

Local Specialist Mental Health and Addiction Service

Concept Paper Feedback
February 2023



23

Emails

19

**Survey
Monkey
Responses**

55

**Workshop
Attendees**

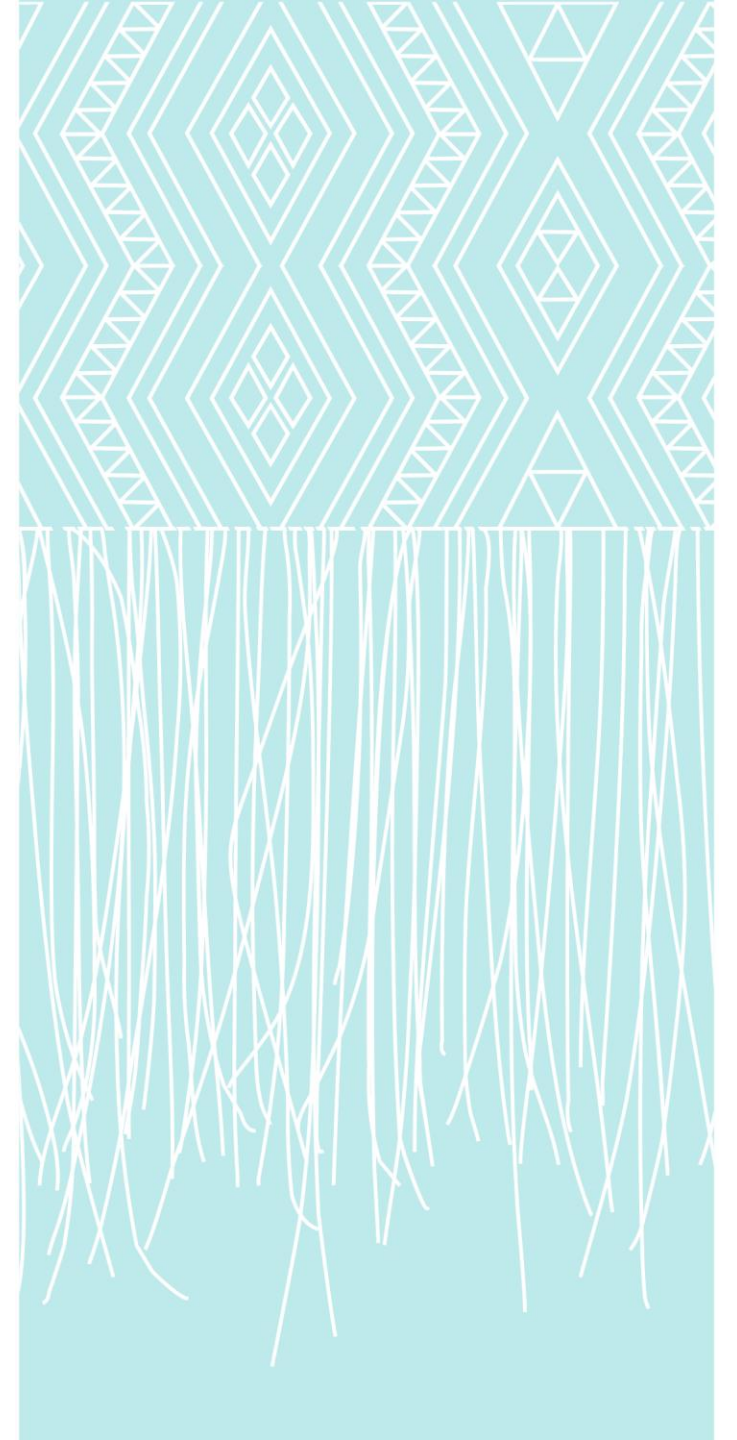
**(3 F2F
workshops, 1
Zoom)**

KEY THEMES



Consultation process

- Most people appreciated the opportunity to provide feedback
- A few people felt the feedback process was too short and questioned the authenticity of the process. For some people – timing was an issue (i.e. Christmas/New Year break)
- ‘We can’t keep going the way we are’ - a consistent feedback theme



Proposed model of care

Most feel the transformation process is an opportunity to enact significant change for the better

General acknowledgement that things need to change as the current system is not working for service users or staff

Feedback themes:

- Very high level concept, want to see the detail
- Too ambitious vs. not ambitious enough
- General agreement with the principles outlined
- Concern regarding ability to implement given current workforce challenges/resourcing

Alignment/integration with other services

Acknowledgement that more integration and alignment with emergency and wider social services is essential for success

General support for a more holistic model of care

Feedback themes:

