



Waitematā
District Health Board

Best Care for Everyone

1 April 2019

Response to HDC decision released today

Waitematā District Health Board (DHB) accepts in full the Health and Disability Commissioner's findings, released today, into the care of a patient at our Waiatarau mental health inpatient unit in July 2016.

We have apologised to the patient and their family for not maintaining appropriate regular observations which would have prevented the patient from leaving the unit unnoticed.

Since this event almost three years ago, the DHB has made significant changes to the way observations are carried out in the Waiatarau intensive care unit (ICU).

This includes new monitoring procedures for patients in the ICU area and courtyard as well as the introduction of systems confirming compliance with timed observation and checking processes.

There have also been improvements to the physical environment, including the installation of an unbreakable glass ceiling over the unit's courtyard area to ensure the safety of patients.

We are confident that these measures significantly reduce the likelihood of a similar incident happening again.

We are deeply sorry for the distress caused by this event in July 2016, which has served as a catalyst for change and improvement in the way patients are cared for.

ENDS

- *Statement can be attributed to Dr Susanna Galea-Singer Director of Specialist Mental Health and Addictions Service at Waitematā DHB.*

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