

11 May 2022

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Thank you for your email 14 April 2022, in which you requested information under the Official Information Act 1982. You asked:

Please provide the following information:

- *What is the need for Police to attend the MH call outs?*

Police may be requested to attend depending on the situation on assessment by the Duly Authorised Officer. The skills, role and powers of the Police may be required in some circumstances.

- *Is there a local plan in place to fill the gaps in Mental Health Crisis response?*

Tawhirimatea, the Hauora Tairāwhiti Mental Health Crisis team, has 6 clinicians rostered across 7 days a week and on call overnight with a Cultural Support worker alongside at all times. This model supports a 'culturally joined up approach' to aid in the reduction of barriers and improve either the admission process or connecting to other services and networks. We are fortunate that when there are vacancies for this service that we can draw on other clinical specialists from other areas of the service group.

Currently there is one vacancy for a clinical team member. This is being covered while recruitment takes place.

- *How many Mental Health Crisis calls did the hospital /PATT team get in the past year (2020/2021)?*

2,470 calls.

- *How many trained Mental Health Crisis Response team staff do we have in the hospital?*

See second question.

There are 6 clinicians rostered to the crisis team but other areas of the service group also have staff trained and experienced in crisis work.

- *Why is it that MH staff don't attend to Mental Health emergencies/crisis?*

MH Crisis calls cover a range of presentations but they are usually at the most extreme end of the MH continuum where there is a clear and present risk to self and or others.

https://www.healthandsafety.govt.nz/assets/Documents/Mental_Health_Pocketbook.pdf

Crisis work by Mental Health teams has to provide a range of responses which often take a more concentrated and considered approach that largely can only be delivered in calmer settings to maximise engagement. Owing to the range of calls, phone triage may mean no physical attendance is required, or a referral to the Police.

For regular users of Mental Health services, access or receiving support from their usual services is important to maintaining wellness. Primary care and helplines are also key pieces in the formal support network to manage distress before escalation. Community Mental health and Providers like Te Waharoa and Tūranga Health take self referrals. Having an advocate or peer support work can help to navigate health needs especially when anxious or mood is altered.

- *What is the general wait time for a mentally unwell person to be seen by a MH professional in the ED?*

The Australasian triage scale is used for everybody in an Emergency Department. Everyone's circumstances and presentations vary based on the scale, which can be from being seen immediately due to a life threatening circumstance - or up to 2 hours based on low risk. Medical clearance in the emergency department is a vital step before admission to services to make sure that there is thorough and equitable access to medical treatment before moving on.

If the MH crisis team are attending to another person while another crisis call comes in then a phone triage determines what the priority response is at that time. This is where having both Police, other emergency services and sometimes friends and whānau are key until a triage and/ or MH crisis assessment is completed.

- *Is there a local plan in place to fill the gaps in Mental Health Crisis response?*

As above, there are no gaps in coverage.

- *Is any change happening to better our Mental Health Crisis Response?*

One of the main things we have implemented over the preceding two years is improved documentation and handover processes to support continuity of care across shifts. Risk assessment workshops ensure the team produces quality risk assessments.

The communication between the crisis service and community is monitored. Service user feedback is being sourced in a structured manner with the introduction of a new triage call tool.

Seclusion questions

- *1) Total number of hours seclusion was used for in 2020 and 2021?*
- *2) Number of people subjected to it - how many Māori and non-Māori?*
- *3) Number many times seclusion was used in 2020 and 2021? Data showing the total population covered by the DHB's mental health and addiction services at the end of December 2021.*

Date	Ethnicity	Hours
January 2020		
03/01/2020	M	14 hrs 40 mins
24/01/2020	M	22 hrs
28/01/2020	M	12 hrs
29/01/2020	M	3hrs 15mins
29/01/2020	M	7 hrs 50mins
30/01/2020	M	14 hrs 40mins
30/01/2020	M	15 hrs 50mins
31/01/2020	M	13 hrs
February 2020		
02/02/2020	M	2 hrs 05mins
07/02/2020	M	22 hrs
09/02/2020	M	52 hrs
09/02/2020	M	5 hrs 40 mins
12/02/2020	M	5 hrs
12/02/2020	M	5 hrs 30mins
15/02/2020	M	9 hrs 10mins
19/02/2020	E	105 hrs 40 mins
19/02/2020	M	4 hrs 30mins
March 2020		
19/03/2020	E	40 hrs 15mins
May 2020		
16/05/2020	E	13 hrs 30 mins
30/05/2020	M	62 hrs 10mins
June 2020		
03/06/2020	E	30 hrs 30mins
06/06/2020	E	22 hrs
06/06/2020	M	4hrs 30mins
26/06/2020	M	1 hr 30mins
27/06/2020	M	1 hr 30mins
July 2020		
23/07/2020	M	1hr 15mins
29/07/2020	M	22 hrs 15mins
25/07/2020	M	3 hrs
31/07/2020	E	21hrs 55 mins
August 2020		
02/08/2020	E	7 hrs 40 mins
04/08/2020	E	4 hrs 20mins
11/08/2020	M	39 hrs
13/08/2020	M	18 hrs 55 mins

14/08/2020	M	16 hrs 55mins
23/08/2020	E	4 hrs 05mins
September 2020		
15/09/2020	M	13 hrs 05 mins
23/09/2020	M	26 hrs
24/09/2020	M	32 hrs 30mins
28/09/2020	M	13 hrs 10mins
02/10/2020	M	2 hrs 50mins
11/10/2020	M	14 hrs 35mins
November 2020		
01/11/2020	M	187 hrs
December 2020		
02/12/2020	M	10 hrs 30mins
24/12/2020	E	17 hrs
27/12/2020	E	21 hrs 30mins
January 2021		
14/01/2021	M	86 hrs 15mins
February 2021		
21/02/2021	M	25 hrs 20mins
22/02/2021	M	60 hrs 30 mins
May 2021		
11/05/2021	M	38 hours 30mins
13/05/2021	M	17 hrs 20mins
13/05/2021	M	14 hrs
14/05/2021	M	8 hrs 40mins
14/05/2021	M	6 hrs 30mins
18/05/2021	M	39 hrs 30mins
22/05/2021	M	2 hrs 05mins
24/05/2021	M	24 hrs
June 2021		
02/06/2021	M	16 hrs 20mins
25/06/2021	M	10 hrs 30mins
30/06/2021	E	7 hrs 20mins
July 2021		
22/07/2021	M	70 hrs 45mins
September 2021		
18/09/2021	M	1 hr 15mins
27/09/2021	M	29 hrs

October 2021		
02/10/2021	M	12 hrs 40mins
20/10/2021	M	46 hrs
28/10/2021	M	61 hrs
November 2021		
19/11/2021	E	15 hrs 20 mins
December 2021		
10/12/2021	E	11 hrs 30mins
28/12/2021	M	26 hrs
30/12/2021	M	57 hrs 30mins

69 episodes
 14 European
 55 Maori
 1646.12 total hours

If you are not satisfied with this response you may contact the Office of the Ombudsmen, phone 0800 802 602.

Please note this response, or an edited version of this response, may be published on the Hauora Tairāwhiti DHB website. Your personal/identifying information will be redacted from any responses published.

If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Naku noa, na

Jim Green
Chief Executive
Hauora Tairāwhiti