

Northern Health

Adult and Older Adult Mental Health Services

PRESENTERS:

Ancy Joy – Program Manager, Noogal clinic

Lynette Stephens – Program Manager, SOACS

Sue Pike – Director Service Development and Partnerships



Northern Health acknowledges the rich Aboriginal heritage of this country and acknowledges the Traditional Custodians of the lands on which our health services are built, the Wurundjeri Willum Clan and Taungurung People.

We acknowledge the waterways, the land, the sky and all who inhabit this place we call – Country.

We pay respect and acknowledge their ancestors and Elders, past, present and future, we recognise those who continue to protect and promote Aboriginal and Torres Strait Islander cultures.



Our values are integral to the culture of care, team work and collaboration at Northern Health.

Safe

We provide safe, trusted care for our patients.

We are inclusive and culturally safe, celebrating the diversity of our staff and community.



Kind

We treat everyone with kindness, respect and empathy.

We provide patient-centred and compassionate care.

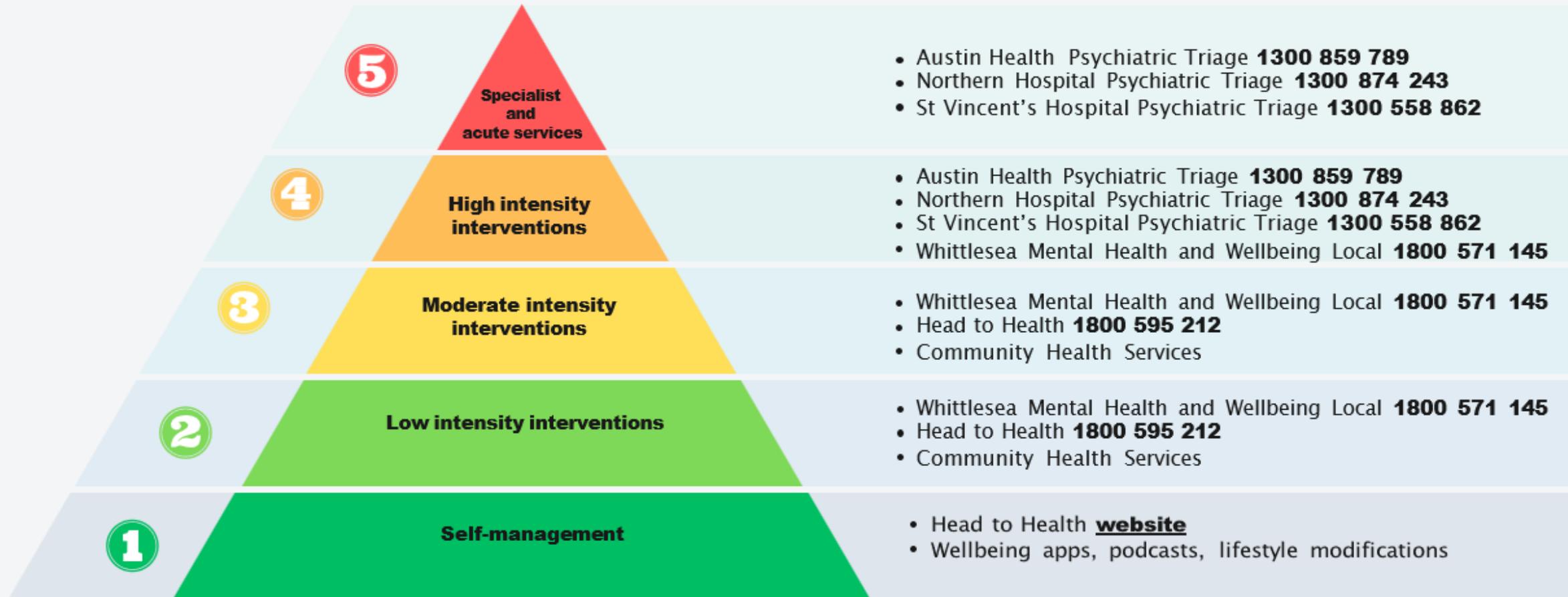


Together

We work together with our staff, patients, consumers and health system partners.



Mental Health and Wellbeing Services in the North



In response to The Royal Commission into Victoria's Mental Health System recommendations, Northern Health became a designated mental health service on 1 July 2022.

Northern Health is the third largest mental health service in Victoria, providing services to adults and older adults aged 26+ who have a diagnosed mental health condition.