- Integration with ED/Alternatives to ED for crisis support
- Need for better integration and relationships with NGOs and closer working relationships with local social services such as MSD, housing etc
- General support for co-location across teams – however noted some risks
- Geographical district boundaries a growing issue – e.g. Ōtaki/Kāpiti
- Need to seek more feedback in regard to Pacific services

Specialist Functions and Streams

Support for increasing access to specialist streams across the district like TACT & assertive outreach (Hutt)

General agreement that a consistent addiction service across the district would be beneficial

Feedback themes:

- Need for sustainable models to support specialist service offerings across the district.
- Need to be able to cater for the breadth of populations we serve, can make co-location challenging.
- High level of feedback around people with intellectual disability needs

Kaupapa Māori Services

General recognition for the need to improve access and options for Kaupapa Māori services

Feedback themes:

- High need for kaupapa Māori mental health services in the Hutt Valley
- Services should include children and youth – Whānau Ora approach
- Need to engage with Māori providers directly a key theme
- Need for significant engagement with Māori and iwi in the next phase of design acknowledging Te Tiriti ō Waitangi

First/Rapid Response

Lots of discussion across all workshops regarding the rapid response/crisis function

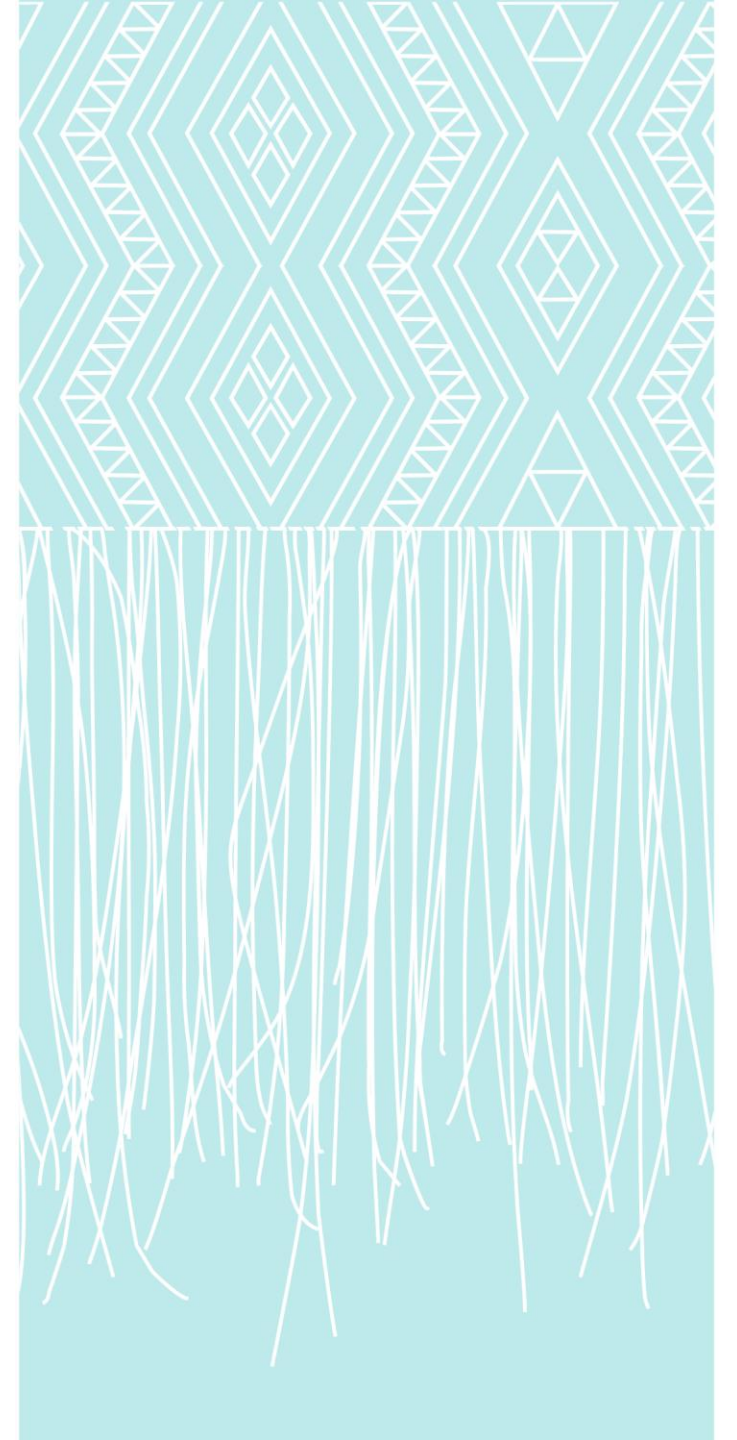
Questions raised around how to deliver a local model that maintains flexibility to manage need across the district

Feedback themes:

