

Mental Health & Addiction Services:- Referral Information Pack

The Government's National Mental Health Strategy requires that mental health services be delivered to the 3% of the population who are most severely affected by mental illness. All mental health services must give priority to this group of people with respect to access to services, within the resources available.

Mental Health and Addiction Services are secondary specialty services and are to be provided to:

- Eligible people with an identifiable or suspected psychiatric disorder (as defined in DSM IV or other generally recognised diagnostic classifications), including drug and alcohol problems which has had significant impact on that person's ability to function or which is at risk or doing so
- Eligible people seeking information about mental illness, its treatment and prevention, support of people with mental illness, or recognition of mental health problems and what to do about them

Immediate significant risk to safety of self or others due to mental illness has to be referred directly to the mental health crisis team at 0800-800-508 or if necessary, the Police.

Service Specific Inclusion Criteria: Eligible people/service users include:	Service Specific Exclusion Criteria: These services are not provided for people whose problems are solely as a result of:
<p>General adult MHS (all criteria must apply):</p> <ol style="list-style-type: none"> Serious mental illness and/or An associated level of disability and/or risk (acuity) I and II to the extent that specialist mental health services are required at the time of assessment The service cannot provide the most appropriate treatment/intervention for particular disorders i.e., eating disorders, forensic disorders. Usually in this situation alternative referral options will be offered 	<p>General adult MHS:</p> <ul style="list-style-type: none"> • Violence & anger • Intellectual disability (includes post-head injury) with or without behavioural problems • Learning difficulties • Criminal activities • Parenting difficulties • Alcohol and drug abuse
<p>Maternal Mental Health:</p> <ul style="list-style-type: none"> • Women who develop moderate to severe mental health problems during pregnancy and up to 12 months following the birth • Women who have a previous history of severe mental illness who are planning to become pregnant • Current clients of community mental health services requiring specialist consultation who become pregnant 	<p>Maternal Mental Health:</p> <ul style="list-style-type: none"> • As per general adult mental health service • Non-pregnant women and/or in excess of 12 months post birth
<p>Child & Adolescent MHS (0-18 years):</p> <ul style="list-style-type: none"> • Children, adolescents & youth with serious mental health disorders • Other children, adolescents & youth with suspected psychiatric disorders • Other children, adolescents & youth with psychological disorders including severe emotional & behavioral disturbance 	<p>Child & Adolescent MHS (0-18 years):</p> <ul style="list-style-type: none"> • Sexual abuse • Violence & anger • Intellectual disability (includes post-head-injury) with or without behavioural problems • Learning difficulties • Criminal activities (anti-social behaviours) • Parenting difficulties • Conduct disorder
<p>First Episode Psychosis Prevention, Intervention and Education (15-25 years):</p> <ul style="list-style-type: none"> • People experiencing their first episode of a psychotic disorder • People showing symptoms indicative of psychosis • People showing other symptoms of mental illness and have a family history of psychosis or bi-polar affective disorder • People who have had a psychotic experience that has spontaneously resolved 	<p>First Episode Psychosis Prevention, Intervention and Education (15-25 years):</p> <ul style="list-style-type: none"> • Neurological disorders • Head injuries • Intellectual disability
<p>Community Alcohol & Drug Services</p> <ul style="list-style-type: none"> • People with alcohol and/or other drug problems • People with co-existing mental health and alcohol and/or other drug disorders • People at risk of developing an alcohol and/or other drug use problem 	<p>Community Alcohol & Drug Services</p> <ul style="list-style-type: none"> • Dependency on nicotine • Violence and anger • Other addictive behaviours i.e. sexual addiction
<p>Mental Health Services for the Older Person</p> <ul style="list-style-type: none"> • People over the age of 65 years presenting for the first time • People over the age of 65 years with long standing psychiatric illness who have developed a co-morbid age related disorder such as primary dementia • All people with age related disorders/dementia with associated psychological and behavioral problems 	<p>Mental Health Services for the Older Person</p> <ul style="list-style-type: none"> • Uncomplicated dementia • Acute confusional states (i.e., delirium)
<p>Dual Diagnosis with Intellectual Disability</p> <ul style="list-style-type: none"> • As per general adult mental health service • Adults aged 18 years or over who have been assessed as having an intellectual disability and a co-existing psychiatric disorder 	<p>Dual Diagnosis with Intellectual Disability</p> <ul style="list-style-type: none"> • As per general adult mental health service and absence of a co-existing intellectual disability

Cultural Phenomenology

From time to time Maori people and people from other cultures will present with psychopathology, which is the result of cultural phenomenology, such as (for Maori) Matekite, Mate Maori or Makutu. Appropriate assessment and / or consultation are required to ensure a suitable service response.

