

# Mauri Ora

Redevelopment of Mental Health and Addiction Services in the Lakes District

## Model of Care Working Group wants to hear from you

Mauri Ora is the name of the project which is looking at how mental health services are delivered to tangata whaiora (service users) and their whanau across the Lakes district including Rotorua, Taupo and Turangi.

The Model of Care Working group is ready to engage with stakeholders about what matters to them and encourages everyone to be involved and help guide the new direction of mental health and addiction in the Lakes DHB community.

The group wants to hear your opinions, ideas and wisdom on helping people and their families/whanau who experience mental health issues to get the right support for healing and recovery.

If you have something to say – get involved at every opportunity. E mail or phone [marita.ranclaud@lakesdhb.govt.nz](mailto:marita.ranclaud@lakesdhb.govt.nz) 0274297179 and find out when the next community or in house stakeholder engagement session is being planned. See also page 4.

The Model of Care Working group is leading the model of care work over the next few months. Members of the team will run engagement hui, and meet fortnightly to collate and analyse themes. The first phase of the MOC design with initial key theme summary will be ready by the end of May to inform the business case for a

new mental health facility.

By mid-June the Model of Care working group will have written up a first full draft version of the model of care from themes from engagement workshops, other hui, collation of themes from existing and previous reports, models in other areas, statistical data, mapping of current services and community assets and feedback on current services. Over July the draft model of care will be taken back to the community for



consultation.

*L to R: Rameka Te Rahui, Manaaki Ora, Donna Starling, Derryn Hyde, Link People, Fahryn Whippey community mental health nurse Taupo/Turangi, Wi Huata, Link People, Marita Ranclaud, Portfolio Manager, Michael O'Connell, Clinical Nurse Director Mental Health and Addiction Service, Sonja Quan, Psychiatrist Community Mental Health, Mandy Allman, Nurse Practitioner MHS, Kylee Douglas, Manaaki Ora, Haehaetu Barrett, Regional Manager Lifewise. **Missing:** Kingi Biddle Ngati Whakaue, Carli Sudlow Clinical Nurse Manager Inpatient Unit, Stuart Burns Board member and whanau member with lived experience.*

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# Business Case for Facility Redevelopment

The current mental health inpatient facility was adequate for its day, but 40 years later is not suitable for delivering contemporary, therapeutic care. The building is also in bad condition and requires significant maintenance.

Getting approval from Treasury and the MoH to build a new facility requires a single stage business case which involves a significant amount of work. The design and shape of a new facility will emerge following the Investment Logic Mapping (see below), stakeholder and user groups engagement to develop a model of care and concept design with the architect and health planner (once engaged). An early strategic assessment is due to be submitted to the MoH at the end of May for feedback.

Site options will be assessed in June with each of the six possible sites assessed against criteria.

The sections of the business case include:

**The Strategic Case** – The case for change and investment objectives.

**The Economic Case** – Determining the value for money proposition.

**The Commercial Case** – Includes procurement, risk sharing, payment and contractual arrangements, and accounting treatment.

**The Financial Case** – Affordability and funding arrangements.

**The Management Case** – The plan for successful delivery including governance, reporting, benefits management, risk management, change management - workforce, ICT, and post project evaluation.

In July, planning for procurement of the concept design stage with the architect and health planner will begin and the final business case will go to the Lakes DHB board in November 2018.