- Highly positive support and Feedback for the Co-Response Team model – Police attended all workshops and very engaged in process
- Localised vs centralised locations for crisis teams – relationships with hubs
- Challenging for community teams to maintain general caseload whilst also managing crisis support – how this will look in future
- Some concerns expressed re: safety of home visits
- General support for increased range of options for people presenting in crisis

Organisational culture and leadership

- **Common themes raised around the need to address organisational culture if wanting to deliver change**
- **‘Trust’ was a term used by many, the need to rebuild trust both with service users and also between staff and leaders**
- **Significant and challenging feedback received on this**



Workforce

We need to invest and build the workforce in order to implement any changes

‘For this proposal to work the system needs to invest in it’s clinicians’

Feedback themes:

- Ability to implement with current workforce limitations
- Workforce training and development will be critical
- Implementation planning needs to acknowledge it will take some time to recruit and sustain FTE
- Culture change will be a critical component
- Although the paper did not specifically signal extended working hours, some concerns raised by community mental health staff about this

Dependancies across the transformation programme

Discussion highlighted key dependencies across the transformation programme:

- **Kaupapa Māori Services**
- **Primary/secondary interface**
- **Community Mental Health and Wellbeing Hubs**

Feedback themes:

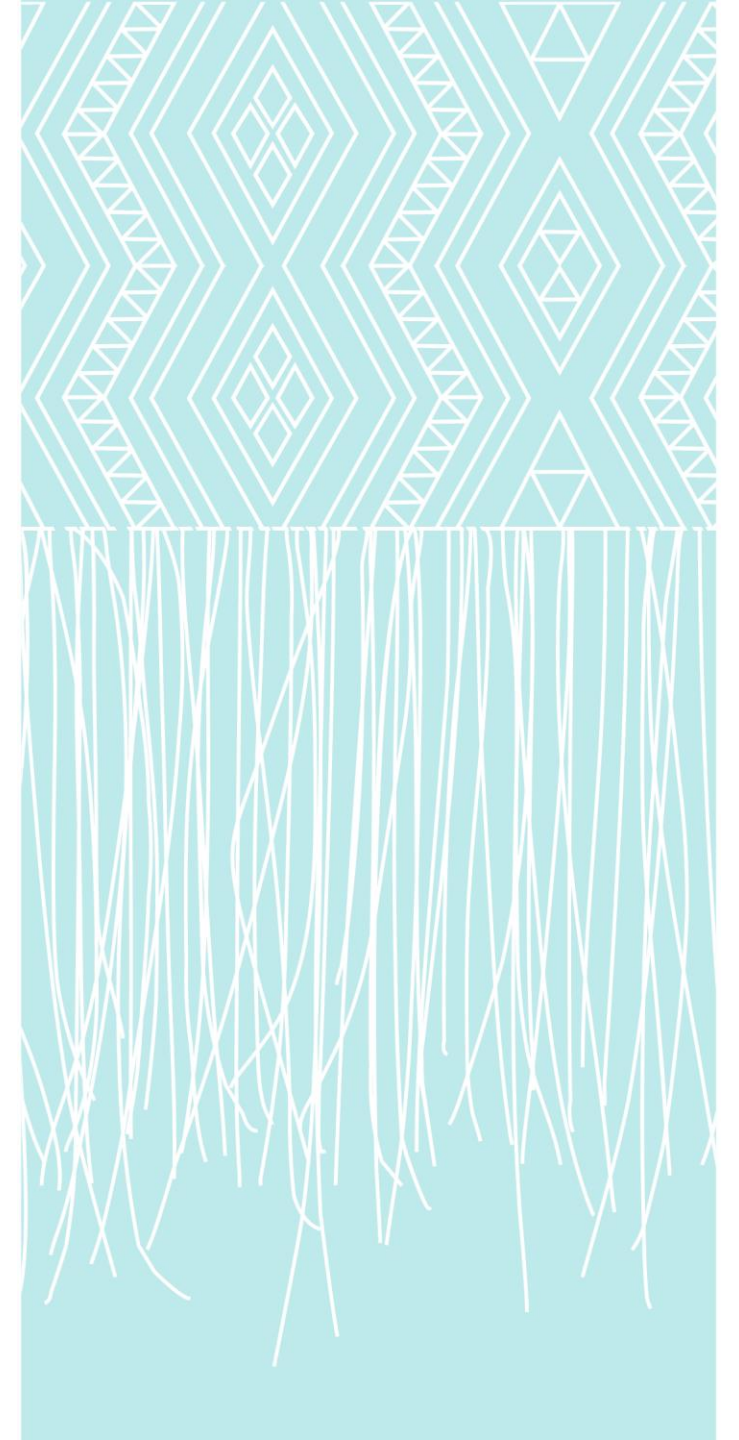
- Need for alternatives to ED
- Need for equitable access to Kaupapa Māori and AOD services
- Need for more capability/capacity in primary care to support people to transition out of specialist services

