

Te Whatu Ora

Health New Zealand

Southern

Ward 11 FAQs

1. What is Ward 11?

Ward 11 is a 16-bed open (not locked) rehabilitation inpatient service based at Wakari Hospital. It currently provides care to people who require an extended period of support following an acute admission, to regain their wellness and reconnect with their community supports. There are also some people who have had prolonged stays on the ward because of difficulties finding appropriate accommodation and supports to meet their needs.

2. What is happening to Ward 11?

The 2021 [Time for Change - Te Hurihanga review](#) highlighted the need for people currently living in Ward 11 to transition to alternative, appropriate community-based services. We are now at the stage where we will soon be starting this transition.

3. Where will people who would usually be in Ward 11 be cared for?

People currently staying on Ward 11 will be able to live or receive rehabilitation in the community in a homely environment with appropriate community supports in place tailored to meet their needs.

4. Who will provide the service to support Ward 11 patients in the community?

The services will be provided by Comcare an experienced housing and support service based in Christchurch that specialise in supporting people with complex mental health and addiction needs. Comcare have been supporting people to successfully live well for over 35 years and is committed to making sure that the right supports are developed for each individual. Comcare will have links with Te Whatu Ora Southern and community NGO (Non-Government Organisation) providers to ensure the needs of each individual are met

5. When will these changes happen?

The entire transition process will be carefully planned and at this stage it is anticipated to take around 18 months to complete. Some of the individuals affected have high and complex needs and we need to get this right so we will not be rushing this process.

6. What type of support will be available?

There will be various supports available depending on the needs of each individual. Support may include early access to clinical assessment and treatment, and assistance with shopping, cooking, cleaning, and medications.

7. How will community care be better for people than Ward 11?

Being supported to live in the community will enable people to have a better quality of life in a better environment with improved outcomes for them.

8. What needs to happen for the people to be able to move

Patient's whānau/caregivers are already aware of the eventual closure of Ward 11, and we will continue to work with them every step of the way. Over the next few months, we will be working through various assessments and skills training with a clinical support and transition team, in consultation with patient's whānau/caregivers. We will make sure we find the right community supports for each individual patient and have them in place before they leave the ward.

Comcare and community-based support teams will walk alongside each individual patient under their care to ensure their assessment and treatment needs are met and they feel safe and supported.

9. How long will it take for the first people to move to the new accommodation?

It is likely to be another 4 to 5 months before the first patient will move to the new accommodation.

10. Will people still be admitted to Ward 11 when the new accommodation opens/what happens to patients who are unsuitable for intensive community support?

People who require a hospital environment for their care will continue to have access to inpatient beds. It will take some time to close Ward 11 and we will work through how and where best to care for these people before the ward closes.

11. Will there be other people who can access this new service?

The priority is to assist the people currently on Ward 11. However, there are people in other wards who have experienced extended inpatient stays. It is intended to continue exploration of appropriate community support options for these people. There are also people whose mental health has been adversely affected by a history of unstable accommodation or difficulty engaging with services, who may benefit from an alternative approach.

12. What if this new provider is still not able to meet the needs of someone?

Our priority is to find solutions for individuals, rather than try to 'fit' people into specific services. We will continue to work with individuals to explore all options.