



MANATŪ HAUORA

133 Molesworth St
PO Box 5013
Wellington
New Zealand
Phone (04) 496 2000
Fax (04) 496 2340

WTE29

7 December 2009

Ref. No _____

XXX XXX

Manager

TerraNova Homes & Care Limited – Jervois Private Hospital

302 Jervois Road

Herne Bay

AUCKLAND 1011

Dear Ms XXX

On 13 November 2009 the Ministry of Health undertook an unannounced inspection of Jervois Private Hospital following a complaint of the Minister of Health about staffing levels and the care provided to residents. Please extend my thanks to your staff for their assistance during this inspection.

The purpose of the inspection was to assess whether TerraNova Homes and Care Limited – Jervois Private Hospital was meeting the relevant standards under the Health and Disability Services (Safety) Act 2001. The complaint related the following Health and Disability Services Standards (2008):

- 1.1.8 Good Practice
- 1.2.7 Human Resource Management
- 1.2.8 Service Provider Availability

Subsequent to the inspection, you provided further documentation to the Ministry as requested. After reviewing the evidence, Ministry officials consider that TerraNova Homes and Care Limited – Jervois Private Hospital has not at times met the estimated caregiver hours required on every duty in the assessed period. The rostered caregiver hours are minimal and caregiver absences are not always filled.

In addition, it is noted that TerraNova Homes and Care Limited – Jervois Private Hospital has not provided full registered nurse cover for all duties in the last three months.

To meet the relevant Health and Disability Services Standards, TerraNova Homes and Care – Jervois Private Hospital is required to ensure that:

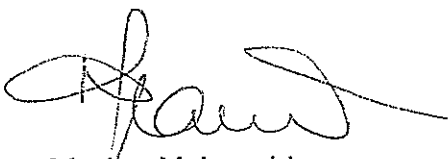
- minimum (at least) caregiver hours are covered by on-site staff
- there is a registered nurse on duty for 24 hours each day.

Please report to HealthCERT at the above address by 1 February 2010 of the actions taken in response to the above identified issues. TerraNova Homes and

Care Limited – Jerois Private Hospital is due to have its full recertification audit before 26 April 2010. I have therefore copied this letter to your designated auditing agency so the standards set out above can be followed up at that audit.

If you have any queries, please contact me on (04) 496 2218.

Yours sincerely



Marjon McLauchlan
Team Leader
HealthCERT

cc Telarc SAI Limited, Designated Auditing Agency
[REDACTED], Portfolio Manager, Auckland District Health Board

RELEASED UNDER THE
OFFICIAL INFORMATION ACT