

## ADULT CRISIS RESPITE TIER LEVEL THREE SERVICE SPECIFICATION

### STATUS:

Approved for recommended use for nationwide non-mandatory description of services to be provided.

**RECOMMENDED**

Review History	Date
Approved by Nationwide Service Framework Coordinating Group (NCG)	June 2009
Published on NSFL	June 2009
Working Party Review	April 2009
Consideration for next Service Specification Review	Within three years

Note: Contact the Service Specification Programme Manager, National health Board Business Unit Ministry of Health to discuss the process and guidance available in developing new or updating and revising existing service specifications. Web site address Nationwide Service Framework Library: <http://www.nsfl.health.govt.nz/>

**ADULT CRISIS RESPITE  
TIER THREE  
SERVICE SPECIFICATION  
MHA03, MHA03C, MHA03D, MHAK03C, MHAK03**

This tier three service specification for Adult Crisis Respite (the Service) is linked to tier one Mental Health and Addiction Specialist Services and tier two Adult Mental Health service specifications.

## **1. Service Definition**

The Service will include a range of crisis respite options developed and maintained for adults in crisis requiring an alternative to an acute inpatient setting.

Options will include, but not be limited to:

- provision of staff with skills appropriate to the circumstances, who will monitor and support the person in crisis, whether in their own home or elsewhere
- short-term care in supervised accommodation
- short-term care in a specifically dedicated respite facility.

Respite usage will be for as short a period as possible during the crisis period.

Cultural expertise is to be available in these situations to ensure satisfactory options are considered and to assist with crisis resolution.

Assessment, treatment, therapy and support will be provided in collaboration with the District Health Board (DHB) Provider Arm Clinical Team as required during the period of respite care with the aim of quickly resolving the need for the crisis service.

Respite providers will work in partnership with other Specialist Clinical Teams.

## **2. Service Objectives**

To provide a home-based or residential service as an option for people who would otherwise require admission to acute inpatient mental health services.

### **2.1 Māori Health**

Refer to the tier one Mental Health and Addiction service specification.

## **3. Service Users**

The Service users are eligible adults as detailed in the tier two Adult Mental Health service specification.

## **4. Access**

### **4.1 Entry and Exit Criteria**

Access to the Service will be via community mental health teams.

## **5. Service Components**

### **5.1 Processes**

The following processes apply but are not limited to: assessment, treatment, intervention and support, review process and discharge.

## 5.2 Settings

The Service is community based.

## 5.3 Key Inputs

The Service is provided by:

a multi-disciplinary team of people with skills and experience in mental health intervention, treatment and support, made up of:

- health professionals regulated by the Health Practitioners Competence Assurance Act 2003
- people regulated by a health or social service professional body
- people who interact with service users and who are not subjected to regulatory requirements under legislation or by any other means.

Staff will require skills and experience in working with people in crisis.

## 6. Service Linkages

Linkages include, but are not limited to those described in tier one Mental Health and Addiction Specialist Services and tier two Adult Mental Health service specifications.

## 7. Quality Requirements

The Service must comply with the Provider Quality Standards described in the Operational Policy Framework or, as applicable, Crown Funding Agreement Variations, contracts or service level agreements.

## 8. Purchase Units and Reporting Requirements

Purchase Units are defined in the joint DHB and Ministry's Nationwide Service Framework Purchase Unit Data Dictionary. The following Purchase Units apply to this Service.

PU Code	PU Description	Unit of Measure	Reporting Requirements
MHA03	Adult crisis respite	Occupied bed day	PRIMHD
MHAK03	Adult Crisis Respite - Kaupapa Māori - Nursing/allied health staff	Occupied bed day	PRIMHD
MHA03C	Adult crisis respite – Nursing/allied health staff	FTE	PRIMHD
MHA03D	Adult crisis respite – Non-clinical staff	FTE	PRIMHD
MHAK03C	Adult crisis respite - Kaupapa Māori - Nurses & allied health staff	FTE	PRIMHD

The Service must comply with the requirements of national data collections: PRIMHD.

**After PRIMHD Reporting to Information Directorate, Ministry of Health:**

Frequency	Data
Monthly	Expenditure with a breakdown of service utilisation (to be agreed in each locality)
Quarterly	Available budget
Quarterly	Number of suicides of current clients

**Prior to PRIMHD Reporting to Information Directorate, Ministry of Health:**

Frequency	Data
Monthly	Expenditure with a breakdown of Service Utilisation (to be agreed in each locality)
Monthly	Number of people supported by services at end of period (by NZ Maori, Pacific Island, Other)
Monthly	Number of people supported by services during month (by NZ Maori, Pacific Island, Other)
Quarterly	Available budget
Quarterly	Average length of Stay
Quarterly	Number of suicides of current clients

\* This set of information requirements is to be used for contracts for flexible types of respite options. For contracts for respite services which are the equivalent of other types of service, for example, housing and accommodation type services the reporting requirements should be the same as those for that type of service, that is, "C" for community based housing and accommodation services. Such variation could be negotiated between the service provider and the funder.