

12 March 2021

(name and contact details redacted)

Dear (name redacted)

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2021010

I refer to your Official Information Act request dated 26 January 2021 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

a. What mental health services does your DHB provide? Please provide details of inpatient facilities and number of beds per facility, and whether facilities are currently used at capacity. Please provide details of outpatient services and services contracted to community providers.

Community-based mental health and addiction services:

- Community Mental Health South is an adult mental health and addiction team, providing assessment and treatment services. They are based in Hastings and Waipukurau.
- Community Mental Health North is based at Napier Health, and provides adult mental health addiction, assessment and treatment services at home.
- Wairoa Community Mental Health is located alongside Wairoa Health and offers adult mental health, addiction, assessment and treatment services.
- Springhill Treatment Centre is a residential addictions and mental health service.
- Day activity based recovery programmes are run at Te Puawaitanga (Te Taiwhenua o Heretaunga) and Manaia House (Whatever It Takes Trust). These programmes assist people recovering from mental illness to develop life skills for independent living in the community.
- Wai-o-Rua (Te Taiwhenua o Heretaunga) is a short stay programme for people, referred by the DHB, for supported time out to rest and re-focus.

Mental health services especially for women and children:

- The Maternal Mental Health team support mothers and pregnant women who have mental health issues.
- Te Ara Manapou - Parent, pregnancy and support addiction service.
- Child, Adolescent and Family service (CAFS) is for children and youth with mental health issues.

Specialist hospital mental health services:

Ngā Rau Rākau, the Intensive Mental Health Inpatient Unit, provides inpatient support and care for adults affected by acute mental illness with both day programmes and inpatient residential care. The 23 bed unit is made up of 16 inpatient beds and seven sub-acute beds.

The DHB also contracts to a number of community providers, including in aged care facilities (ARRC) as detailed in the table below:

Service	Description	"Mental Health (MH)" or "Addiction(A)"
Regional Rehabilitation Service Bed	Sub-acute extended care - 1 client 24/7 staffing in secure unit	Combination of MH and A
Mental Health Services	Child, adolescent and youth - 4 beds 24/7 staffing (with sleepover)	Mainly mental health focus
Integrated Community Mental Health Services	Adult Crisis Respite - 5 beds	Combination of MH and A
Mental Health Services	Housing and Recovery - Kahukura House - 10 beds 24/7 staffing	Combination of MH and A
Mental Health Services	Complex Care - Matariki House - 3 beds 16/7 staffing	Mainly addiction focus
Mental Health in ARRC	MH - Perm Dementia - 1 client 24/7 staffing - DHB cost is less client contribution	Mental Health only
Mental Health Services	Housing & Recovery - Ahuriri House - 4 beds 24/7 staffing	Mainly mental health focus
Community Residential Dual Diagnosis Mental Health and Other Drug Service	Addiction Services Intensive - 1890 bed nights pa	Mainly addiction focus
Residential Mental Health Services	Housing and Recovery Services - as at 1/7/20 there were 12 clients	Mainly mental health focus
Mental Health Services	Rangmarie House - as at 1/7/2020 5 beds 16/7 staffing	Mainly mental health focus
Mental Health Services	Planned Adult Respite - 3 beds 12/7 staffing	Mainly mental health focus
Mental Health in ARRC	MH - Permanent Rest Home - 24/7 staffing	Mental Health only
Mental Health in ARRC	MH - Short Term Rest Home - 24/7 staffing	Mental Health only
Central Hawke's Bay Kaupapa Māori Mental Health and Hawke's Bay Addiction Services	HB General Practitioner - 0.2 FTE	Mainly addiction focus
Central Hawke's Bay Kaupapa Māori Mental Health and Hawke's Bay Addiction Services	HB Clinical Psychologist - 0.5 FTE	Mainly addiction focus
Central Hawke's Bay Kaupapa Māori Mental Health and Hawke's Bay Addiction Services	HB Addiction Staff - 7.1 FTE	Mainly addiction focus

