**Pono Video – Nicola Peeperkoorn**

**Visual**

**The video begins. The screen has a picture of a house and garden. Across the middle, in large, white, capital letters is the word ‘Pono’.**

**Below is written ‘To be true, valid, honest, genuine, sincere’. The screen fades to a black screen with the words: ‘This video explores one family’s experience of the mental health and addiction adverse event review process’.**

**The scene changes to a woman (Nicola Peeperkoorn) standing in a doorway inside a house.**

Audio

Dad, was I guess my person the one person in my life who really truly got me.

**Visual**

**The scene changes to a close up of a shelf with a photo of a man and a calendar with the words ‘981 days, missed forever’.**

Audio

He was just amazing, and he was so dedicated not just to his family but to everyone around him in his life.

**Visual**

**The next scene appears: a lighted candle with a framed poem entitled ‘Dad’.**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

He started getting really bad anxiety more than 30 years ago.

**Visual**

**The scene changes to two women and boy sitting on a couch looking through a photo album.**

Audio

In those earlier years every single time mum was there with him, for every appointment, knew all about his medication and the treatment plans, everything.

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

In April of 2018 Dad identified that he needed to reach out for help.

**Visual**

**Close up of table with photos**

Audio

We went straight into mental health services.

**Visual**

**Black screen with white writing saying: ‘Allan Peeperkoorn spent several months receiving treatment in the mental health system’.**

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

Dad was asked repeatedly if he wanted us to be involved and he said yes, every single time, but nobody made a phone call.

**Visual**

**Scene changes to a photo montage of photos of Allan Peeperkoorn and a close up of a refrigerator door with photos and notes of prescription instructions.**

Audio

He did everything he could and that he was supposed to do, and I guess that’s what made what happened just so devastating.

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

We could have done so many things but we just weren’t aware how serious Dad’s issues were.

**Visual**

**Black screen with the words: Following her father’s death, Nicola and her family were invited to take part in the mental health and addiction adverse event review process**.

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

Going through this review gave me an opportunity to actually learn and understand not only what went wrong in Dad’s care but where the gaps are in the whole mental health system.

**Visual**

**Scene changes to close up of Nicola’s profile and close ups of documents.**

Audio

In that first meeting there was only one person in the room who’d read through Dad’s notes and was capable of answering all of our questions.

It definitely felt like they were guarded and it became really clear that to have a decent meeting, we had to go through the notes first.

**Visual**

**Nicola going through documents with a pen.**

Audio

I found in the notes Dad saying he’d written a suicide note.

**Visual**

**The scene changes to a woman standing in a doorway inside a house.**

Audio

The notes even detailed exactly where he’d hidden it on top of the fridge.

**Visual**

**Close up of fridge.**

Audio

And sure enough there it was.

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

Don’t know whether we read too much more of the notes that day. I do know I wrote a lot of colourful language over it.

**Visual**

**Scene changes to close up of Nicola’s face; then to her standing in a doorway.**

Audio

For our next meeting they asked who else we wanted in the room and we wanted somebody from the respite facility.

**Visual**

**Scene changes to Nicola and another woman walking outside a house, with three cars in a driveway.**

Audio

I really wanted one thing out of that particular meeting: an admission that no one should have to go missing for six hours before anybody’s called.

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

I wrote a whole bunch of questions. And I got the admission that I wanted. Which was there was no way that that should have happened, and all of their processes would need to change as a result.

**Visual**

**Scene changes to Nicola and another woman sitting beside a photo of Allan, a light candle and framed poem.**

Audio

Our third meeting was with the lead investigator and they explained to us they’ll do interviews -

**Visual**

**The scene changes to a woman standing in a doorway inside a house.**

Audio

* and then they’ll make their findings, and then the clinicians will get to review it, and then we’ll get to review the report before it becomes finalised and that.

**Visual**

**Scene changes to Nicola and another woman examining a document. Then to Nicola standing in doorway.**

Audio

We were very adamant we wanted a copy of the draft report.

