

Mental Health Services in the Lakes District - *News from the*



Planning & Funding Division, Lakes District Health Board



Te Utuhina Manaakitanga Trust, Alcohol and Other Drug Counselling Service

*Are you ready to change your
drug or alcohol use?
Are you concerned about your
use of party drugs?
Are you worried about family/
whānau, friends or colleagues?*

Drinking and doing drugs can really affect people's lives. It's often hard for people to recognise they have a problem and sometimes friends or family step in to try and help them reduce or quit their use.

Te Utuhina Manaakitanga Trust, Alcohol and Other Drug Counselling Service, offers a free one-to-one counselling service for people who want to make a change to their lives.

A wide variety of other services are offered, from support groups, LTSA Section 65 assessments, referrals to detoxification and residential treatment services as well as support for whānau/family.

Working in a way that is client focused, TUMT encourages and empowers clients to set their own goals and direction so that they can make informed choices, decrease risk to themselves and others.

Linda Gibson (*pictured above at left*) is the Clinical Team Leader, with a team of eight counsellors covering

the Rotorua area.

Linda says people with problems with alcohol make up a significant chunk of the clientele.

"We consider alcohol is a drug; it's mind altering. These days we refer to the service as Alcohol and Other Drugs," says Linda.

Linda says clients come from community mental health, GPOs, whānau, schools, community groups, the courts, and the Community Probation Service. TUMT also takes self-referrals; often people who would be referred

by the Probation Service but preempt the referral by going in independently.

"There are different kinds of drug and alcohol dependence. We work with people who have both a physical and psychological dependence (they rely on it for day to day existence) as well as people who abuse it."

This latter group includes people who binge drink, or drink in a way that their drinking causes problems in other areas of their lives such as parenting, relationships, health and work.

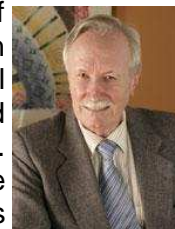
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Issue 2: May 2010

Message from Mary Smith, GM Planning & Funding, Lakes DHB

Tena koutou katoa - greetings everyone

Horizon scanning and making sure our strategic direction aligns with current policy direction is an important part of the role of Planning and Funding. Last month we were visited by Dr David Chaplow, Psychiatrist and Clinical Director and Chief Advisor to the Ministry of Health on Mental Health and Addictions. David's role provides clinical and



technical advice to both the Minister and the Ministry of Health and I took the opportunity to discuss Lakes DHB's philosophy with him.

I noted our philosophy (based on Te Tahuu and Te Kokiri) is that as a provincial DHB our mental health service should consist of a small intensive inpatient unit (which is what we have) with other services located throughout our community.
(cont. pg 2)

**Message from
Mary Smith, GM
Planning & Funding,
Lakes DHB (cont.)**

David Chaplow confirmed that this direction is entirely consistent with his views and expectations for the direction of mental health in Lakes.

Another important issue that we will need to address soon is the status of the Blueprint. The Blueprint, published in December 1998, is a service development model that was prepared to support implementation of the 1994 National Mental Health Strategy. Its primary focus is on specialist mental health services; services for those most severely impacted by mental illness. From the early years of this decade the Blueprint was also adopted as a funding model.

The Blueprint was welcomed by the sector but over the last decade the Blueprint, like the original mental health strategy, has become outdated and as the sector moves forward a new service development plan is needed. Discussions are occurring right now about how this might be done and what approaches might be taken.

The transformational change occurring in primary care and the proposed roll out of Whanau ora are two big changes that will have far reaching impacts on the way we provide and receive health services. We have moved from policy to implementation of the second mental health plan, and have made considerable progress although implementation is by no means complete.

We now face the challenge of broadening our outlook further to ensure the best possible outcomes from the Government's continued investment in mental health services.

Te Utuhina Manaakitanga Trust, Alcohol and Other Drug Counselling Service

"There are plenty of people who know they have a problem and they want to stop, but when they try without support they can't."

