

## Secure Mental Health Unit (SMHU) – Model of Care consultation

### Feedback Themes Register

Theme/Subject	Feedback /Query	ACT Health Response
<i>Purpose and Scope of the SMHU</i>	<ul style="list-style-type: none"> <li>➤ Clarification is needed to distinguish the difference between the different types of civil consumers suitable for care in the SMHU, AMHU and the new mental health rehabilitation unit at UCPH.</li> <li>➤ What is the difference between the SMHU and the AMHU?</li> <li>➤ Will the SMHU provide for regional people?</li> <li>➤ Why is the admission criteria restricted to people who require a Psychiatric Treatment Order?</li> <li>➤ In the absence of suitable alternatives, can a person who has a mental disorder/dysfunction, without a mental illness, be admitted?</li> </ul>	<ul style="list-style-type: none"> <li>➤ See SMHU FAQ</li> <li>➤ See SMHU FAQ</li> <li>➤ See SMHU FAQ</li> <li>➤ See SMHU FAQ</li> <li>➤ See SMHU FAQ</li> </ul>
<i>Bed Numbers</i>	<ul style="list-style-type: none"> <li>➤ 25 beds is not big enough to meet the needs.</li> <li>➤ Have projections been done for future needs and are you allowing for expansion.</li> </ul>	<ul style="list-style-type: none"> <li>➤ See SMHU FAQ</li> <li>➤ See SMHU FAQ</li> </ul>
<i>Consumers with High Secure Needs</i>	<ul style="list-style-type: none"> <li>➤ Why are people who require a high secure environment excluded from the SMHU?</li> <li>➤ Clarification is required regarding ACT Government process and standards for interstate transfers.</li> </ul>	<ul style="list-style-type: none"> <li>➤ See SMHU FAQ</li> <li>➤ SMHU Operational Model of Care</li> </ul>
<i>Physical Health</i>	<ul style="list-style-type: none"> <li>➤ Further clarification is required how physical health and fitness issues will be addressed.</li> <li>➤ What will the SMHU do about those with side-effects from antipsychotics (obesity, health disease, cognitive impairment)?</li> <li>➤ Blood-borne virus screening and treatment services need to be provided.</li> <li>➤ Need for SMHU service to establish strong joint working relationships with GP's to ensure service continuity of care both within SMHU and outside of facility.</li> <li>➤ There needs to be a sexual health policy and education.</li> </ul>	<ul style="list-style-type: none"> <li>➤ SMHU Operational Model of Care</li> <li>➤ SMHU Operational Model of Care</li> <li>➤ SMHU Operational Model of Care</li> <li>➤ Noted and accepted</li> <li>➤ SMHU Operational Model of Care</li> </ul>
<i>Vocational Rehabilitation</i>	<ul style="list-style-type: none"> <li>➤ People can gain vocational skills at the AMC. People need to be able to gain vocational skills at the SMHU.</li> <li>➤ There needs to a community garden and garden amenity (e.g. a garden shed)</li> <li>➤ There needs to be opportunity and facilities for hands on/trade training.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Noted and accepted</li> <li>➤ Noted and accepted</li> <li>➤ Noted and accepted</li> </ul>
<i>Alcohol and Drug</i>	<ul style="list-style-type: none"> <li>➤ How will those who require acute withdrawal service be managed?</li> <li>➤ Further information is required on Alcohol and Drug rehabilitation.</li> </ul>	<ul style="list-style-type: none"> <li>➤ SMHU Operational Model of Care</li> <li>➤ SMHU Operational Model of Care</li> </ul>
<i>Spiritual Care</i>	<ul style="list-style-type: none"> <li>➤ How will people of various religions be able to practice their faith?</li> <li>➤ A multi-faith like the AMHU multi-faith room is needed</li> </ul>	<ul style="list-style-type: none"> <li>➤ See SMHU FAQ</li> <li>➤ Noted and accepted</li> </ul>
<i>Community Services</i>	<ul style="list-style-type: none"> <li>➤ Can community organisations provide services in the SMHU?</li> </ul>	<ul style="list-style-type: none"> <li>➤ SMHU Operational Model of Care</li> </ul>
<i>Women</i>	<ul style="list-style-type: none"> <li>➤ How will women's safety be provided for?</li> <li>➤ Women need to have equal access to programs if they are considered vulnerable</li> <li>➤ Will women and their children (babies) be admitted?</li> </ul>	<ul style="list-style-type: none"> <li>➤ SMHU Operational Model of Care</li> <li>➤ Noted and accepted</li> <li>➤ See SMHU FAQ</li> </ul>

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<i>Consumer Pathways</i>	<ul style="list-style-type: none"> <li>➤ Need for MoC to clarify how the judicial and review process will determine whether consumers are to be detained, released, transferred or discharged.</li> <li>➤ ACAT decision should authorise non-emergency transfers of civil persons to the SMHU.</li> <li>➤ How will people be integrated into the community? Will step-down be provided?</li> <li>➤ There will be some consumers who cannot be integrated back into the community. What will happen to these people?</li> <li>➤ Why will people under a Section 309 to still be triaged at The Canberra Hospital (MHAU)?</li> <li>➤ If a person requires an emergency admission how will the Admission Panel address this?</li> <li>➤ There needs to be clear referral pathways to and from SMHU.</li> </ul>	<ul style="list-style-type: none"> <li>➤ See SMHU FAQ</li> <li>➤ See SMHU FAQ</li> <li>➤ SMHU Operational Model of Care</li> <li>➤ See SMHU FAQ</li> <li>➤ See SMHU FAQ</li> <li>➤ SMHU Operational Model of Care</li> <li>➤ Noted</li> </ul>
<i>Safety and Security</i>	<ul style="list-style-type: none"> <li>➤ Will there be segregation or separation of certain groups of people? E.g young people, remanded, sentenced and civil.</li> <li>➤ What are the comparative security arrangements with AMC?</li> <li>➤ Recommendation that if a person from AMC is assessed at MHAU that custody is not handed over at MHAU. Custody should be handed over at the SMHU.</li> <li>➤ Will people (staff, visitors and patients) and bedrooms be searched?</li> <li>➤ There needs to be adequate amenity to enhance physical security.</li> <li>➤ How will a person's safety and that of the community be ensured when a person is on leave?</li> </ul>	<ul style="list-style-type: none"> <li>➤ See SMHU FAQ</li> <li>➤ See SMHU FAQ</li> <li>➤ Noted.</li> <li>➤ See SMHU FAQ</li> <li>➤ Noted and accepted</li> <li>➤ See SMHU FAQ</li> </ul>
<i>Length of Stay</i>	<ul style="list-style-type: none"> <li>➤ Clarification is required on proposed length of stay and the effect this will have on amenity and service provision.</li> <li>➤ Can we expect some people to need admissions longer than 5 years?</li> </ul>	<ul style="list-style-type: none"> <li>➤ SMHU Operational Model of Care</li> <li>➤ SMHU Operational Model of Care</li> </ul>
<i>Workforce</i>	<ul style="list-style-type: none"> <li>➤ Further information is required regarding staffing and skill mix.</li> <li>➤ How will current staff be up-skilled?</li> <li>➤ How recruitment of Aboriginal and Torres Strait Islander persons will be done is unclear.</li> <li>➤ Further clarification on support services and staff required.</li> <li>➤ Staff training should include gender and sexuality issues.</li> <li>➤ Will there be a role for peer support workers?</li> </ul>	<ul style="list-style-type: none"> <li>➤ SMHU Workforce Plan</li> <li>➤ SMHU Workforce Plan</li> <li>➤ SMHU Workforce Plan</li> <li>➤ SMHU Operational Model of Care</li> <li>➤ Noted</li> <li>➤ See SMHU FAQ</li> </ul>
<i>Young People</i>	<ul style="list-style-type: none"> <li>➤ Will young people be separated from adults?</li> <li>➤ Will there be oversight by a statutory body to ensure that all less restrictive options have been exhausted before a young person goes to the SMHU?</li> </ul>	<ul style="list-style-type: none"> <li>➤ See SMHU FAQ</li> <li>➤ See SMHU FAQ</li> </ul>
<i>Diversity and Cultural Awareness</i>	<ul style="list-style-type: none"> <li>➤ Need for equitable proportion of available care to Aboriginal persons with complex needs</li> <li>➤ A care plan tool that addresses Aboriginal and Torres Strait Islander needs will be required.</li> <li>➤ Cultural Awareness needs to be action orientated.</li> <li>➤ Consideration may be appropriate for addressing the needs of particular groups who may have specific cultural requirements, for example those of the Muslim faith.</li> <li>➤ The MoC needs to mention the needs of LGBTI people</li> </ul>	<ul style="list-style-type: none"> <li>➤ Noted and accepted</li> <li>➤ SMHU Operational Model of Care</li> <li>➤ Noted and accepted</li> <li>➤ Noted and accepted</li> <li>➤ Noted and accepted</li> </ul>
<i>Vulnerable Persons</i>	<ul style="list-style-type: none"> <li>➤ How will a person be assessed as vulnerable?</li> <li>➤ What arrangements will there be to ensure that vulnerable persons aren't socially isolated?</li> </ul>	<ul style="list-style-type: none"> <li>➤ See SMHU FAQ</li> <li>➤ SMHU Operational Model of Care</li> </ul>

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<i>Statutory Bodies</i>	<ul style="list-style-type: none"> <li>➤ Reference to the Ombudsman should be removed. All complaints about a person's care are within the jurisdiction of the Health Services Commissioner.</li> <li>➤ The section that describes the Health Services Commission needs to also state that the Commission also considers complaints about the provision of services for older people, disability services and services for children and young people, as well as complaints about unlawful discrimination.</li> <li>➤ Need for MoC to refer to Legal Aid as a specific entity to ensure role in providing legal services to consumers' is adequately recognised.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Noted and accepted</li> <li>➤ Noted and accepted</li> <li>➤ Noted and accepted</li> </ul>
<i>Carers and Family</i>	<ul style="list-style-type: none"> <li>➤ There needs to be family visiting facilities at the SMHU.</li> <li>➤ The observation of carers needs to be a part of the diagnostic process.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Noted and accepted</li> <li>➤ Noted and accepted</li> </ul>
<i>Amenity</i>	<ul style="list-style-type: none"> <li>➤ Does the physical environment allow for adequate access to gardens, sunlight and the physical environment with being impinged on by the secure perimeter?</li> <li>➤ There needs to be adequate amenity to enhance physical security.</li> <li>➤ Strong support for the development of IT enabled case conferencing facilities to ensure the inclusion of all clinicians, and GP's</li> <li>➤ The SMHU needs to consider providing space for intimacy for consumers and their partners.</li> <li>➤ There will be long lengths of stay. What amenity will be provided to deliver programs?</li> </ul>	<p>The issues regarding Amenity are noted and will be taken into account in the design and planning phase of the SMHU</p>
<i>Evaluation</i>	<ul style="list-style-type: none"> <li>➤ There needs to be a planned evaluation process and outcome measures of the key function of the SMHU to ensure effective service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Noted and accepted</li> </ul>