

18 October 2017

Health Sector Workers Network

E-mail: fyi-request-6681-61b54dfe@requests.fyi.org.nz

To whom it may concern,

Official Information Act Request 1982

I write in response to your Official Information Act Request dated 11 October. You requested the following information:

In the 2015-2016 OPCAT “Monitoring Places of Detention” report, there were a number of recommendations made to mental health inpatient units in the Auckland region. The Office of the Ombudsman's report within the OPCAT document states 14 recommendations were made to Tiaho Mai inpatient unit.

Could you please provide us with the details of those 14 recommendations?

1. Privacy blinds in seclusion rooms should be repaired or replaced.
2. The Seclusion Policy needs to be updated and a quality assurance framework applied to the completion of seclusion paperwork.
3. All staff should be up-to-date with their Safe Practice Effective Communication (SPEC) training.
4. The Unit needs to develop a locked-door policy.
5. The DHB's Complaint Policy should be readily available in the Unit, and in the service users' admission pack.
6. A regular audit of Mental Health & Addiction (MHA) paperwork should be undertaken.
7. Service users should be invited to or receive a copy of the outcome of the Multidisciplinary Team (MDT) review.
8. Lounges/ day rooms should not be used as bedrooms.
9. Replace worn and damaged soft furnishings, curtains and privacy blinds.
10. Service users should have greater access to programmes/ activities both on and off the unit.
11. The telephone in Kuaka ward should be relocated.
12. Management should address the safety concerns relating to staffing levels.
13. There should be a set, advertised meal times for the Unit.

14. Information on sensory modulation and how to access it should be made available for service users.

I trust this satisfactorily answers your request.

Yours sincerely

A handwritten signature in blue ink, appearing to be 'GJ', with a long, sweeping horizontal line extending to the right.

Gloria Johnson
Chief Executive (Acting)