



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND

Kupu Taurangi Hauora o Aotearoa

Connecting Care - Te tūhono i ngā manaakitanga: Learning session 3

Shaun McNeil, national consumer (family and whānau) engagement advisor, mental health and addiction quality improvement programme

4 December 2019

Focus on the youth consumer perspective

- ‘Milestone’ project - a unique epidemiological study regarding the transition from CAMHS to adult mental health services
- Carried out in eight European countries
- Involving over 1,000 young consumers
- Focus on both transition decision-making and transition outcomes
- Utilised videos for learning, including those made by youth consumers relating their lived experience

Youth consumer's lived experience



Selected experiences of youth consumers

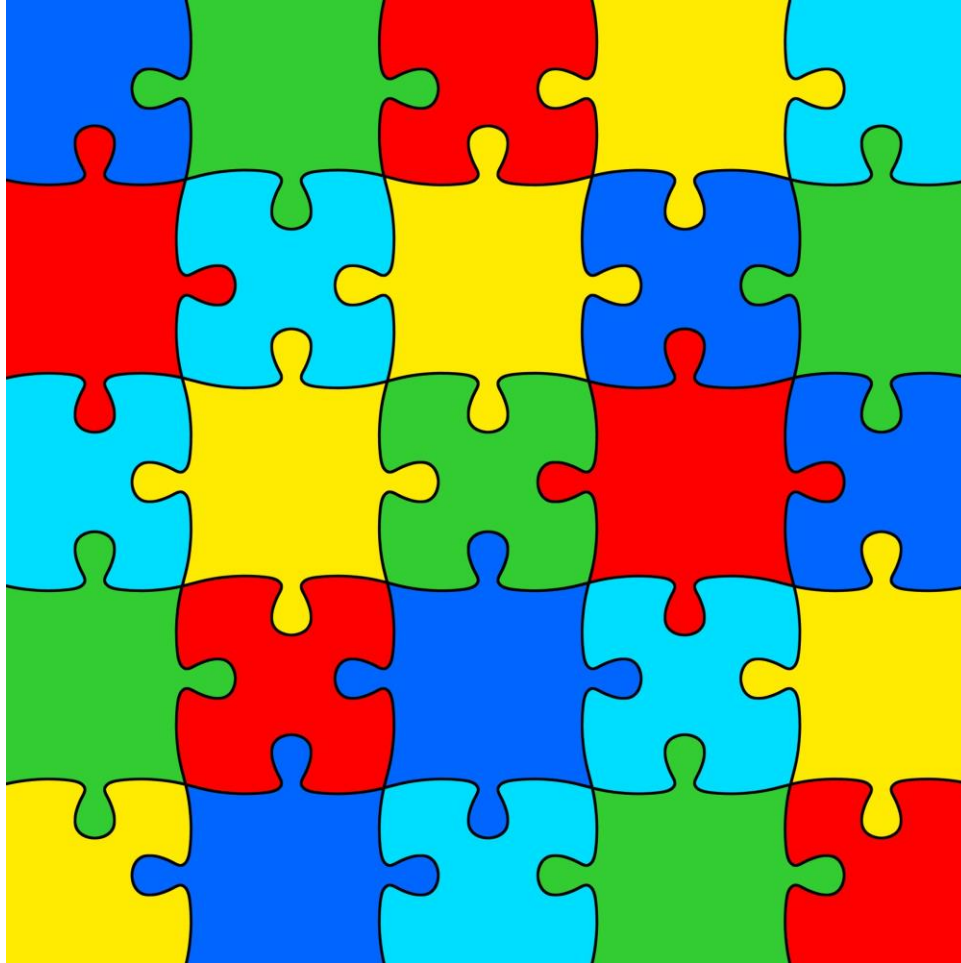
- We fall into the canyon between services...
- It's important to treat our transition anxiety with respect...
- Please ensure that young people have the best possible foundation of support to successfully transition to an adult service
- I had to take control and fight for care, it was a lonely, frustrating and long process
- My worker meant well, but didn't have the knowledge of what adult services there were
- I was told I wouldn't meet the threshold for adult services, so in one day I went from requiring the support to nothing

Selected experiences continued

- I felt like the responsibility was all mine and I was left to find and (adult) service myself
- My experience of disjointed care and fighting for care wasn't the exception, but the norm
- For some reason youth services and adult services operate so differently
- Youth services and adult services must take joint responsibility
- It is important to listen to the lived experience of young people and work with them, involve them from the very start, then act on this information. If services are to improve then this is key



Services should fit together like a...



Aotearoa/New Zealand y.c. experiences



It's a big step for us to seek support...

‘Often we feel like we don’t want to make a fuss, so avoid seeking support. We’re very aware of pressure on services to discharge people as soon as possible so that new people can be seen. Make sure any conversation about transition lets us know that we deserve support and services are here for us and will make sure we’re well supported’

Make sure the transitions don't come as a surprise...

‘Talk to us, early on and throughout our time with the service, about transitioning out. Make these conversations positive focusing on the support available within and beyond the service (we are in) and the strength that we have/will gain to be able to cope’

If we leave a service...find out why

‘We might stop using a service for a number of reasons... if we drop out, ring us and find out why, there might be barriers you can help us overcome to re-engage’

Keep things stable and familiar

‘If other areas of our lives, such as school, work, living arrangements, relationships are changing... try to avoid transitions... link us with other services, supports or supports early so that these can be a stable factor as we transition out of the service.’

We might not know about support

‘Provide information about, and referrals to, NGOs, GPs, community organisations, peer support, cultural support and family support for mental health and addiction. Also... education, art, culture, parenting, making friends, sexuality or anything else we are interested in.’

Confidence comes from self care

‘Knowing about how to keep ourselves well and knowing our families and whānau, friends and partners, or other support people have had education around supporting us really helps.’

Also if things go wrong we need to know where to turn to: ‘Help us make a transition plan or a “just-in-case” plan. Help us set achievable goals for transition and teach us relaxation and problem-solving skills’

Transitions can be daunting

‘...have a joint face-to-face or phone meeting with us, our families, whānau, supporters and staff from the new service. Make a referral with us... give us written copies of information... with contact details... and to our families, whānau and supporters if we are ok with this. If there are cost barriers, let us know about financial support... a map and bus timetables to get to the new service can be really helpful, too’

References

Singh SP, et al. 2015. Transition from child to adult mental health services: needs, barriers, experiences and new models of care. *World Psychiatry* 14(3): 358-61.

Singh SP, et al. 2019. *The Milestone Project: Managing the Link and Strengthening Transition from Child to Adult Mental Health Care - Project Final Report*. www.milestone-transitionstudy.de

What makes a difference to us? from *Transition Planning Guidelines for Infant, Child and Adolescent Mental Health/Alcohol and Other Drugs Services*. 2014. Wellington: Ministry of Health.