


Te Harakeke: Child, Adolescent and Family Service Tāngata Whaiora Care Pathway Procedure

MHAPPM/8951

Approved by:	General Manager – Mental Health & Addiction	First Issued:	January 2003	
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Purpose

The purpose of this document is to show the tāngata whaiora care pathway through the Choice and Partnership Approach (CAPA) process.

This document is to be used in conjunction with MHAPPM/8953 – [Mental Health and Addiction Group Policy](#) which outlines the shared vision and expectations for the direction, values, principles, attitudes and ways of working to deliver a values based service.

Principles

All Te Whatu Ora, Te Matau a Māui Hawke’s Bay documents are based on and link back to our values; **He Kauanuanu** (respect), **Ākina** (improvement), **Raranga Te Tira** (partnership) and **Tauwhiro** (care), and are detailed so all persons are provided with clear information on the way they are expected to practice and undertake tasks.

Scope

All staff within the Te Harakeke.

All Non-Government Organisations (NGO) who use the Te Whatu Ora, Te Matau a Māui Hawke’s Bay tāngata whaiora management system i.e. ‘Electronic Clinical Application’ or ‘ECA’.

Definitions

Refer to the Mental Health Service Definitions Glossary [\\FS3\share\Public\All Users\MHS Policy review\DEFINITIONS FOR WORDS AND TERMS IN USE WITHIN THE MENTAL HEALTH SERVICE.docx](#)

Term/Abbreviation	Meaning
CAPA	Choice and Partnership Approach The Choice and Partnership Approach (CAPA) is a continuous service improvement model that combines personalised care and collaborative practice when partnering with tāngata whaiora and their family/whānau.
CAFS	Te Harakeke, Child, Adolescent and Family Service

Term/Abbreviation	Meaning
CHOICE	A choice appointment is an initial meeting between the family, child, young person and a mental health clinician supporting them to make choices about what they need and working together on issues that matter to them. The purpose of the meeting is to determine if Te Harakeke is the right service for the family and the child/young person.
Partnership and specialist partnerships	Partnership is the CAPA name for treatment and intervention. There are two types of partnerships. Core partnership are interventions of an average duration that are delivered by clinicians with extended core skills and sometimes by clinicians with advanced skills. Specific partnerships are interventions reserved for those interventions that are not of average duration. These interventions are often with advanced skills but may not be.

Roles and Responsibilities

Role	Responsibility
Clinical Coordinator	Completes triage activities, coordinate acute assessments of new referrals, and allocate referrals into initial appointments with a Keyworker and/or Psychiatrist.
Acute clinician	A Te Harakeke clinician designated to complete acute assessments and brief interventions for young children and young people presenting with acute mental health distress or challenges.
Duty Worker	Te Harakeke clinician designated to undertake Te Harakeke urgent duty work supporting the acute clinicians. Duty clinicians follow up work if keyworker is away with prior arrangement.
Kaitakawaenga	Provides cultural support to the clinical team and whānau as required during all stages of assessment, treatment and discharge.
Intake and Triage Coordinator	The Intake and Triage Coordinator is a Te Harakeke clinician responsible for processing all referral to Te Harakeke using the single point of entry principles.
Choice Clinicians	Te Harakeke clinicians that undertake CAPA Choice appointments.
Partnership Clinicians	Te Harakeke clinicians that undertake CAPA Partnership appointments. MHAPPM/8048 – Key Worker Policy
Acute Psychiatrist	A Te Harakeke psychiatrist who will work alongside the acute clinician to see young children and young people presenting with acute mental health distress or challenges.

Procedure

Te Harakeke, also known as Child, Adolescent and Family Service (CAFS) endorse and support the CAPA model for tāngata whaiora and workload management.

The safety of the child/tamariki, adolescent/rangatahi and their family/whānau will be paramount and barriers to manage tāngata whaiora/whānau/family care is minimised.

Please view the [Flowchart](#) in Appendix 1. Te Harakeke uses the Choice And Partnership Approach (CAPA; York & Kingsbury, 2013) for managing care.

Referral

Eligibility criteria for accessing the Mental Health Services include:

- People with known, emerging or suspected moderate to severe mental illness and/or an addiction problem.
- Aged 0 – 18

Refer to Appendix 1: Te Harakeke Referral Flowchart

Intake and Triage Process

Below is the pathway for referrals through Te Harakeke using the single point of entry principles.

Referral received -> Intake meeting -> allocation to choice -> CHOICE MDT -> partnership

Referrals are to be given a priority in ECA:

- **Immediate:** see and assess within 4 hours
- **Urgent:** see and assess with 8 hours
- **Semi-urgent:** see and assess with 72 hours
- **Routine:** see and assess within 21 days

The triage priority will be based on the assessing clinicians judgement, taking into account factors such as:

- Clinical assessment regarding the person's needs and the severity of the mental illness and or addiction problem.
- The likely impact the mental illness and / or addiction will have on the person's ability to participate in activities of daily living, work, education, community life and their role as a family/whānau member.
- Relevant legal requirements including the Mental Health (Compulsory Assessment and Treatment) Act 1992.
- The safety of the individual and/or others

Acute Pathway

This pathway focuses on a collaborative approach to management of risk.

- 1 Following the triage and intake process if accepted, the tāngata whaiora and/or their family/whānau are offered, via letter or phone call (if urgent), a Choice appointment. At this time there is a matching of clinician's skills set and tāngata whaiora need.
 - a. Te Harakeke will negotiate suitable time(s) with family if at all possible and agreeable with the clinician (depending on availability). The family can discuss with the clinician if they need to change their appointment time. Before the appointment, families are sent reminder texts about their appointments.
 - b. Te Harakeke will invite other agencies involved to be part of the collaborative working in the process including a joint a choice meeting.
 - c. Cultural pathways are adhered to if the family are wanting cultural support through Te Harakeke Kaitakawaenga, Pacifica or other appropriate cultural support.
- 2 At the initial Choice appointment, the family are met by a Choice Clinician who will discuss the needs of the tāngata whaiora and outline what the service can provide for the tāngata whaiora. The assessment will be detailed to determine if presentation meets admission criteria to Te Harakeke.
- 3 If following the Choice appointment, the tāngata whaiora wishes to continue to meet with the service, a person(s) with the skills most appropriate will be assigned as the Partnership Clinician who will continue to facilitate for the tāngata whaiora needs. (If they don't meet criteria and still require counselling – Te Harakeke will make a referral to other community organisations, make recommendations and give option(s) to family and referrer.

Measurable Outcomes

- This document will be subject to regular internal audit and must be completed at least once a year.
- Documentation is completed within agreed timeframes.
- All people have plans that are accurate, complete and dated.
- Regular MDT meetings
- Caseload review meetings with managerial staff
- Daily intake meetings

Related Documents

MHAPPM/8953 – [Mental Health Service Policy](#)

TMMHB/OPM/097 - [Working Safely in the Community Policy](#)

MHAPPM/8048 – [Key Worker Policy](#)

References

The Choice and Partnership Approach “A Guide to CAPA” ©2009 Ann York and Steve Kinsbury
www.camhsnetwork.co.uk

The 7 Helpful Habits of Effective CAMHS and the Choice and Partnership Approach; a workbook for CAMHS
<http://www.werrycentre.org.nz>

[Ngā paerewa Health and disability services standard NZS 8134:2021](#)

Keywords

Te Harakeke
CAFS
Referral
Pathway
CAPA

***For further information please contact the Clinical Manager –
Te Harakeke: Child, Adolescent and Family Service***

Appendix 1

Te Harakeke Referral Flowchart