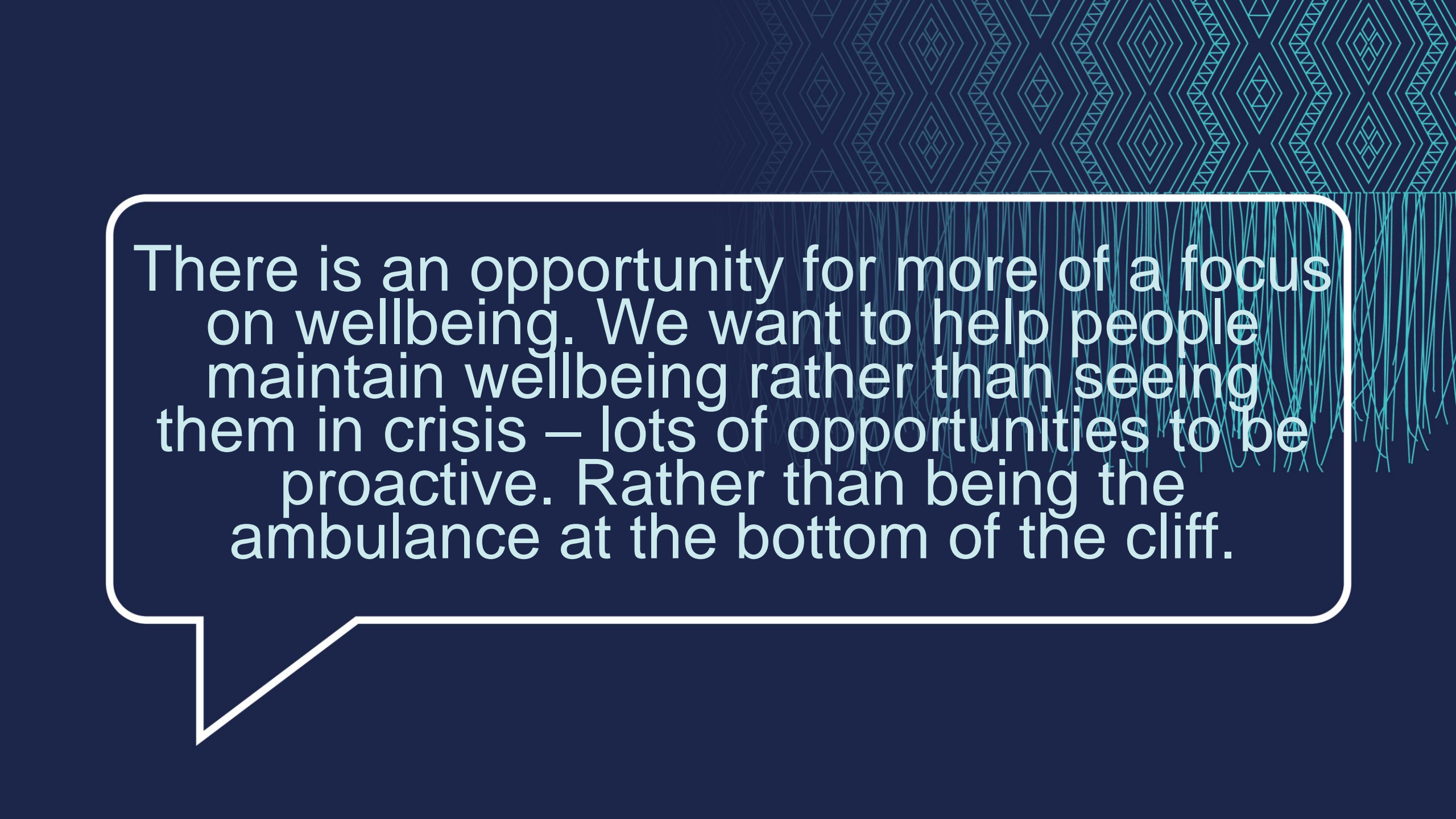
Next steps – ‘the tides are changing’

Detailed design workshops are planned for March 2023 with key stakeholders

To focus on:

- Defining clinical and service user pathways
- Workstream on organisation culture and staff training/development
- Refining the proposed functions and developing operating model
- Incorporating evaluation and service user feedback as an indicator of success/positive change





There is an opportunity for more of a focus on wellbeing. We want to help people maintain wellbeing rather than seeing them in crisis – lots of opportunities to be proactive. Rather than being the ambulance at the bottom of the cliff.

Ngā mihi nui