

Te Ara Tauwhirota

Pathways that lead us to act with kindness

Realising the aspirations of tangata whaiora, whānau and our community for mental health services across Lakes district



Te Whatu Ora
Health New Zealand
Lakes

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New Clinical Director Dr Matira Taikato welcomed home

After 37 years, Dr Matira Taikato has returned back to Rotorua as the new Clinical Director of Mental Health for Te Whatu Ora Lakes.

Matira (Te Arawa, Ngai Te Rangī, Ngāti Ranginui) was surrounded by whānau and friends as she was officially welcomed to Te Whatu Ora Lakes with a whakatau in March.

The highly experienced psychiatrist has worked in New Zealand and overseas in Scotland and Australia.

Lakes Interim Lead Hospital and Specialty Services, Alan Wilson welcomed Matira to the organisation.

“You have a big and very important role. You bring a wealth of knowledge in Māori but also in clinical care. You are bringing us valuable knowledge and skills... it’s a real privilege for us to have you.”

Matira said her whānau over the last 37 years have been asking when she was coming home and



now she is ready.

“There are lots of challenges but a lot of opportunities as well. What I do like is a challenge.”

“I’m a very simple girl and it’s about getting the basics right. I will be focusing on the basics and making sure the foundation is solid and in place.”

Matira says she had visited Te Whare Oranga Tangata o

Whakaue Inpatient Unit last November.

“The thing that struck me most wasn’t the unit, what struck me the most was when you went into that unit there was a wairua. I could feel, the goodwill of people and the desire to want to help others - that’s everything to me, I can work with that,” she said.

“I have no romantic ideas about this role, I know it really will be demanding. But it’s lovely to be back home, lovely to be with iwi and my people again. Thank you for finding a place for me.”

Health Quality and Safety Commission projects to improve quality

Te Whakanui ake i te hauora-a-tinana: Maximising Physical health Project

A project to improve physical health for people given specific medications for their mental health is gathering momentum at Te Whatu Ora Lakes.

Quality and Risk Coordinator for Mental Health, Sarah Reed (the project lead) says intramuscular, long acting, antipsychotic injections increase risk factors for cardio-vascular disease. The project aims to help people with serious mental illness live healthier, longer lives by improving reliable and timely screening, monitoring and treatment for cardiovascular risk factors.

Sarah says the local approach to the project is based on a recovery focus which increases autonomy and is working with consumers, whānau and iwi to co-design the programme.

“We need to screen people with integrity. Once we have the metabolic data what do we do then? We are looking at healthy lifestyle choices and need to work together to design a programme that will work for our people.”

Sarah says Te Ara Tauwhirotaanga provides the framework for developing the project as it strongly encourages protecting, promoting and strengthening wellbeing. The Lakes’ approach to the project links with the Equitable Outcomes goal of Te Ara Tauwhirotaanga that, “health services will ensure my mental and physical, health needs are taken care of together and in partnership with me.”

So far, both tangata whaiora and clinicians have completed questionnaires asking what ‘health’ looks like for them and what they consider ‘to be healthy’ means. Asking the people involved what they think the problem is ensures we are working together on the right answer, Sarah says.

“Research shows the strongest predictor of positive outcomes is a deliberate focus on a collaborative formulation of the problem and goals. People who feel they have been listened to and who have helped design a solution are more likely to engage with it. The level of change is exponentially increased by having strong

agreement and collaboration.” *Cont. page 3*

Safety and Dignity for All project

The Zero seclusion: Safety and dignity for all project focuses on eliminating seclusion in Aotearoa New Zealand.



Whare Whakaue staff are working on ways to implement the programme here. (Pictured from left: Clinical Nurse Shift Leaders (CNSL) Mitch McLaughlan & Haylee Warner, CNE Noema Arnold, CNM Ann Maree Voss, CNSLs not pictured here are Abigail Keen, Phil Kanatt and Lyteah Alexander).

The Commission is supporting districts to find other ways to help people in distress, as alternatives to seclusion. This is being done using quality improvement methodology, with different tools being tested.

By using this quality improvement approach, we have learned that effective ways to support people in distress include bringing them into a quiet space, actively listening to their concerns and needs, learning about what happened to them, discovering their triggers and what calms them, offering them food or a drink and involving their whānau early on, and throughout, if the person wishes. Knowing about these approaches means services can support people in distress in positive ways, reducing and eventually eliminating seclusion.

For more information see:

<https://www.hqsc.govt.nz/our-work/mental-health-and-addiction-quality-improvement/projects/zero-seclusion-safety-and-dignity-for-all/>

Farewell to Consumer Advisor Jordy Bealing

Jordy Bealing has been in the Consumer Advisor (Mental and Addictions) role for 3.5 years and says she has learnt so much; about herself, the mental health and addictions sector, strategic thinking and leadership.

During her time in this role, Jordy has had the privilege of sitting on a range of different governance, project and advisory groups within Lakes and at a regional and national level. She has been chairing the Lakes Consumer Advisory Group since it was developed in 2019.

To Jordy this group has been the most integral part of her role.