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Service Specific Inclusion Criteria cont:	Service Specific Exclusion Criteria cont :
<p>Te Puna Hauora – Kaupapa Maori Mental Health Services, Tauranga</p> <ul style="list-style-type: none"> • Tamariki/Mokopuna Service - refer to inclusion criteria Child & Adolescent MHS (0-18 yrs) • Early Intervention Service – refer to inclusion criteria for First Episode Psychosis Prevention, Intervention & Education Service • Dual Diagnosis Service – People with co-existing mental health and alcohol and/or other drug disorder • Community Adult Services – refer to inclusion criteria for general adult MHS • Inpatient Services – refer to inclusion criteria for general adult MHS 	<p>Te Puna Hauora – Kaupapa Maori Mental Health Services, Tauranga</p> <ul style="list-style-type: none"> • Tamariki/Mokopuna Service - refer to exclusion criteria Child & Adolescent MHS (0-18 yrs) • Early Intervention Service – refer to exclusion criteria for First Episode Psychosis Prevention, Intervention & Education Service • Dual Diagnosis Service – People who do not have a co-existing mental health and alcohol and/or other drug disorder • Community Adult Services – refer to exclusion criteria for general adult MHS • Inpatient Services Services – refer to exclusion criteria for general adult MHS

BOP District Mental Health Services Brief Description – Tauranga & Whakatane	
<p>CRISIS Assessment Team</p> <ul style="list-style-type: none"> • Provides a 24-hour 7 day a week crisis assessment and treatment • Tauranga Phone 0800-800-508 • Whakatane Phone 0800-774-545 • Calls may be received and triaged via the acute inpatient unit after hours • Non mental health crisis will be referred on for appropriate treatment 	<p>Community Alcohol and Drug Service (CADS).</p> <ul style="list-style-type: none"> • Provides services for people who have problems related to alcohol and/or drug misuse • Provides and Opioid Substitute Programme • Monday to Friday business hours • Tauranga Phone 07 579 8391 • Whakatane Phone 07 306 0154
<p>Community Mental Health Services</p> <ul style="list-style-type: none"> • Provides a range of community based services for people aged 17 years and over who are experiencing moderate to severe mental health problems • Tauranga Phone 07 579 8329 • Whakatane Phone 07 306 0154 	<p>Child & Adolescent Mental Health Specialist Service</p> <ul style="list-style-type: none"> • Provided for children and young people 0 to 18 years with moderate to severe mental health problems • Monday to Friday business hours • Tauranga Phone 07 579 8380 • Whakatane Voyages Phone 07 308 8803
<p>Te Puna Hauora – Kaupapa Maori Mental Health Services- Tauranga Provides the following services based on Maori Kaupapa:</p> <ul style="list-style-type: none"> • Tamariki/Mokopuna Service – 0-18 year olds with moderate to severe mental health problems • Early Intervention Service – 15-25 year olds who are experiencing their first episode of a psychotic disorder • Dual Diagnosis Service – People with co-existing mental health and alcohol and/or other addictions • Community Adult Service – community based service for people aged 17 years and over who are experiencing moderate to severe mental health problems • Monday to Friday business hours • Telephone 07 579 8560 • Inpatient Services – Inpatient hospital care for people experiencing an acute episode of psychiatric illness that require a safe environment with intensive nursing and medical care 	<p>Maori Mental Health Services – Whakatane</p> <ul style="list-style-type: none"> • Provides Kaupapa services for people including their families/whanau who have mental health problems • Monday to Friday business hours • Phone 07 306 0154 <p>First Episode Psychosis Prevention Intervention and Education</p> <ul style="list-style-type: none"> • Provides assessment, intervention, education and support for people aged 15 to 25 years of age who are experiencing their first episode of a psychotic disorder • Monday to Friday business hours • Tauranga Phone 07 579 8380 • Whakatane 07 308 8803
<p>Liaison Psychiatry</p> <ul style="list-style-type: none"> • For patients of the general hospital who also require mental health consultation • Monday to Friday business hours • Tauranga Phone 07 579 8853 • Whakatane 07 306 0154 	<p>Maternal Mental Health</p> <ul style="list-style-type: none"> • Specialise in working with women who experience moderate to severe mental health problems related to pregnancy and up to 12 months after the birth • Monday to Friday business hours • Tauranga Phone 07 579 8329 • Whakatane Phone 07 306 0154
<p>Intensive Case Management</p> <ul style="list-style-type: none"> • Integrated within the teams, this service provides specialist support to those people with high and complex needs who require intensive follow up and or input • Monday to Friday business hours • Referrals are only considered from MHS sector teams and/or broader mental health services 	<p>Adult Intellectual Disability Dual Diagnosis Mental Health (IDDD).</p> <ul style="list-style-type: none"> • Mobile service providing specialty consult liaison and co-working of clients with combined problems of intellectual disability and mental illness based in Tauranga providing service to both Tauranga and Whakatane • Monday to Friday business hours • Tauranga Phone 07 579 8329
<p>Community Mental Health Services for Older People (MHSOP)</p> <ul style="list-style-type: none"> • Provides a free specialist service for people aged 65 years and over who are experiencing mental health problems and or memory problems • Monday to Friday business hours • Tauranga Phone 07 579 8335 or 8065 • Whakatane Phone 07 306 0154 	<p>MHSOP Day Programme Services – Tauranga Only</p> <ul style="list-style-type: none"> • For people aged 65 years and over who are experiencing an acute episode of psychiatric illness • Provided within a hospital setting clients attend daily and return home each evening • Referrals are considered only from Mental health Services for Older People
<p>Inpatient Services</p> <ul style="list-style-type: none"> • Provides inpatient hospital care for people experiencing an acute episode of psychiatric illness that requires a safe environment with intensive nursing and medical care • Admissions are considered only via the crisis team or Community Mental Health Services 	
<p>Tauranga</p> <ul style="list-style-type: none"> • Te Whare Maiangiangi • Phone 07 579 8717 	<p>Whakatane</p> <ul style="list-style-type: none"> • Te Toki Maurere • Phone 07 306 0780

