

OFFICIAL



The Kidney Society Community Haemodialysis House Model

Background

The Kidney Society is a non-profit charitable organisation that provides wrap around support services in the community for people with End Stage Renal Failure (ESRF) and their whānau. The Society offers health education, wellness programs, advocacy and social work services to help clients fully understand their condition and treatment options.

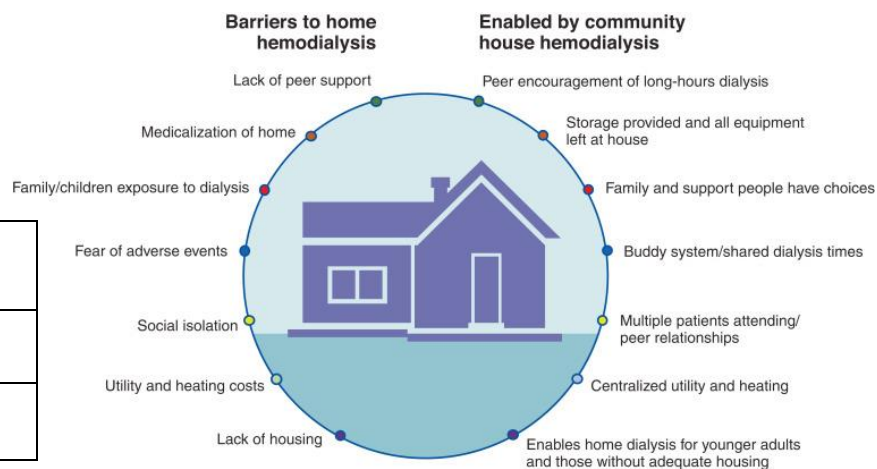
The Kidney Society has always believed that 'home is best' for those people who are able to dialyse independently. Community dialysis has proven to be a valuable addition to the range of home dialysis options available to support the increasing need for dialysis outside the hospital setting.

The Society currently owns and manages three community dialysis houses which are run in partnership (managed by a Service Level Agreement) with Te Whatu Ora Counties Manukau, for use by its home haemodialysis trained patients who, are unable to dialysis at home.

Community House Haemodialysis

Home dialysis offers several advantages to patients and families, particularly regarding access to home-based treatment and extended-hour dialysis. There can be many barriers to home HD, however these can largely be removed or reduced through the community house model as shown in Figure 1¹.

Figure 1: Comparison of the established barriers to HHD and how community house haemodialysis addresses these barriers.



RECEIVED

Waitangi Tribunal

20 May 25

Ministry of Justice
WELLINGTON

¹ Walker RC, Palmer S: Community Houses to Increase Access to Home Dialysis. Clin J Am Soc Nephrol. 17(12): 1820-1822, 2022

Community Dialysis Houses – A partnership between the Kidney Society and Te Whatu Ora Counties Manukau

In 2004, the Kidney Society, in partnership with Te Whatu Ora Counties Manukau established three community dialysis houses in South Auckland. Patients who use the community houses are trained to be completely independent with their treatment. The community houses are not staffed.

Each house has 3 - 6 rooms accommodating 1 -4 dialysis machines per room. A maximum of two patients per dialysis machine are authorised and scheduled to dialyse at the houses. This enables each patient to have access to the machine at any time within a 24-hour period. This provides greater flexibility with many community house users able to complete over 20 hours of dialysis each week and for most people, this is possible while maintaining full- or part-time employment.

The Kidney Society:

- Owns, manages and maintains the infrastructure.
- Provides all non-medical equipment and chattels. This includes but is not limited to linen, furniture, telephones, televisions, microwaves, heat pumps, fridge, kitchen equipment, etc.
- Is responsible for the day-to-day operation, cleaning, management and maintenance of the facilities.

