

1st November 2021

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[REDACTED]

Official Information Act Request for – Mental Health Information

I write in response to your Official Information Act request received by us 12th October 2021 by way of partial transfer from the Ministry of Health (ref: H202112982). The Ministry of Health transferred the following two questions to us:

1. **How long does a 'vulnerable' person remain in the system post discharge, so that access to support can be expedited quickly should the need arise.**
2. **What risk / benefit model is utilised to assess a person's vulnerability who has been discharged from 'active' support when changing national events could potentially trigger a relapse in their mental ability."**

Counties Manukau Health Response:

For context Counties Manukau Health (CM Health) employs over 8,500 staff and provides health and support services to people living in the Counties Manukau region (approx. 601,490 people). We see over 118,000 people in our Emergency Department each year, and over 2,000 visitors come through Middlemore Hospital daily.

Our services are delivered via hospital, outpatient, ambulatory and community-based models of care. We provide regional and supra-regional specialist services i.e. for orthopaedics, plastics, burns and spinal services. There are also several specialist services provided including tertiary surgical services, medical services, mental health and addiction services.

1. **How long does a 'vulnerable' person remain in the system post discharge, so that access to support can be expedited quickly should the need arise.**
We have interpreted this question as referring to patients discharged from inpatient services. There is no specific time a person stays in the system post discharge. A plan is developed for each 'vulnerable' person dependent on their individual circumstances. A referral for on-going support may be made to either Community Mental Health Services or Primary Care (usually GP).
2. **What risk / benefit model is utilised to assess a person's vulnerability who has been discharged from 'active' support when changing national events could potentially trigger a relapse in their mental ability."**
Each 'active' service user is assessed by the team prior to discharge from Mental Health Services. Clinicians make an appropriate decision regarding appropriate on-going follow up arrangements

for the individual based on this assessment. If at any time in the future a relapse in their mental ability occurs access to Mental Health Services may occur through a number of channels including referral from:

- Health professionals and GP's
- NGO providers
- Community services
- Police
- Family/whaanau
- Self-referral

There is also urgent Mental Health Services support available after-hours. Phone 0800 775 222 or (09) 261 3700 at any time. If a person needs immediate help they should call 111. This information is available on the Counties Manukau Health website.

I trust this information answers your request. You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Please note that this response or an edited version of this may be published on the Counties Manukau Health website. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider this.

Yours sincerely



Fepulea'i Margie Apa
Chief Executive Officer
Counties Manukau Health