

9 September 2019



Dear 

Re: Official Information Act request – Mental health staff and service data

Thank you for your Official Information Act request received by Waitematā District Health Board (DHB) on 14 August 2019, with further clarification received on 22 August 2019, seeking information about mental health staffing in DHBs and indicating this information is being sought across the region.

Before responding to your specific questions, it may be useful to provide some context about our services to assist your understanding. Waitematā DHB serves a population of more than 630,000 people. Our Specialist Mental Health and Addiction Services (SMH&AS) has over 1300 staff and is the largest of this kind in the country, by volume of service-users seen. The speciality comprises Adult Mental Health Services, Child Youth and Family Mental Health Services, Takanga a Fohe (Pacific mental health and addictions), Whitiki Maurea (Kāupapa Māori mental health and addictions), the Regional Forensic Psychiatry Service (covering Northland and greater Auckland regions) and Community Alcohol and Drug Services (CADS). All of our addictions services cover the Auckland region. Mental Health Services for Older Adults sits within Waitematā DHB's Speciality Medicine and Health of Older People Division.

We have endeavoured to show how we have interpreted your request in our answers below. We note that you have told us that you are defining "unit" as each specific work area. For example, Forensics, He Puna Waiora, Waiatarau, Marinoto North, Marinoto West, Adult community acute team north, west, Rodney; CADS by specialty; Whitiki Maurea by specialty; Pacific Mental Health and Addictions by specialty; and C&Y by specialty.

1. Current vacancies by unit and position (Registered Nurse (RN), Mental Health Assistant (MHA), Allied)

Any large service with over 1300 staff will, at any given time, have some vacancies while appropriately qualified staff are recruited due to normal workforce turnover. We aim to minimise appointment timeframes wherever possible so as to ensure best care for our patients and also to ensure our staff are properly supported in their work. It should be noted that there are difficulties with recruiting mental health and addiction staff nationally.

The table below shows vacancies by unit and position. Allied health incorporates the following designated roles: community support workers, cultural workers, occupational therapists,

psychologists, social workers and youth workers. Health Care Assistants (HCA) is the term used rather than MHA. Please note that our community teams are inclusive of acute components.

Table 1: Vacancies by unit and position as at 26 August 2019

Service	Unit	Position	FTE
Adult MHS	Adult Service Admin	NURSES	1.00
	He Puna Waiora	HCA	1.00
		NURSES	9.15
	North Community MH Services	ALLIED	2.00
		NURSES	1.00
	Psychiatric Liaison	ALLIED	1.75
		NURSES	3.40
	Waiatarau	ALLIED	0.30
		NURSES	1.85
	West Community MH Service	ALLIED	2.00
NURSES		1.00	
Alcohol and Drug	CADS Central	ALLIED	1.00
	CADS Mt Eden	ALLIED	0.80
	CADS North	ALLIED	1.30
	CADS West	ALLIED	2.30
	Community and Home Detox	NURSES	0.90
	Detox	NURSES	1.70
	Dual Diagnosis	ALLIED	4.10
	Methadone	ALLIED	1.00
	Mother and Family	ALLIED	3.00
	PPS Contract	ALLIED	3.40
	Youth Services	ALLIED	3.00
	Forensic	Forensic	HCA
ALLIED			8.10
NURSES			16.10
Mental Health Māori	Māori MHS Moko	ALLIED	4.80
		NURSES	0.60
	Regional Maori Team	ALLIED	2.00
MH Child and Youth	Early Intervention	NURSES	1.00
	Infant Mental Health	NURSES	0.50
	Marinoto Child North	ALLIED	4.20
		NURSES	3.20
	Marinoto Child West	ALLIED	2.00
	Marinoto North Rodney	ALLIED	0.80
	Maternal MH	NURSES	0.70
	Intensive Clinical Support Service	ALLIED	3.00
MH General Management	Clinical Nurse Advisors	NURSES	1.20
	GM Office	ALLIED	0.60
Mental Health Pacific	Isa Lei	ALLIED	1.00
	TUPU	ALLIED	1.00

You will note a range of vacancies across our services. In addition to the usual turnover in positions and some lag in filling the consequent vacancies, some of the vacancies are a result of newly funded roles to which recruitment has not been completed. In Adult Services, recruitment is in progress for

additional FTE which has been funded to support the unit’s capacity to flex up and down total bed numbers as required to meet demand. This includes new positions including 5.5 FTE Registered Nurses in He Puna Wairoa and a 1 FTE Bed Coordinator.

