



# *West Coast District Health Board*

## *Te Poari Hauora a Rohe o Tai Poutini*

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19 June 2018

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### **RE Official information request WCDHB 9134**

We refer to your email dated 10 May 2018 requesting the following information under section 12 of the Official Information Act (the 'Act') from West Coast DHB.

- 1. Please provide me with the average length of residence of people residing in aged care facilities in your DHB area. Please provide the latest figures.**

The median length of stay for residents in West Coast DHB ARCC facilities is 525.5 days.

#### **Please note:**

- Length of Stay is the calculated from date (of first subsidised residential care) service start date and the service end date for those residents who exited ARC in the 2017 calendar year as recorded in CCPS. (CCPS is a Ministry of Health invoicing system and therefore this data has been derived from a secondary data source.)
- Rest home residents who pay the full cost themselves are excluded.

- 2. Please provide me with a copy of the results and reports on the most recent Staff Engagement Survey at your DHB.**

The West Coast DHB is committed to putting staff and the community at the heart of all we do.

The West Coast DHB has not undertaken a Staff Engagement Survey recently however there are a number of ongoing mechanisms in place to gain insight and get a better understanding of how staff are feeling.

This includes, but is not limited to, forums in which clinical leaders and senior staff meet with employees within service areas to talk about what's happening and answer any questions they have. There is also the opportunity at any time for staff to email the General Manager, Philip Wheble, through 'AskPhil' a specific email address set up for staff to ask questions or highlight any concerns.

We also provide access to external Employee Assistance Programmes (EAP) that assists employees with personal problems and/or work-related problems that may impact their job performance, health, mental and emotional well-being. These programmes also identify high level themes so West Coast DHB management can better understand any key issues in respect of staff wellbeing.

Currently we are engaging with all our staff around the extension of *Care Starts Here* - a programme designed to respond to the wellbeing and resilience challenges facing the people of the Canterbury and West Coast health. This also provides us with opportunity for us to support discussion about what we care about, what we value, how we behave and how we take of ourselves and others as an organisation. (More information on this is attached as *appendix one*).

The West Coast is committed to bringing this to life for our staff because when we make it work better for our staff we make it better for our patients.

I trust that this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the West Coast DHB website.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Carolyn Gullery', with a long, sweeping underline.

Carolyn Gullery  
**Executive Director**  
**Planning, Funding & Decision Support**