Service	Description	"Mental Health (MH)" or "Addiction(A)"
Community Residential Dual Diagnosis Mental Health and Other Drug Services	Addiction Services - Nurse - 2 FTE	Mainly addiction focus
Kaupapa Māori Mental Health and Alcohol and Drug Services	Adult Community Support - Non-Clinical - 2 FTE	Combination of MH and A
Kaupapa Māori Mental Health and Alcohol and Drug Services	Activity Based Recovery Support - Non-Clinical - 1 FTE	Combination of MH and A
Mental Health Services	Adult Community Support - Peer Support - 11.2 FTE	Mainly mental health focus
Mental Health Services	Adult Community Support Service - Non-Clinical - 7 FTE	Mainly mental health focus
Mental Health Services	Family whanau support education - 1.5 FTE	Mainly mental health focus
Mental Health Day Socialisation Programme	Activity Based Recovery Support - Reg HP - 1 FTE	Combination of MH and A
Mental Health Services	Activity Based Recovery Support - Reg HP - 1 FTE	Combination of MH and A
Residential Mental Health Services	Non-Clinical Staff - 2 FTE	Mainly mental health focus
Mental Health Services	Consumer advocacy service - Peer Support - 2 FTE	Combination of MH and A
Youth Multisystemic Treatment (MST) Service for Hawke's Bay DHB, MidCentral DHB & Whanganui DHB	CAFS Alcohol and Drug community services - Youth Service – Registered Health Professionals - 5 FTE	Combination of MH and A
Central Hawke's Bay Kaupapa Māori Mental Health & Hawke's Bay Addiction Services	CHB Community Base Clinician - 1 FTE	Combination of MH and A
Central Hawke's Bay Kaupapa Māori Mental Health & Hawke's Bay Addiction Services	CHB MH Community Support Worker - Non-Clinical - 1 FTE	Combination of MH and A
Central Hawke's Bay Kaupapa Māori Mental Health & Hawke's Bay Addiction Services	HB Cultural Staff - 0.7 FTE	Combination of MH and A
Mental Health Services	Consumer leadership, consultancy - Peer Support - removed 1/1/20	Combination of MH&A
Home-Based Support Services	MH Household Management - estimate 3 hours per day	Mental Health only
Home-Based Support Services	MH Personal Care - estimate 1 hour per day	Mental Health only
HBDHB Contribution to Special Needs Client-Specific Support Needs	Adult Community Support Services - Non-Clinical - DHB fund 6.4 hours per day	MH-Disability-ACC combination

Service	Description	"Mental Health (MH)" or "Addiction(A)"
Mental Health Services	Adult Community - Non-Clinical - Transitional Support Hours - estimate 2 hours per day	Combination of MH and A
Mental Health Services	Adult Community - Non-Clinical - Transitional Support Hours - estimate 2 hours per day	Combination of MH and A
Mental Health in ARRC	Adult Community Mental Health Support Services - Non Clinical Staff	Mental Health only
Adult & CAYs Crisis & Youth Transitional Support Services	CAFS Crisis & Transitional additional support service	Combination of MH and A
Integrated Community Mental Health Services	Integrated Community Mental Health	Mainly mental health focus
Primary Mental Health & Addiction Service	Mental Health Initiative	Combination of MH and A
Mental Health Services	Consumer resource and information - Peer Support	Combination of MH and A
Primary Mental Health & Addiction Service	Youth Mental Health	Combination of MH and A
Youth Health Services	Youth Primary MH&A	Combination of MH and A
Residential Mental Health Services	Medication Support	Mainly mental health focus
Youth Multisystemic Treatment (MST) Service for Hawke's Bay DHB, MidCentral DHB & Whanganui DHB	CAFS alcohol and drug community services - Youth MST Service	Combination of MH and A
Mental Health Day Socialisation Programme	Activity Based Recovery Support	Combination of MH and A
Mental Health Services	Activity Based Recovery Support	Combination of MH and A
Kaupapa Māori Mental Health & Alcohol and Drug Services	Activity Based Recovery Support - Non-Clinical	Combination of MH and A
Sleepover Settlement	Sleepover Settlement	Mainly addiction focus
Medicine Management Services	Pharmacist Comprehensive Medicines Management	Combination of MH and A
Primary Care Mental Health Services	Adult Community Support - Nursing	Combination of MH and A
Youth Multisystemic Treatment (MST) Service for Hawke's Bay DHB, MidCentral DHB & Whanganui DHB	Child, Adolescent and youth alcohol and drug community services - Youth MST Service	Combination of MH&A
Primary Mental Health & Addiction Service	Serious MH&A - Clozapine Monitoring	Mental Health ONLY
Community Mental Medication Support Service for Napier and Wairoa	Napier and Wairoa Med. Support - 20	Combination of MH and A
Community Mental Medication Support Service for Napier and Wairoa	Napier and Wairoa Med. Support - 50	Combination of MH and A