At Forensics, a change in the service-delivery model to build our capacity to respond to Māori patients has led to a re-organisation of staff and left some areas with vacancies. Some of the vacancies require specific experience and skills which can be difficult to recruit to. Also, at Forensics we are exploring options to fill vacancies in areas which are difficult to recruit to. This could include short-term secondments or introducing senior nurse roles. Additionally, recruitment is in progress for additional FTE which have recently been funded to manage the acuity of specifically identified patients within the intellectual disability unit.

2. Current skills mix by unit by years of experience of current staff

We are not readily able to provide information on the experience of current staff as this is held in individual personnel files and a significant resource would be required to collate this data, taking at least several weeks.

Therefore, we have determined to withhold this data under section 18(f) of the Official Information Act due to significant collation on research. We have considered extending the timeframe for response and charging for the staff time required to collate this information but do not believe this would assist in managing such a large request. If you wish to seek a review of this decision, you have the right to contact the Office of the Ombudsman via www.ombudsman.parliament.govt.nz.

3. Current allocated FTE by unit and position, allocated FTE by unit and position 2 years ago, and allocated FTE by unit and position 5 years ago

The table below shows allocated FTE by unit and position. Please note that the Adult Services community “by unit” figures between August 2014 and August 2017 are not comparable as the service was restructured and the staff cannot be mapped back to departments that previously did not exist. You will note that there has been a reduction in FTE in our Pacific addiction services due to a restructure of the service. You will also note an increase in Forensics FTE, which is related to opening a new 15-bed unit, and an increase in General Management FTE which is mainly related to re-establishing of Quality Team positions. There has also been growth in the child and adolescent services with the development of a Rodney-based team in line with population growth and the development of an infant mental health service for the whole district in response to the 2012 “Healthy Beginnings” framework from the Ministry of Health.

Table 2: Allocated FTE by unit and position - August 2014, August 2017, August 2018

Allocated FTE	Aug 2014	Aug 2017	Aug 2019
Adult MHS			
Adult Service Admin			
ALLIED	2.6	0.6	1.2
MEDICAL	1.0	1.0	2.0
MGT/ADMIN	3.0	2.0	2.0
NURSES	1.0	0.8	2.0
Adult Service Admin Total	7.6	4.4	7.2

Community Rodney			
ALLIED	20.3	11.0	11.1
MEDICAL	8.9	5.4	3.9
MGT/ADMIN	5.7	3.3	4.5
NURSES	37.7	20.0	20.1
Community Rodney Total	72.5	39.7	39.6
North Cmty MH Services			
ALLIED	12.1	20.8	24.5
MEDICAL	5.8	8.3	8.2
MGT/ADMIN	3.9	5.5	5.5
NURSES	16.9	33.7	32.0
North Cmty MH Services Total	38.7	68.3	70.2
Psychiatric Liaison			
ALLIED	-	1.0	1.8
MEDICAL	1.8	3.0	3.6
MGT/ADMIN	1.0	-	-
NURSES	8.2	8.2	16.2
Psychiatric Liaison Total	11.0	12.2	21.5
Rodney Intervention			
ALLIED	10.0	-	-
MEDICAL	6.2	-	1.0
MGT/ADMIN	3.0	-	-
NURSES	23.5	-	-
Rodney Intervention Total	42.7	-	1.0
West Cmty MH Service			
ALLIED	13.2	19.0	20.5
MEDICAL	7.0	14.4	10.6
MGT/ADMIN	2.8	6.8	8.8
NURSES	21.1	38.1	42.5
West Cmty MH Service Total	44.1	78.3	82.4
Adult MHS Total	216.6	202.9	221.9
Adult MHS Inpatient			
He Puna Waiora			
ALLIED	7.0	6.4	5.2
HCA	14.8	18.0	25.6
MEDICAL	8.9	7.0	8.0
MGT/ADMIN	3.2	3.3	3.9
NURSES	42.8	49.0	49.6
He Puna Waiora Total	76.7	83.7	92.2
Waiatarau			
ALLIED	6.0	5.6	5.8
HCA	14.9	17.2	18.2
MEDICAL	7.0	8.0	8.9
MGT/ADMIN	3.5	3.5	3.5
NURSES	37.5	33.1	37.6

