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|  | **All District Health Boards** | |
| **ADDICTION SERVICES -**  **COMMUNITY SUPPORT SERVICE**  **MENTAL HEALTH AND ADDICTION SERVICES**  **TIER THREE**  **SERVICE SPECIFICATION** | | |
| **STATUS: These service specifications may be amended to meet local agreement needs.** | | **NON-MANDATORY** |
| **Review History** | | **Date** |
| First Published on NSFL | | January 2010 |
| **Amended:** clarified reporting requirements | | February 2013 |
| **Amended:** added MHD73S purchase unit code, removed standard provider monitoring reporting tables. Minor editing. | | April 2017 |
| Consideration for next Service Specification Review | | Within five years |

**Note:** Contact the Service Specification Programme Manager, Service Commissioning, Ministry of Health to discuss proposed amendments to the service specifications and guidance in developing new or updating and revising existing service specifications.

Nationwide Service Framework Library web site <http://www.nsfl.health.govt.nz>

**ADDICTION SERVICES – COMMUNITY SUPPORT SERVICE**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHD73C, MHD73D, MHD73S**

This tier three service specification is for Addiction Services - Community Support Service (the Service) and must be used in conjunction with the tier one Mental Health and Addiction Services and tier two Addiction Services service specifications.

**1. Service Definition**

The Service is for people with alcohol and other drug problems, and those who may also have co-existing mental health issues, who have support needs related to community living and self-management of their health problems.

The Service will include:

* facilitating a plan with the Service User that confirms the identified support needs and actions to address. The Service User may include others such as family members in the development of this plan
* where possible, provision of culturally preferred support options for the Service User
* assisting the Service User to access a range of services related to community living, including community-based activities, social networks, health intervention, education, employment options, vocational and social services
* collaboration with community alcohol and drug service and where appropriate community mental health services
* facilitating, where appropriate, linkages to natural supports and strengths within the family/whānau and the wider community
* when required, supporting the Service User to manage household tasks and activities of daily living, including personal care
* interventions that are appropriate according to the Service Users assessed need, related problems and readiness for change. This may include referral to other services or agencies
* post treatment support to enhance recovery and reduce the risk of relapse
* ensuring that an appropriate support worker is assigned to the Service User, that is, age, gender and culturally compatible
* support hours that may be available seven days a week
* visits normally pre-arranged by mutual agreement between the Service User and support worker, but there should be flexibility to allow for unexpected needs
* documented support hours and service expectations that are clearly communicated to the Service User.

The Service will be:

* person centred and responsive to individual consumer needs
* recovery focused and enable the Service User to lead their own recovery in the context of alcohol and drug services
* able to provide choice, promote independence and value diversity.

**2. Service Objectives**

To provide individual home based support and rehabilitation services for Service Users who have alcohol and other drug dependency including any co-existing mental health issues and who are living independently, but not necessarily alone, in the community.

* 1. **Māori Health**

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

**3. Service Users**

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

**4. Access**

**4.1 Entry Criteria**

Referral is from any source including self-referral. However this is subject to local DHB entry criteria.

**5. Service Components**

**5.1 Processes**

The processes include but are not limited to the following: engagement; assessment, information provision, consultation, liaison, advocacy, support, review process and discharge.

**5.2 Settings**

The Service may be provided in community, and home based settings.

**5.3 Key Inputs**

* A mix of staff with relevant skills and experience in providing community support for people with alcohol and other drug problems.
* Staff, preferably would have at a minimum Level 4 or the equivalent NZQA recognised qualification in Community Support Work or meet the Drug and Alcohol Practitioners Association Aotearoa New Zealand (DAPAANZ) requirements.
* Staff may also include people with lived experience of alcohol and other drug problems.

**6. Service Linkages**

Linkages include, but are not limited to the following:

| **Service Provider** | **Nature of Linkage** | **Accountabilities** |
| --- | --- | --- |
| Other providers of Community Alcohol and drug services | Collaboration  Networking | Work with other relevant service providers and agencies in the care of the Service User |

**7.** **Purchase Units and Reporting Requirements**

**7.1** Purchase Unit (PU) codes are defined in the DHB and Ministry’s Nationwide Service Framework Purchase Unit Data Dictionary. The following codes apply to this Service.

| **PU Code** | **PU Description** | **PU Definition** | **Unit of Measure** |
| --- | --- | --- | --- |
| MHD73C | Alcohol and other drug – community support service – Nursing and allied health | Service to provide individual home based support and rehabilitation services for Service Users who have alcohol and other drug dependency including any co-existing mental health issues and who are living independently, but not necessarily alone, in the community. The service is provided by nursing and allied health staff. | FTE |
| MHD73D | Alcohol and other drug – community support service – Non-clinical staff | Service to provide individual home based support and rehabilitation services for Service Users who have alcohol and other drug dependency including any co-existing mental health issues and who are living independently, but not necessarily alone, in the community. The service is provided by non-clinical staff | FTE |
| MHD73S | Alcohol and other drug – community support service | Service to provide individual home based support and rehabilitation services for Service Users who have alcohol and other drug dependency including any co-existing mental health issues and who are living independently, but not necessarily alone, in the community. | Service |

|  |  |
| --- | --- |
| **Unit of Measure** | **Unit of Measure Definition** |
| FTE | Full-time equivalent staff member (clinical or non-clinical) involved in direct delivery of services to consumers. Exclude time that is formally devoted to administrative or management functions e.g. half-time coordination of a community team. |
| Service | Service purchased in a block arrangement uniquely agreed between the parties to the agreement |

**7.2 Reporting**

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

Additional information to be reported and the frequency of collection are specified by the Funder in the Provider Specific Terms and Conditions as agreed with the Service Provider.

The information required by the Funder will be sent to:

Performance Reporting

Sector Operations

Ministry of Health

Private Bag 1942

Dunedin 9054

Email [performance\_reporting@moh.govt.nz](mailto:performance_reporting@moh.govt.nz)

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications[[1]](#footnote-1) may be used for performance monitoring if specified as agreed with the Funder.

1. Performance Monitoring Reporting cluster tables for Mental Health and Addiction Services are published on the Nationwide Service Framework Library, Mental Health and Addiction Service specifications page, Downloads section www.nsfl.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services [↑](#footnote-ref-1)