

National Standards for Mental Health Services

Standard 1: Rights and responsibilities

The rights and responsibilities of people affected by mental health problems and / or mental illness are upheld by the mental health service (MHS) and are documented, prominently displayed, applied and promoted throughout all phases of care.

On this Unit, to meet this standard we:

- Provide patient rights booklet to all patients on admission and are available in communal areas.
 - Advocates for patient rights and welcome community visitors
- Complaints Liaison Officer available to all consumers, their families and Carers

Standard 2: Safety

The activities and environment of the Mental health Service are safe for consumers, carers, families, visitors, staff and its community.

On this Unit, to meet this standard we:

- Report medication errors on Riskman and a medication safety and storage audit is completed
 - Regularly search rooms for items that are not permitted
- Ensure patients are supervised in specific areas, such as group room, kitchen and laundry

Standard 3: Consumer and Carer Participation

Consumers and carers are actively involved in the development, planning, delivery and evaluation of services.

On this Unit, to meet this standard we:

- Have consumer peer support workers and family/carer peer support workers
 - Involve consumers in decisions about programs and activities
 - Hold regular community meetings

Standard 4: Diversity responsiveness

The MHS delivers services that take into account the cultural and social diversity of its consumers and meets their needs and those of their carers and community throughout all phases of care.

On this Unit, to meet this standard we:

- Are Gender sensitive – female corridors, lounge and courtyard
 - Provide Pastoral and Religion support services
- Employ Multicultural staff, and engage with interpreting services.

Standard 5: Promotion and prevention

The MHS works in partnership with its community to promote mental health and address prevention of mental health problems and / or mental illness.

On this Unit, to meet this standard we:

- Partner with drug and alcohol services
- Facilitate ward education groups on early warning signs and managing illness
- Work with community organisations to support a consumers inclusion in the community

Standard 6: Consumers

Consumers have the right to comprehensive and integrated mental health care that meets their individual needs and achieves the best possible outcome in terms of their recovery.

On this Unit, to meet this standard we:

- Uphold the iCare values and ensure staff know and follow them
- Build relationships with families and individuals that are important part of consumers lives in the community
 - Welcome consumer consultants on the unit

Standard 7: Carers

The MHS recognises, respects, values and supports the importance of carers to the wellbeing, treatment, and recovery of people with a mental illness.

On this Unit, to meet this standard we:

- Identify and involve families and carers in planning for consumers care, i.e. family meetings
- Facilitate Family/Carer peer support in partnership with Family/Carer peer support worker.
- Communicate with families and carers regarding leave (short leave, day leave overnight leave) and discharge planning

Standard 8: Governance Leadership and management

The MHS is governed, led and managed effectively and efficiently to facilitate the delivery of quality and coordinated services.

On this Unit, to meet this standard we:

- Complete documentation in an approved, appropriate and timely manner
 - Follow the systems in place to review errors and risks, ie Riskman
- Employ an experienced, supported and suitably qualified multidisciplinary team

Standard 9: Integration

The MHS collaborates with and develops partnerships within in its own organisation and externally with other service providers to facilitate coordinated and integrated services for consumers and carers.

On this Unit, to meet this standard we:

- Facilitate involvement of support services such as Centrelink
- Partner with Mind, Ermha, DHS, and other community organisations
 - Have a multidisciplinary care team.

Standard 10: Delivery of care

10.1: Recovery: The MHS incorporates recovery principles into service delivery, culture and practice providing consumers with access and referral to a range of programs that will support sustainable recovery.

10.2 Access: The MHS is accessible to the individual and meets the needs of its community in a timely manner.

10.3 Entry: The entry process to the MHS meets the needs of its community and facilitates timeliness of entry and ongoing assessment.

10.4 Assessment and review: Consumers receive a comprehensive, timely and accurate assessment and a regular review of progress is provided to the consumer and their carer(s).

On this Unit, to meet this standard we:

- Actively support and promote recovery oriented values and principles in our policies and practices.
- Utilise a patient Journey folder to ensure that consumers are activity contributing to planning in regards to their care.
 - Continually fine tune our systems to encourage all consumers to be involved in developing a treatment plan, take part in their treating decisions and regularly review process throughout the stay
 - Develop a treatment, care and recovery plan, with consumer and with the consumer's informed consent, their families and carer(s).