Service	Description	"Mental Health (MH)" or "Addiction(A)"
Mental Health in ARRC	MH - Day Care - estimate 0.4 per day	Mental Health ONLY

b. What addiction services does your DHB provide? Please provide details of inpatient facilities and number of beds per facility and whether facilities are currently used at capacity. Please provide details of outpatient services and services contracted to community providers.

[Springhill Treatment Centre](#) is a nine bed residential addiction treatment centre and currently has nine residents. Specialist addiction services provide outpatient services for all clinical areas. For services contracted to community providers, please refer to the table above

c. How many people do you treat on average every year in your mental health services? Please provide a breakdown by inpatient and outpatient services.

Inpatient Admissions:

Year	Unique Individual Inpatients	Number of Inpatient admissions (some people were admitted more than once)
2015	422	648
2016	387	570
2017	409	592
2018	346	505
2019	364	520
2020	338	532
Average:	378	561

Due to the large range of outpatient services to collate an accurate summary of average number of treatments for the time period requested would require substantial collation and research, therefore HBDHB declines this part of your request under section 18 (f) of the Official Information Act.

d. How many people do you treat on average every year in your addiction services? Please provide a breakdown by inpatient and outpatient services. NOTE subsequent clarification: For the period calendar years: 1 Jan 2015 to 31 Dec 2020 do not require detailed individual year information, just average totals per year.

Addiction Services		Addiction Services	
Year	# Clients	Year	# Inpatients
2015	882	2015	101
2016	894	2016	83
2017	942	2017	98
2018	866	2018	87
2019	823	2019	87
2020	794	2020	88
Average:	866.8	Average:	90.7

e. How many people are currently waiting for mental health treatment after they have been through an initial triage process?

As at March 2021 35 people were on the waitlist for mental health treatment. Note any people assessed as requiring urgent are prioritised for immediate treatment.

What is the average wait time to access services?

Currently average wait time is 7.6 days.

What is the longest time someone can wait?

Three weeks for adult (community) services

Six weeks for (community) Child, Adolescent and Family Services, clinically prioritised

No wait time for acute inpatient services

Please provide breakdown by inpatient/outpatient services.

As above there is no wait time for acute inpatient services.

f. How many people are currently waiting for addiction treatment after they have been through an initial triage process?

As at March 2021 six people were waiting for addiction treatment.

What is the average wait time to access services?

18 days

What is the longest time someone can wait?

Three weeks for adult (community) services

Six weeks for (community) Child, Adolescent and Family Services – determined by clinical priority

No wait time for Inpatient services

Please provide breakdown by inpatient/outpatient services.

As above there is no wait time for acute inpatient services.

g. What is the process while patients wait to access addiction and/or mental health treatment?

Hawke's Bay DHB operates an 'Emergency Mental Health Service' that can be accessed 24 hours a day, 7 days a week via an 0800 number.

In addition, during normal business hours, any person can contact (by phone or walk in (no appointment required) a Mental Health and Addiction Service 'Duty Worker' at any of the main HBDHB campus (Napier, Hastings, Wairoa and Waipukurau). The 'Duty Worker' is a registered health practitioner.

h. How many patients died after they were triaged but before receiving addiction or mental health treatment in the last six years? Are you able to provide the cause of death for each person who died?

Hawke's Bay DHB does not hold this information and it would require a manual search through patient files and therefore under section 18 (e) of the Official Information Act decline to provide a response to this part of your request.

I trust this information meets your needs. If you would like any further information or clarification please phone me. If you are not satisfied with this response you may contact the Office of the Ombudsman, phone 0800 802 602. Please note that this response, or an edited version of this response, may be published on the Hawke's Bay DHB website after your receipt of this response.

Yours sincerely

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