



Supporting Parents Healthy Children

Self -Assessment Tool and Guidance 2018

Provider Details

Legal Entity Name	
Services Assessed	
Premises visited	
Dates of onsite assessment	
Provider Number	
Provider Contact	
Telephone Number	
Email Address	
District Health Board	
Portfolio Manager	

The aim of this self-assessment tool is to assist the Provider to identify whether they comply with the guidelines for identifying, supporting and protecting children of parents with mental health and/or addiction issues and their families and whānau (*Supporting Parents Healthy Children (2015)*).

The self-assessment tool comprises of three sections which are to be assessed. The sections are Organisational, Service and Practice level elements. Each section is to be completed by staff working within the organisation at governance, management and service delivery levels.

For criteria referenced phase 1 it is expected that systems, processes, policies and procedures will have been developed and implement by June 2018. For criteria referenced Phase 2 it is expected that systems, processes, policies and procedures will be fully developed and implemented by June 2020.

When assessing compliance with the requirements of *Supporting Parents Healthy Children (2015)* evidence is to be triangulated whenever possible. Triangulation of evidence means gathering information from at least three sources by the use of three different strategies for example, document review, interview, and observation.

When recording the information gathered to evidence compliance with each of the criteria; factual information is to be recorded – no judgements, no assumptions and no speculation.

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Sample Size					
TOTAL number of staff employed		FTE equivalent staff		Total number of consumers receiving services who have children	
Number of service delivery staff interviewed		Number of administrative staff interviewed		Number of consumer records reviewed	
Number of managers interviewed		Number of staff records reviewed		Number of consumers interviewed (face to face) (telephone)	
Number of governance people interviewed		Number of allied health professionals interviewed		Number of family/whānau interviewed (face to face) (telephone)	

Assessment Methodologies:

D ☒ SI ☐ STI ☐ MI ☐ SUI ☐ O ☐ SUQ ☐ L ☐

Key to Evaluation Methods

Abbreviation	Description
D	Documentation / Records
SI	Provider Interview (governance)
STI	Staff Interview
MI	Manager Interview
SUI	Service User Interview
O	Observation
SUQ	Service User Questionnaire
L	Linkages with other services or agencies

Organisational Level Elements

Implementing and embedding family and whānau focused practices that identify and address the needs of children of parents with mental health and/or addiction issues will require actions at an organisational level.

	Criteria	Ref	Assessment Evidence	Recommendations	Guidance (example of evidence to meet criteria)
1.1	Family- and Whānau-Focused Practice There are written, implemented and reviewed policy and procedures to identify and address the needs of children.	Phase 1			Policy and Procedures Staff Interviews
1.2	Family- and Whānau-Focused Practice The Service has written plans outlining actions required to implement family- and whānau-focused practice.	Phase 1			Service User Service Plans Service User Interviews
1.3	Data Reporting and Collection The information required to be collected and recorded of dependent children of service users: <ul style="list-style-type: none"> • Number of children • Date of birth • Gender. 	Phase 1			Evidence of Data Collection and Reporting (initial assessments) Staff Interviews
1.4	Data Reporting and Collection The Provider complies with the requirements of national data collections.	Phase 1			Staff awareness to national data collection requirements
1.5	The Leadership Team and Identified COPMIA Leader/Champion Identified employees are responsible for leading and championing initiatives to embed family- and whānau-focused practices across the mental health and addiction services.	Phase 1			Job Description Detailed in Service User Service Plans Satisfaction Surveys Service User Interview Staff Interviews
1.6	Care and Protection Policies Relevant to Services The Provider has a written and implemented child protection policy in line with the section 15 of the Vulnerable Children Act 2014.	Phase 1			Policy and Procedures (reference to Police check process) Staff Interviews Completed Staff Police Checks