Te Whatu Ora Counties Manukau:

- Are responsible for selection, training, allocation of a designated house, dialysis room and dialysis machine and medical oversight of its patients.
- Ensures that all patients are fully trained to manage their own treatment and if any patient can no longer do so safely, they are relocated to another dialysis facility.
- Provide, install and maintain all dialysis equipment and dialysis related plumbing and electrical fittings and fixtures as well as monitored medical alarms for effective and safe dialysis.
- Ensures that adequate dialysis supplies are available for each patient and delivered directly to the patients' rooms.
- Ensures that all dialysis rubbish can be kept secure and removed regularly.

Together, staff from the Kidney Society and Te Whatu Ora Counties Manukau complete an induction (Appendix 1) with each person wishing to dialyse at a community house. This includes:

- What to do in an emergency
- Medical information
- Using the house and shared spaces
- Security, health and safety
- Signed agreement

Many of the rooms have multiple machines. This enables community house users to maintain social contact and peer support². This has been found to be valuable particularly for patients who are new to dialysing independently. This support may also help to reduce the feelings of isolation and loneliness often reported by those who dialyse within their own homes³.

A key feature of the houses is that this environment is non-medicalised and independent of other health facilities. Since their introduction, the houses have enabled 230 patients to dialyse in the community (who would've otherwise dialysed in-centre). We estimate this has saved the system and the taxpayer approx. \$92 million over the last 20 years. Furthermore, additional compliance costs associated with the infrastructure can be saved as they are owned by the Kidney Society rather than Te Whatu Ora.

Cost of Dialysis

For the health care system, home haemodialysis (HHD) is more cost effective and may be more resilient as it is not so reliant on a small, specifically trained workforce. The estimated costs of dialysis based on 2003/2004 Counties Manukau data and inflation costs (calculated using the Treasury CBAX tool) are shown in Table 1⁴.

Table 1: Estimated cost of dialysis based on previously published estimates

	2004 cost ^a	2022 cost ^b
In-centre dialysis	\$64,318	\$152,415
Satellite dialysis	\$48,172	\$114,153
Peritoneal dialysis	\$36,614	\$86,764
Home haemodialysis	\$33,585	\$79,586

^a Cost based on 2003/2004 Counties Manukau data

^b Cost inflated to 2022 using the Treasury CBAX tool, which inflates values using annually calculated GDP inflators.

The costs of establishing and operating a community house vary and largely depend on the number of users and its proximity to other community-based facilities. Currently, the cost for the Kidney Society to operate, manage and maintain the three community houses in South Auckland is \$7,000-9,500 per user per year.

² Walker RC, Tipene-Leach D, Graham A, Palmer SC: Patients' experiences of community houses haemodialysis: A qualitative study. *Kidney Med* 1: 338-346, 2019.

³ Walker RC, Hanson CS, Palmer SC, Howard K, Morton RL, Marshall MR, Tong A: Patient and caregiver perspectives on home haemodialysis: A systematic review. *Am J Kidney Dis* 65: 451-463, 2015.

⁴ NZIER: Transforming Lives and Saving Money; the golden opportunity of kidney transplants and the system changes needed to lift the numbers. November 2021

Appendix 1: KIDNEY SOCIETY COMMUNITY DIALYSIS HOUSE RULES AND CLIENT AGREEMENT

Welcome to Community Dialysis!

Together with the Kidney Health Team at Middlemore Hospital, The Kidney Society operates three Community Dialysis Houses located in South Auckland.

Patients who have been selected, trained, and approved by the Middlemore Home Haemo Team can be eligible to have their dialysis treatment at one of these houses. This Agreement sets out the various roles and responsibilities for all patients using the community houses. Like any shared facility, there are some basic rules and procedures to ensure the smooth and successful running of the community house and patients sign this Agreement to show they understand what is required.

Section 1 – Emergencies.

Section 2 – **Medical Information:** Treatment, Your Room, Medications and Dialysis Supplies.

Section 3 – Using the House and Shared Spaces.

Section 4 – Security, Health, and Safety.

