

OPCAT RECOMMENDATIONS – DECEMBER 2024 – REGIONAL RANGATAHI ADOLESCENT INPATIENT SERVICE

	RECOMMENDATION	COMMENT (ACCEPT/DECLINE)
	Systemic recommendations	
1	Urgently refurbish Rangimarie safe care area to protect mokopuna privacy and dignity and uphold the meaning of its name in practice	Accept – Some remedial work has already been done – for example, the walls have been painted and a wooden fence like structure has been erected outside the window that faces the road to provide some privacy. We have a concept design for Rangimarie, which we shared with the Mana Mokopuna team during their visit. This is part of the broader business case to refurbish the unit.
2	Urgently refurbish the facility to: Address maintenance issues that prevent the use of the outdoor courtyard. Assemble a shelf in the bathroom to ensure mokopuna toiletries can be stored appropriately.	Accept- We acknowledge the importance of refurbishing the courtyard to address maintenance issues and ensure it is a safe and usable space for rangatahi. While we currently provide access to outdoor space in our other fully refurbished courtyard, we recognise that this does not negate the need to upgrade the additional area. The refurbishment of this courtyard is an integral part of the broader business case for improving the unit, and we are committed to undertaking the necessary work to create a safe and functional environment for all rangatahi. The team leader has arranged for the bathroom shelf to be installed.
3	Engage independent advocates to work 1:1 to support mokopuna to understand their rights when using the service. Advocates should be there to listen to any concerns mokopuna have, talk through options, or help formulate a complaint if required	Accept- The Operations Manager and Team Leader recently met with representatives from Voyce, an independent advocacy service dedicated to supporting mokopuna in care. Voyce has expressed a strong interest in providing independent advocacy for rangatahi within our inpatient unit. Their proposed approach includes facilitating group meetings with rangatahi to discuss their rights, concerns, and experiences, as well as offering one-on-one advocacy support as needed. This initiative will ensure that

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		rangatahi have access to independent advocacy, guidance and a platform to articulate their perspectives in a safe and supportive environment.
4	Improve the availability and quality of community –based mental health and transitional support services for Mokopuna and their whānau, to ensure successful transitions back into their communities and hapori.	<p>Accept- We are committed to improving the availability and quality of community-based mental health and transitional support services for mokopuna and their whānau to ensure successful reintegration into their communities and hapori.</p> <p>When discharging rangatahi, we prioritise a comprehensive risk assessment, considering both static risk such as ongoing historical factors; and dynamic risks, which reflect current circumstances. If any significant risks are identified, the discharge is carefully evaluated and, if necessary, postponed until it is deemed safe. Additionally, we assess community-related factors, such as family trauma and substance use, which may pose significant barriers to a successful transition.</p> <p>We acknowledge the need for more robust community support for the parents of rangatahi and are committed to providing assistance within our organisation. Our community teams are available during office hours, and a crisis response team is on hand outside these hours to offer support.</p> <p>Our community teams actively engage with parents, building resilience and equipping them with the tools to manage their rangatahi's distress or crises. We offer parent-focused programs, such as <i>Turning into Teens</i> and <i>Family Connections</i>, which are designed to strengthen coping strategies and enhance family dynamics.</p> <p>In the broader community, we collaborate with Atareira to further support parents and strengthen community networks. We recognise the importance of building these connections and this will be a key focus of the CAMHS teams in our district in the coming year.</p>

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	Facility recommendations	
1	Develop a Mokopuna- friendly independent complaints system to ensure mokopuna in Rangatahi can easily make a complaint if they choose to do so.	<p>Accept-</p> <p>The Operations Manager has recently met with the Quality and Risk Manager and the MHAIDS Senior Analyst regarding developing a Mokopuna friendly independent complaints system.</p> <p>The intention is to consult rangatahi on the unit to hear their perspective. What would make the complaints process more accessible and easier to navigate for mokopuna? The Team will investigate what is working well in other units and work collaboratively with Mokopuna on the unit and our Lived Experience Advisor for Younger Persons, and a representative from Voyce to develop a complaints system that meets the needs of mokopuna.</p>
2	Recruit to essential roles to ensure mokopuna have access to the right professionals who can support their treatment plans, including prioritising the appointment of an Occupational Therapist.	<p>Accept- We are actively recruiting to our vacancies.</p> <p>We utilise a locum to cover our Senior Medical vacancy. We currently only have 1.7 FTE RN vacancies and no support worker vacancies, psychology or social work vacancies. We have had ongoing difficulty recruiting to our Occupational Therapy (OT) vacancies. We acknowledge OTs play a crucial role in a multidisciplinary team bringing a unique skill set that contributes to the recovery, wellbeing and development of rangatahi. We acknowledge that other disciplines cannot replicate the OT skills. However, in the absence of OTs, we are continuing to provide a therapeutic day programme. This is led by nursing staff. We continue to be proactive with advertising both here in NZ and overseas.</p>
3	The outdoor courtyard that is commonly for basketball or other recreational activities needs to be freely accessible for mokopuna to enjoy outdoor recreational time, fresh air and a place to regulate.	<p>Accept -</p> <p>Currently, our rangatahi have access to an internal courtyard, which they can use freely for relaxation, sports, and play. This space is integral to their well-being, offering an environment where they can unwind and enjoy physical activity. However, we recognise that upgrading the external courtyard would significantly enhance the quality of the experience for rangatahi who are patients in the unit. Improving this space would further contribute to their overall therapeutic experience and well-being. We</p>

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		acknowledge that the courtyard requires refurbishment. This is part of a broader business plan to refurbish the unit.
4	Employing a Programme Coordinator (outside of education) who can focus on programmes and activities for mokopuna in Rangatahi during the school holidays and weekends, to support mokopuna development and the right to recreation and play, prevent boredom and support transitions back into the community.	Decline- this is the role of the Occupational Therapy team. We continue to seek to recruit to the OT vacancies.