**Visual**

**Close up of Nicola’s face.**

Audio

It’s not what happened.

**Visual**

**Black screen with the words: ‘During a subsequent meeting the family were presented with a copy of the report’.**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

Once we got that report and started going through it we were furious. It really felt like it was the final report.

**Visual**

**Scene changes to Nicola and another woman sitting outside with cups.**

Audio

I felt that heaps of it was really unfair. To me there were a lot of inconsistencies.

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

We as a family were constantly referred to as the key protective factors for Dad, but how can someone be called a protective factor and then not given the tools to protect their loved one?

**Visual**

**Scene changes to Nicola and another woman sitting outside with cups.**

Audio

There were parts of the report which, to me -

**Visual**

**Scene changes to close up of potted plants**

Audio

- felt like a character assassination of the only person –

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

* who was unable to defend themselves in this process. It felt like they were purely trying to cover their ass, really.

**Visual**

**Scene changes to close up of Nicola’s face.**

Audio

Knowing that we needed to make a response - I started to undertake the hardest piece of work I have ever had to do.

**Visual**

**Scene changes to documents and two women at a desk.**

Audio

I started to undertake the hardest piece of work I have ever had to do and having to go through absolutely everything in the level of detail that I needed -

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

* was almost more traumatic than the event itself. If we had’ve been able to see the draft report, we would’ve been able to actually participate in that process a lot better.

**Visual**

**Scene changes to a finger pointing to a document.**

Audio

It took me five months to write the response.

**Visual**

**Black screen with the words: ‘A summary of Nicola’s findings was shared with staff from the district health board’.**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

They acknowledged how much work had gone into it, and they really validated it was a unique perspective, and it was really useful.

**Visual**

**Scene changes to outside garden, with Nicola and woman and child on a swing chair.**

Audio

There are a number of things that we identified in this process that could be improved.

**Visual**

**Garden soil and Nicola planting seedling.**

Audio

The first thing is the family liaison.

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

It would have been much more helpful, I think, to have someone who was really focused on where the review process was at –

**Visual**

**Garden outside, Nicola digging in soil**

Audio

* and ideally someone who also understood bereavement.

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

For this process to be helpful for families, there should be a change to the adverse event review template.

**Visual**

**Garden outside, Nicola digging in soil.**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

Suicide is very different to a surgery or something else where it’s quite easy to define what could’ve happened.

**Visual**

**Scene changes to a montage of photographs on a wall.**

**Then to bedroom with Nicola and woman reading book to child.**

Audio

Another thing that would’ve been really helpful was clarifying what we as a family actually needed.

For us what we really needed was to understand as much as possible what had happened, because we hadn’t been involved.

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

The really good things that the DHB did in the process, they gave us complete access to the consumer advisory team and having other people to discuss things with and who also came from more of a lived experience perspective was really helpful.

**Visual**

**Scene changes to Nicola sitting outside on a chair.**

Audio

They paid for us to get counselling.

**Visual**

**Scene changes to view of houses.**

Audio

Hugely grateful for that.

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

They gave us a formal apology.

That was very helpful.

**Visual**

**Nicola and child kicking ball around outside.**

Audio

The mental health services and everything obviously hold this incredible knowledge base.

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

However, the family and loved ones hold this massive expertise and this different perspective on what it’s like to walk alongside somebody who were using these services, and that perspective can offer such valuable insights into this review process.

And not only that, but all of the work beyond it.

**Visual**

**Scene changes to Nicola and child in garden.**

Audio

Whilst it’s been incredibly hard, it’s also been very rewarding, and it’s allowed me to, I guess -

**Visual**

**The scene changes to Nicola standing in a doorway inside a house.**

Audio

* feel a sense that I done right by Dad.

**Visual**

**Black screen with the words: ‘**Sincere thanks to Nicola Peeperkoorn, Ann Peeperkoorn and Elizabeth Baird

In loving memory of Allan Peeperkoorn 26 April 1957 – 15 June 2019