Section 5 – Other.

1 – EMERGENCIES:

For quick reference, here is a summary of what to do if there is an emergency.

- **Medical Emergency** - press your **medical alarm pendant button** hanging on your machine. St John will respond and speak to you on the speakerphone.
- **Dialysis Problems** - check your dialysis manual or call Middlemore Home Training on Phone: 276 0044 Ext 59017.
- **Fire** – disconnect from your machine as quickly as possible, call 111 using the phone in your room, shout FIRE so others can hear, and leave the house.
- **For Emergencies to do with the house** - (such as leaks, broken windows), call The Kidney Society during office hours (Monday to Friday 9 am – 5 pm).
- **Safety Incident** – dial 111 and call the Police.
- **Outside these hours** - you may phone Gina from The Kidney Society on 027 351 4542 or Jenny on 021 087 35916.

2 – MEDICAL INFORMATION:

Treatment:

The Home Dialysis staff at Middlemore Hospital are responsible for ensuring you can safely undertake dialysis treatment on your own as there are no medical staff working in the Community Houses. You are responsible for your own dialysis, safety, and well-being just like you would at home, as agreed by you with the Middlemore Home Dialysis staff. Only patients approved by the Middlemore Home Dialysis staff can dialyze at the houses.

Middlemore is responsible for supervising your dialysis, your supplies, rubbish, medical care and safety, and the repairs and maintenance of your machine.

If you are not well enough to dialyze on your own, you need to refer to your dialysis manual for instructions. Ring Middlemore Home Dialysis or your Nurse.

Your Room:

You will be given a key for your room and a dialysis machine. You may have to share your machine with another patient to give you maximum flexibility of dialysis days and times. You are given dialysis days and times by the Middlemore staff. Sometimes you may want to change your usual day or time. You can talk to the other patient using your machine beforehand to see if that is all right with them. If you cannot contact him or her, or cannot agree, contact the Middlemore Home Dialysis Unit for help.

There is a whiteboard in each dialysis room to leave notes for fellow patients, and phone numbers for the people in your room & house.

Only use your own machine in your own room. Do not use another patient's machine or chair without talking to Home Dialysis staff: there may be some differences between machines that could cause you problems.

Medications:

You are responsible for your own medications, Heparin, EPO etc. You can keep your medications in the fridge – make sure it has your name on it.

Dialysis Supplies:

Supplies are delivered weekly, and dialysis rubbish is collected frequently. Any problems with either of these, or you need anything extra, ring the Home Dialysis staff who are responsible for these things.

Your named supplies are delivered to your room, please put them away as soon as possible in the storage spaces with your name on them. With up to four patients in a room, keeping things tidy and organised helps keep everyone safe and happy.

Storage units are named, please do not take other people's storage space or supplies.

Rubbish:

Please put the dialysis rubbish where you are shown. You must drain your fluid bags in the laundry sink and take the empty bags back to your room to throw away in your dialysis rubbish.

Used sharps (needles) these go in the specially marked yellow sharp's bins. Do not leave them on the floor (even if you drop them) or anywhere else where they can hurt other people.

Cardboard boxes must be flattened and put where you are shown, in the carport.

If the rubbish storage is overflowing, phone The Kidney Society.

Linen:

You need to bring your own sheet to cover your recliner chair, towel, blanket, pillow & pillowcases & take home to wash. There are small rags in the linen cupboard for you to clean up spills. Dispose the used rags in your medical rubbish. Keep your linen in your named bin in your room between treatments.

3 – USING THE HOUSE AND SHARED SPACES:

Using the House:

We ask that you respect the house and look after it as if it were your own home.

Visitors and family members are NOT allowed in the houses. This is an important health and safety requirement.

Please keep your dialysis room and the shared areas clean and tidy.

While you are in the house you must keep the front and back doors locked to prevent outsiders walking in and removing things from the house. Please lock your room and the back and front doors if you are the last person to leave.

