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|  | **All District Health Boards** | |
| ADULT MENTAL HEALTH SERVICES-HOUSING AND RECOVERY SERVICES – DAY TIME AND AWAKE NIGHT SUPPORTMENTAL HEALTH AND ADDICTION SERVICES –Tier THREEService Specification | | |
| **STATUS: These service specifications may be amended to meet local agreement needs.** | | **NON-MANDATORY** |
| 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 |
| 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>

**ADULT MENTAL HEALTH SERVICES - HOUSING AND RECOVERY SERVICES-**

**DAY TIME AND AWAKE NIGHT SUPPORT**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHA24, MHA24C, MHA24D, MHA24S**

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.

**1. 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.

**2. Service Objectives**

**2.1 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.

* 1. **Māori Health**

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

**3. Service Users**

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

**4. Access**

**4.1 Entry Criteria**

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.

**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 provided in community based settings.

**5.3 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.

**6. 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.

**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** |
| --- | --- | --- | --- |
| 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 |
| 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 |

| **Unit of Measure** | **Unit of Measure Definition** |
| --- | --- |
| 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 |
| 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)