



## Processes

The following processes are implemented (but not limited to):

### Assessment

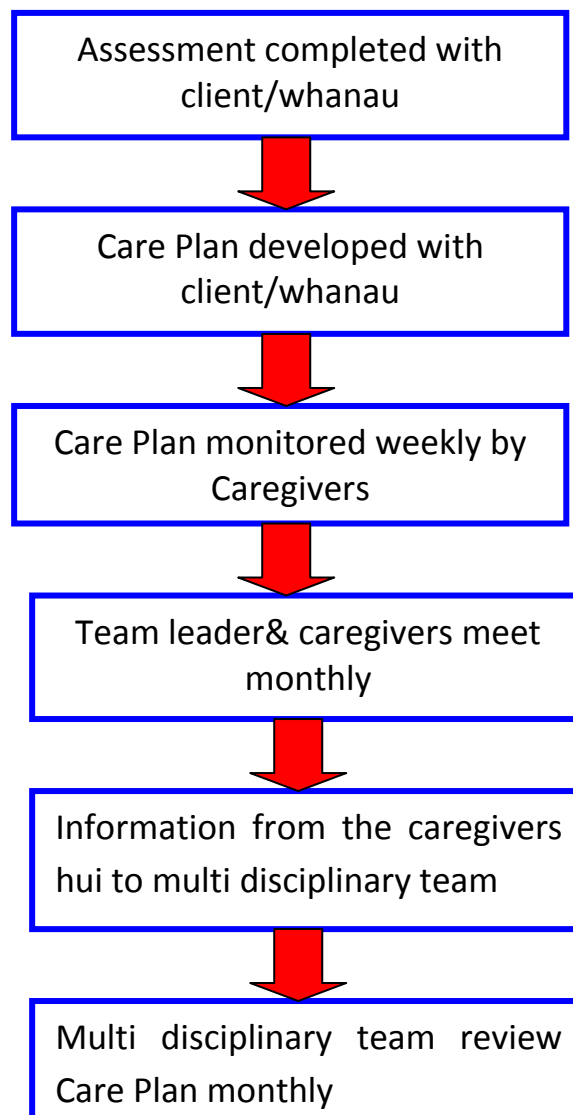
A Care Plan will be developed after the initial assessment. It is specific to the service user with goals determined by the multi disciplinary team, the caregiver and the service user is in place

The Care Plan is monitored weekly by caregivers with the team leader available to advise.

The team leader attends monthly hui with the caregivers.

Information from the team hui with caregivers goes to the multi disciplinary team hui

The multi disciplinary team review the Care Plan on a monthly basis.





## Cultural assessment

Te Kaokao o Takapau are one of the nine providers with Te AO Marama Whanau Ora Collective Trust.

The Te Ao Marama Whānau Ora Collective is one of 35 organisations chosen to implement the Minister Turia’s Whānau Ora approach.

For Te Ao Marama Whānau Ora Collective, Whānau Ora is about the overall wellbeing of whānau. As part of the Collective’s approach to whānau ora, it has developed a population outcomes framework which defines four overarching whānau ora results (or outcomes) for



**all whānau in the Eastern Bay of Plenty** as follows:

Te Ao Marama Whānau Ora Collective has a special interest in achieving whānau ora outcomes for Māori and high needs families. Our special interest is aligned with the fact that we operate as a network based on Māori values, tikanga and kaupapa. Therefore, our underlying approach is that “what works for Māori will benefit.

Te Ao Mārama Whānau Ora Collective (the Collective) comprises 9 providers across the rohe of Eastern Bay of Plenty. The nine providers acknowledge the common and shared values that exist amongst them: **Rangatiratanga, Kotahitanga, Wairuatanga** and **Whānaungatanga**. These values form the foundations of the Collective and underpin the approach to practices across the providers including Whānau Ora. They will develop a new and close working relationship with existing Kaimahi (who are employed by respective provider members) to support their use of the Collective’s new and enhanced whānau ora model (where appropriate). This transformative approach will assist providers to build a



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collective consciousness and create a new model that will benefit all whānau in a co-ordinated and integrated way.