Tell the Kidney Society staff as soon as possible if anything needs fixing or replacing.

Shared Spaces – Toilets, Laundry, and Kitchen:

The toilet and kitchen are shared with other patients and others using the house. You have free access to the kitchen and bathroom and your own dialysis room, but not other people's rooms. You share the house with many different people. For everyone's privacy and safety you should keep your door closed while you dialyze.

Feel free to use the microwave, the toaster, and the fridge in the kitchen.

Please clean and do your dishes before you leave.

The Kidney Society provides tea, coffee, sugar and milk, toilet paper, paper towels, hand wash soap and cleaning materials. These cleaning and hot drinks supplies are paid for by the Society, please don't take them home.

Call the Kidney Society if any of these run out or write it on the notice board.

You can bring your own food which may be kept in the fridge. Please name your food to avoid confusion and NEVER take someone else's food or drink.

Used tea towels may be left in the laundry hamper in the kitchen. They will be washed by Kidney Society staff.

Please don't swap any furniture, bring things from home, or move anything around – ask the Kidney Society for help.

You will have a named basket trolley with a bucket, for your use only, and a named blanket bin to store your own linen.

A TV with shared remote(s) is provided in each room for your use. If the remotes don't work, they probably need new batteries. Let the Kidney Society staff know.

Heating and cooling: Heat pumps are provided in each room for your comfort. Please make sure these are turned off when you leave the house. If the remote doesn't work, let the Kidney Society know. For **SAFETY** reasons It is **NOT PERMITTED** to bring or use any freestanding heaters or fans.

Phones – for Urgent Calls Only:

Most patients have their own mobile phones but there is also a phone in every room next to the dialysis machine. Please use this phone **FOR URGENT/IMPORTANT CALLS ONLY**.

They are not intended for long private chats!! When you use a phone other people in the house and hospital staff won't be able to contact anyone in the house because all telephones in the house are on **ONE** phone line, and they will all ring at the same time.

Please be aware that this means that other people can listen in when you talk on the phone.

Anyone in the house can answer the phone when it rings, but if you answer the phone and the call is not for you, the best way is to tell the caller to hang up and phone again immediately and hang up yourself. When they call back, don't answer and with luck, the right person will pick up the phone this time.

The phone number for people to contact you is written on the phone.

Parking:

Is in the marked spaces in front of the house, or in the carport or on the road. Leave the driveway and the space behind the marked car parks free. Please do not block any cars when dialyzing.

Household Rubbish and Recycling:

Please put any wrapped food scraps etc. in the rubbish bin in the kitchen.

Please put recyclable glass and plastics (not cardboard) in the small recycling bin in the kitchen.

It is your job to flatten your cardboard boxes and put them where you are shown.

Cleaning:

Finishing dialysis: at the end of each dialysis treatment, please leave your dialysis room, chair, machine etc. clean and tidy. **NO BLOOD SPILLS OR SPOTS** to be left for the next patient to find please! If you have trouble cleaning up blood spills on the chairs, let Kidney Society staff know. There are gloves in the kitchen for you to use for cleaning up blood spills.

Cleaning materials are kept under the bathroom and kitchen sink. Brooms and mops are kept in the kitchen near the back door.

You can use rags to clean up big spills- rags are stored in the linen cupboard. Throw away in your dialysis rubbish.

The Kidney Society cleaners are responsible for general cleaning of the house and will do this generally once a week.

4 – SECURITY, HEALTH AND SAFETY:

If there is a power cut, disconnect and come off the machine as per your training. There is also an emergency disconnect procedure notice on the wall next to your machine.

There is also a torch for each machine in case of a power cut, and an automatic night/power cut light which is plugged into the wall. Do **NOT** switch it off!

A telephone and a small fire extinguisher are provided in the shelving unit next to your chair. Make sure they stay near your machine!

