#### Ngā mōhiohio mā te kaitakawaenga a ngā kainoho

Te ārohi a te rōpū o te Kaitiaki Mana Tangata e heke iho

#### Kōrero whakataki

Tēnei te whakamōhio a te Kaitiaki Mana Tangata, a Peter Boshier, i a koe ka haere ake ētahi o ana kaimahi ki tēnei whakaurunga ki te whakahaere i tētahi o ana ārohi. Koinei tētahi o ngā ārohi ka whakahaeretia e ngā kaimahi a te Kaitiaki Mana Tangata hei āta tirotiro i ngā āhuatanga me te manaaki i ngā kainoho i ētahi whakaurunga tiaki kaumātua puta noa i Aotearoa.

#### Te take e ārohi ana te Kaitiaki Mana Tangata

Kua tonoa te Kaitiaki Mana Tangata e te Minita o te Ture ki te tirotiro i ngā whakaurunga hauora me te hauātanga e noho ana ngā tāngata, ā, tē taea e rātau te wehe. Arā, ko ngā wāhanga o ngā whakaurunga tiaki kaumātua tūmataiti, pērā i ngā wāhanga mate wareware me ngā mate kaumātua. E aro ana ia ki ngā āhuatanga me te tiaki i ngā kainoho i te whakaurunga. Mā te tirotiro ka āwhina ki te whakarite kei te manaakitia te tangata, ā, kei te whakaaronuitia, kei te tiakina ō rātau motika. He whakarite kei te ū a Aotearoa ki ngā paerewa tika tangata o te ao.

Ka āhei te Kaitiaki Mana Tangata me ana kaimahi, i raro i te ture, te uru ki ēnei whakaurunga tiaki kaumātua, te kōrero ki te tangata ahakoa ko wai, me te whakaemi i ngā mōhiohio e hiahiatia ana e rātau. Ko te āhua o tā rātau mahi he whaitake, he haumaru mo te katoa, ā, he tautoko i ngā whakaurunga tiaki kaumātua ki te tiaki i ā rātau kainoho.

#### Ka aha i roto i tētahi mahi ārohi

Ka tae atu te rōpū o te Kaitiaki Mana Tangata ki te kōrero ki ngā kaimahi me te mātakitaki he pēhea ngā whakahaere a te wāhi.

Kia mōhio ai ki ngā āhuatanga me te manaaki i ngā kainoho, ka tirotiro anō te rōpū ki ngā tūmomo mōhiohio o te whakaurunga. Kei roto pea i tēnei ko 'ngā mahere manaaki' a ngā kainoho me ngā kōrero haumanu. Ko ngā mōhiohio katoa ka whakaemitia e te rōpū ka noho matatapu me te haumaru.

Ka ārahina ēnei ārohi e ngā tūmanako o te Kaitiaki Mana Tangata mō ngā āhuatanga me te manaaki i ngā kainoho.

He mea nui kia rongo te Kaitiaki Mana Tangata mō ngā wheako o tō whānau, tō whanaunga rānei, te tangata rānei e noho māngai nei koe i raro i te ture, e pā ana ki tēnei whakaurunga. Ka kōrero pea te rōpū, mēnā e tika ana, ki ngā kainoho, ngā kaimahi me ngā manuhiri, i roto i tā rātau ārohi. Ka whakamōhio atu rātau ko wai rātau me te whakamārama atu i a rātau mahi mā te Kaitiaki Mana Tangata. Ka whakaaturia anō e rātau ā rātau tohu tuakiri. Arā, ko tō rātau ingoa me te whakaahua kia mōhio ai te katoa kei te kōrero rātau ki a wai.

Ka tono anō pea tētahi o te rōpū nei ki te kōrero ki a koe. Ki te kore e tutuki tēnei i te wā kei reira te rōpū, ka tonoa pea koe kia whai wāhi ki tētahi uiui tuihono, te kōrero hoki/rānei ki tētahi o te rōpū, mā runga waea, mā te Zoom rānei, i ngā wiki i muri i te ārohi.

Mā te nui o te wāhi me te maha o ngā kainoho i reira e tohu i te nui o te rōpū, me te roa o tā rātau noho ki reira. E rua neke atu pea ngā mema o te rōpū ka tae atu.

#### I mua i te tīmata a te rōpū i tā rātau ārohi, ka tono kia whakahaerehia he whakamāramatanga hauora me te haumaru mai i te kaiwhakahaere o te whakaurunga. Ka mau ngā kaitirotiro i ngā kiripākai tinana tōtika, mēnā e hiahiatia ana, ā, kua whiwhi kano ārai mate katoa rātau mō te KOWHEORI-19.

#### Ka aha i muri i te ārohi

I muri i te ārohi, ka kōrero haere tonu ngā mema o te rōpū ki ngā kaimahi, ngā whānau, ngā kaitiaki whaimana, me ētahi atu ka taea pea te āwhina kia tino mārama rātau ki ngā āhuatanga o te whakaurunga. Ka arotakehia e rātau ngā mōhiohio kua kohia, ā, ka tono pea mō ētahi anō.

Ka tuku urupare te Kaitiaki Mana Tangata ki ngā kaiwhakahaere o te whakaurunga mō ngā wāhi e pai ana ngā tikanga mahi, me ngā wāhi me whakapai ake e ai ki ōna whakaaro. Ka tuku tūtohutanga pea ia mō ētahi mea tauwhāiti ka hiahia ia kia whakarerekēhia. Ka whakaputaina pea tēnei urupare hei pūrongo, mēnā e tika ana.

#### He mea whakature kia tuku pūrongo te Kaitiaki Mana Tangata ki te Whare Pāremata mō ana kitenga me ana tūtohutanga, i ia tau, neke atu rānei. Kāore e whakaputaina, e tuarihia rānei e ia ngā mōhiohio e mōhiotia ai he kainoho, a koe ake rānei i roto i ana pūrongo.

#### Ētahi atu mōhiohio

E wātea ana ētahi atu mōhiohio mō te kaupapa aroturuki a te Kaitiaki Mana Tangata kei tana paetukutuku, tae atu ki ngā mōhiohio mō te kaupapa ture mō ana mahi, me ana tūmanako.

* <https://www.ombudsman.parliament.nz/what-ombudsman-can-help/aged-care-monitoring>
* <https://www.ombudsman.parliament.nz/what-ombudsman-can-help/aged-care-monitoring/opcat-inspections-aged-care-facilities>

E tuwhera ana te Kaitiaki Mana Tangata ki te whiwhi whakaaro mō ana tūmanako ahakoa te wā.

Mēnā he pātai āu mō te ārohi, me tuku whakamārama hou rānei ki a koe, me īmēra ki agedcare@ombudsman.parliament.nz. Ka taea anō te whiwhi kōrero hou mā te Pukamata (@ombudsmannz), mā Tīhau (@Ombudsman\_NZ) rānei.

Aroturuki ai te Kaitiaki Mana Tangata i ngā whakaurunga tiaki kaumātua kia kaua e takahia ngā tika tangata. Kāore e taea e ia te tūhura ngā amuamu takitahi mō ngā whakaurunga tūmataiti. He maha ngā tari i te whakarite i ngā amuamu mō ngā whakaurunga hauora me te hauātanga, e ai ki ngā āhuatanga. Rapu mōhio atu anō i te paetukutuku a Te Manatū Hauora:

<https://www.health.govt.nz/about-ministry/contact-us/complaints-about-health-and-disability-service>