TUMT also has a youth service of six counsellors who provide information, support and counselling for young people aged 12 to 25, and is available in Rotorua, Taupo and Turangi.

"Young people are out there drinking to a really harmful level," says Linda.

Effective Intervention workers

TUMT employs two Effective Intervention (EI) workers. Pete France is based in Rotorua and is a counsellor and EI worker. Pete works closely with the police, the Probation service and the courts.

One of Pete's initiatives is visiting the Rotorua Police Station each morning and introducing himself to the people who have been brought into the cells overnight, so he can talk to them about the services available in the community.

"Pete is very proactive and drives a lot of our programmes. Some of those people will walk in the door at our service over the next week or so, pre-empting a probation services referral by self-referring," says Linda.

TUMT also employs an EI youth worker, Jodi Manuel, who is based in Taupo. Jodi works very closely with Child, Youth and Family Youth Justice Services, schools, and the community.

"Jodi is extremely good in that role. She really has a way of working with youth in crisis."

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Te Utuhina Manaakitanga Trust,

Alcohol and Other Drug Counselling Service

First floor, 1154 Hinemoa Street, close to City Focus

Ph: 07-348 3598

www.tumt.org.nz

New community services - infant, child, adolescent and youth mental health & addictions

Right around the country DHBs have put a lot of energy into building mental health services. This is a leading challenge in Te Kokiri, the implementation plan for Te Tahuu the Second Mental Health and Addiction Action Plan. Two areas where most DHBs are behind recommended Blueprint levels of funding and service development are older people's mental health and infant, child, adolescent and youth mental health & addictions. Both these areas are a high priority for Lakes.

Because improving the range and quality of services for infants, children, adolescents and young people is a high priority (and it is so right across the Midland region) a local Child, Adolescent Mental Health Services (CAMHS) Continuum Project, has, for the last 12 months been underway. This has been led by Eseta Nonu-Reid who, working closely with the Lakes Portfolio Manager Marita Ranclaud, has guided the work to identify the gaps in service delivery and develop the framework for prioritisation



of purchasing for the immediate future.

As a result, a tendering process is currently underway for the following services:

- Crisis respite
- Planned respite
- Home based support
- Alcohol & other drug youth day activity programme
- Alcohol and other drug pre and post treatment service for youth

It is anticipated that all services will be in place by September 2010. A steering group with representatives from across the sector, (including primary care, consumer and family) has overseen this work.

Steering group members (L-R): Marita Ranclaud, Belinda Walker, Ange Tipu, Lauren James, Erinne Thompson, Helen Franich, Debby MacEwan, Doug Mack, Liz Carrington, Fiona Broadbent, Vicki Barratt. Absent: Katrina Allison

Te Utuhina Manaakitanga Trust, Alcohol and Other Drug Counselling Service (cont.)

Wheel of Change

TUMT uses a wheel of change to evaluate how motivated people are to stop their drug taking and alcohol use.

Stage One: Pre-contemplation

People don't think they have a problem, let alone possess the tools to solve it.

Stage Two: Contemplation

People have a number of concerns and are weighing up the situation; they may be unsure about what the problem really is. This is a time to think about think about good things and not so good things regarding their use.

Stage Three: Decision or 'ready to change'

People are more ready to change although ambivalence is common. It is a good time to come into the service and together we can get an overview of what's happening in their lives around drugs or drinking, and then help them put together an alcohol or drug action plan.

Stage Four: Action

People are starting to do things to reduce their drug or alcohol use, e.g. reduced use, working towards stopping, or having a period of nil use. Some are ready to go into a residential programme. People may feel a new sense of confidence in their own ability to succeed.

Stage Five: Maintenance

A person could have cut down on their use to a recommended safe limit, or stopped altogether. The challenge is to stay off drugs or alcohol, or maintain reduced use. Planning ahead and making other changes will make a difference here. It is important to find activities to replace time that would have been used to drink or drug.

