

Nikau House consultation: Decision document

6 August 2020

Jane Kinsey

GM Mental Health, Addictions & Disability Support Services

Nelson Marlborough Health

Introduction

Submissions were sought in response to a proposal for change to Nikau House released on 5 June 2020. In particular, submissions were sought from Nikau House service users, their whānau, Nikau House staff, Nelson Marlborough Health (NMH) staff and others closely associated with Nikau House.

The consultation closed on 10 July: 96 submissions were received, more than 200 Facebook messages written, and several meetings were held to hear from tangata whaiora ('people who seek health') and their whānau and supporters.

The consultation has given voice to people and helped informed our decisions.

Nikau House tangata whaiora, their whānau and other stakeholders told us they want Nikau House to stay open, for tangata whaiora to keep gathering there, to be cared for, and to feel safe. They also want services that help a wider range of tangata whaiora.

We are humbled by the number of people who took time to reflect and think about what the proposed changes may mean.

We thank people for the feedback we have received. This has guided us in our decision-making process and identified important work that we, in partnership, need to do to improve health and wellbeing outcomes for our community.

The feedback we have received through this consultation has resulted in some changes to what was originally proposed.

Submission themes: What people told us

What people value about Nikau House

- A safe, warm and welcoming environment is provided by Nikau House for those experiencing challenges in their life

"Mental health is still, undoubtedly, very much stigmatised no much how much it is talked about in the open. At Nikau House no one is marginalised."

- Rhythm and habits are important to creating positive new habits and Nikau House helps this

"Nikau House helps me to get out of my home" "... fear of not having something, so will unravel"

- It is important for both tangata whaiora and their whānau to have access to clinical support whilst recovering in the community

"... a step back into Nikau is better than a crash back into hospital."

What we need to improve

- We need to work with partners and the community to reduce the stigma and discrimination for those experiencing mental health and addiction distress across our community

“Services will continue to be stigmatised by users and public alike as being delivered in a ‘special’ facility.”

- Evidence-led therapies and strong community and services partnerships are needed to support tangata whaiora’s holistic needs to achieve better wellbeing outcomes

“a key recommendation of the He-Ara-Oranga report is the use of trauma-informed strengths-based framework ... and that creates opportunities for survivors to rebuild a sense of control and empowerment”

- Our vulnerable populations (Māori, Pasifika and youth), those not living in Nelson, and those who don’t meet the current eligibility criteria are missing out. We need to extend and expand our reach and ensure a strong focus on equity.

“Nikau could be utilised better for those in the community that are not currently allowed.”

“I found I didn’t fit into the scene there and the course they ran just didn’t grab me.”

- Social structures that create rhythm and habits are important. We need to balance this with building resilience, self-reliance and independence:

“The fact that people have attended Nikau House for many, many years could be interpreted that they have not been supported to become independent, flourish and [have] not moved on from their engagement with mental health services”

Decision – Nelson Marlborough Health commits to the following:

1. A service for tangata whaiora (current and future clients) of Nikau House will continue at the same location
 - *The service will change over time as service partners join*
 - *NMH will continue to oversee and provide recovery and resilience programmes for people at Nikau House*
 - *Healthy food and physical activity programmes will continue to be important to the service.*

2. Nikau House will be renamed as Nikau Hauora Hub in the interim
 - *The name change recognises that we will be strengthening our focus on resilience, recovery and wellbeing. It also signals the welcoming of other tangata whaiora to the Nikau Hauora Hub.*

3. NMH's Te Waka Hauora (Māori Health and Vulnerable Populations) will lead and Mental Health and Addictions (MH&A) teams will partner strongly to provide the service
 - *This is an important partnership to help us reduce the inequities in our community.*
 - *Current users will see some new people and new services being offered. The clinical teams will work closely to support their current tangata whaiora throughout this change.*
 - *There will be some changes to the roles of existing staff and some new roles will be added to the team.*
 - *The registered nurse, support workers and occupational therapy will continue to have a base at Nikau Hauora Hub.*
 - *There are no redundancies.*

4. The service will be developed to better meet the needs of a wider range of people (Māori, Pasifika, youth)
 - *The needs of a wider range of people and the model of support will evolve as we come to understand how we can better respond to meet people's complex needs.*

5. A service model through a partnership approach led by a working group will begin. The group will co-design and members will include Nikau House tangata whaiora representatives among other key partners.
 - *This involves the bringing together of many partners to plan the services needed that will support the holistic needs of our tangata whaiora.*
 - *We will work towards developing a model by early December. We anticipate that work to align will start early next year.*

Decision detail: About the working group

To help us build a future services model for Nikau House, a working group will be established to provide oversight, guidance and input. The group, with an appointed facilitator, will use a co-design process to:

- Recognise that whilst health needs to play a significant role, partners are required to help guide, encourage and provide supports for tangata whaiora
- Ensure services are open to both Māori and non-Māori tangata whaiora and their whānau
- Ensure a forward-looking preventative early-intervention service that has a strengths-based approach to mental, emotional, physical, social, cultural and financial wellbeing, and that encourages self-determination
- Strengthen pathways of support for people across the system, including but not limited to Nikau Hauora Hub with NMH's inpatient mental health service (Wāhi Oranga), NMH's Community Mental Health and Addictions Service, primary care and community service teams to support tangata whaiora in their recovery and wellbeing
- Look at ways to work with the community to reduce stigma and discrimination that will help build a safer community for people experiencing mental distress and addiction issues
- Strengthen health and supporting services for those experiencing inequities in mental health and wellbeing, including Māori, Pasifika and rangatahi / young people

Summary of team changes:

- Tangata Whaiora will continue to see familiar faces as many of the team will continue to be based at Nikau Hauora Hub and others will be regularly present. People will also begin to meet new team members as we bring different skills and expertise into the Nikau Hauora Hub.
- Some new roles have been created, such as; dedicated employment specialist support to help people into employment and training as well as a dedicated Cultural Advisor.

Support available:

This decision does involve some change to the way support and services are provided and we understand that change can be unsettling. Our focus will be on continuing to provide support for people as we begin, in considered time, to implement some of these changes.

Our teams, clients and whanau are strongly encouraged to access supports available to assist people through these changes. There are resources and support available to people to provide support and we encourage people to use them if they need to.

SUPPORT	CONTACT DETAILS
NMH Consumer Advisor	Jenny Fenwick, Ext 7410
The White House	Tim Jackson, Support Manager The White House, 0800 114 976
Strategy Primary &Community	Lorraine Moss-Smith 7532
Supporting Families	0800 876 682, 035466090
Compass Advocacy support	03 548 2798
NMH Care Manager team	03 546 1800
Te Piki Oranga	0800 ORANGA (672 642)
Your general practice team	

Thankyou

Once again, thank you for all the feedback we received. This has guided us in our decision-making process and identified important work that we; in partnership, need to do to improve health and wellbeing outcomes for our community.

Kare Te Rito E taea Te Tu o ia Anake | The centre of the flax does not stand alone

Timeline:

