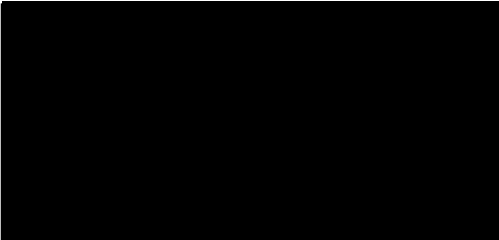


13 February 2019



I refer to your Official Information Act request dated 8 January 2019 requesting the following information:

- ***Details of any issues-based audits or investigations into rest homes, dementia units or retirement villages in your DHB area carried out, commissioned or provided to the DHB for the past four years (2015-2018)***
- ***Provide the name of the service and the year it was audited, a copy of the original complaint (or whatever sparked the investigation) a copy of the completed audit and any follow up reports.***

All routine audits (certification and surveillance) of age residential care facilities are conducted by Designated Auditing Agencies under instruction from HealthCERT and are available on the Ministry of Health Website: <https://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services>.

Auckland DHB has not carried out, commissioned or received any additional issue based audits, beyond routine audits, during the period 2015 to 2018 for aged residential care facilities contracted by the DHB. The DHB contracts with aged residential care facilities for rest home, secure dementia and hospital levels of care.

This response excludes individual complaint investigations, which did not require, or result in, an issues based audit.

I trust this information meets your requirements.

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 or freephone 0800 802 602.

Yours faithfully



Ailsa Claire, OBE
Chief Executive