



Time for Change Te - Hurihanga

How can day programmes better meet the needs of the community?

Feedback from people with lived experience

Introduction

In February and March 2023, 16 listening sessions were held with people who use community day programmes. Each session was facilitated by a facilitator with lived experience and a Māori facilitator with cultural expertise. Other sessions were held with providers of community day programmes.

Thank you to all of you that shared your thoughts and experiences, to help develop a model of care for day services that would meet your needs in the future.

This report is to present a summary of the listening sessions and surveys received from people with lived experience that are currently using, have used, or would like to use day services.

During our listening sessions, we engaged and listened to almost 120 people. In addition, we received over 100 surveys (on-line and posted), as well as several written submissions.

The information gathered from this will be used in the drafting of the new model of care for day programmes in Southern. A model of care is a way of describing what type of services we need, and how they should work.

What happens next

A model of care will be drafted and sent to providers and clients, for their feedback.

It is our expectation that all day services will start using this model of care. Te Whatu Ora will discuss this with each provider in May 2023.

Summary of Feedback from listening sessions with clients and whanau, and survey responses.

At each listening session we asked:

- What people enjoyed about the day programme they attend.
- What would they like to see more of.
- What they would like to see different.

Our approach was very much shaped by the people who we were listening to. Every meeting was different.

We saw the following themes.

1. Day programmes supporting your recovery

At the listening sessions people were asked what they thought would be a great day programme for them. People talked about what was good for them now, and also what was not so good about day programmes. There were also many ideas shared on what would make day programmes better.

These views and ideas have been grouped and summarised below.

Cultural needs

Due to the nature and emphasis on tāngata whaiora feedback and contribution during the planned listening sessions the context and topics of discussion were directed by tāngata whaiora therefore, the cultural/tikanga Māori content and day programme description varies dependent on the level of importance as expressed by tāngata whaiora.

The majority of people said that they felt culturally safe and just over half felt that they had opportunities for cultural expression.

The level of cultural/tikanga Māori focus or content would vary from Māori signage, artwork, and information resources openly visible within the day programme setting including some programmes having a specific whānau room available for tāngata whaiora and whānau. Tāngata whaiora at one day programme described their monthly planning meetings with staff as whānau hui in which tāngata whaiora would lead and direct. Other day programme sites would include

cultural/tikanga Māori words and phrases as guided and directed by staff. An issue was raised by the Te Hurihanga – Time for Change team as to various day programmes not reflecting the cultural diversity of their communities and locality.

Social needs

Day programmes are seen as important for making friends and companionship.

They were also seen important for social interaction and for gaining social confidence.

“A central place to find groups and resources to reduce isolation and helplessness”

However, it is important that personal boundaries should be respected.

A **sense of community** was also remarked on by quite a few people.

It was mentioned that there needed to be more activities specifically for **men**.

There was mention of the age range of those who come to day programmes. Activities offered for older clients may not suit younger clients.

A “safe space”

People talked about the importance of being in a “safe space” and a “non-judgmental space”.

It was mentioned how people are greeted “very warmly” which results in a welcoming atmosphere, and how it provided a purpose for the day.

“Getting up in the morning and get going - provides motivation”

People want a place to be able to openly discuss and talk about their experiences in a space that is supportive and safe.

Support people

Support workers were seen as valuable in a number of roles, for example, support to do courses, to navigate between services, to better handle life challenges, and support to start attending the day programme.

“Having a support person to walk alongside you when accessing services”

Checking in with people on a regular basis to make sure everything is going OK was seen as important to make sure needs are being met, to feel acknowledged, and to connect in with the community.

Activities

Current:

Different providers offered different activities.

People mentioned they enjoyed the arts and crafts, day trips, gardening, walking and quizzes.

There was also discussion about other types of activities such as sport activities.

Ideas for new activities:

People wanted access to more activities to learn and develop new skills, for example:

- Ones that give confidence with every-day living
- Psychologist-based sessions
- Being in nature
- Arts and crafts
- Cooking
- Sports
- Vocational training.
- So that people can find their passions and interests.

“Why don’t we get speakers to come along? For example budget advice, dietician, police”

Choice:

People said they wanted to be able to choose and contribute to what activities they took part in.

People also wanted to be able to choose to not to do an activity.

“Sometimes I am overwhelmed and may need to find somewhere quiet”

Help to access other services

People wanted help accessing and getting support from other services,

- How to communicate courses, such as self-advocacy, talking to your GP, conversational skills
- Links into vocational work, to gain skills.
- Advocacy and support to navigate issues and build confidence.
- Entry into jobs - not just cleaning.
- How to self-advocate, especially with medical professionals.

