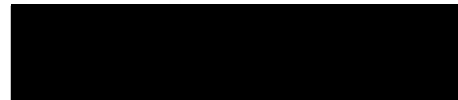
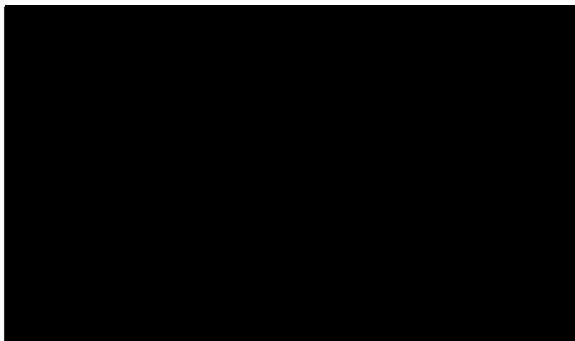


10 September 2019



**Re: Official Information Act request – Residential Care Complaints**

I refer to your Official Information Act request dated 27 August 2019 requesting the following information.

With respect, I request the following information under the terms of the Official Information Act 1982:

- **Copies of complaints received by the DHB since January 1 2019 about residential care, and copies of any related investigations and findings.**

The table below details the complaints Auckland DHB has received since the 1 January 2019 and the related DHB investigation findings.

Facility	Complaint description	Findings	Overall finding
St Patrick's Home and Hospital	Concerns with the quality of care a person received while staying at the facility for residential respite care	Resident leaving the facility unaccompanied (substantiated). Allegations of issues with daily routine, medication management and inappropriate communication (not substantiated). An action plan to address the substantiated issue was implemented and signed off by the DHB Quality and Monitoring Manager.	Partially substantiated
Bupa Sunset Care Home	Concerns with the quality of care a resident received at the facility	Complainant raised a number of allegations of poor quality care received by their family member. The DHB completed a full investigation of service provided over a 9 month	Not substantiated

Facility	Complaint description	Findings	Overall finding
		period and was not able to substantiate any concerns raised	
Sarah Selwyn Hospital	Concerns with the quality of care, medication management and wound care management a resident received at the facility	The DHB completed an investigation of care provided over a 3 month period. All concerns raised by the complainant were substantiated. The DHB is developing a quality improvement plan with the facility that will be monitored by the DHB Quality and Monitoring Manager	Substantiated

The DHB is withholding copies of complaints about residential care and copies of any related investigation findings under clause s9(2)(a) to protect the privacy of individual residents, and under clause s9(2)(b)(ii) to ensure the commercial interests of aged residential care facilities are not unreasonably prejudiced by the disclosure of the information.

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.

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