We provide care to people with mental health presentations who may also experience:

- Situational and psychosocial needs
- Concerns regarding a risk to themselves or others as a result of a mental illness.

Common diagnoses treated by our services include, but are not limited to:

- Schizophrenia
- Psychosis
- Bipolar Disorder
- Personality Disorders
- Severe depression or anxiety disorder



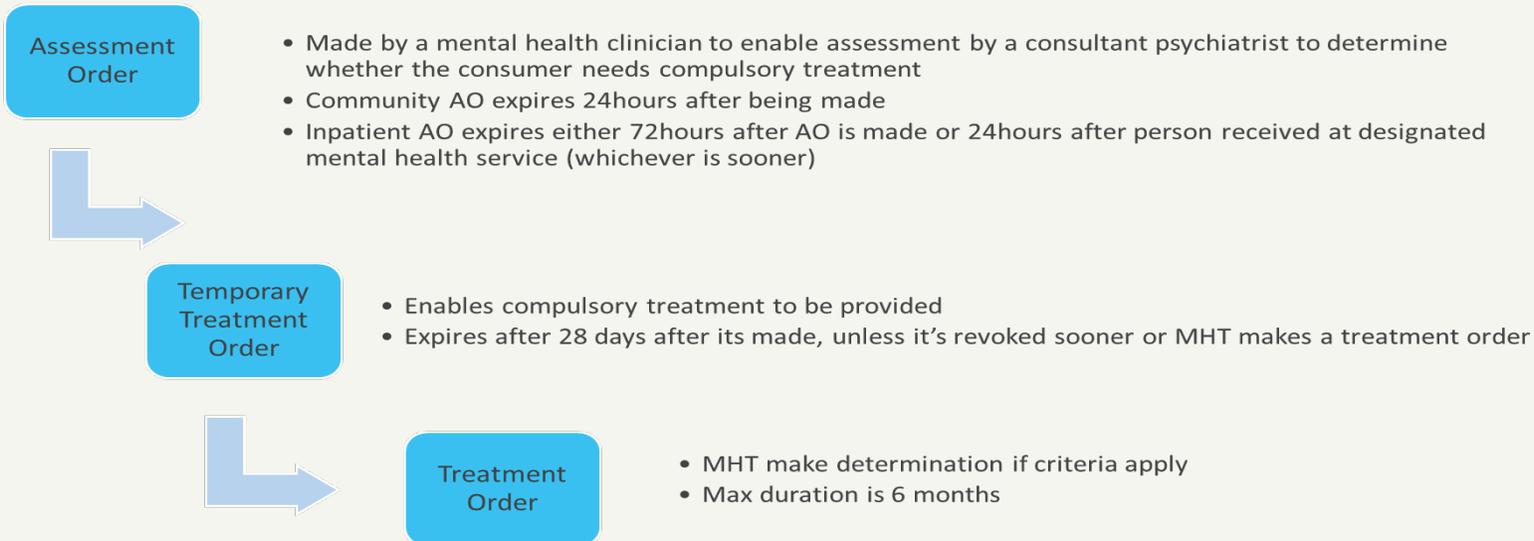
Relapsing Psychiatric Illness Pathway



Under the new model, more patients will become well and stay well



Compulsory treatment can be provided either in community or inpatient setting. There are three types of orders for compulsory assessment and treatment:



Emergency Mental Health (EMH)

Based at Northern Hospital Emergency Department

Northern Inpatient Psychiatric Units

Northern Hospital Epping (3)
Broadmeadows Hospital (1)

Community Mental Health Clinics

Broadmeadows, Coburg, Craigieburn, Mernda, Mill Park, Preston

Prevention and Recovery Centre (PARC)

Broadmeadows
Preston

Short-term residential treatment for consumers who are becoming unwell or have had a recent inpatient admission

Community Care Unit (CCU)

Broadmeadows
Preston

Recovery-focused rehabilitation in a community residential setting

Hospital Outreach Post Suicidal Engagement (HOPE)

OVERVIEW

There are five (soon to be six) community mental health clinics under Northern Health.

We are a tertiary mental health service providing care to people aged 16 and above with a diagnosed chronic relapsing mental health concern. All gender, sexuality and cultural identities are respected as part of providing personalised care.

Our clinics are linked to the Inpatient units at the [Northern Hospital](#) and [Broadmeadows Hospital](#).