Involvement and connection within the community and whānau/family

Many spoke of the benefits of support in building community connections and the assistance of a support network in maintaining wellness.

Others mentioned that members of their whānau visit the day programme centre and that this provides support for them. One person mentioned that they also receive support to visit relatives, and others mentioned that family support was important.

There was some feedback on volunteering and opportunities/assistance to do this were needed.

Service users helping design and run the services:

The ability to contribute to how the service is run and take active roles within the services to build skills and confidence.

"A safe space to challenge staff"

Feedback included that there should be meetings at least once a month to sort out the next month's programmes (this does happen in some places).

Other ways to contribute included writing up ideas or bringing ideas to staff.

One session discussed how the client group were able to make decisions about the activities of the day.

Feedback was provided that some services don't involve people using services enough or enable them to contribute to how programmes run.

Recovery focus:

“Want a day programme that acknowledges where you have come from, where you want to go, and help to get to that place”

Many people talked about how they had been **coming for years**, that this was their “job”, and that they would not know what to do if they couldn’t come.

People also said they wanted to become **independent** and become part of the community again.

People wanted the option of having additional support such as therapy, budgeting advice or support to learn new skills, and linking into work to gain skills. This would enable people in their recovery rather than becoming dependent on the system.

There was some feedback that day programmes should be **time limited**.

“People aren’t just service users they are people who need to keep on track with being a healthy and functioning adult member of the community”

A concern raised at some of the listening sessions and in feedback was about dependency on the provider.

“The provider allows us to become dependent on them”

There were several mentions about how support was still needed once you have secured a job.

“Encouragement is needed to support and grow in own capacity”

A Recovery College concept was also described at one listening session.

Suggestions were made around the idea of a **Hub**. This would have a variety of activities, vocational help, and also steer you towards other activities. It was suggested that a Hub might be an opportunity to move away from the stigma of “mental illness” if it was available for anyone in the community.

Plan and Goals

It was suggested that **making goals should be encouraged and facilitated**. There would be active engagement with people around their care plan.

Some people did say that they felt too much pressure or became anxious when asked by staff about their goals.

There were also comments made about **collaborative notes**, and that the goals, plans and associated notes of a client should be open to that client.

Staffing

There were many comments about how great the staff are. And some comments about staff who weren't so great.

There was also feedback on how more staff were thought to be needed, so that for example there could be trips out for the day. More support for the staff was also mentioned. There was a couple of comments about a need for more men on staff.

In some of the listening sessions there was mention of a lack of staff training in mental health issues and also of the lack of respect of some staff. One person mentioned that would like to see a fully qualified Occupational Therapist on site.

Other feedback included the importance of staff treating clients as adults and promoting a supportive but adult-minded environment.

"Most people will recover and move on and that should always be the mindset."

2. How can access to day programmes be better?

We heard about:

- The challenges and barriers that prevented people from being able to easily access day services.
- What would enable easier access to day services.

The comments are summarised below.

Location of the premises:

Day services need to be close to the community. For some, **parking** is a big issue. For others it is the **cost** of travel. And for others it is the **distance** to travel.

One person suggested that perhaps **technology** could be used to overcome the geographic isolation.

Transport options available for people to use:

Some day programme staff do transport their clients from home, and this was very much appreciated by those clients.

For others, **public transport and access to parking** are very important.

Referral Pathway to access services:

We heard that some people were unable to access day services until they had a formal diagnosis and were being seen by the Community Mental Health Team (who had referred them into the day programme service).

This was not the case for all though. Others were assessed by the day programme service for suitability to attend the programme and did not need to be currently seen by a Mental Health service.

It is important that **GPs need to know how to refer**. If you don't qualify for that service, then it is seen as important that another option is offered, and you are "not just referred back to the doctor".

Some people valued a "drop-in" service rather than make an appointment.

"It's good to be able to walk in instead of having to be referred"

The survey also showed that most persons wanted drop in as well as appointments.

"You may not need it when you are well but you use it anyway so that can also use it when are unwell"

Hours/days of operation and close down periods:

There appears to be some demand for day programmes on the weekend and over the holidays (Christmas and New Year especially), but some people felt that staff also needed a break.

One person suggested that perhaps phone calls would be helpful during these times.

Some said that they wanted to access day services in the evenings or weekends so they could still get support that worked around other commitments such as work or childcare.

"It would be good to have options over the weekend."

Information:

We heard several comments that it was difficult to find out about day programmes and how to access them.

Suggestions to improve information on day programmes included advertising on social media, or leaflets.

An overview of what is available was suggested.

"Want a day programme that acknowledges where you have come from, where you want to go, and help to get to that place."