



# Mental Health Consumer Journey Information

NMHS Mental Health (NMHS MH) is the State's largest mental health service providing Youth, Adult, Older Adult, Forensic and State-wide services in a variety of settings that include inpatient units within NMHS hospitals, community mental health centres, day therapy and outreach programs. The service includes Graylands Hospital, the state's only standalone public psychiatric teaching hospital that provides acute care, rehabilitation, treatment and rehabilitation for adults.

## Rights and responsibilities

Your rights and responsibilities are outlined under the Australian Charter of Health Care Rights and the WA health department: Patient First – your rights and responsibilities, both of which are available on the ward and within our community services.

## Consent to treatment

Consent to treatment and/or intervention is required from patients. However, involuntary patients may not have the right to refuse treatment/intervention under the Mental Health Act (MHA) 2014. Involuntary patients will be informed of their rights and responsibilities under the MHA 2014, the role of personal support person (PSP), and access to the Mental Health Advocacy Service (MHAS).

## The treatment team

The treating team is a multidisciplinary team that consists of medical practitioners (consultant psychiatrist and junior doctors), nurses, allied health and health support services.

## Cultural and spiritual needs

The Pastoral and Spiritual Care service is committed to tending to the personal, emotional and spiritual aspects of the patient journey. A chaplain is available and will visit the ward regularly if required. Staff can arrange interpreter services and access to an Aboriginal Liaison Officer (ALO) if required.

## Interpreters and language services

Interpreters can be provided to patients and their families who are non-English speaking or have a hearing impairment. If you would like an interpreter, please contact our service before your appointment. This service is free to all Australian residents. NMHS Mental Health uses professional interpreters who are accredited through the National Australian Authority for

Translators and Interpreters (NAATI) and have a code of ethics ensuring confidentiality, impartiality and accuracy.

## **Diversity**

NMHS Mental Health recognises that people's gender, bodies, relationships, sexuality and culture affect their health and wellbeing in every domain of their life. NMHS Mental Health will provide a safe, inclusive and accessible environment, with knowledgeable and skilled staff. Staff will advocate for patients, and help reduce stigma and discrimination.

## **Disability Access and Inclusion Plan (DAIP)**

NMHS Mental Health is committed to ensuring that people with disabilities, their families and carers are able to fully access the range of health services, facilities and information available in the mental health system. In accordance with the Western Australia Disability Services Act 1993 NMHS has developed a Disability Access and Inclusion Plan (DAIP) to identify and action improvements that will achieve accessible and inclusive services and hospitals, agencies and practices for people with disability.

## **Referral process**

You may be referred to Mental Health Services via your GP, another health service, support service, or via a hospital, and in some cases you may self refer.

## **Consumer journey**

### **Admission**

On admission to the service you will receive a Mental Health assessment by a clinician, to discuss how your needs may be best met in collaboration with yourself and/or your family. This may lead to treatment by treatment or further support by Mental Health services or referral to other services.

### **Treatment**

Treatment goals are discussed with you and regularly reviewed. Your case manager/ allocated clinician will work with you to create a care plan based on your needs and recovery

### **Discharge from the service**

Your case manager/allocated clinician will prepare you for transition out of the service. Your needs can be met through your GP/support services and you can be re referred to the service at any time in the future.

### **Recovery**

Recovery is an individual process that means something different to everyone. One of the more common themes of recovery is about being able to live a meaningful life with or without symptoms by taking control of one's life and focusing on a person's strengths. It is not always a

straightforward process, but you can learn a lot about yourself along your mental health journey and you build resilience as you overcome challenges.

## **Other aspects of our service**

You can also ask your case manager/allocated clinician to refer you to any of the below services.

### **Group Therapy Programme**

Various long- and short-term groups run through each term and include mindfulness, communication skills, self-esteem, managing emotions, social anxiety, wellness mapping, mood management and distress tolerance.

### **Psychology Services**

Talking about our challenges can be helpful. Working on the causes of your mental health difficulties using specific therapies may help you in your recovery. You may be referred to one of our psychologists here at the clinic, please discuss this with your case manager/allocated clinician so they can consider a referral.

### **Peer Support & Carer Support**

Within our services, we have peer support workers and carer support workers who have their own experience of having a mental health issue (or caring for someone) and can provide practical and emotional support throughout your mental health journey. They also have initiatives such as info sessions, coffee mornings, and the wellness mapping group.

### **Consumer Advisory Group (CAG)**

Our advisory group have fortnightly meetings with other consumers that help the clinic gain advice about how consumers experience the service and the overall mental health system. They also work on local projects in making the service better.

### **Consumer feedback**

If you have a compliment or complaint you are welcome to speak to staff. You can also ask for a feedback form to make a formal submission.

### **Support services**

For immediate assistance with life-threatening situations call 000.

Mental health emergency services can be accessed by contacting the Mental Health Emergency Response Line (MHERL) which operates 24 hours, 7 days a week:

Metro residents (local call) – 1300 555 788

Peel residents (free call) – 1800 676 822



**Helping Minds:** 1800 811 747

A support service for family members/carers of individuals who have mental health issues.

**Carers WA:** 1800 242 636

**Carers WA Counselling:** 1800 007 332

**Commonwealth Respite and Carelink**

**Centre:** 1800 052 222

The contact point for information and services available to carers.

**Lifeline:** 13 11 14

**Healthdirect:** 1800 022 222

## **Contact**

Telephone: (08) 6159 6358

Email: [MHPHDS.CLS@health.wa.gov.au](mailto:MHPHDS.CLS@health.wa.gov.au)

This document can be made available in alternative formats on request.

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