recommendations made in the previous visit report of October 2015. The status of progress made since the last visit was assessed. The Ombudsman's status note is arranged below beside the recommendations.

Theme	Recommendation	Status
<b>Treatment</b>	<b>Recommendation a)</b> The seclusion register should be fully maintained and a quality assurance framework applied to the completion of seclusion paperwork (including electronic records)	Achieved ✓
	<b>Recommendation b)</b> The restraint register should be fully maintained and checked by a member of the management team	Achieved ✓
	<b>Recommendation c)</b> The Unit needs to develop a locked door policy for recording/reporting purposes	Achieved ✓
	<b>Recommendation d)</b> Next of kin details should be verified and updated at the time of admission.	Active process improvement work in progress
<b>Protective Measures</b>	<b>Recommendation e):</b> The DHB's complaints policy should be readily available in the Unit.	Achieved ✓
	<b>Recommendation f)</b> A regular audit of Mental Health Act paperwork should be undertaken.	Achieved ✓
	<b>Recommendation g)</b> Some areas of the Unit (including bedrooms) need to be refurbished.	Achieved ✓
	<b>Recommendation h)</b> Staff need to be responsive to service users' personal needs.	Achieved ✓
<b>Activities and Communications</b>	<b>Recommendation i)</b> Service users should have access to a full programme of activities; this should be tailored to meet the needs of service users in Te Tumanako ward.	Achieved ✓
<b>Staff</b>	<b>Recommendation j)</b> All staff should be up to date with their mandatory training.	Achieved ✓
	<b>Recommendation k)</b> Management should address the safety concerns relating to staffing levels in the Unit.	Underway Active process improvement work in progress

The Chief Inspectors comments in the March 2017 Visit Report indicated that good progress had been made by the Unit since the last Ombudsman's visit, with 9 out of the eleven recommendations having obtained a status of Achieved.

Te Whetu Tawera has nursing vacancies, although less than in June 2017. The Nurse Unit Manager and Charge Nurses maintain an active focus on recruitment and keep staff updated regarding progress. Core nursing numbers on each shift are maintained in order to facilitate safety, by careful rostering and the use of bureau staff and overtime. There have been no occasions where core staffing levels have not been maintained. There are no Allied Health vacancies. Interviews have been held for the one pending medical vacancy.

I trust this information answers your questions.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours faithfully



Ailsa Claire, OBE  
Chief Executive