Pathways to community teams:

- MH Triage
- Intake
- EMH/ED
- Walk In
- Liaison Psychiatry
- GP or Pvt Psychiatrist
- MH Inpatient Unit

ADULT COMMUNITY TEAMS – STREAMS

- Intake
- Acute Community Intervention Service (ACIS – previously known as CATT)
- Clinical Recovery Stream (formerly case management)
- Enhanced Clinical Stream
- Youth Stream Case Management
- Outpatients Clinic
- Clozapine Shared Care

At point of referral a consumer will be allocated to either ACIS or case management. Other streams are at the decision of the clinics intake team.

** Note: Mernda and Craigieburn have only recovery stream/ case management.

TRIAGE

Phone service providing information, assessment, and referral pathway for people with mental health concerns, 24 hours, 7 days a week. It is staffed by senior mental health clinicians, a psychiatric registrar, and a consultant psychiatrist.

During the phone call you will be asked:

- Who the call is about and some basic **demographic details** for that person (name, age, residential address or suburb)
- Whether the person the call is about is aware that the health professional is contacting Triage on their behalf
- A brief description **of what is happening** for the person (presenting problem, risk, concerns or issues)
- **Previous history**, diagnoses and medications if relevant/known
- Who else might **be involved in the care** of the person (for example, family or carers, a GP, private psychiatrist or private psychologist)
- Any other issues the person may be experiencing (such as safety concerns, other health issues, drug and alcohol issues)

If Triage identifies that the person meets criteria for tertiary mental health services they will refer to the intake stream at the local area mental health service.

Contact to triage can be done by a professional, family member or self-referral.

Triage 1300 874 243

**Older Adult Inpatient
Psychiatric Units**

Broadmeadows Hospital
Bundoora Centre

**Specialist Older Adults
Community Service***

Broadmeadows Hospital
Bundoora Centre

* Including team for RCFs

**Older Adult Residential
Services**

McLellan House Hostel
Merv Irvine Nursing
Home

**INTAKE for OLDER
ADULTS**

For NH OA bed based
and community
services

PRIMARY AIM OF SERVICE

- Service provides assessment, treatment and episodic rapid response for **older adult consumers with a mental health diagnosis and frailty** that are residing in the community, including RACFs
- Provide place based care at the level and timeliness appropriate to the acuity of the consumer's health condition
- Prevention of avoidable presentations to ED
- Reduce readmission rates to inpatient units
- Support the transition of consumers to/from inpatient admission episodes
- Support transition from community living to supported accommodation services and/or RACF's (perm or respite)

PRINCIPLES GOVERNING INTAKE TO SOACS

1. Eligibility determined by the consumer's needs, not by age
2. Consumers of any adult age will be treated within the Adult program/stream, unless:
 - they are living with mild frailty 5/9 on the Clinical Frailty Score (CFS), or
 - have a diagnosed neurodegenerative disorder complicated by their significant psychiatric sequelae or co-morbidities requiring to have expert review and have recommendations made re treatment
3. Where it is not clear if a consumer requires SOACS, needs will be determined following an assessment by a SOACS Aged Psychiatrist, including use of the clinical fragility scale. Family/carer involvement will also be sought to determine the consumer's service needs.
4. For consumers with a diagnosis of dementia residing in RACFS, acceptance on the program will be determined on assessment by an Aged Psychiatrist following referral from a Northern Health Residential in Reach Geriatrician.
5. All SOACS involvement is to be inclusive of family/carers/relevant others
6. On entry to the program, consumers are to have a nominated General Practitioner
7. Should a consumer be in the midst of an acute episode, they should remain within the current MH service until stable and then referred/ transferred to the SOAC service.

INTAKE

SOACS referrals can be made by phone 1300 NSOACS (1300 676 227), email to SOACSreferrals@nh.org.au

Northern Health mental health works closely with partner organisations in the delivery of health and wellbeing services to people in the northern catchment. Some of these services include but are not limited to:

MENTAL HEALTH SERVICES

- Whittlesea Mental Health and Wellbeing Local
- Darebin Mental Health and Wellbeing Local
- MIND
- Wellways
- Austin Health
- Parkville Youth Mental Health and Wellbeing Service (PYMHWS)
- headspace centres

ALCOHOL AND OTHER DRUGS

- Uniting Vic Tas
- Hamilton Centre

PHYSICAL HEALTH SERVICES

Community Health services including DPV Health and Your CH

- Allied Health
- Dental

HOUSING SERVICES

- Housing Access points – Haven Home Safe, Vincent Care

CONTACTS

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WEBSITE

www.nh.org.au/service/mental-health-services/

Questions?

www.nh.org.au