

25 May 2021

Nicholas Jones
NZME

Via email: Nicholas.Jones@nzme.co.nz



100 Heads Road, Private Bag 3003
Whanganui 4540, New Zealand

Dear Nicholas

Official Information Act Request – OIA 13455 Rest home complaints

On 22 April 2021, under section 12 of the Official Information Act, you requested the following information from Whanganui District Health Board (WDHB):

1. Copies of all complaints received about aged care facilities/rest homes since January 1 2020, and all related correspondence, reports, documents and memoranda.
2. Copies of any reports, documents, memoranda, correspondence, legal advice or emails, both internal and external regarding how aged care facilities/rest homes and their residents fared during Covid-19 related restrictions (such as lockdowns but also ongoing visitor restrictions), including any concern about the impact on residents, or staffing levels. This part of the request is not intended to capture usual or normal correspondence with facilities, but more any documents etc that mention or outline how the unprecedented events of 2020 affected facilities.

Whanganui District Health Boards response:

1. **Copies of all complaints received about aged care facilities/rest homes since January 1 2020, and all related correspondence, reports, documents and memoranda.**

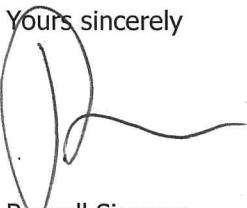
Whanganui District Health Board received no complaints about aged care facilities/rest homes within the time period requested.

2. **Copies of any reports, documents, memoranda, correspondence, legal advice or emails, both internal and external regarding how aged care facilities/rest homes and their residents fared during Covid-19 related restrictions (such as lockdowns but also ongoing visitor restrictions), including any concern about the impact on residents, or staffing levels. This part of the request is not intended to capture usual or normal correspondence with facilities, but more any documents etc that mention or outline how the unprecedented events of 2020 affected facilities.**

COVID-19 related restrictions were implemented and managed by individual aged care providers. The WDHB does not hold any reports, documents, memorandums, correspondence, legal advice or emails outside of the usual normal correspondence. Anything received from the Ministry of Health was in the public domain, as they posted alert level changes and visitor restrictions on their website.

Should you have any further queries about the above information, please contact our OIA co-ordinator Anne Phoenix at anne.phoenix@wdhb.org.nz

Yours sincerely



Russell Simpson
Chief Executive

Chief Executive | Phone 06 348 3140 | Fax 06 345 9390