

Consumer, Carer, and Families Co-Design Report

The Integrated Systems of Care (ISC) Perth North is a Commonwealth funded initiative through WA Primary Health Alliance (WAPHA) to provide collaborative and integrated approaches to support people with problematic mental health and alcohol and other drug use issues in their local areas.

Integrated System of Care initiatives will focus on provision of services for mental health (MH), alcohol and other drugs (AOD) use issues and co-morbidity treatment and support services to address the following activity outcomes for ISC:

- Individual tailored and stepped care treatment activities.
- Facilitation of service integration and linkages through placed based precincts.
- Addressing high areas of unmet need in the MH & AOD areas
- Engagement with primary care services.
- Innovative models of integrated care.

As the lead agency Neami National co-ordinated Co-Design Workshops throughout the Primary Health Network North catchment area from June 2017 until November 2017. The Consumer, carer and families' workshop occurred on 18th August 2017. This provided an opportunity for those with lived experience of accessing mental health services or alcohol and other drug difficulties, and of being the primary person caring for someone with these difficulties, to explore what services are in place in the region and to identify where barriers and gaps in service provision are in supporting persons with mental health difficulties and/or problematic alcohol and other drug use.

Key Findings of the Workshop:

Based around six key points within a consumer's journey, the participants of the Consumer, Carer, and Families workshop discussed and recommended the following be implemented within the service designs that form part of the ISC project.

Initiatives to create awareness of services:

- Community events
- Community paper
- Facebook
- Noticeboards in shops
- Stalls at markets
- Word of mouth
- Doctors surgeries
- Promotional items e.g. pens
- Media
- Consumer groups
- Networking
- Hospital
- Internet “web content”
- In a directory of service
- Access to leaflets
- Mental Health Week- public profile
- Utilising a public figure to promote mental health

How to inform consumers of services and referral pathways:

- Self- referral
- Eligibility = “I need help”
- Doctor referral
- Other services
- Hospital step down
- Neami step down
- GP
- Family /Carer
- Through other services

How an assessment and intake process should look:

- Home visit (if safe)
- Appropriate questions at appropriate times
- Advocate available
- Interview
- Initial phone contact
- Allow shared information; personal story is necessary or agreed to
- Not retelling story
- Via Hospital
- At the point of the intake

Approaches to addressing issues during provision of services:

- Team approach
- Everyone knows your story
- Timely manner
- Resolved by appropriate service
- Confidentiality maintained wherever possible
- Positive and constructive feedback to both be communicated
- Consumer feeling should feel confident to speak about their problem
- Qualified medical staff to manage feedback
- Ensure information is correct and delivered in simple terms

Ways to maintain consumer relationship (incl. frequency of visits):

- Home visit
- Face to face, email and phone contact to maintain engagement
- Peer groups
- Frequency of contact decided case by case around need
- Safe environment
- Sufficient funding
- Bi-partisan approach

Strategies for exiting the service:

- Individual basis around need
- Door open to re-enter
- Links to social supports and community
- Client, carer and families prepared for the exit
- Phone support post exit to support transition to other service
- Explanation on how to reconnect with service
- Feedback between agencies about consumers transfer

What Happens Next?

The aim of this project is to provide locally based service models that have been identified as a need by local communities. The above initiatives will therefore be considered and some may be prioritised for funding. If this is the case, an invitation will be extended for community services to provide a submission to address the identified area of needs.

All submissions received will be considered and successful agencies will be funded to establish the prioritised services and activities.