

# Supporting Parents Healthy Children

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## Northern Region



# Waitematā DHB



- Waitematā District Health Board serves the communities of Rodney, North Shore and Waitakere
- We are the largest DHB by population and the Specialist Mental Health & Addiction Services division makes up a third of the total
- There are six services within the division, Adult Mental Health, Child & Adolescence Mental health, Whitiki Maurea, Takanga A Fohe, CADS and Mason Clinic
- All of our addiction and forensic services operate regionally



# Equip

Equip is a leading mental health organisation, an extension of Windsor Park Church, providing an innovative model of care, effective support and education

**Covering the Metro Auckland Area, our services include:**

- Community Support Hours Adults and Older Adults
- Housing Support
- Family Whānau Support
- Dietician Services
- Totara Club dementia day program
- Koromiko House respite service
- Supported Employment service
- Awhi Ora
- Our Voice service user group



# Where are we up to?

## Where are we with 2015 SPHC guidelines?



### Governance structures in place?

- Supporting Parents Working group which reports to MOH and Senior clinical governance and representation from across the division
- Development Standard operating practice in its final stages

### Training/mentoring/resources provided to staff?

- Development of training packages based on staff feedback of challenges (including Online modules for staff for improved access)
- Integrating SPHC into existing related workforce development.

### Resources/groups available to parents, children and whānau accessing service?

- Growing stronger together workbook
- Provide a list to external resources in the community
- Work underway to develop Specialized team's to support SPHC
- We currently have no contracts with NGO's to provide SPHC specific resources

## Where are we with 2015 SPHC guidelines?



### Governance structures in place?

Phases of Implementation as advised in the SPHC Guidelines 2015

- Organisational-level Elements – 4 of 4 fully implemented
- Service-level Elements – 8 of 10 fully implemented
- Practice-level Elements – 3 of 6 fully implemented
- Where elements are not fully implemented we recognise these are on-going and aim to continue improving in these areas

### Training/mentoring/resources provided to staff?

- Staff training around SPHC
- Each new staff member does the Child Awareness online training in Induction and SPHC is covered
- Strict policy around SPHC with pathway for all staff to follow

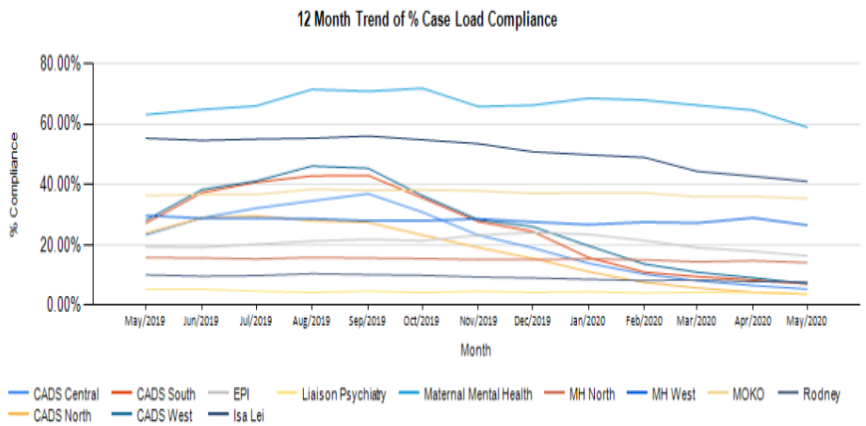
### Resources/groups available to parents, children and whānau accessing service?

- Support workers offer all parents the opportunity to create a Caring for Children plan
- We have resources for parents/carers/young people in our resource room and in a SPHC folder online
- Equip Family Whānau Co-ordinators that can be accessed by family members
- Child friendly environment in line with SPHC guidelines

# How we are measuring progress

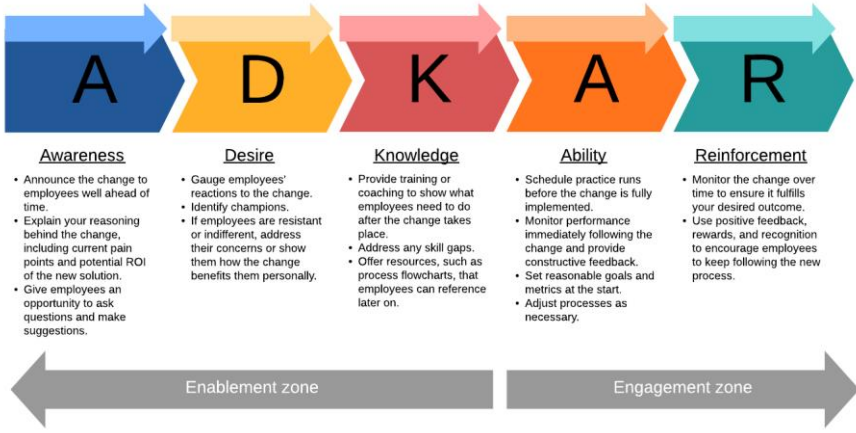


## How are you tracking or measuring progress?



SPHC Compliance Report set up to track changes in Supporting Parents our working group

## How are you using this data to improve SPHC delivery?



Our goal is to explore using quality improvement methods such as ADKAR to test change ideas

# How we are measuring progress

## How are you tracking or measuring progress?

Equip regularly reviews the elements advised by the SPHC guidelines to continue improving where possible.



We are also able to report on some data through Recordbase regarding parents/carers and children ages.

1. Number of parents receiving services 2017-2020 = 164
2. Number of children those parents have = 273
3. Regular feedback from the Family/whānau Council which includes surveys

Equip is currently working with Recordbase to increase the reporting available. This would include data around parents who have been supported to create a Plan for Caring for Children by their Support worker.

# How can we build on the progress we've made?

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## What are your priorities moving forward?

### What are the challenges?

- Professional issues
- Culture shift
- Measuring changes

### Long term challenges?

- Integrating SPHC to Care standards, BAU and existing auditing processes
- Competing priorities with other QI/ maintaining momentum
- Resourcing child friendly spaces and activities
- Measuring improved outcomes for parents and children

### Wish List

- Revisiting existing partnerships & contracts
- Resourcing – funding NGO's – specialist family services
- Sharing training resources with our NGO partners
- Improve leadership – through having a specialist clinicians/ team