“They are the voices of hope for a better system, a system that treats us all as equals and respects and values the expertise of people with lived experience.”

Having input into service design and delivery, policy and governance has also been a vital part of Jordy’s role.

“It has been fantastic to provide a lived experience perspective across different levels of the mental health sector.”

Uplifting the voices of consumers/people with lived experience is Jordy’s passion and she is a fierce advocate for co-designing with consumers/people with lived experience.

“We know what it is like using these services, we know what works and what doesn’t so why



wouldn’t you ask for our input?”.

Link People Health Team Lead, Shelley Martin says “As sad as I am that Jordy is leaving us, I am so proud of her and watching Jordy create the growth, not just within the role, but also as an integral part of our working whānau both at LinkPeople, and at te Whatu Ora Lakes.”

Some of Jordy’s proudest achievements in this role have been initiatives that she has led alongside her peers such as the

development of the Lakes Consumer Participation Framework and a business case to introduce a peer support workforce to Lakes MH&AS.

At a regional and national level, Jordy has loved working beside people she describes as “brave and inspiring advocates” whom she has learnt so much from and appreciates what they do for their communities.

For the last year she has been the Co-Chair for the National Association of Mental Health Services Consumer Advisors (NAMHSCA). This for her has been such a fantastic opportunity to have input into important national documents and initiatives and has helped her to develop her leadership skills.

Jordy is taking up a new position at Te Aka Whaiora Maori Health Authority as the Regional Lived Experience lead for Te Manawa Taki.

She is super excited about what the future holds for this role and for the Te Manawa Taki region.

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The results of these questionnaires are still being collated.

Looking forward, hui are planned with iwi and community mental health nurses and other key stakeholders to consider their views on how best to work collaboratively on the project within the co-design phase.

Sarah says there are already a range of healthy lifestyle programs and initiatives implemented

within the community that the project could tap into to work alongside whaiora to maximise their overall wellness. The project is promoted by the Health Quality and Safety Commission and is working towards a 2024 implementation.

The project group includes wide representation from across Lakes mental health and addiction service, GP Liaison, Pinnacle Health, RAPHS, Link People MH Needs Assessment Service and cultural, whānau and consumer representation.

A word about the health reform: How will national changes affect our local mental health delivery landscape?

Providers in the community will know the health landscape is changing significantly with the move on 1 July 2022 from 20 DHBs to Te Whatu Ora Health New Zealand and Te Aka Whai Ora Māori Health Authority.

We are still waiting for how all the changes may affect us as the future of health is being built.

Te Whatu Ora (Health New Zealand) is now responsible for the day to day running of the health system and manages all health services including hospital and specialist services and primary and community care.

Te Aka Whai Ora (The Māori Health Authority) is an equal partner in the health system of Aotearoa New Zealand. Its role is to lead and monitor transformational change in the way the entire health system understands and responds to the health and wellbeing needs of whānau Māori.

Te Aka Whai Ora recently announced a 71.6m funding package to support Māori providers and te ao Māori solutions. This means there are opportunities to co-commission across the two entities.

Kaupapa Māori services have already had their contracts transitioned to Te Aka Whai Ora but Te Whatu Ora is still managing the relationship until local teams get to full strength.

There is still an obligation for any providers who have not transitioned to Te Aka Whai Ora to work hard to achieve equity.

For the mental health sector within Lakes this means strong partnerships are now developing across Te Whatu Ora Lakes and Te Aka Whai Ora to ensure that our service planning, delivery and reporting is well placed to deliver on new expectations in respect of meeting our obligations as outlined in the Pae Ora legislation.

Although this may not look or feel different immediately, Rotorua is one of the locations that Te Aka Whai Ora has signaled it intends to have an office, so an increased presence will be felt once this is established.

In the meantime, our local Strategy and Funding Team, led by Lisa Gestro will continue to ensure the dots are joined up in the background and that providers have continuity of provider relationship management.

Lisa can be contacted here;
lisa.gestro@waikatodhb.health.nz

A great example of active partnership in our area is the mental health and addictions collaborative design Project. It was originally a Ministry of Health funded initiative to improve equity for Māori and whole population wellbeing and is now a flagship partnership programme between Te Whatu Ora and Te Aka Whai Ora.

In late 2021 and early 2022, Te Ohu (the project team) ran wānanga/workshops to ask people what needs to change in existing mental health and addiction services so they work better for everyone, especially for Māori.

Te Ohu is exploring a way mental health and addiction providers can effectively collaborate to provide a more responsive service to tangata whaiora which is underpinned by Te Ao Māori and draws on a greater degree of peer support, whānau engagement and provider connectedness.

The initial plans include the development of a framework to increase cultural capability and connectedness of our mental health NGO workforce, an Evaluation Programme, development of an interactive current service profiles & pathways and kete of different resources.

There is also an on-going conversation about whether or not the future of the collaborative might include the physical coming together of some providers into a single space to provide shared Mental Health and Addiction services through matauranga Māori.

You can read more about the collaborative design project here:

<https://www.tearatauhirotanga.com/>