



Timaru Child and Adolescent Psychiatric Service

4 December 2009

Introduction of Real Skills Plus and Choice and Partnership Approach to CAPS

Just imagine nature's life cycle....

There is a Family History

Conception

Gestation

Birth

Infancy

...

Family History:

- Origins
- Culture
- Those who have gone before us
- The gene pool
- The inheritance

What did I inherit 2 years ago?

- DHB servicing population of 55,000
- A 10 year old Child and Adolescent Psychiatric Service.
- Maori Mental Health Team x2 part time support workers
- Service delivery for 0-19 year olds with moderate to severe psychiatric diagnosis
- 0.4 Psychiatrist
- 0.1 Psychologist
- 6 FTE Key-workers
- An office with an ocean view and a garage

The Vision: The Why?

- To improve client access
- To embrace trends into the future
- To improve client pathway throughout recovery
- To incorporate nation-wide developments
- To increase staff job satisfaction
- To enable capacity for whatever is in store for us
- To blend with the Strengths Model Framework and maximize the framework's potential

The How?:

The tools became accessible i.e.

- Lets Get Real
- Evidenced Based Practice Guidelines
- Real Skills Plus CAMHS was on its way
- 7 Helpful Habits
- The Guide to Choice and Partnership Approach was on its way to second edition.

Conception:

Where the 'Vision' and the 'How' met.

Gestation:

- Raising awareness to staff and sharing the vision
- Introduction of Ministry of Health Strategies to the team
- Werry Centre Presentation to the Team and Management re CAPA
- 4 staff resigned, plus 1 on maternity leave and 3 staff recruited.
- Motivational visit from Whakatata House (Chch)
- for Choice appointments...

Continued:

- Use of current practices and resources in relation to partnership appointments
- Development of replacement administration templates
- Re-write Service Provision to accommodate changes
- 'Driving Instruction' began for Real Skills Plus CAMHS implementation
- All key-workers fully involved in the process

Birth:

- The birth of CAPA arrived at the Launch on 14 September 2009
- Real Skills Plus CAMHS process was like the 2nd twin arriving a bit later. And just as exciting...
- Introduction of 'Let's Get Real' and 'Real Skill Plus CAMHS'

Timaru CAPS



Carly Halkett, Bruce Wikitoa (Kaumatua) Lynda Jelley, Jason Plummer (Janice Hampton in Australia)

Infancy:

- Learning a new language.
- Choice and Partnership booking process working well
- Regular CAPA meetings established
- Templates have been revised
- Service Provision almost complete

Outcomes so far:

- One half Team day
- Cost \$62.00 and many extra hours
- Less time spent in MDT on referrals
- Peer supervision in CAPA meetings provide support
- Urgent referrals being a priority and the choice and partnership appointments can be completed in 2-3 weeks depending on client/family booking choices and partnership availability...

Continued:

- Verbal feedback from clients and staff – The first meeting at Choice proving important for engagement and useful for getting the next stage right. The face to face contact with clients and family enables them to tell their story, feel they are being heard and have a plan for way forward
- When the goal is clear for partnership the homework is more likely to be done

Challenges:

- Key-workers incorporating admin tasks into their day to make full bookings on the pathway of recovery
- Time for all voices heard in the adaptation to change.

Solutions:

- Areas and practices identified that require to remain as is, e.g.: Service Specifications, and local processes
- Opportunities in discovery of solutions discussed as a team; individuals taking ownership for different areas and delivering back to team for discussion...

Continued:

- Solution options gathered from other sources and applying what works for our team
- Flexibility, patience and a never waning belief that all staff had the clinical skills for safe effective delivery, and deserve a supportive and encouraging environment in which to learn, grow and change.

Where to next?: Real Skills Plus CAMHS

- Use of Team Development Tool data analysis for identifying the training requirements
- Recruitment for team mix
- Training requirements: resources explored
- Staff and users of service satisfaction surveys summarized
- Human Resource Development

Where to next?: CAPA

- Continue working on the 11 CAPA components.
- Maintain the CAPA meeting slots for support, motivation and ongoing developments
- Workshops to develop the philosophies within the team and wider community
- Gather and format the data for use in continual improvement
- Overall review in 6 months time

Just keep working through the 'book'

The 'Book' refers to The Choice and Partnership Approach by Ann York and Steve Kingsbury

Many thanks to:

Timaru CAPS Team for their enthusiasm and willingness to look at the future

Lee Cordell-Smith, Bronwyn Dunnachie,
Karen Moke, Chris Haddock, Harith Swadi,
Marianne Bridge

References:

Let's get real –Te Pou.

Real Skills Plus CAMHS Training

Compendium –The Werry Centre

The Choice and Partnership Approach -

Anne York and Steve Kingsbury

Rose Warburton
Clinical Nurse Manager
CAPS