

Clinical : Mental Health
Proactive Release: 09 January 2020



27 November 2019

9(2)(a)

E-mail: 9(2)(a)

Dear 9(2)(a),

Official Information Act (1982) Request

I write in response to your Official Information Act request, dated 30 October 2019. You requested the following information:

1. **What training do all frontline staff (those who deal directly with patients, across all sectors of health); have for providing culturally appropriate services to people from the Asian community?**
2. **How many people from the Asian community seek mental health services, or support for mental health at the Counties Manukau DHB, each year for the last five years?**
 - a. **How long is the current waiting list (if there is one)?**
3. **How many clinical staff, (i.e. trained professionals) does the Counties Manukau DHB have to provide fully culturally appropriate Asian mental health services,**
 - a. **Can I have this broken down into the different Asian groups?**
4. **How many cultural advisors does the Counties Manukau DHB have,**
 - a. **Can I have this broken down into different Asian groups?**
5. **How many complaints has the Counties Manukau DHB received about the lack of culturally specific services for Asian people in the last five years?**
 - a. **Can I have this broken down by each year?**

For context, CM Health Services provide health and support services to more than 569,400 people residing in South Auckland, both in hospitals and community settings, along with some regional specialist services. Some specialist mental health, youth, addiction and forensic services are provided to our community by both Auckland and Waitemata DHB for the entire Auckland region. We are providing details of CM Health delivered services, but note that there is also considerable use of our partner services in primary care and by NGO providers to best match the scope and diversity of community for mental health services, including cultural support.

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

Responses for Counties Manukau Health (CM Health) services are below:

- 1) **What training do all frontline staff (those who deal directly with patients, across all sectors of health); have for providing culturally appropriate services to people from the Asian community?**

CM Health offers access to the CALD (Culturally and Linguistic Diverse) cultural competency courses for Working with CALD patients to all our frontline staff.

- For more information, <https://www.ecald.com/courses/cald-cultural-competency-courses-for-working-with-patients/>

- 2) **How many people from the Asian community seek mental health services, or support for mental health at the Counties Manukau DHB, each year for the last five years?**
 - a. **How long is the current waiting list (if there is one)?**

In the context of the total Counties Manukau population (569,400), of these 27% identify as of Asian, which is 20% of the New Zealand's Asian community.

- Number of Asian people referred to/ provided with support from Counties Manukau Health Mental Health Services:

Fiscal Year	
2014/2015	1,012
2015/2016	1,080
2016/2017	1,122
2017/2018	1,176
2018/2019	1,356

Table 1

All mental health services referrals are triaged on receipt by clinicians. There is no currently wait list.

- 3) **How many clinical staff, (i.e. trained professionals) does the Counties Manukau DHB have to provide fully culturally appropriate Asian mental health services,**
 - a. **Can I have this broken down into the different Asian groups?**

- Mental Health service staff profile - 30 September 2019:

Ethnicity profile	Head count	percent
Asian	134	18%
European	272	36%
Maori	115	15%
Middle East, Latin American, African	51	7%

Ethnicity profile	Head count	percent
Pacific	167	22%
Unknown	24	3%
Grand Total	763	100%

Table 2

Given these employees work across general mental health, not in Asian-specific services, and the numbers are small, further 'breakdown' of the Asian workforce profile is not available.

CM Health Mental Health services also has two Chinese peer support staff, based in our community teams. We note that for the primary health support team (Kahui Tu Kaha) there are 2 clinicians who are Chinese, and five non-clinical support staff (who identify as Chinese (2), Indian, Bangladeshi and Afghani). We also have five members of the team who identify as Muslim (Egyptian, Libyan, Pakistani and Afghani).

In addition to providing direct care, Asian staff members working in mental health services offer cultural advice to support mainstream mental health staff work with Asian MH service users and their families. A number of them are also able to offer clinical cultural advice to mainstream mental health staff when cultural input is needed during assessment and treatment.

All CM Health services have access to Interpreting and Translation service solutions, 24 hours a day, 7 days a week. This service is available for people who do not speak English as their first language. The interpreter service is free, and there are more than 150 languages available with native speaking interpreters and translators for Asian, Pacific Island, Middle Eastern, African and European languages. The use of interpreters is highly recommended; interpreting services are important to healthcare as they allow complete communication between a patient and the healthcare provider.

4) How many cultural advisors does the Counties Manukau DHB have, and can I have this broken down into different Asian groups?

Counties Manukau Health employs one Asian Health Gain Advisor who is a Chinese. The *Asian Health Action & Advisory Group* and the *Asian Health & Wellbeing Community Network* supported by CM Health in Counties Manukau comprise members from various Asian communities to offer advice to us, and a network in the communities.

5) How many complaints has the Counties Manukau DHB received about the lack of culturally specific services for Asian people in the last five years?
b. Can I have this broken down by each year?

Complaints received (calendar year)	total
2014	1
2015	1

Complaints received (calendar year)	total
2016	2
2017	1
2018	1
2019	2
Total	8

Table 3

There is further information on health services resources and the Asian communities available:

<https://www.healthpoint.co.nz/public/other/counties-manukau-health-library-database/im:517187/>

<https://www.ecald.com/updates/>

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,



Fepulea'i Margie Apa
Chief Executive Officer
Counties Manukau Health