

**Mental Health and Addiction
Services**

**Housing and Recovery
Services – Daytime and
Awake Night Support**

Tier 3 Service Specification

September 2024

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1. Status

Approved to be used for mandatory nationwide description of services to be provided.

MANDATORY RECOMMENDED

Recommended – these are centralized and recommended specifications to be used by Districts for purchasing services, they may be used to enable providers to transition to meeting a Mandatory specification over time. Districts are expected to move to a mandatory specification when renewing or varying an agreement].

2. Review History

Review History	Date
First Published on NSFL	June 2009
Amended: removal of unapproved Purchase Units MHAK24, MHAK24C. Minor editing changes for consistency.	February 2011
Amended: clarified reporting requirements	February 2013
Amended: added MHA24S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	April 2017
Moved to Health NZ template. Updated links for PUDD and NSFL only. Amended DHB to become District/Region where appropriate. No other changes to content made.	September 2024
Consideration for next Service Specification Review	Within five years

Note: In September 2024 a small programme of work moved all Service Specifications to Health New Zealand branded templates. No amendments were made to the body text or content of the Service Specification, so references to DHB, Ministry of Health or other pre-2022 reforms vocabulary will still exist. A larger programme of work to review and revise all Service Specifications is planned for late 2024 to early 2025.

Note: Contact the NSF Team, Te Whatu Ora | Health New Zealand to discuss proposed amendments to the service specifications and guidance in developing new or updating and revising existing service specifications. NSF@tewhatuora.govt.nz

Nationwide Service Framework Library web site [here](#)

3. Introduction

This tier three service specification for Adult Mental Health Services - Housing and Recovery Services – Day Time and Awake Night Support (the Service) is linked to tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

4. Service Definition

The Service will include:

- comfortable accommodation that is well-maintained to a high standard and meets relevant national and local building standards/requirements
- planned and time-limited support services / responses, based upon regular support needs assessment that informs a recovery / support plan that:
 - is designed to meet a person's individual needs
 - reduces their need to utilise more intensive mental health services
 - is inclusive of the person's cultural needs
 - might contribute to meaningful, positive change in that person's life
- access to awake support staff 24-hours per day, seven days per week
- a separate bedroom for each person that enables their enjoyment of privacy or the choice of sharing a bedroom should this be preferred
- allocation of an appropriately trained and supervised support worker from the service, who is acceptable to them
- access to clinical support and assistance.

One support staff member will be awake and directly available for the hours 10.00pm to 6.00am to respond to the needs of the Service User. There will be on-call access at all times to a health professional with experience in mental health and addiction, who is able to provide clinical support and assistance as required.

As described in tier one service specifications, a mutually agreed individual recovery /support plan will be developed with each person and their worker in conjunction with the DHB community mental health team. The plan will set out specific plans and goals that will be reviewed three monthly with a formal reviewing at least six monthly. In accordance with their plan, people using the service will aim to progress towards more independent living, or, as mutually agreed, will maintain their level of independence by developing skills and supports.

The Service will further assist a person's recovery through the provision of services that may:

- provide assistance and coaching in meeting responsibilities (cleaning, meal preparation, purchasing household provisions, laundry) in such a way as to enable each person to participate as fully as they are able without unreasonable expectations and with health and safety requirements met
- support people to take responsibility for decisions about household management and activities
- provide support and access to community resources (for example, income support, social networks, sports, employment and / or training opportunities) where this is indicated as a support need by the person.

Each person using the Services will be encouraged to take a lead role in the preparation, implementation and evaluation of their individually planned recovery-focused support services.

Recovery / support plans will identify the relative roles of the support staff and visiting DHB community mental health team's clinical staff, including matters (but not limited to) relating to personal, clinical, cultural, spiritual and social domains.

Clinical support will also be provided for each person by an assigned clinician from the local DHB community mental health service and/or local primary health service if a shared care arrangement is in place, working in partnership with the service provider.

5. Service objectives

5.1 General

To provide community-based housing and recovery-focused support services for people who experience mental health disorders, with higher levels of acuity where 24-hour support, provided by appropriately trained and qualified support workers and access to clinical staff are required to meet individual needs.

5.2 Māori Health

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

6. Service Users

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

7. Access

Referral to the Service is from a Needs Assessment Service Co-ordination (NASC) or mental health inpatient services, or through co-ordination by local assessment and co-ordination services.

8. Service Components

8.1 Processes

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

8.2 Settings

The Service is provided in community based settings.

8.3 Key Inputs

The Service is provided by a staff team that will include people who have appropriate mental health qualifications such as (National Certificate In Mental Health, relevant Level 4 qualification or equivalent from the New Zealand Qualifications Authority mental health learning and career pathway), who are trained (or in the process of training) and supported to provide community-based, recovery-focused support services to people.

To support service / staff development and quality outcomes, staff will have easy access to clinical / professional mental health practitioners employed within the Service. Such persons will hold both at least three years' experience in the provision of mental health support services and a minimum of a post-graduate qualification in a relevant social science, or a current registration with a relevant professional body.

9. Service Linkages

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

10. Exclusions

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

11. Quality Requirements

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

12. Purchase Units

Purchase Unit Codes are defined in Health New Zealand's Nationwide Service Framework Purchase Unit Data Dictionary. The following codes apply to this Service.

PU Code	PU Description	PU Definition	Unit of Measure
MHA24	Housing and recovery services day time/awake night support	Community-based housing and recovery-focused support services for people who experience mental health disorders, with higher levels of acuity with 24-hour support, provided by appropriately trained and qualified support workers and access to clinical staff are required to meet individual needs	Occupied bed day
MHA24C	Housing and recovery services day time/awake night support - Nursing and/or allied staff	Community-based housing and recovery-focused support services provided by nurses and/or allied health support staff for people who experience mental health disorders, with higher levels of acuity with 24-hour support, provided by appropriately trained and qualified support workers and access to clinical staff are required to meet individual needs	FTE

PU Code	PU Description	PU Definition	Unit of Measure
MHA24D	Housing and recovery services day time/awake night support - Non-clinical staff	Community-based housing and recovery-focused support services provided by non-clinical staff for people who experience mental health disorders, with higher levels of acuity with 24-hour support, provided by appropriately trained and qualified support workers and access to clinical support staff are required to meet individual needs	FTE
MHA24S	Housing and recovery services day time/awake night support	Community-based housing and recovery-focused support services provided for people who experience mental health disorders, with higher levels of acuity with 24-hour support.	Service

Explanations of the units of measure (UOM) from the purchase unit table.

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.
Occupied bed day	Total number of beds that are occupied each day over a designated period. For reporting purposes, count beds occupied as at 12 midnight of each day. Leave days, when the bed is not occupied at midnight are not counted. Counting formula is discharge date less admission date less leave days.
Service	Service purchased in a block arrangement uniquely agreed between the parties to the agreement

13. Reporting Requirements

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.

Unless otherwise specified in the agreement, the following reporting information will be emailed to The Performance Reporting Team at: performance_reporting@health.govt.nz

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications¹ 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.nsf.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services