



Te Wana Quality Programme

Accreditation Review Report Manawatu Supporting Families in Mental Illness and Addictions

17 – 19 November 2015



This review was conducted according to requirements of the Quality Improvement Council (QIC) Standards and Accreditation Program.

Disclaimer

Accreditation status conferred by the QIC Standards and Accreditation Program, including documents prepared in the assessment process, certifies that the participating organisation has met the applicable standards and participates in an ongoing quality improvement program. It does not, however, guarantee the safety, quality or acceptability of a participating organisation or its services or programs, or that legislative and funding requirements are being, or will be, met. Similarly, accreditation does not prevent staff of participating organisations from sometimes making mistakes.

Table of Contents

Disclaimer	2
Table of Contents	3
Introduction	4
Review Details	5
List of Abbreviations	5
Scope of the Review	6
Executive Summary	7
Levels of Attainment for Each Standard	11
Commendations	12
Summary of Recommendations	13
 Community and Health Services Core Standards	
Core Section 1: Te Tiriti o Waitangi	16
Core Section 2: Building Quality Organisations	17
Core Section 3: Delivering Quality Services/Programmes	23
Core Section 4: Sustaining Quality External Relationships	26

Introduction

This report documents the findings of a team of experienced and Te Wana trained independent peer reviewers who collate, appraise and verify information from a broad range of sources. Health Care Aotearoa has developed Te Wana standards and the associated review processes in association with QIC.

The purpose of this report is to assist organisations with their on-going service development and quality improvement activities.

Four levels of attainment are used consistently throughout this report to give an overall rating for each Standard. The levels of attainment are:

- ▷ Exceeded
- ▷ Met
- ▷ Met in Part
- ▷ Not Met

In order to meet QIC accreditation requirements all the Core Standards must be met.

These ratings have been used consistently throughout the report to give an overall assessment of each standard.

Review Details

Date of Review:	17-19 November 2015
Accreditation Cycle:	Second cycle review
Name of Organisation:	Manawatu Supporting Families
Governing Body:	Manawatu Supporting Families Committee
Manager:	Christine Zander-Campbell
Number of Staff:	8 staff, 4.6 full-time equivalents
Review Coordinator:	Jane Clark, Te Wana Programme Manager
External Reviewer:	Shirley Vickery, Taranaki Supporting Families
Kaumatua:	Paora Ropata
Internal Contact:	Frank Manu

List of Abbreviations

COPMIA	Children of parents with mental illness and/or addiction
CQI	Continuous Quality Improvement
DHB	District Health Board
FTE	Full Time Equivalent
GP	General Practitioner
IT	Information Technology
MoH	Ministry of Health
MoU	Memorandum of Understanding
SF	Supporting Families in Mental Illness
SFNZ	Supporting Families in Mental Illness, New Zealand
NGO	Non Government Organisation
OSH	Occupational Safety and Health
P & P	Policies & Procedures
PHO	Primary Health Organisation
QIC	Quality Improvement Council

Scope of the Review

This review assesses the extent to which an organisation has achieved the QIC/Te Wana quality standards. Manawatu Supporting Families in Mental Illness and Addictions has been reviewed against the Core Module. The onsite review was conducted at 160 Cuba Street, Palmerston North.

Supporting evidence:

The content of this report is informed by the information in the self-assessment Quality Journal and by a range of interviews; site visits; audits and other documentation or evidence provided.

Specific information and evidence sources include:

- analysis of the Quality Journal;
- direct interviews with the governing body (2), management (1), staff (7), service users (11), and other stakeholders (5);
- observations during site visit of office settings, meeting spaces, training rooms, activity rooms, fire equipment and safety measures, and general work practices;
- staff and client files;
- Complaints Register;
- external financial audit;

Other evidence including: Strategic Plan, Annual Report, Maori Health Plan, Business Plan, Quality Statement and Quality Plan, Constitution, values and mission statement, governance and staff delegations, Asset Register, risk management systems and assessments, accounting and payroll systems, policy and procedures (P&P), cultural content (P&P, protocols, staff and client resources), client feedback questionnaires, funding contracts, service activity reports, reports to the governing body, Memoranda of Understanding (MoU), service user information brochures and packages, information resources, assessment protocols, data management system, Board and staff meeting minutes, occupational safety and health (OSH) documents, quality improvement and quality management systems, human resource systems including position descriptions, personnel files, training records and annual training plan, performance appraisals, employment contracts, financial records, organisational chart, Code of Ethics, Confidentiality Statement, induction processes and monitoring, website, intranet, programme evaluations and research papers, newsletters.

Quality Workplan

Progress against the Quality Workplan has been assessed by Te Wana and the review team as satisfactory.

Recommendation for Accreditation

A recommendation for accreditation will be forwarded to QIC for its consideration and endorsement. The outcome of the endorsement decision will be conveyed as soon as it is available.