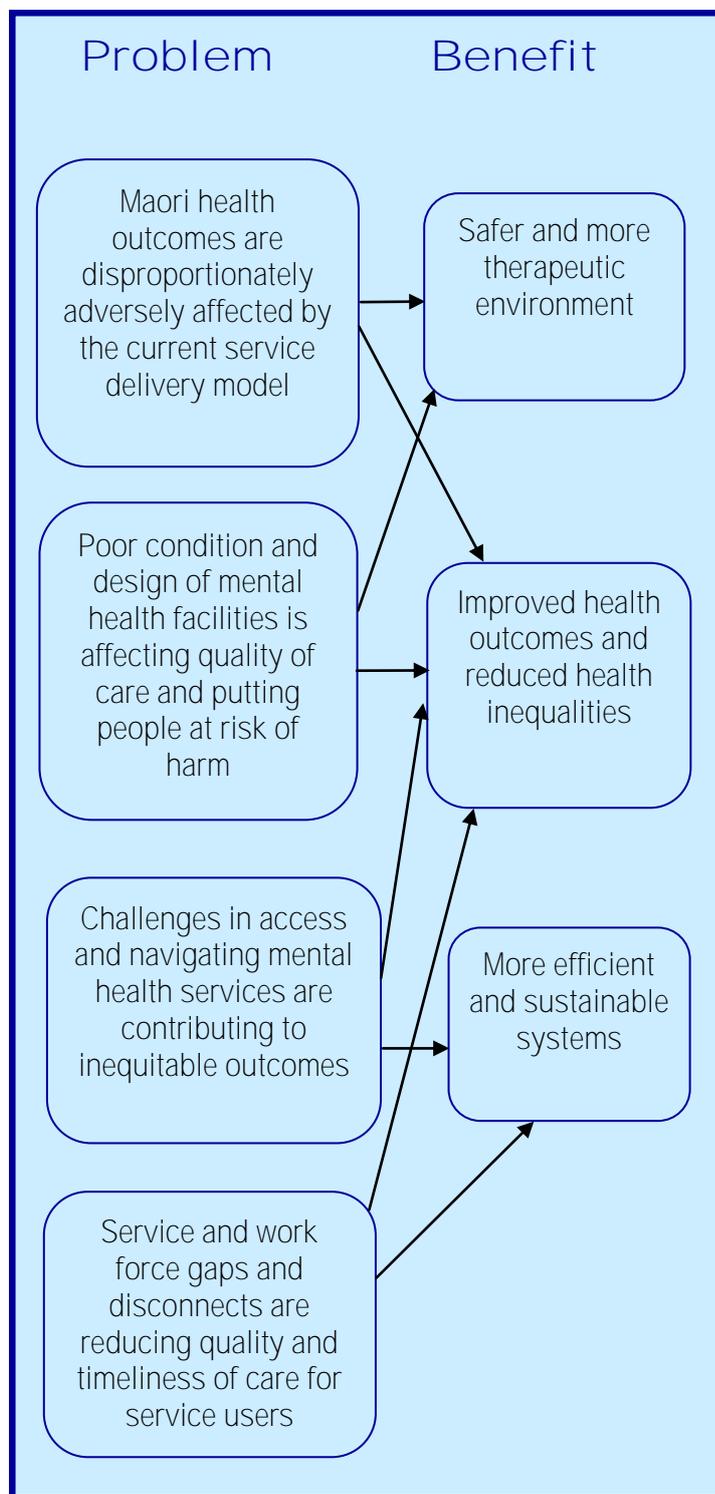
An initial business case went to the Lakes DHB Board in December 2017 to get approval to progress to a full business case for the Ministry of Health.

Problems with the current model and the expected benefits of investing

Two Investment Logic Mapping (ILM workshops) late February and early March, were facilitated by an accredited investment logic mapping facilitator as a requirement of the business case. The aim of the two workshops was to ensure a common

understanding of the problems and expected benefits of investing. Participants in the work shops represented NGOs, primary care, consumers and mental health service senior staff.

The next step of this process is to define how the benefits will be measured.



## LinkPeople's Donna Starling a passionate consumer advocate

LinkPeople's Consumer Leader and Service Navigator, Donna Starling, is leading the consumer advocacy group to ensure a strong consumer voice in the Mauri Ora project to redevelop mental health services in the Lakes district.

The consumer advocacy group has been recently set up to ensure a consumer voice in Lakes DHB's model of care work and includes eight people who have lived experience or family members with lived experience of mental health.

"We are seeking a strong, local whaiora voice. It's important that any new model of care has a consumer voice where a person's needs remain at the forefront of any developments.

We, as a group, can assist with identifying gaps and barriers within our community. We will be actively seeking suggestions from our whaiora on strength based solutions."

