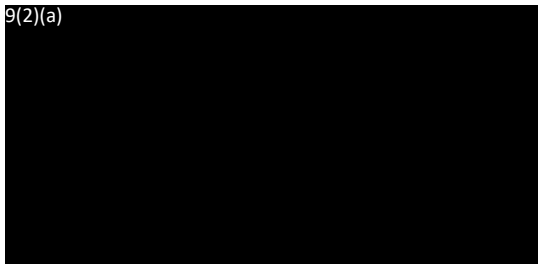


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30 July 2021



RE Official Information Act request CDHB 10657

I refer to your email dated 6 July 2021 requesting the following information under the Official Information Act from Canterbury DHB regarding Mental Health Crisis Team. Specifically:

1. What are the facilities hosting mental health ED like and are there any plans to improve them?

Crisis Resolution (CR) mental health staff operate out of Hillmorton Hospital during normal business hours and Christchurch Hospital Emergency Department (ED) in the evenings and weekends.

CR facilities in the Fergusson Building at Hillmorton Hospital were refurbished post-earthquake and include four interview rooms. Christchurch Hospital's new ED in Waipapa has a mental health area with a staff base and four interview rooms. This is a huge improvement from the old ED which had a small staff base and only one interview room.

ED staff have access to mental health input at all times. There are Psychiatric Consult and Liaison mental health nurses based at Christchurch Hospital who conduct brief assessments of anyone presenting with possible mental health concerns. Should a fuller assessment be warranted, this will then be undertaken by Crisis Resolution staff, or the person's regular mental health team (if the presentation is during normal business hours).

2. What is the total number of staff working in the mental health crisis team when it is fully resourced

The four adult metro community mental health teams (East, South, North, West] each have a crisis resolution (CR) function. Each of these teams have three staff on both day shift and afternoon shift. Therefore 12 in total for these shifts. On night shift two staff work in ED.

3. The number of staff working in the team currently?

12 staff work over both day and afternoon shift. Two work on nights in ED. CR is fully staffed at present.

4. How many people left the mental health crisis team this year? And over the last six years broken down by year?

Year	Number of people
2015	1
2016	4
2017	4
2018	8
2019	15
2020	9
2021	9

Please note that numbers:

- include staff who have retired, since returned to CR or are working elsewhere within Mental Health Service.
- exclude staff on parental leave and those on leave without pay

5. How many staff from the mental health crisis team were assaulted this year, how many resulted in an ACC claim, and how long was each incident off work as a result? Same info for last year and year before if possible too.

As our Crisis resolution staff are embedded within four Adult Community Teams, we are unable to extract the number of assaults for this specific staff group.

The assaults to adult community team staff that resulted in ACC claims are listed below:

2020/21 - 1 Work related physical assault - 125 days lost time to date
2019/20 - 1 Work related Physical assault - no lost time recorded
2018/19 - 1 Work related Physical assault - no lost time recorded

6. What is the role of police in assisting the crisis mental health team if they are unable to manage a patient?

Christchurch Police and Specialist Mental Health Service (SMHS) have a very positive working relationship. There is a Service Level Agreement which articulates shared values and alignment at the various operational levels.

The Agreement has a process for the SMHS Police Liaison Manager and Police equivalent to address issues that arise. Police will primarily engage with CR staff in supporting them with management of the Mental Health Act 1992 or dealing with aggressive or threatening people.

There are mental health nurses based in the Police Watch House (working 24 hour a day, seven days a week) and they are an integral part of the Watch House team. They receive referrals from Police who have concerns regarding a person's mental state and provide guidance on the safe management of detainees.

I trust that this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the Canterbury DHB website after your receipt of this response.

Yours sincerely



Tracey Maisey
Executive Director
Planning, Funding & Decision Support