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|  | **All District Health Boards** |
| ADULT MENTAL HEALTH- SUPPORTIVE LANDLORD SERVICE –MENTAL HEALTH AND ADDICTION SERVICES –Service Specification Tier THREE |
| **STATUS: These service specifications may be amended to meet local agreement needs.** | **NON-MANDATORY** |
| Review History | Date |
| First Published on NSFL | June 2009 |
| **Amended:** clarified reporting requirements | February 2013 |
| **Amended:** 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- SUPPORTIVE LANDLORD SERVICE-**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHA26**

This tier three service specification for Supportive Landlord Service (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 recovery-oriented, regular practical contact and social support to persons with mental illness in their own rented accommodation.

This Service is for people with recognised mental health and/or drug and alcohol related disabilities who need assistance to maintain housing such as is normally obtained via commercial channels. These persons do not need, or may have refused, high levels of ongoing support in other service options.

Standard accommodation within the community is provided, for example:

* clean, furnished or semi-furnished self-contained individual accommodation (except for couples who choose to share). Some may also wish to share with a flatmate or flatmates of their choosing in larger accommodation
* regular, unobtrusive inspections and maintenance to take place by the landlord
* external maintenance, such as gardening and lawn mowing done by the landlord
* payment of rates and insurance on the property paid by the landlord
* landlord will assist Service Users to maintain ongoing contact with appropriately trained and supervised community support workers, who are acceptable to the Service User
* all tenants receive regular education to ensure they are familiar with appropriate action to be taken in the event of fire or emergency. Note: this responsibility can be taken on by the ‘lead tenant’ where appropriate.

The Service will assist the development of a mutually agreed care/support plan developed jointly by the tenant, and allocated support people from a contracted provider who are acceptable to the Service User.

Where boarding-type settings are preferred by the Service User, the accommodation must not be restricted nor solely provided to people with mental health or addiction issues.

The rental is to be no more than current market rates as can be determined under the Residential Tenancy Act 1986 and amendments.

**2. Service Objectives**

**2.1 General**

The Service objectives are:

* to provide flexible community-based, affordable, furnished or unfurnished flats with regular social support for people with mental health disabilities.
* tenants will have security of tenure and social supports will be minimally intrusive. Tenants will enjoy all the rights and responsibilities of tenancy as defined within the Residential Tenancy Act 1986 or its amendments and successors.

**2.2 Māori Health**

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

**3. Service Users**

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

**4. Access**

**4.1 Entry and Exit Criteria**

Referral to the Service is from community mental health workers or mental health inpatient services, or primary health services, or needs assessor and service co-ordinators.

**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.

**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 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.

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| **PU Code** | **PU Description** | **PU Definition** | **PU Measure** |
| MHA26 | Supportive landlord service  | A service to provide flexible community-based, affordable, furnished or unfurnished flats with regular social support for people with mental health disabilities. Tenants will have security of tenure and social supports will be minimally intrusive. | Client |

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| **Unit of Measure** | **Unit of Measure Definition** |
| Client | Number of clients managed by the service in the reporting period (period is annual 1st July - 30th June) i.e. caseload at the beginning of the period plus all new cases in the period 'Client' and 'Service user' are interchangeable. |

**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

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)