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|  | **All District Health Boards** |
| **MENTAL HEALTH OF OLDER PEOPLE –** **DEMENTIA BEHAVIOURAL SUPPORT ADVISORY 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 | June 2010 |
| **Amendments:** clarified reporting requirements, completed PU table. Edited for consistency  | March 2013 |
| **Amendments:** added MHO101S 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/>

**MENTAL HEALTH OF OLDER PEOPLE -**

**DEMENTIA BEHAVIOURAL SUPPORT ADVISORY SERVICE**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHO101C, MHO101S**

This tier three service specification for Mental Health of Older People - Dementia Behavioural Support Advisory Service (the Service) must be used in conjunction with the tier one Mental Health and Addiction Services and tier two Mental Health of Older People service specifications. In addition, it is linked to a range of tier three Mental Health of Older People service specifications.

This service specification defines the Mental Health of Older People Dementia Behavioural Support Advisory Service and its objectives in the delivery of services.

**1. Service Definition**

This is a regional behavioural support and advisory service provided by experienced clinicians that will include but not be limited to the following:

* identification of regional needs and service gaps in dementia care and collaboration with services to address these
* provision of information and resources about dementia and access to services
* assistance with directing referrals to appropriate services
* support and advocacy for carers and people with dementia
* facilitation of support for family and whānau participation in decision making particularly regarding legal matters and end of life planning
* provision of advice on the development of culturally appropriate options for dementia care
* promotion of community awareness of dementia
* facilitation and coordination of access to carer and professional education regarding dementia through communications including availability of on line training packages
* strengthening of information sharing and communication between service providers.

The service may be delivered as an extension of the Mental Health of Older People Specialist Community Service and links closely with Health of Older People Services. The service works with other Dementia Service Providers in their region such as Alzheimer’s New Zealand and Aged Concern.

The Service will link with other regional Dementia Behavioural Support Advisory Services and share a national website. This website will display dementia services information and service directories, accredited dementia training programmes, and a current training calendar.

**2. Service Objectives**

**2.1 General**

The objective of the Service is to provide a consultation, liaison, advice, information and education service by experienced clinicians, to the community including Service Users, carers, and other service providers.

The timely knowledge and expertise that will be provided will be more accessible across a region. It will connect and enhance the services being delivered by other providers, to better meet the needs of people experiencing behavioural and psychological symptoms of dementia.

**2.2 Māori Health**

Refer to tier one Mental Health and Addiction Services service specification and tier two Kaupapa Māori Mental Health and Addiction service specification. Services for older Māori should use age appropriate Kaumatua and Kuia to assist with the assessment, treatment and discharge planning.

Refer to the Kaupapa Māori tier three service specifications for:

* Kaupapa Māori Packages of Care
* Kaupapa Māori Community Based Clinical and Support Services
* Kaupapa Whānau Ora Worker
* Kaumatua Roles
* Kaupapa Māori Consultation, Liaison and Advisory Services.

**3. Service Users**

The Service Users will be people usually over the age of 65 years with some flexibility according to assessed needs, and their families, carers.

Service Providers, potential service referrers and members of the public will also be able to access this Service.

**4. Access**

The Service will be accessible via telephone, website and email. In addition, there will be some face to face consultation.

**5. Service Components**

**5.1 Processes**

This Service has a particular focus on engagement, consultation, liaison, advice, and education.

A governance group based within each region will be established and will determine the local priorities of the Service.

**5.2 Settings**

This regional service is provided from a community or hospital base setting.

**5.3 Key Inputs**

The staff employed in this Service, require a professional qualification in health, such as nursing and allied health, and expertise in dementia care. The staff will be linked to and work closely with the multi-disciplinary teams of Mental Health of Older People services.

**5.4. Pacific Health**

Services for older Pacific people should use age appropriate Matua to assist with the assessment, treatment and discharge planning. Refer to the following Pacific Mental Health tier three service specifications:

* Community Mental Health and Addictions Services for Pacific People
* Matua – Senior Cultural Advisory Service
* Pacific Cultural Navigator Service
* Specialised Pacific Family Advisory Service

**6. Service Linkages**

Linkages include, but are not limited to the following:

| **Service Provider** | **Nature of Linkage** | **Accountabilities** |
| --- | --- | --- |
| Other providers of Mental Health and addiction services and general healthGeneral medical, gerontologyPrimary care servicesAged Residential care providersHome based support providers such as Age Concern, Alzheimer’s AssociationNon-Government Organisations. | Referral, liaison, consultationAdvice.Education. Information sharing.  | Work with other relevant professionals and agencies involved in the care and support of people with dementia. |

**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** | **Unit of Measure** |
| MHO101C | Mental Health Older People Dementia Behavioural Support – Nurses & allied health  | Consultation, liaison, advice, information and education service by skilled clinicians (nurses and allied health) to the community including Service Users, carers, and other service providers to older people with dementia, and thus enable a greater community awareness of dementia. | FTE |
| MHO101S | Mental Health Older People Dementia Behavioural Support | Consultation, liaison, advice, information and education service provided to the community including service users, carers, and other service providers to older people with dementia, and thus enable a greater community awareness of dementia | Service |

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

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)