

Mental health and addiction services



Our mental health and addiction services support people with mental health and addiction problems to live independently in the community while they take steps towards making healthy choices for themselves. We work with all ages: children, adolescents, adults and older people.



Our mental health services are aligned to the National Mental Health Sector Framework. This means that the service is provided for people with mental health problems who have high and ongoing support needs related to community living and self management.

Our mobile service assists the person to determine their recovery goals and uses this information to provide a key coordination role between the person, their family/whānau, the community, and the resources that they wish to access and use to support their recovery.

Entry criteria

Identified eligible clients are referred by key workers of specialist mental health services and are:

- people whose support needs assessment meets the criteria published by the Ministry of Health
- people whose lifestyle has been disrupted over the last six months or as a result of their mental illness.

This may include unplanned accommodation moves, an inability to sustain paid employment, a deterioration in their ability to care for themselves or a deterioration in relationships with family/whānau or their social network.

Mental health and addiction services (cont)



Services

There are seven key services we deliver, including:

- household management services
- personal care and advanced personal care services
- home-based/community support services
- individualised wrap around packages of care and complex packages of care
- planned respite services
- independent living choices
- acute solutions in the community.

All services are mobile or delivered into the client's home and are provided in the home seven days a week including public holidays.

Services wrap around the client and their family/whānau in response to their needs and work to achieve their individual goals, dreams and aspirations.

Our model of care is recovery and client focused to ensure integration and transparent collaboration with all key stakeholders.

Model of care

"Journey to recovery"

- Hope - that by taking small steps things will improve.
- Self determination - that the person/family will have choices.
- Active participation - that the person/family will be involved in all decisions.
- Community inclusion - that the person/family will have a sense of belonging to the community that they live in.
- Attitude and knowledge - that the people who support them will have the right "heart" and have or be able to access the right knowledge to provide the right care at the right time.

Values

"Whatever it takes"

The fundamental values that underpin the way we work are:

- Doing for - at times support has to be direct to bring standards of living to an acceptable level.
- Walking with - working/walking with the client and their family to achieve their recovery goals and build their resilience to maintain a healthy lifestyle.
- Supporting to - supporting the client and their family to maintain their independence so that they are integrated into the community that they live in.