Please tell Kidney Society staff if the batteries in the torch, television or the heat pump remote control need replacing or if the phone does not work.

If you dialyze into the night, it is a good idea to check your torch before connecting to the machine.

St John Alarms are provided for your safety, these are attached to your machine – dialysis staff will show you how to use it.

Keys:

Entry to the house is through the front door.

The key you are given opens the entry door locks, your dialysis room, and the rubbish compartments.

Each dialysis room has a different key, with a key tag matching the number on the door. You will not be able to open the other dialysis rooms with your key.

Only the other patients dialysing in your room, Kidney Society staff, Home Dialysis staff and the people who deliver supplies can open the door to your room. This gives you as much privacy and security as possible.

You are responsible for safekeeping of your key and must tell Kidney Society staff immediately if it has been lost. You may be charged \$20 for a replacement.

Security:

Unlocked doors can be a safety risk, please keep the front and back doors closed to prevent people coming into the house.

If you are the last person to leave your dialysis room to go home, please switch off the lights and heat pump, and lock the door. Don't forget to close all windows – especially check bathroom windows, and the front and back doors if you are the last one to leave.

All health and safety rules, messages and notices must be followed.

- You are responsible for your own health and safety.
- The Society is responsible for making sure the house is a safe place for you to dialyze.
- The hospital is responsible for the safety of your machine and for the St John Alarm.

Please record any accidents or injuries using an accident & incident form which is kept in a folder in the bathroom cabinet next to the First Aid kit. Let Kidney Society staff know the details asap. If you notice any hazards, please alert the Kidney Society.

5 – OTHER:

Personal property:

The Kidney Society takes no responsibility for any loss or damage to private vehicles, personal items, property, or medication.

Smoking, alcohol, recreational drugs:

The dialysis houses and gardens are a healthy environment for all patients and staff meaning that there is no smoking, drinking alcohol or consuming drugs of any kind. Recreational drugs will not be tolerated, and any incidents will be reported to the police. You are likely to lose your place in the house if this happens.

Damage and maintenance:

Please treat our house, furniture, and other equipment with respect and please tell the Kidney Society staff if anything is broken or does not work if light bulbs are blown or batteries are flat so we can repair or replace them. Tell our staff or write on the notice board in the corridor and we will replace the bulb for you.

Please remember that the Kidney Society pays for furniture and other things from donations and fundraising: what is lost or damaged may not be able to be replaced. You may be asked to pay for replacement or repairs.

Resolving problems:

Everyone works together to make sure you can dialyse safely and comfortably. If there are any problems, please talk to the staff about them first. If the problem relates to your treatment, contact the team at Middlemore Home Dialysis as they are responsible for your medical health and safety.

If the problem is about something in the house, then the Kidney Society can usually help because it's our job to provide a safe and well-maintained house for you to use, and to replace or repair things that are broken.

Please note that dialyzing at the Community House is a privilege and the staff at Middlemore and/or at the Kidney Society may decide, for whatever reason, that it is no longer appropriate for you to use these facilities.

Please read these rules and keep them handy near your machine. A copy can also be found on the wall in the corridor. You will need to sign the agreement on the last page, for Kidney Society files.

**KIDNEY SOCIETY DIALYSIS HOUSE
AGREEMENT**

I have read the rules for use of the Kidney Society Dialysis House and Health & Safety handbook and understand my responsibilities.

I understand and accept that dialyzing at a Kidney Society house means that:

- The Kidney Society is responsible for the house.
- I am responsible for my own dialysis and my own health and safety.
- The Middlemore Home Dialysis Unit is responsible for the dialysis machines.

I agree to follow these rules.

Name of Patient:		Kidney Society Client No.:	
Address:			
Phone:			
Mobile:			
Email:			
Signed:			Date: / /

PERSON TO CONTACT FOR EMERGENCIES:

Emergency contact	Name:	
	Relationship:	
	Phone:	
	Mobile:	
	Address:	