

Connecting Care From A Whānau Perspective

Health Quality & Safety Commission Workshop



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Whānau Wellbeing Perspective



Connecting Care – Progress to Date

- Ensuring safe connected experience for tangata whai ora and whānau as they move from adult MH unit to CMHS (1 mainstream & 1 Kaupapa Māori team)
- Comprehensive data gathering Feb – April 2019
- Common themes emerged from stakeholders – notably around Discharge Planning Meeting (late in admission, little notice so low attendance by community, whānau & NGOs)



Connecting Care - What's Working Well



- Key perspectives involved in CC steering group
- Kaiatawhai in house cultural support working well for Māori
- Able to leverage off other projects eg Wahi Ngawari Open Wards consumer, whānau survey & focus group
- ADHB Whānau Perspectives group actively involved (6 whānau)
- Te Whetu Tawera Whānau Focus group (2 Māori/3 Pakeha)
 - “Transitional mtg held week before d/c was v. helpful”
 - “ Would like a week’s notice if possible (day/time set)”
 - “Nurse at mtg to do proper closure was helpful”
 - “SW support at mtg would help process”
- Proposed solutions will benefit all parties esp. whānau

Connecting Care – Challenges



- Other systems improvement projects in adult MHS
- Staff vacancies & turnover
- Auckland Housing Crisis
- Wait for Govt response to MH Inquiry



Connecting Care – Some Next Steps



- Implementation of care planning mtgs earlier in admission
- SSFC training for adult MH unit SWs to ‘facilitate whānau meetings that build support and understanding between whānau members’ (Lets Get Real skill Working with whānau, pg 39)

- Development of Measures



- Uptake of Shared Care Plan (electronic access for person, trusted whānau and service providers to support coordinated care)