Waiatarau Total	68.9	67.4	73.9
Adult MHS Inpatient Total	145.6	151.0	166.1
Alcohol and Drug			
ADS Administration			
ALLIED	3.8	2.4	1.4
MEDICAL	5.6	5.6	17.4
MGT/ADMIN	3.2	3.2	4.9
ADS Administration Total	12.6	11.2	23.7
AOD Offender Team			
ALLIED	7.5	8.9	-
MEDICAL	0.7	0.9	-
AOD Offender Team Total	8.1	9.8	-
AOTDC / COP			
ALLIED	10.0	11.0	8.0
AOTDC / COP Total	10.0	11.0	8.0
CADS Central			
ALLIED	14.4	15.5	16.3
MEDICAL	1.0	1.0	-
MGT/ADMIN	1.0	1.0	-
CADS Central Total	16.4	17.5	16.3
CADS Mt Eden			
ALLIED	3.6	3.6	3.6
CADS Mt Eden Total	3.6	3.6	3.6
CADS North			
ALLIED	10.1	10.0	11.8
MEDICAL	0.7	0.7	-
MGT/ADMIN	1.0	2.0	1.0
CADS North Total	11.8	12.7	12.8
CADS South			
ALLIED	17.1	16.9	18.6
MEDICAL	1.0	1.0	-
MGT/ADMIN	2.0	2.0	2.0
CADS South Total	20.1	19.9	20.6
CADS West			
ALLIED	8.0	7.0	12.3
MGT/ADMIN	1.0	1.0	1.0
NURSES	1.0	1.0	-
CADS West Total	10.0	9.0	13.3
Community & Home Detox			
MEDICAL	1.0	0.9	-
NURSES	5.8	6.6	8.3
Community & Home Detox Total	6.8	7.6	8.3
Detox			
ALLIED	1.5	3.0	1.9
MEDICAL	0.5	0.6	-

NURSES	16.6	15.6	20.1
Detox Total	18.6	19.2	22.0
Dual Diagnosis			
ALLIED	9.4	9.6	12.7
MEDICAL	1.0	1.0	-
Dual Diagnosis Total	10.4	10.6	12.7
Methadone			
ALLIED	21.3	19.3	20.3
MEDICAL	3.8	4.8	-
MGT/ADMIN	4.0	3.0	2.0
NURSES	7.0	7.0	6.7
Methadone Total	36.1	34.1	29.0
Mother and Family			
ALLIED	0.5	4.7	5.3
NURSES	7.0	2.0	-
Mother and Family Total	7.5	6.7	5.3
PPS Contract			
ALLIED	-	4.6	8.2
NURSES	-	3.0	-
PPS Contract Total	-	7.6	8.2
Youth Services			
ALLIED	20.9	19.9	18.1
MEDICAL	1.3	1.0	-
MGT/ADMIN	1.0	1.0	1.0
NURSES	2.2	2.0	2.7
Youth Services Total	25.4	23.9	21.8
Alcohol and Drug Total	197.3	204.3	205.5
Forensic			
Forensic			
ALLIED	62.8	68.9	73.4
HCA	85.0	87.7	86.0
MEDICAL	24.9	28.6	27.4
MGT/ADMIN	21.1	18.4	19.7
NURSES	166.6	191.9	207.9
SUPPORT	16.9	16.9	29.0
Forensic Total	377.2	412.4	443.4
Forensic Total	377.2	412.4	443.4
Mental Health Maori			
Maori Cultural Service			
ALLIED	-	15.0	10.8
Maori Cultural Service Total	-	15.0	10.8
Maori MH Admin			
ALLIED	-	1.0	2.0
MEDICAL	1.8	-	4.0
MGT/ADMIN	2.0	0.8	2.0