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GUIDELINES FOR INFORMATION REQUIRED FOR REFERRAL and the MHS referral form	
<ul style="list-style-type: none"> NOTE: Immediate significant risk of safety to self or others due to mental illness has to be referred directly to the Psychiatric CRISIS service ph: 0800-800-508. If necessary to the Police 	
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<ul style="list-style-type: none"> Referrals are accepted only if they meet the specific criteria. Written (mail/fax) referrals on this form are preferred Referral services are available Monday to Friday 8.00am – 4.30pm Further guidance regarding the referral process and information required may be accessed via the mental health services as listed or mental health intake services phone 07 579 8493 	<ul style="list-style-type: none"> New non-acute referrals will be screened each day and will be considered for acceptance and appointment confirmed within 7 - 10 days. Referrals should be through GP practices or other primary care services. Although people can self refer, we encourage referral paths through other primary care providers
<ul style="list-style-type: none"> Please indicate specialist mental health service required (brief service description provided below). Internal referrals are only accepted to Liaison Psychiatry, Intensive Case Management, the acute inpatient unit (Te Whare Maiangi / Te Toki Maurere), and Mental Health Services for Older People Day Hospital 	
<ul style="list-style-type: none"> Dual Diagnosis with Intellectual Disability is a new Mental Health Service that is expected to commence in the first quarter of 2006, please contact community mental health services if you would like to make a referral to this service. 	
<p>Legal Considerations:</p> <ul style="list-style-type: none"> Legal considerations – mental health act, criminal justice act, care & protection, enduring power of attorney which may include protection of personal and property rights act or specify other 	
<p>Preferred Contact person:</p> <ul style="list-style-type: none"> Please discuss with the client who their preferred contact person is – this may differ from their carer/guardian Include relationship and contact phone number of contact person as identified by the client Also note others that live in the home 	
<p>Other agencies involved</p> <ul style="list-style-type: none"> Note any other relevant agencies involved with the client or their family/whanau that may be of significance to the referral 	
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<p>Reason for Referral</p> <ul style="list-style-type: none"> Please provide a brief outlining reasons for referral – include information on current symptoms, duration and effects on current functioning Please note the indicated timeframes for acute assessment is within 24 hours and confirmation of an appointment for non-acute assessment is 7-10 working days. 	
<p>Psychiatric History</p> <ul style="list-style-type: none"> Please provide a brief outline of the clients psychiatric history (if any), particularly if the client has not received psychiatric services from a New Zealand Mental Health Service 	
<p>Other Health / Disability Information</p> <ul style="list-style-type: none"> Include any relevant information regarding current health or disability condition. Include current treatments (medication or other). Some recent test results may be accessed by mental health services via the IBA system. 	
<p>Identified Risk Issues</p> <p>This may include:</p> <ul style="list-style-type: none"> Risk of progression of illness – risk to health of the individual Risk of deliberately induced harm to self Risk of unintentional harm to self, or exploitation Risk of intentional or unintentional violence, or fear-inducing behaviour towards others <ul style="list-style-type: none"> Indicate any relevant issues including information in regards to whether these have been threats or actual incidents and timeframes of these 	
<ul style="list-style-type: none"> NOTE: Immediate significant risk of safety to self or others due to mental illness has to be referred directly to the Psychiatric CRISIS service ph: 0800-800-508. If necessary to the Police 	

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Mental Health Support and Services

Various services are available within the community for mental health care and support; information about these services may be accessed via such agencies as noted below:

The Western Bay of Plenty Mental Health Trust has compiled a directory of community services – “Good! Mental Health Directory second Edition 2004” that supplies information about Mental Health and related services that are available in the Western Bay of Plenty region.

Copies of the directory may be accessed via:

The Resource Officer
Western Bay of Plenty Mental Health Trust
Phone 07 577 1457
Fax 07 577 1467

Family and community services are a division of the Ministry of Social Development that has developed a National Directory that includes services providing mental health care and support. This directory may be accessed via www.familyservices.govt.nz. Family and community services also provide a free and confidential helpline connecting to a wide range of services for families and communities on **0800 211 211**. It is open 8am-9pm seven days a week.

Citizens Advice Bureau phone 0800 FORCAB (0800 367 222)