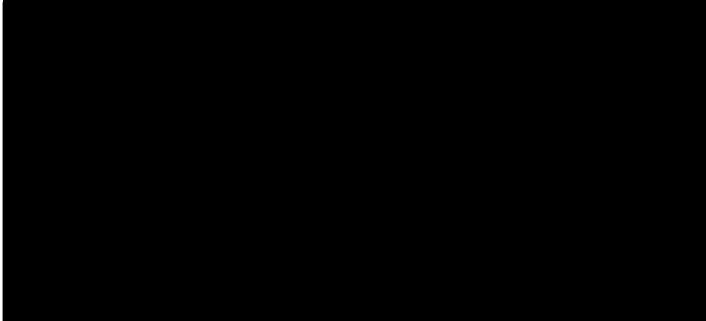


21 November 2019



**Re: Official Information Act request - Seniorline survey**

I refer to your Official Information Act request dated 4 November 2019 requesting the following information.

**I am seeking a copy of the most recent Seniorline survey which is carried out annually for DHBs.**

We don't do an annual survey for DHBs but we do provide a summary nationally for DHBs about the volume and types of calls nationally for Seniorline. I have provided this summary as attached. I also include the Seniorline consumer feedback survey – from callers to Seniorline for May and June 2019.

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.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE  
Chief Executive





## 12 monthly report on Seniorline calls, July 2018 to June 2019

This report to District Health Boards provides detail on the 3,891 Seniorline calls during the past twelve months. It identifies the kinds of information sought, risks and gaps in service provision to older people. Also included are results from surveys of older people and their family members.

The table below shows call volumes for each District Health Board, calls are then sub-divided into categories of Residential Care, Help at Home and Caregiver Support.

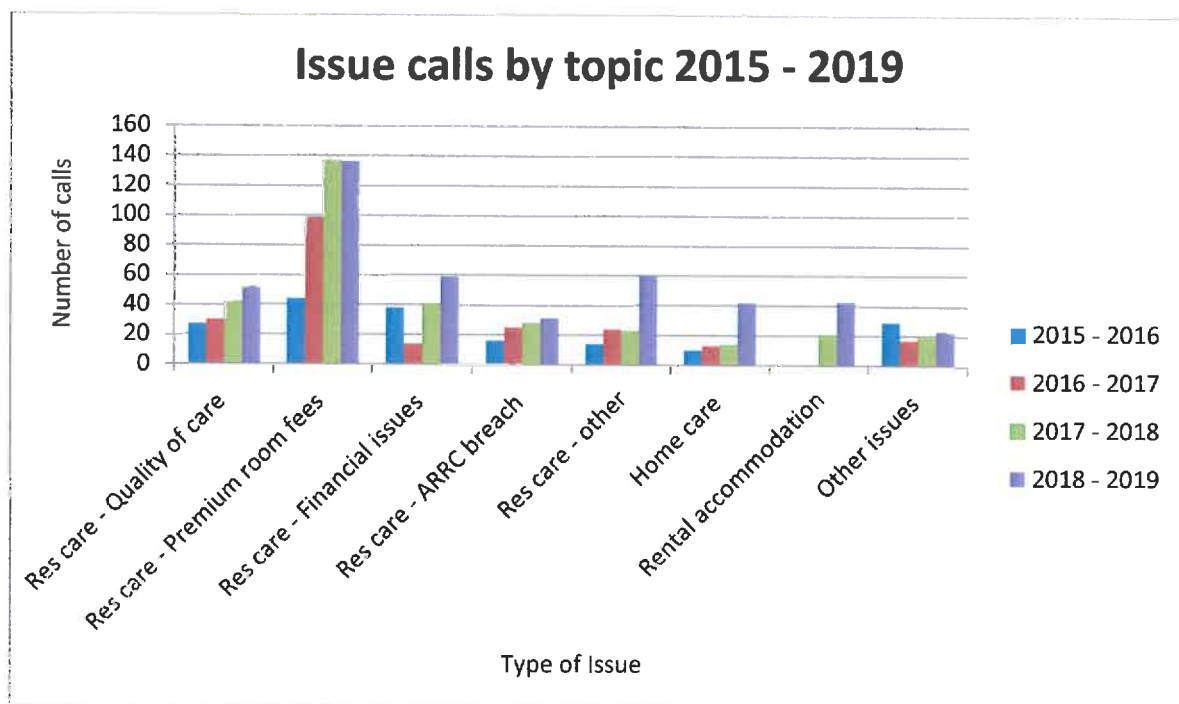
<b>Total calls by DHB</b>				
	<b>Residential Care</b>	<b>Help at Home</b>	<b>Caregiver Support</b>	<b>TOTAL</b>
<b>Northland</b>	78	51	9	138
<b>Waitemata</b>	315	249	51	615
<b>Auckland</b>	557	591	92	1,240
<b>Counties Manukau</b>	191	161	15	367
<b>Bay of Plenty</b>	146	38	4	188
<b>Waikato</b>	169	65	2	236
<b>Tairāwhiti</b>	12	7	1	20
<b>Lakes District</b>	28	14	1	43
<b>Taranaki</b>	42	10	2	54
<b>Hawkes Bay</b>	58	20	0	78
<b>Whanganui</b>	19	8	0	27
<b>Mid Central</b>	65	34	0	99
<b>Wairarapa</b>	14	4	1	19
<b>Capital and Coast</b>	116	47	6	169
<b>Hutt Valley</b>	30	10	0	40
<b>Nelson-Malborough</b>	56	15	0	71
<b>West Coast</b>	8	2	0	10
<b>Canterbury</b>	247	68	4	319
<b>South Canterbury</b>	11	3	1	15
<b>Southern</b>	79	20	0	99
<b>Overseas</b>	35	9	0	44
<b>TOTAL</b>	<b>2,276</b>	<b>1,426</b>	<b>189</b>	<b>3,891</b>
<b>ADHB Specific</b>	<b>439</b>	<b>843</b>	<b>154</b>	<b>1436</b>

The table below provides more detail on the subject matter for all calls made to Seniorline, with calls sometimes allocated multiple topics, depending on content.