Organisational Level Elements

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	Criteria	Ref	Assessment Evidence	Recommendations	Guidance (example of evidence to meet criteria)
	<p>This policy is regularly reviewed from the date of its adoption or most recent review and then three years thereafter.</p> <p>The Child Protection Policy must</p> <ul style="list-style-type: none"> • apply to the provision of children's services as defined in section 15 of the Act • contain provisions on the identification and reporting of child abuse and neglect <p>Employee safety checks are conducted</p>				
1.7	<p>Care and Protection Policies Relevant to Services</p> <p>The Provider ensures staff training is given specifically in expectations laid out under the Vulnerable Children Act 2014:</p>	Phase 1			Evidence of Staff Training Staff Interviews – knowledge of Vulnerable Children Act and Provider Policies and Procedures.
1.8	<p>Key Performance Indicators</p> <p>Data relating to organisational and national level key performance indicators are routinely recorded, analysed and reviewed.</p>	Phase 2			Evidence of Data Collection and Reporting Staff Interviews Meeting Minutes
1.9	<p>Overarching Organisational Documentation</p> <p>There is a written, implemented Quality Plan that is regularly reviewed. This plan specifically refers to family- and whānau-focused practice and is of the size and scope appropriate to the size of the service.</p> <p>The Quality Plan includes:</p> <ul style="list-style-type: none"> • an vision 	Phase 2			Quality Plan Meeting Minutes Staff Interviews

Organisational Level Elements

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	Criteria	Ref	Assessment Evidence	Recommendations	Guidance (example of evidence to meet criteria)
	<ul style="list-style-type: none"> • clear objectives • commitment to ensuring that the rights and needs of children are a core focus of service delivery • written and implemented systems for monitoring and auditing compliance with of family- and whānau-focused service delivery. 				
1.10	<p>Organisational Approach Enabling and Supporting Integrated Service Delivery</p> <p>There are policies and mechanisms to enable and support:</p> <ul style="list-style-type: none"> • integrated service delivery across local health services, including between primary and secondary services • coordination and collaboration across health and social services, including close links with programmes for vulnerable children such as the Gateway Assessment Programme, Children's Teams and Family Start. 	Phase 2			<p>Policy and Procedures</p> <p>Staff awareness of relevant health and social services e.g. 0508 FAMILY / Gail Hollands</p> <p>Gail.Hollands@bopdhb.govt.nz</p>

Service Level Elements

If family and whānau focused practices that identify and address the needs of children of parents with mental health and/or addiction issues are to be implemented and embedded, service managers, and clinical leaders must implement systems and processes that support this practice.

	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
2.1	COPMIA Champion COPMIA champion provides leadership, training, mentoring and advice to staff on family- and whānau-focused practice and ensures that the needs of children of parents with mental health and/or addiction issues are identified and addressed.	Phase 1			Staff Interview Supervision Meeting Minutes Staff Training Records
2.2	COPMIA Champion The COPMIA champion works within a specific service or across a range of services locally or regionally.	Phase 1			Staff Interview Job Description
2.3	Service Delivery Audit Regular audits of family- and whānau-focused service delivery are undertaken by service leaders. Service leaders feedback audit results to staff and service users, and put corrective action plans in place to address identified issues.	Phase 1			Audit Documentation – follow up CAR Meeting Minutes Staff Interview
2.4	Family- and Whānau-Friendly Environment Service leaders ensure that the Service's environment is family and whānau friendly. The environment includes but not limited to: <ul style="list-style-type: none"> posters that welcome family and whānau are on the walls large and comfortable rooms enough for families and whānau visiting/appointment times appropriate for families and whānau with children 	Phase 1			Observation Staff Interview Service User Interviews Satisfaction Surveys

Service Level Elements

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	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
	<ul style="list-style-type: none"> staff acknowledging and talking to children when they visit or are in waiting rooms. a play area for younger children, and age-appropriate magazines or other activities available for older children who are visiting or attending with their parents layout and processes that ensure that children attending the Service with their parents are safe. 				
2.5	Directory of Community Services Services have an up-to-date list of local parenting, family and whānau support services. This list is readily available for staff and service users.	Phase 1			https://www.healthpoint.co.nz Staff Interviews
2.6	Resources for Parents about Talking to their Children about Mental Health and Addiction Issues Written information for parents about talking to their children about mental health or addiction issues is available. Resources are tailored to the needs of the people who use the Service and the developmental needs of the children.	Phase 1			http://www.copmi.net.au/documents/product-downloads/14-family-talk/file https://www.matuaraki.org.nz/resources/parenting-through-challenging-times-/748/ Staff Interviews Observation Availability of Resources
2.7	Resources for Children about Mental Health and Addiction Issues Age and developmentally appropriate resources (written, web-based or video) that	Phase 1			