Maori MH Admin Total	3.8	1.8	8.0
Maori MHS Moko			
ALLIED	12.0	3.8	7.8
MEDICAL	1.0	3.0	-
MGT/ADMIN	-	1.0	-
NURSES	9.0	6.8	6.3
Maori MHS Moko Total	22.0	14.6	14.1
Regional Maori			
ALLIED	18.8	17.9	15.4
Regional Maori Total	18.8	17.9	15.4
Mental Health Maori Total	44.6	49.3	48.3
Mental Health Pacific			
Isa Lei			
ALLIED	8.1	9.8	8.6
MEDICAL	2.4	2.0	2.7
NURSES	6.0	5.0	4.0
Isa Lei Total	16.5	16.8	15.3
Malaga Le Pacifica			
ALLIED	3.0	4.0	4.0
NURSES	1.0	-	-
Malaga Le Pacifica Total	4.0	4.0	4.0
Pacific Management			
ALLIED	3.0	-	0.5
MEDICAL	1.0	1.7	1.2
MGT/ADMIN	2.0	3.0	3.0
Pacific Management Total	6.0	4.7	4.7
TUPU			
ALLIED	17.0	13.6	13.5
MGT/ADMIN	1.0	1.0	1.0
TUPU Total	18.0	14.6	14.5
Mental Health Pacific Total	44.5	40.1	38.5
MH Child and Youth			
Child Youth Family Mgmt			
ALLIED	0.6	0.3	1.0
MEDICAL	-	0.8	0.8
MGT/ADMIN	1.0	2.0	2.0
NURSES	2.0	1.0	1.0
Child Youth Family Mgmt Total	3.6	4.1	4.8
Early Intervention			
ALLIED	10.1	10.1	9.2
MEDICAL	3.0	2.3	2.4
NURSES	4.6	5.0	6.0
Early Intervention Total	17.7	17.4	17.6
Intensive Clinical Support service			
ALLIED	8.0	5.0	5.0

MEDICAL	0.7	-	-
MGT/ADMIN	-	-	1.0
NURSES	0.8	1.8	-
ICSS Total	9.5	6.8	6.0
Infant Mental Health			
ALLIED	-	5.7	5.8
MEDICAL	-	-	1.4
NURSES	-	-	0.5
Infant Mental Health Total	-	5.7	7.7
Marinoto North			
ALLIED	23.4	23.2	22.4
MEDICAL	3.9	5.0	4.1
MGT/ADMIN	3.0	3.0	2.0
NURSES	8.6	3.8	6.1
Marinoto North Total	38.9	35.0	34.6
Marinoto Rodney			
ALLIED	-	4.0	7.1
MGT/ADMIN	-	-	0.5
NURSES	-	2.0	1.9
Marinoto Rodney Total	-	6.0	9.5
Marinoto West			
ALLIED	19.4	22.3	21.0
MEDICAL	4.8	4.6	4.4
MGT/ADMIN	2.0	2.1	2.0
NURSES	8.5	8.7	11.1
Marinoto West Total	34.7	37.7	38.5
Maternal MH			
ALLIED	7.8	7.1	6.5
MEDICAL	0.5	3.0	2.9
MGT/ADMIN	-	-	0.5
NURSES	2.4	3.9	3.7
Maternal MH Total	10.6	13.9	13.6
MH Child and Youth Total	115.0	126.7	132.2
MH General Management			
Clinical Nurse Advisors			
NURSES	2.0	2.8	5.0
Clinical Nurse Advisors Total	2.0	2.8	5.0
Consumer Advisor Team			
ALLIED	-	11.1	10.6
Consumer Advisor Team Total	-	11.1	10.6
Graduate Nursing			
NURSES	1.0	13.0	4.0
Graduate Nursing Total	1.0	13.0	4.0
MH GM Office			
ALLIED	4.1	1.6	1.0

MEDICAL	4.6	6.5	4.3
MGT/ADMIN	8.1	5.0	6.8
NURSES	1.0	2.0	1.0
MH GM Office Total	17.8	15.1	13.1
Needs Assessment			
ALLIED	7.6	6.0	6.0
Needs Assessment Total	7.6	6.0	6.0
Quality & Improvement			
ALLIED	0.9	3.8	2.0
MGT/ADMIN	5.0	4.5	4.0
NURSES	-	1.0	4.8
Quality & Improvement Total	5.9	9.3	10.8
MH General Management Total	34.3	57.3	49.4
Grand Total	1,175.0	1,243.9	1,305.3

4. *Numbers of clients accessing service by unit, per annum*

The table below shows the number of service-users with an open case for the previous year.