"My passion is working with people kanohi ki te kanohi (face to face), because you hear what's really going on. Taking the time to listen is important. It's a privilege to hear someone's journey, their struggles and successes what they need at that point in their journey. It's about empowerment, hope and trust - that's really important."

Donna is a member of the Mauri Ora Model of Care Working group, the group formed to drive the new whole of sector model of care for mental health and addiction. She liaises with Consumer Advisor Gemma Griffin-Dzikiewicz, who is on the Mauri Ora governance group, to provide strategic advice from a consumer perspective. Gemma is a



consumer of mental health services and has a wide range of experience working at a strategic level both nationally and internationally.

In her role, at Link People, Donna works alongside people with lived experience of the mental health system, and promotes the consumer voice.

"We have an open door policy and we try to strengthen our whaiora's journey, by creating pathways to connect within our community and create a sense of belonging. I'm very interested in social issues; homelessness, domestic violence, poverty, childhood trauma, loneliness and how those impact on mental health and addictions," Donna says.

Donna sits on the Midland Regional Te Ao Whanau & He Tipuana Nga Kano, Workforce Leadership Forum and has recently become a member of Nga Hau E Wha which directly meets with the Ministry of Health to discuss the grass roots issues people bring to her through local and regional groups, people and organisations.

She's also a nana raising a grandchild and studying for a Diploma in Applied Addictions.

If you have experience of the mental health service in the Lakes DHB region (Rotorua, Taupo, Turangi, Mangakino and Reporoa), either through DHB services or a community organisation, Donna wants to hear from you. Message her on the LinkPeople Facebook page, or email her direct [donna.starling@linkpeople.co.nz](mailto:donna.starling@linkpeople.co.nz) and share your experience and suggestions for improvement.

### Looking for the Voice of Children and Young people

The Model of Care Working group is working hard on developing a new model of care for mental health and addiction services in the Lakes district. Engagement with communities and services is well underway and will continue over next two weeks.

We particularly want to hear the voices of children, young people and those services/people who work with them.

If you could help us to reach out please make contact with Marita Ranclaud [marita.ranclaud@lakesdhb.govt.nz](mailto:marita.ranclaud@lakesdhb.govt.nz) or phone 0274297179.

For those people who would like to contribute, but don't want to attend a hui, please tell us what you think by answering the questions at the link on page four.



# Mental Health Inquiry panel hears community views

At the same time as Lakes DHB is developing its new model of care, the government's mental health inquiry panel is beginning to consult with communities to identify unmet needs and develop recommendations for a cohesive mental health and addiction approach for New Zealand.

The inquiry panel members spent a day in May in workshops with a wide range of Rotorua, Taupo and Turangi community and government organisations, iwi, mental health providers, consumers, health providers and youth. They spoke with Lakes DHB senior staff and RAPHs and also held a public meeting in the evening.

For more information about the inquiry see: [www.dia.govt.nz/Government-Inquiry-into-Mental-Health-and-Addiction](http://www.dia.govt.nz/Government-Inquiry-into-Mental-Health-and-Addiction)



## COMMUNITY INPUT FROM TURANGI & MANGAKINO

Between 80 and 90 people attended a community health forum in Turangi (at right) in early March and about 55 people went to the forum in Mangakino in April.



Portfolio Manager for Mental Health and Addictions, Marita Ranclaud, (pictured left in Mangakino with Board Chair Deryck Shaw and Board member Rob Vigor-Brown) updated both communities on the Mauri Ora project.

She said the DHB is



reframing the way it thinks about mental health and addiction services, in other words, what can we do collectively to help with stress that people in our population are experiencing?

Marita talked about the DHB having recently started a process to review its model of care for mental health and addiction services, noting this will require significant stakeholder engagement .

## Please tell us what you think!

Lakes DHB wants to hear what you think a future mental health and addiction service should look like. Come to an engagement hui or you can answer questions which will help us co-design our new model of care here:

<https://www.surveymonkey.com/r/LakesDHBModelofcare>