Service Level Elements

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	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
	provide information about mental health and addiction issues are available for children.				
2.8	Forms and Documentation Electronic or written forms that record personal information, goals and plans include specific space to identify and record: <ul style="list-style-type: none"> the name, date of birth and gender of all dependent children and the usual custody/caregiving arrangements for each child strengths and vulnerabilities in relation to parenting, and actions to address any identified vulnerabilities family care plans – ‘just in case’ or ‘crisis’ plans that outline the parent’s wishes for caregiving arrangements for dependent children if the parent is temporarily be unable to care for them 	Phase 1			Staff Interviews Implementation of electronic / hard copy forms and templates
2.9	Coordinated Systems of Care for Pregnant and Postpartum Service Users The Provider has developed and implemented systems and guidelines to ensure that pregnant and postpartum service users have access to appropriate supports and services, including: <ul style="list-style-type: none"> a coordinated care plan for the pregnancy, birth and postnatal periods across mental health and addiction, maternity and child health services. These plans include crisis response plans, and 	Phase 1			Guidelines are in place in relation to coordinated care including specialised perinatal and infant mental health and addiction services Staff Interview Service User Interviews

Service Level Elements

If family and whanau focused practices that identify and address the needs of children of parents with mental health and/or addiction issues are to be implemented and embedded, service managers, and clinical leaders must implement systems and processes that support this practice.

	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
	<p>plans for alternative temporary child care if required</p> <ul style="list-style-type: none"> access to consult-liaison, assessment and intervention services from specialised perinatal and infant mental health and addiction services as required. 				
2.10	<p>Specialist Advice on Care and Protection Issues</p> <p>The Provider has developed and implemented mechanisms to enable staff to access specialist advice on care and protection issues through a designated Child, Youth and Family liaison person or through close working relationships between the service and local Child, Youth and Family offices.</p>	Phase 1			
2.11	<p>Interagency Planning and Information Sharing</p> <p>The Provider has developed and implemented processes to support and enable coordinated interagency planning and information sharing to best meet the needs of our most vulnerable children and their families and whānau. These processes focus on the best interests of the children while addressing issues of privacy and confidentiality and identifying and supporting family and whānau strengths.</p>	Phase 1			
2.12	<p>Pathways for Support and Treatment</p> <p>There are written documents outline the</p>	Phase 2			

Service Level Elements

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	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
	pathways of support and treatment available within and across services, including pathways for those who require information only, for those who require links to natural community support and for those who require more intensive or specialised support and treatment.				
2.13	ICAMH Consultation and Liaison Services The Provider develops and implements mechanisms to enable and support adults to access consultation and advice from ICAMH/AOD services regarding the needs of those children who may be in need of more specialised, child-focused services that are not available within the adult service. These mechanisms allow for referral to ICAMH services or other more specialised services when necessary.	Phase 2			
2.14	Resources Available for Parents and Children A comprehensive range of written, web-based and video resources is available for parents and children, including: <ul style="list-style-type: none"> resources providing information for parents on talking to their children about mental health and addiction issues age and developmentally appropriate resources for children about mental health and addiction issues. 	Phase 2			
2.15	Environment The service has a family- and whānau-friendly	Phase 2			Observation Staff Interview