Counselling for drug and alcohol addictions

arc Counselling Services provides counselling for drug and alcohol addiction, and also has a contract with Primary Mental Health for issues including depression and anxiety.

The arc team of 13 (7.5 FTE) work from premises in Mangakino, Turangi, and Taupo.

“The team is very experienced; all have WeITec Alcohol and Drug Studies Degrees, plus other counselling qualifications,” says Chief Executive Officer and Manager, Chris Wright.

Chris is fairly new to the mental health field, coming from a background in business and financial services. He says the transition has been a huge but positive learning experience.

arc’s contract with primary mental health relies on a GP referral system where patients are assessed against the Kessler Psychological Distress Scale (K10) scale. Any person within the appropriate parameters are triaged by the PHO then referred to arc for counselling.

“This is an interesting contract and has been well received by the community. Client feedback has been positive,” says Chris.

Chris says that some clients have been in the service for five years or more.

“Alcoholism is an illness that can’t be cured, it can only be managed. Unlike someone who might see a counsellor for other difficulties for six weeks or so, the counselling relationship for drug and alcohol addiction is generally long term.”

Chris says that often mental illness goes hand in hand with drug and alcohol addiction.

“The addiction may be a manifestation of some serious underlying mental health issues so in a sense there is often a crossover.”

“arc works from a recovery model, providing both harm reduction and abstinence interventions. Community detoxification is the main procedure as we do not have a detox unit in the Lakes area. We refer clients to residential treatment centres that are available to us. These referrals are mainly

voluntary.”

Chris says feedback is important.

“I’ve just started doing some realistic qualitative assessments of how our clients see the service and it’s so positive. Comments include ‘the counsellor is the best’, ‘excellent service’, ‘thanks for your help’ and ‘my counsellor is one of the greatest people who have crossed my life’s path’.”



arc Counselling Services

Waiora House

129 Spa Road Taupo

07 3771132

Hours: Monday to Friday 8:30 am to 6:00 pm,

last appointments at 5.30pm

Late night: Tuesday

Workwise Drives Success for Clients

Workwise is a nationwide employment agency that deals specifically with individuals with mental illness; helping them through the recruitment process and into paid employment, then supporting them in their career goals.

The Rotorua branch was established in 2006 when Lakes DHB Planning and Funding recognised the need for employment programmes for people in the district with mental health issues.

Workwise operates within the Attachment Model, where an employment consultant is attached to a multidisciplinary community mental health network to support the client to achieve their goals and aspirations.

Within this model, Individual Placement and Support (IPS) plays a very strong role. Also known as evidence-based supported employment, IPS and the integration between employment and mental health services is the key, says Adel Stephenson, Workwise Regional Manager Central/South.

“Workwise has been around for 10 years and over the years we’ve seen overwhelming evidence that the IPS framework is the best way to support people with extensive mental illness in their return to work, then also to retain their jobs,” says Adel.

Workwise was established after a hui in Ratana with consumers that reviewed what would enhance their recovery. People said they wanted real jobs with real pay. From that the initial Workwise service was born.

“Now we support around 1700 people around the country at any one time, and between 10 and 15 percent of that group are young people. It’s not about taking any job; it’s about the right job that matches the skills and talents of the people we work with.”

How does Workwise help?

- Works with the client to find out what type of work they want to do.
- Helps prepare them for that type of work.
- Supports them in their job application and interview.
- Once they are in employment provides a wrap-around support service to enable the client to maintain their work wherever possible, despite their mental illness.

Adel says Workwise employment consultants are a

“special breed” of employment consultant, many of whom are from a mental health type background and understand how to engage with people who may not be confident to secure employment on their own.

“Our consultants quickly form a relationship with people to gather thoughts around employment opportunities, career pathways, planning with them to take steps as well as to stand in the labour market, and approach employers on behalf of individuals to make that transition back to work. It’s the relationship, understanding mental health and absolutely believing that people can work. It’s about giving individuals hope. A lot of people have lost that work identity but in society work is a valuable part of peoples’ whole identities; Workwise believes that finding and shaping this identity is fundamental to the wellbeing of any person.”