Table 3: Number of service-users with a case open for the 12 months ending 31 July 2019

Service	Team	Number of service-users – 12 months to 31 July 2019
Forensics	Inpatient	262
	Community Team	51
	Courts	1881
	Prison Service	1897
	ID Liaison	47
	Work Foundations	468
Adult MH	Liaison Psychiatry	1645
	MH North	3260
	MH West	3829
	MH Rodney	2131
	He Puna Waiora	453
	Waiatarau	480
CYF MH	Marinoto Child North	576
	Marinoto Child West	988
	Marinoto Rodney North	791
	Marinoto Rodney West	345
	Marinoto Youth North	893
	Marinoto Youth West	839

Service	Team	Number of service-users – 12 months to 31 July 2019
	Matua Tuhononga - Infant MH	160
	Pupukemoana	14
	Maternal Mental Health	416
	EPI	206
	Eating Disorder Liaison	7
Takanga a Fohe	Isa Lei	271
	Malaga	345
	Tupu	1322
Whitiki Maurea	MOKO	282
	Te Atea Marino Ki Te Raki - North	114
	Te Atea Marino Ki Te Rawhiti - Central	509
	Te Atea Marino Ki Te Tonga - South	911
	Te Atea Marino Ki Te Uru - West	294
	Te Pae Ahurea	341
CADS	AOTS - Pitman	680
	CADS Central	2352
	CADS North	2284
	CADS West	2069
	Community Home Detox	1301
	Parental Pregnancy Service	129
	AOTS - North	272
	AOTS - South	278
	CADS South	2812
	AOTS - West	286
	CADS Mt Eden	258
	Dual Diagnosis	522
	Youth	1145
	Detox IPU	372

5. Current Health of the Nation Scale (HoNOS) by unit (measuring previous 12 months)

The table below shows average HoNOS scores by unit for the 12 months ending July 2019. This has been calculated as an average of the total HoNOS scores for each unit from admission, review and discharge HoNOS collections. The HoNOS is a clinician-rated tool developed by the United Kingdom Royal College of Psychiatrists' Research Unit to measure the health and social functioning of people

experiencing severe mental illness, using a 12-item scale. HoNOS is the nationally mandated outcome measure for mental health care. Please note that addictions services do not use HoNOS.

Table 4: Average HoNOS scores by unit for 12 months to 31 July 2019

Month	Child and Youth	Community Adult	Forensic	He Puna Waiora	Isa Lei	Waiaatarau	Moko
2018-Aug	13.4	8.3	9.6	12.5	4.2	8.6	7.2
2018-Sep	13.2	7.9	7.5	10.2	3.9	9.1	6.3
2018-Oct	13.3	8.0	7.3	9.2	4.9	8.9	7.0
2018-Nov	13.4	7.9	7.3	11.8	5.1	10.7	5.4
2018-Dec	12.4	7.8	8.1	10.5	5.1	9.8	5.5
2019-Jan	12.7	7.7	8.4	11.3	4.1	10.2	6.1
2019-Feb	12.3	8.2	9.2	9.7	7.2	12.3	6.1
2019-Mar	12.4	7.8	9.5	8.7	6.2	11.9	6.2
2019-Apr	12.4	7.5	7.1	9.4	5.0	10.6	6.8
2019-May	11.8	7.7	6.2	9.4	4.6	10.3	6.5
2019-Jun	13.3	7.8	7.2	9.8	6.9	9.7	7.1
2019-Jul	12.5	7.4	7.7	8.7	6.0	10.6	6.1

I trust this information will satisfy your request. Waitematā DHB, like other agencies across the state sector, supports the open disclosure of information to assist the public's understanding of how we are delivering publicly-funded healthcare.

This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Yours sincerely



Dr Murray Patton
Acting Director
Specialist Mental Health & Addictions Services