Service Level Elements

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	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
	<p>environment that includes:</p> <ul style="list-style-type: none"> posters on the walls that welcome family and whānau rooms large and comfortable enough for families and whānau visiting or appointment times that are appropriate for families and whānau with children staff acknowledging and talking to children when they visit or are in waiting rooms a safe play area and age-appropriate resources and activities in waiting and consultation rooms a nappy-changing area for parents with infants one or more private, child-friendly areas for families and whānau to visit in inpatient and residential services <ul style="list-style-type: none"> layout and processes that ensure that children attending the service with their parents are safe an appropriate and private space for breastfeeding mothers <ul style="list-style-type: none"> options for babies and infants to 'room in' with mothers within inpatient and residential services (as and when appropriate) mechanisms to encourage and enable 				<p>Service User Interviews</p> <p>Satisfaction Surveys</p>

Service Level Elements

If family and whanau focused practices that identify and address the needs of children of parents with mental health and/or addiction issues are to be implemented and embedded, service managers, and clinical leaders must implement systems and processes that support this practice.

	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
	parents and their children to maintain contact while parents are using inpatient or residential services.				

Practice Level Elements

Staff working in mental health and addiction services will need to recognise and pay attention to the specific family and whānau situation of all service users and to identify and pay attention to the needs of the children of service users.

	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
3.1	Conversations about Children, Parenting and Family and Whānau At entry into the service and routinely during service use, service users who are parents are asked about their children, their wider family and whānau, and any strengths or vulnerabilities in relation to their parenting.	Phase 1			
3.2	Conversations about Children, Parenting and Family and Whānau Staff within services feel confident and competent to have conversations with parents about their children, their wider family and whānau, and any strengths or vulnerabilities in relation to their parenting	Phase 1			http://www.copmi.net.au/documents/product-downloads/14-family-talk/file http://www.werryworkforce.org/sites/default/files/pdfs/SPHC/Talking%20with%20Your%20Children%20about%20Your%20Mental%20Health%20or%20Addiction%20Issues.pdf
3.3	Links to Local Parenting and Family and Whānau Support Services Service users who are parents are provided with information about and, when necessary, linked to local services that provide parenting or family and whānau support appropriate to their specific needs.	Phase 1			
3.4	Links to Local Parenting and Family and Whānau Support Services Staff have easy access to up-to-date information about local parenting and family and whānau support services.	Phase 1			

Practice Level Elements

Staff working in mental health and addiction services will need to recognise and pay attention to the specific family and whānau situation of all service users and to identify and pay attention to the needs of the children of service users.

	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
3.5	Family-Inclusive Appointments Families and whānau (including children) are included in appointments with staff – as and when appropriate to the needs of the service user and the family and whānau.	Phase 1			
3.6	Family-Inclusive Appointments Staff within services feel confident and competent to involve families and whānau (including children) in appointments when appropriate.	Phase 1			
3.7	Family Care Plans Service users have the opportunity to develop and maintain a family care plan that outlines information about their children's day-to-day needs and their wishes about care for the children while they are temporarily unable to care for their children	Phase 1			http://www.werryworkforce.org/sites/default/files/pdfs/SPHC/Plan%20for%20Caring%20for%20Children.pdf
3.8	Family Care Plans Staff feel confident and competent to work in partnership with service users to develop family care plans.	Phase 1			
3.9	Pregnant and Postpartum Women Pregnant and postpartum service users, their partners and their family and whānau have access to: <ul style="list-style-type: none"> coordinated care planning across the health services that they are using, in particular mental health and addiction, maternity and child health services 	Phase 1			

Practice Level Elements

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	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
	<ul style="list-style-type: none"> advice and support regarding safe use of prescribed medications during pregnancy and breastfeeding advice and support regarding use of alcohol and other drugs during pregnancy and breastfeeding opportunities to talk about their pregnancy/infant and the impact on their health and wellbeing including any strengths or vulnerabilities in relation to the pregnancy, their developing relationship with their infant and their infant's development access to advice, information, assessment and services from specialist perinatal and infant mental health clinicians as required. 				
3.10	<p>Staff Competency</p> <p>Service users who are parents access services in which staff feel confident and competent to talk with them about their strengths and vulnerabilities in relation to their children and their parenting. Staff in the service have all received:</p> <ul style="list-style-type: none"> basic-level training on family- and whānau-focused practice, such as the Australian COPMI, Keeping Children in Mind and Child Aware training family violence intervention training 	Phase 1			<p>Staff Training Records - COPMI, Keeping Children in Mind and Child Aware and family violence intervention training</p> <p>Staff Orientation</p> <p>Staff awareness of policies outlining responsibilities and requirements in relation to cross-service and cross-sector information sharing.</p>

Practice Level Elements

Staff working in mental health and addiction services will need to recognise and pay attention to the specific family and whānau situation of all service users and to identify and pay attention to the needs of the children of service users.