Breakdown of Calls to Seniorline by Topic		
TOPIC	TOTAL	% of CALLS
Long Term Care	2157	55%
Financial	1856	48%
Home Care	561	14%
Complaint / Issue	446	11%
Short Term Care	230	6%
Liaison / time consuming	219	6%
Other	193	5%
Rental Accommodation	169	4%
DHB Community health	161	4%
Resources	140	4%
Transport	98	3%
Retirement Villages	96	2%
Equipment	93	2%
Activities / Day care	81	2%
YPD	74	2%
ARRC Contract	63	2%

### Issues

There were 446 Issue calls in the last year. This figure shows a 37% increase on the 2018 report, and a 250% increase from three years ago. The chart below underlines the concentration on residential care, which consistently exceeds 75% of all Issue calls. Also of note is the emergence of rental accommodation as a topic and an increase in home care calls.



## Scope of Seniorline Work

Seniorline calls generally come under three broad categories: residential care, help at home and support for carers.

Residential care calls cover:

- Income and asset testing: how the rules apply to an individual situation
- Process: where to access residential care subsidy forms, roles of District Health Boards, Ministry of Health and Work and Income. Seniorline staff members can help direct callers through the process.
- Extra costs: understanding the difference between 'premium room fees', fees for services (telephone, Sky TV etc.), personal contribution and top-up subsidy.
- Charges in breach of the ARRC contract: Seniorline staff members usually provide callers with the relevant section from the contract to assist their conversation with the care provider.
- Incomplete paperwork: non-payment of Residential Care Subsidy sometimes requires liaison between government agencies to establish what paperwork is missing.
- Reimbursement of Subsidy / Deferred Management Fee: Seniorline can establish if subsidy has been paid and report back to family. For village residents likely referral is to the Statutory Supervisor.
- Concerns re quality of care: these calls typically cover issues with staffing levels, quality of food, environment and issues with the distribution of medications.
- General enquiries re residential care: transferring facilities, notice periods, requests for bonds, guarantors and payment in advance.

Help at Home calls cover:

- DHB services – Linking with callers NASC agencies nationally, information regarding community based services; allied health roles, gerontology nurse specialists, dieticians, continence, mental health
- Equipment – accessing equipment, assessment for publicly-funded equipment, personal alarms (MSD funding for these), pressure mats, tracking technology etc.
- Social supports - accredited visitors, caring caller, activities and day care for older people
- Accommodation – information on retirement villages, rental, MSD allowances
- Linking with community NGOs: Stroke, Age Concern, Parkinson's, Grey Power
- Advocacy - where to go for assistance
- Meals: meals on wheels, frozen meal providers
- Crisis accommodation - POAC scheme, rest homes offering accommodation under elder abuse scheme
- Transport - free shuttles, total mobility scheme, bus passes, mobility parking permits, ambulance
- ACC - NASC boundaries
- WINZ funding for older people - disability, accommodation, immediate needs grant, advance payment of benefit, community service / gold card
- Dental, vision, hearing - access for low income, medically compromised

Support for Carers calls cover:

- Access to and use of carer support, respite care, supported living payments
- Social supports for carers
- Health promotion
- Coaching on how to language referrals and requests to GPs and NASC agencies

## Seniorline consumer feedback survey – Callers to Seniorline – May / June 2019

### What is the main reason you called Seniorline?

How to access residential care	6	12%
Funding residential care	28	57%
Premium room charges	9	18%
How to access home help	5	10%
Information on retirement villages	1	2%

### Who did you ring about?

Yourself	2	4%
A parent	39	80%
A family member other than a parent	7	14%
A patient / client	1	2%

### Which District Health Board (DHB) do you belong to?

Northland	2	4%
Waitemata	6	12%
Auckland	14	29%
Counties Manukau	4	8%
Bay of Plenty	1	2%
Waikato	2	4%
Tairāwhiti	1	2%
Lakes District	0	0%
Taranaki	1	2%
Hawkes Bay	2	4%
Whanganui	0	0%
Mid Central	0	0%
Wairarapa	0	0%
Capital and Coast	5	10%
Hutt Valley	2	4%
Nelson-Marlborough	3	6%
West Coast	0	0%
Canterbury	5	10%
South Canterbury	1	2%
Southern	0	0%
Overseas	0	0%

### How easy or difficult was it to find the information you were looking for?

Very easy	6	12%
Easy	14	29%
Neither easy nor difficult	11	22%
Difficult	15	31%
Very difficult	2	4%

**Were you satisfied with the quality of information provided by Seniorline?**

Very Satisfied	46	94%
Satisfied	3	6%
Unsatisfied	0	0%
Very Unsatisfied	0	0%