Executive Summary

Organisation History and Context

¹An affiliated member of Schizophrenia Fellowship NZ Inc. (SFNZ) since 1979 the name was changed to Manawatu Supporting Families in Mental Illness (Manawatu SF) in 2005 to reflect the wide range of mental illness for which support is offered. Manawatu SF has moved from a volunteer family organisation to a well-respected organisation that holds District Health Board (DHB) contracts with Family/Whanau workers in Dannevirke, Levin and Palmerston North.

‘Manawatu SF believes that Family/Whanau provide the greatest support to the person affected by mental illness and addiction. A safe environment built on trust, honesty, empathy and professionalism is guaranteed at all times. We are committed to listening to people, respecting people and providing them with opportunities, information and education.

We will walk alongside you and positively encourage and empower you to achieve recovery. We will be accessible to you, adapt to your needs and be a reliable support in a time of need and great difficulties.’

Main Activities/Models of Care

²Manawatu SF provides Education, Support, Information and Advocacy for people and their families affected by mental illness and addictions.

Support for families is provided through Family/Whanau Coordinators who respond to requests for support both on the telephone and face to face in the family’s home, at our offices or a place of the family’s choice. Confidentiality is paramount. Part of this contract includes providing information and education to families about mental illness and addiction, how to cope with the stress that supporting a family member with these issues can entail. To facilitate this service we plan several “education sessions” throughout the year. We invite skilled professionals to share their knowledge and answer questions from those who attend the sessions. All Family/Whanau Coordinators are skilled at working with families and have a wide range of knowledge about mental illness and services that are available within the MidCentral region.

A range of brochures, booklets and publications is supplied to families and the community, some may be borrowed and some may be kept. An important part of the support service is that of advocacy at family meetings with mental health services or other agencies such as Work and Income NZ and Housing New Zealand.

Family/Whanau Coordinators run support groups throughout the year which can be anything from meeting as a group in a cafe to a walk in the park, where families can get together and support each other.

Manawatu SF supported over 1,200 families in the last year as well as people with experience of mental illness who accessed the service 6,184 times over the year.

¹ Manawatu SF Profile November 2015

² Manawatu SF Profile November 2015

Leadership and Management

Manawatu SF is a not-for-profit, membership-based organisation with a committee of skilled and passionate individuals. Most of the committee members have personal experience of a family member with mental illness. The committee have a clear understanding of their role as governance of the organisation and have had training either in previous governance roles and/or while on the Manawatu SF committee. The committee members as a group possess a good range of skills including employment, business, insurance, research and clinical. They are competent in their roles with a high level of understanding of the finances, legislation and the responsibilities of being an employer.

The committee meet monthly and have set a very clear and focussed Strategic Plan for 2011-2016. The budget is developed by the Manager and committee and is reported on at each meeting. Discussions and decision-making are open and constructive. Meetings are well run, with an agenda and minutes for each meeting. The committee has an open and supportive relationship with the Manager through the Chair and Manawatu SF has an expectation and policy of 'no surprises'. The Chair and one other committee member undertake performance appraisal discussions. The Manager is skilled and dedicated with excellent planning and prioritising skills. She also carries a caseload and is able to provide guidance, advice and supervision to other staff. She is well connected in the community and sector and contributes strongly to the wider mental health sector through a number of relationships and forums.

Policies are regularly reviewed on a planned cycle with relevant parties being involved in both reviewing and developing new policies with sign off by the committee. Work Plans have been developed for the committee and operational staff to ensure work is undertaken in a planned and timely manner.

An administrator employed eight months ago has contributed significantly to the organisation and is praised by the Manager and staff as making a huge positive difference to their ability to manage their roles. He is fast and accurate, takes initiative and is a personable member of the team. Stakeholders also commented on the positive contact they have had with him in the short time he has been at Manawatu SF.

Staff meetings are held regularly and this contributes to a positive and respectful team environment despite the fact that staff work independently across the region. Records are kept of all team meetings. Staff access external supervision monthly and are aware this can be arranged more frequently if requested as necessary. Annual performance reviews are undertaken where staff are supported to identify any training needs or interests. Manawatu SF have a commitment to relevant training for staff with a mix of internal, external and peer sharing

Responsiveness to The Treaty of Waitangi

A strong understanding and commitment to the Treaty of Waitangi exists within Manawatu SF. This is evident at every level of the organisation through policy and other documentation; the composition and expertise of staff; the environment and services provided. Manawatu SF value the support of Matua Te Hira Kevin Maru-Hill who brings leadership and advice to the organisation.

The Maori Health Plan has recently been updated and is an excellent and relevant document. The team were impressed by how meaningful and easy to follow the new plan is and how staff were familiar and comfortable with this plan.