If a client’s mental health is deteriorating, the consultant will work within the clinical cluster attached to that client to minimise the disruption to the client’s work.

“We get referrals from the NGO sector and Community Mental Health, and we will have an employment

conversation with everyone who is referred to us. Our only criteria is that our clients must have a real desire to work.”

Adel says clinical indicators and mental health diagnoses and history do not indicate how successful people would be in work.

“It’s really about their desire to work, once you have that you can work with it. We’ve seen some great successes in the Lakes district since 2006. Many people are in work; sometimes it’s an entry level role, but then people will set their sights higher and do more training or change careers.”

“When people work they, over time, need clinical services less. We know that when they work and they do become unwell that their periods of wellness last longer.”

“The team in Rotorua is a team of really talented individuals that make that service so great and gives range. We have fabulous stakeholders, very collaborative clinical teams and NGO providers. Planning and Funding has been really supportive of us, and we achieve good results. We continuously try to be creative about what we offer to add value.”



Profiling Workwise Team Leader Nik André

“Employment is a health intervention.” - Nik André, Team Leader, Workwise Rotorua

Nik André is the Team Leader for Workwise Rotorua.

Nik, five employment consultants, and an administrator provide supportive employment services, which aligns with the principals of Individual Placement and Support (IPS) to the Lakes District area.

Most of their clients are referred from Te Ngako Adult Community Mental Health Services.

“We work in an integrated manner with Te Ngako, sharing information about what we’re doing; the kind of jobs we’re looking for and the type of position that might be suitable or useful in our clients’ recovery,” says Nik.

Once a person is working a Workwise employment consultant’s role focuses more on post-placement support. If a client in work is becoming unwell, Workwise Rotorua will intervene and make sure that person receives the appropriate clinical support.

“In doing this, we can usually retain the person’s job. When someone loses a job they lose income and rent, and relationships can become rocky, so if we step in early and retain that person’s employment they can avoid a lot of those issues.”

Nik has a background in employment relations, specialising in working with people with mental illness.

“I believe employment is integral to a person’s recovery. Employment is a health intervention; it’s just as useful as therapy and medication.”

“We look at solutions for both the employer and the client. The focus is on retaining jobs, addressing issues and enhancing productivity in the workplace. Where appropriate, we educate team members about mental health and what to do when they are concerned for their colleague. Sometimes, little things can make the world of difference.”

Workwise Rotorua helps clients with application

and cover letters, mock interviews, travel to interviews and developing employment plans. The plan will look at the “triggers” – those things that could precipitate a situation such as a major anxiety attack in the workplace.

Nik and his team also promote the benefits of physical exercise to clients, and they practice what they preach. Recently the Workwise Rotorua team was recognised for their cycling prowess, winning first place honours for the Bay of Plenty Bike Wise Challenge.

“I absolutely love my job. I enjoy watching the change in people, the fact that they’re getting back into society, developing routines, the whole shift in their mindset when they’re earning a wage,” says Nik.

“When people can do simple things again such as buying Christmas presents for family or going to the movies – all with their own money - they change so much. People often come into the service with low self esteem and self worth, but once they’re working that all changes.”



Workwise Employment Agency

Rotorua Office

1236 Haupapa Street

ROTORUA

Ph: 07 348 2940

Website: www.workwise.org.nz

8.00 a.m. - 4.30 p.m. Monday to Friday

Helping Achieve Independent Living

.Finding a place to live, filling in the paperwork, dealing with landlords, setting up rent payments and taking care of maintenance issues can be a headache at the best of times.

But for a lot of people managing mental health and/or addiction issues, dealing with the whole process of finding accommodation just seems too daunting.

Independent Living Choices Ltd (ILCL) helps clients of the mental health and addiction services to find affordable housing and manage tenancies in the Taupo, Turangi and Mangakino areas.