	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
	<p>(Violence Intervention Programme Training)</p> <ul style="list-style-type: none"> orientation processes that ensure they are aware of and familiar with care and protection policies •orientation processes that ensure they are aware of and familiar with policies outlining responsibilities and requirements in relation to cross-service and cross-sector information sharing. 				
3.11	<p>Family- and Whānau-Focused Practice</p> <p>Service users access services in which family- and whānau-focused practice is systematically embedded in all aspects of service delivery, including the following. At the service user's entry to the service, staff:</p> <ul style="list-style-type: none"> consider family and whānau circumstances and needs as part of the triage/prioritisation processes identify and document all dependent children, their date of birth and gender identify family and whānau strengths and vulnerabilities – including any care and protection issues identify existing family and whānau supports, natural community supports and services accessed via other agencies. <p>During the service user's engagement with</p>	Phase 2			

Practice Level Elements

Staff working in mental health and addiction services will need to recognise and pay attention to the specific family and whānau situation of all service users and to identify and pay attention to the needs of the children of service users.

	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
	<p>the service, staff:</p> <ul style="list-style-type: none"> • identify specific family- and whānau-focused goals within personal plans • develop family care plans • link service users to natural community support for parents and families and whānau as and when needed • link service users to more specialised family and parenting support programmes as and when needed • link service users and their family and whānau to more specialised assessment and treatment programmes such as ICAMH services or perinatal mental health and addiction services when needed. <p>When the service user is transitioning from the service, staff:</p> <ul style="list-style-type: none"> • include family and whānau in transition planning meetings and transition plans. 				
3.12	<p>Evidence-Based Programmes</p> <p>Service users who are parents are able to access evidence-based COPMIA programmes, such as Let's Talk, through all adult mental health and addiction services.</p>	Phase 2			
3.13	<p>Specialised Evidence-Based Programmes</p> <p>At a local or regional level, the most vulnerable children and their families and</p>	Phase 2			

Practice Level Elements

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	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
	<p>whānau are able to access specialised programmes that are specific to their needs, including:</p> <ul style="list-style-type: none"> • age and developmentally appropriate psycho-education programmes • parenting support programmes tailored to the needs of parents who use mental health and addiction services • relapse support programmes • resilience skills training for children and parents • family therapy • ICAMH and perinatal mental health and addiction services. 				
3.14	<p>Specialised Programmes to Address the Needs of Pregnant Women and Infants</p> <p>Service users who are pregnant or have infants are able to access comprehensive perinatal mental health and addiction services, including both maternal mental health and infant mental health expertise. These services are delivered in line with the guidance outlined in <i>Healthy Beginnings: Developing perinatal and infant mental health services in New Zealand (Ministry of Health 2012a)</i>.</p>	Phase 2			
3.15	<p>Mental Health and Addiction Sector Workforce</p> <p>The workforce has comprehensive training</p>	Phase 2			Staff Training Records

Practice Level Elements

Staff working in mental health and addiction services will need to recognise and pay attention to the specific family and whānau situation of all service users and to identify and pay attention to the needs of the children of service users.

	Criteria	Ref	Audit Evidence	Recommendations	Requirements (example of evidence to meet criteria)
	<p>and support to work in a family- and whānau-focused way. Staff are confident and competent to address the needs of children of parents with mental health and/or addiction issues. Training includes:</p> <ul style="list-style-type: none"> • basic-level training for all staff • advance training for some or all of the staff (depending on the nature and size of the service) • specific training programmes for staff working in specialised programmes for children of parents with mental health and/or addiction issues and their family and whānau. 				