

Clinical : Mental Health  
Proactive Release : 10 August 2018

31 July 2018

[REDACTED]  
[REDACTED]  
MediaWorks

E-mail: [REDACTED]

Dear [REDACTED]

### Official Information Act (1982) Request

I write in response to your Official Information Act request, dated 27 June 2018. You requested the following information regarding mental health services, staffing and capacity.

Our responses are outlined under each question below.

For context, CM Health Services provide health and support services to more than 540,000 people residing in South Auckland, both in hospitals and community settings, along with some regional specialist services. In addition; some specialist services are provided to our community by both Auckland and Waitemata DHB for the entire Auckland region.

We note that information of this nature on mental health service resources should be interpreted with caution. Given the differences in DHB population sizes and range of mental health services and facilities, comparisons between DHBs may also be misleading.

We are providing details of staff positions in our acute mental health inpatient facilities and CM Health provided services. The scope and diversity of community mental health services, including details of staffing by our partner services in primary care and by NGO providers mean that to collate this level of requested information would be challenging. If you believe that further information is critical to your query, please contact us to further discuss scope and requirements.

**1. How many staff positions is the DHB funded for acute mental health and a breakdown of:**

- a. job title,*
- b. number of positions in each job title,*  
*covering all roles from management right down to the most junior position.*

Refer to data in **Appendix 1** spread sheet (**attached**) provided, which provided the job title, and number of currently employed staff in the acute unit.

**2. Breakdown of how many of acute mental health staff members and their job description, have the following levels of experience in acute mental health.**

Refer to data in **Appendix 1** spread sheet (**attached**) provided. Please note we can only provide data on years of employment within CMDHB, many staff will commence with prior clinical or other experience from previous employment.

**3. How many of the DHB funded staff positions in acute mental health were vacant on Monday, June 25 2018 (including positions staff appointed but yet to start) - breakdown of:**

- a. *vacant staff positions in terms of job title,*
- b. *number of positions vacant in each job title, covering all roles from management right down to the most junior positions.*

Please refer to **table 1** below.

<b>Tiaho Mai Inpatient Unit</b> vacant FTE positions on Monday, June 25, 2018	<b>Acute Community Service (24hrs,7 days)</b> vacant FTE positions on Monday, June 25, 2018
1.0 Consultant Psychiatrist 6.0 Registered Nurses 2.0 Psychiatric Assistants 1.0 Associate Clinical Nurse Manager 1.0 Occupational Therapy (fixed term 12 mths)	1.5 Psychiatrist 2.6 Registered Nurse - Home Based Treatment 13.8 Registered Nurse- Intake 1.0 Intake Clinical Team Coordinator

**Table 1**

**4. How long has each position being vacant?**

Please refer to **table 2** below, which summarises vacancy for the inpatient service, and separately for our community teams and services.

<b>Tiaho Mai Inpatient Unit</b>	<b>Vacant since</b>	<b>Acute Community Services</b> (24 hrs, 7 days) * <b>RN roles being sought per month</b>
Consultant Psychiatrist Associate Clinical Nurse Manager Registered Nurses	1.0 October 2017 1.0 June 2017 1.0 April 2018, 5.0 May 2018 1.0 June 2018 1.0 June 2018	July 2016: 7.0 Registered Nurse (RN) Dec 2017: 6.5 Registered Nurse (RN) Jan 2018: 5.8 Registered Nurse (RN) Feb 2018: 6.5 Registered Nurse (RN) Mar 2018: 9.5 Registered Nurse (RN) Apr 2018: 11.05 Registered Nurse (RN) May 2018: 9.8 Registered Nurse (RN) Jun 2018: 15.5 Registered Nurse (RN)
Psychiatric Assistant	1.0 January 2018	
Occupational Therapy	1.0 June 2018	

**Table 2**

**\*note for Acute Community Services** it is not possible to provide the date of when each Registered Nurse position became vacant, only the number of vacancies being recruited to each month. This does not reflect the cumulative number of vacancies now.

**5. When was the last time that the DHB was fully staffed for acute mental health, as per the funded positions?**

We do not collate data on when Tiaho Mai Inpatient Unit is fully staffed with all permanent employees. We use a variety of mechanisms to ensure coverage of all shift rosters, including locums, an internal casual pool and do offer staff the option to work extra shifts or hours. These unfilled shifts might occur in the roster because of short-notice sick leave or due to vacancies.

Extra staff may also be required on a shift, due to the high acuity needs of service users on the unit. Attempts are made to fill any shift vacancies from the Mental Health casual staff pool. As noted above, we have two New Graduate Nurse intakes per year, and have a range of students on placements in mental health to support the future development of a skilled workforce.

Acute Community Services were configured to a new structure in 2014; there have been only 2 months (in April and May 2016) when all FTE positions were fully recruited to. We have an ongoing recruitment programme to attract Registered Nurses to community mental health services, and support two New Graduate nurse intakes per year.

**6. What is the maximum number of patient capacity of your acute mental health facility?**

The existing Tiaho Mai Unit (adult acute) is a 52 bed facility.

At CM Health, our acute mental health inpatient unit, like many other DHB mental health inpatient units is experiencing significant pressure from the complexity and acuity of acutely unwell mental health service users. We are currently building a new adult acute inpatient unit. The new unit has a new to New Zealand 'state of the art' design, with a range of features that will greatly enhance recovery for adults requiring inpatient care, as well as promoting staff safety and wellbeing. The new unit will have additional beds (78 in total, but 60 will initially open) that will reduce over-capacity days, and improve availability of mental health capacity beds for Counties Manukau.

**7. Daily breakdown of how many of those beds were filled from June 18 - 25 2018 and the overflow?**

Please refer to **table 3** below, of daily occupancy for the dates requested.

Date	Occupied beds
18/06/2018	52
19/06/2018	51
20/06/2018	50
21/06/2018	50
22/06/2018	49
23/06/2018	48
24/06/2018	50
25/06/2018	49

**Table 3**

**8. How many times this year has the acute mental health facility being operating above patient capacity?**

There have been 37 days this year when there have been over-census patients in the unit.

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely,

A handwritten signature in blue ink, appearing to be 'G. Johnson', with a long, sweeping horizontal flourish extending to the right.

Gloria Johnson  
**Chief Executive (Acting)**