“We aim to provide each individual with as much support as it takes to help them find appropriate housing and to remove some of the stress from this process for them,” says the Manager of ILCL, Michelle Simpson (pictured above)..

“Often if you’ve experienced a mental health illness and/or addiction you may have lived in or received support from clinical or community based services. People’s needs change as they recover and this often starts a desire for more options about where to live and who to live with.”

“We might be asked to assist them because they’re afraid of completing paperwork or being discriminated against or misunderstood. So we can help make the move into their new home as stress free as possible. A lot of our clients have stated they couldn’t do it without us – it would just be too hard,” says Michelle.

The focus at ILCL is on recovery and the ability to create opportunities for clients, giving them direction and hope.”

ILCL is a stepping stone for service users towards full community participation and full independence.

“We aim to deliver client focused culturally appropriate responsive services and we draw upon the expertise of other services, agencies, clinicians and key workers, as and if required.”

Getting a client into their own accommodation isn’t the end of the relationship with ILCL.

“We work them for a compulsory three months and then for as long as the client requires. We can help to make sure they are maintaining the property

and looking after it,” says Michelle.

“It’s not just about the housing. Often we’re dealing with the whole family so we get involved in strengthening family meetings because housing is a big thing for them. We’ll also get involved in CYF meetings. We work collaboratively with a lot of other agencies to ensure we get the best outcome for our clients.”



Storage facility for ILCL.

Independent Living Choices Ltd helps its clients to:

- Find a suitable home
- Complete paperwork (rental applications, tenancy agreements, bond forms etc)
- Access benefit entitlements through Community Link (in Taupo, formerly known as Work and Income), i.e. accommodation supplements and re-establishment grants
- Budgeting advice
- Finding ways to manage rental payments
- Setting up automatic payments for bills
- Assisting with getting power connected
- Finding and buying furniture and household goods
- Sorting out tenancy issues including mediation and resolution
- Keeping the property up to standard (maintenance and lawns)
- Landlord liaison
- After hours call service for emergencies for maintenance assistance
- Help clients to get onto the Housing Corporation wait list

Contact Independent Living Choices Ltd on

Ph: 07 377 1224, or Email: michelle.ilc@xtra.co.nz

ABOUT

Planning and Funding for the Lakes District Health Board

The Lakes District Health Board (DHB) was established under the New Zealand Public Health and Disability Act 2000 to be responsible for the health and disability support needs of the approximately 100,000 people living in the Lakes area.

Lakes DHB delivers acute and specialist secondary level clinical care to patients in the hospital and the community. The DHB is a service funder as well as a service provider, funding and contracting with a range of community providers who provide services for us. Lakes DHB holds contracts for service provision with over 100 providers, including pharmacists, dentists and others.

Planners use data to help understand demography, health status and service utilisation patterns that are all part of ongoing health needs assessment and necessary for the planning process. Planners regularly undertake service analysis, financial analysis – (business cases), prioritisation, monitoring and evaluation. We provide information for, frequently consult with, and receive information from our communities.

In addition contracted providers have their own quality frameworks and efficiency measures against which they are monitored (usually quarterly). The primary care and NGO sectors are critical in helping deliver services to the

population we serve.

The portfolio manager is a key role within Planning and Funding.

The **Portfolio Manger for Mental Health and Addictions, Marita Ranclaud**, works across the age continuum to ensure good service provision for those people with severe and enduring mental health conditions.



Marita is Rotorua born and bred with affiliations to Ngati Whakaeue, Ngaiterangi and Tuwharetoa.

Marita has a background in mental health nursing with post graduate qualifications in Maori & Pacific Development and Health Science (Child & Adolescent Psychiatry).

Marita is passionate about mental health and has a particular interest in workforce development, youth and Maori mental health issues.

This newsletter is produced by the Planning and Funding Division of Lakes District Health Board.

If you have planning and funding type queries about mental health services, please contact:

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