1. Our intake form Te Tahere Raraunga encourages all service users to include whakapapa information and/or to list next of kin.
2. At Te Kaokao o Takapau you have the right to receive services which meet your cultural needs.
3. To ensure that we can meet your needs all staff are trained to practice in a manner that is consistent with the Treaty of Waitangi and to have an understanding of the different cultures in our community.
4. Staff are supervised to ensure they have the relevant knowledge and are able to access links in the community.
5. Te Kaokao o Takapau has active Maori participation at all levels to ensure we deliver services that are safe in terms of cultural needs and also acknowledges the multi-cultural nature of New Zealand.
6. We recognise that cultural and spiritual diversity exists among the whanau who are registered with our services.
7. Our policy is to provide a service which acknowledges and respects the cultural and spiritual needs of each individual in our care. We recognise the Treaty of Waitangi - underpins any health strategies we develop.
8. We acknowledge taha wairua (spiritual), taha hinengaro (mental), taha tinana (physical), and taha whanau (family), as the cultural basis for provision of services to Maori.
9. Each resident's cultural and spiritual beliefs and practices are recognised and respected, and reflected in their care plans.
10. Whanau consultation, and participation, in care is welcomed.



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## Treatment, Intervention and Support

After three months, the team leader will make a referral via the community mental health team to Support Net for a NASC assessment. This is the process of formally designing the recovery plan, goals and outcomes both with the service user and in a multi disciplinary setting. It also means that we have a document around for people to help identify the service user's mental health needs and to outline what support services are available. Te Kaokao o Takapau staff will gather information from caregivers, the multidisciplinary team hui and the service user, and if appropriate whanau to outline goals and support systems to help the service user achieve these goals.

We have a flexible approach when it comes to creating a clearly communicated plan, but believe the best way to ensure that all who are part of the service users support system is through face to face meetings. We welcome the monthly meetings held with the community mental health team, it gives our caregivers and staff a chance to understand the issues when dealing with the service user.

## Review Processes

Te Kaokao o Takapau review the initial care plans of the service user every month, for three months and thereafter every six months or on a needs as basis. The frequency of the reviews will be determined by the service user's individual circumstances. Reviewed outcomes and new treatment goals will be reflected in ongoing recovery plans

## Discharge

This agreement is to be rolled over for a 12 month term, subject to the existing terms and conditions. The client should undergo a needs assessment and clinical review, the results of which will be used to identify the best care pathway for the patient. If a residential treatment programme is recommended, the expiration of this agreement may be brought forward on the mutual agreement of the parties. Discharge of the service user from Te Kaokao o Takapau will involve the service user and with consent, include all relevant support people. Discharge planning will be a well thought out process and include advance directives, medication on discharge and education about this. A discharge summary will be provided by Te Kaokao o Takapau.



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An exit plan from Te Kaokao o Takapau will be part of your individual plan and will be open to review as changes happen, or your goals change. Ongoing consultation with the service user, family/whanau, clinical team and Te Kaokao o Takapau support staff help to determine the best timing for discharge. This is an individual process. We will assist you with what supports i.e. community resources you need, other people likely to be involved, and work on building these links. Your preparation for leaving the service will become part of your 'work' while with Te Kaokao o Takapau. We involve the ongoing package of care service in a timely fashion. We will ensure arrangements are organised before you exit and that you are leaving for somewhere safe.

## **Consultation/ Liaison**

The team leader will in the first instance receive any new information about the service user. This includes any medical information via the Kaupapa Maori Advance nurse from the General Practitioner, the community mental health team, the crisis team and the caregivers. Planned discussions with each occur fortnightly, monthly and on a needs as basis, over the phone for the purpose of providing specialist advice in relation to the service user.

## **Rehabilitation**

It is important that you understand your medication, its benefits and side effects, and take part in decision making about this, and all other medical care. Information is available in the form of teaching sessions and literature.

The creation of social ties and leisure time is achieved by regular social contact outings and networking existing social facilities. The week is divided up to reflect the working week and weekend with people being offered challenges through the week toward their personal growth. The weekend is seen as a time of social and recreational pursuits.

People are encouraged to have normal relationships - both physical and spiritual.

When you enter Te Kaokao o Takapau we will ask you about your cultural needs, and/or if there is a specific cultural group you identify with. Staff will be available to assist with these needs, and aim to provide support in a manner that is safe for you culturally.

We need to know that what we do is working for you. We will collect your feedback and monitor how we are doing. From time to time, we will canvas service users to check that how we monitor, and what we are monitoring, are actually meaningful measurements for you.