A wide range of training has been accessed by staff, both prior to their position at Manawatu SF and during their employment. This, along with their own life experiences, exposure and relationships, ensures staff are very capable to deliver respectful, relevant and uplifting services to Maori and others.

Quality, Risk and Safety Systems

The premises are attractive and welcoming with beautiful artwork by consumers displayed as well as relevant posters, Manawatu SF mission and values. There is adequate cheap car parking outside the building with free parking only a few metres away. All vehicles are owned and insured by Manawatu SF with each one allocated to a Family Whanau worker.

There are resources available to take away, including brochures and books that can be taken on loan. There is adequate space for SF activities with comfortable seating, work surfaces and private areas available as required. Tea and coffee is available and this aspect attracted many positive comments from consumers!

Robust, efficient and streamlined processes exist for payroll and financial transactions with an independent contractor engaged to oversee accounts. Delegated authority with prescribed limits is in place and payments are made online. Client files are kept in paper form in locked filing cabinets. The organisational documentation is held in a shared drive on the computer where staff situated in the Cuba St building can all access as necessary. Backups are done regularly by the manager and administrator and copies held offsite on hard drives.

All the organisational planning and policy documentation viewed by the team was current, beautifully presented in simple yet clear format. A document inventory has been developed to manage all documents and outline how they relate to one another and when updates should be done. Policies are linked to relevant legislation.

Consumer and Community Relationships

The family whanau support service and the consumer services complement one another and bring richness to the services provided by Manawatu SF. There are a range of options for individuals and/or families to receive support and advice through short term and/or longer term programmes. An open and welcoming environment was noticed and provides well for the consumers as well as family members and other professionals wanting support and advice. The biggest issue discussed was a wish that they had heard about and engaged with SF earlier.

Family Whanau Support

Family member clients interviewed were very appreciative of the non-judgemental approach taken by SF staff. They value the listening ear and expertise of the staff and the ability to be receiving support as frequently as needed and at a place that suits the client. "As things change with my (family member), my needs can fluctuate and it is great to know that I can make contact as much or as little as I need to as things change". The annual Carer's Retreat is a great initiative which is highly valued by those who have attended.

COPMIA programmes are run 3-4 times per year for children living with family members with mental illness and addiction.

Consumer Services

Peer support, art and craft classes which are linked to events and to health and wellbeing concepts are well attended and produce beautiful work which is often published (greeting cards or calendars) or displayed attractively in the SF building. This honours the work of the 'students' as well as providing attractive artworks for these purposes.

Connections with Hope

These workshops are well attended and provide excellent information to individuals and family members. One participant stated "this course was the best thing I have done in my life."

Community Events

Manawatu are actively involved in providing and promoting community events, for example, arranging a workshop for farmers, looking at dealing with stress and enhancing wellbeing.

Stakeholders from a range of agencies and organisations reported a high level of regard and trust in Manawatu SF and their genuine willingness to share their unique and specialist expertise with the community and the sector. They particularly commented on the excellent communication that comes from SF and the open minded approach to discussing issues or changes in the sector, services and/or community.

Stakeholders reported that SF "fill in the gaps between services" and are "phenomenal at getting the right services for people that need support". A recent presentation made by Manawatu SF Manager to another agency was described as "the best presentation ever attended" by one stakeholder.

Manawatu SF has provided opportunities for social work student placements.

Acknowledgements

The review team extends their acknowledgement and thanks to all members of the organisation for the review preparation work that they have undertaken, their hospitality, and cooperation with the process.

Levels of Attainment for Each Standard

CORE MODULE

SECTION 1B – The Treaty of Waitangi

CORE 1.1	Respect for the Treaty	This standard was MET
CORE 1.2	Cultural Parity	This standard was MET

SECTION 2 - Building Quality Organisations

CORE 2.1	Leadership and Governance	This standard was MET
CORE 2.2	Management Systems	This standard was MET
CORE 2.3	Human Resource Management	This standard was MET
CORE 2.4	Physical Resources	This standard was MET
CORE 2.5	Financial Management	This standard was MET
CORE 2.6	Knowledge Management	This standard was MET
CORE 2.7	Risk Management	This standard was MET
CORE 2.8	Legislative Compliance	This standard was MET

SECTION 3 - Delivering Quality Services and Programs

CORE 3.1	Community Needs and Outcomes	This standard was EXCEEDED
CORE 3.2	Consumer Rights and Diversity	This standard was MET
CORE 3.3	Engagement and Participation	This standard was MET
CORE 3.4	Service Coordination	This standard was MET

SECTION 4 - Sustaining Quality Relationships

CORE 4.1	Formal agreements and partnerships	This standard was MET
CORE 4.2	Collaboration with other providers and networks	This standard was MET
CORE 4.3	Contribution to good practice	This standard was MET
CORE 4.4	Capacity Building	This standard was MET