

Mental Health and Addictions Services

Community Clinical Mental Health

Tier 3 Service Specification

September 2024

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1. Status

Approved to be used for mandatory nationwide description of services to be provided.

MANDATORY RECOMMENDED

Recommended – these are centralized and recommended specifications to be used by Districts for purchasing services, they may be used to enable providers to transition to meeting a Mandatory specification over time. Districts are expected to move to a mandatory specification when renewing or varying an agreement].

2. Review History

Review History	Date
First Published on NSFL	June 2009
Correction: number of day attendances added to reporting prior to PRIMHD	July 2010
Amended: removal of unapproved Purchase units MHAK09A, MHAK09C, MHAK09D. Minor editing changes for consistency.	February 2011
Amended: clarified reporting requirements	February 2013
Amended: added MHA09S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	April 2017
Moved to Health NZ template. Updated links for PUDD and NSFL only. Amended DHB to become District/Region where appropriate. No other changes to content made.	September 2024
Consideration for next Service Specification Review	Within five years

Note: In September 2024 a small programme of work moved all Service Specifications to Health New Zealand branded templates. No amendments were made to the body text or content of the Service Specification, so references to DHB, Ministry of Health or other pre-2022 reforms vocabulary will still exist. A larger programme of work to review and revise all Service Specifications is planned for late 2024 to early 2025.

Note: Contact the NSF Team, Te Whatu Ora | Health New Zealand to discuss proposed amendments to the service specifications and guidance in developing new or updating and revising existing service specifications. NSF@tewhatuora.govt.nz

Nationwide Service Framework Library web site [here](#)

3. Introduction

This tier three service specification for Adult Mental Health Services - Community Clinical Mental Health Service (the Service) is linked to tier one Mental Health and Addiction Service and tier two Adult Mental Health service specifications.

4. Service Definition

These services will be fully integrated with other mental health services and will engage the Service User and their family and whānau and carers. They will include but will not be limited to:

- specialist assessment and use of diagnosis classification systems
- provision of medication (including such new agents as are approved for use, in accordance with funding and safety protocols) and other treatment in accordance with a documented comprehensive recovery plan with identified desired outcomes
- ongoing monitoring of symptoms and social situations that may trigger an episode and regular review of progress and treatment at specified intervals
- provision of evidence-based talking therapies
- provision of psychotherapeutic interventions
- provision of evidence-based risk assessment / formulation / management plans
- provision of access to cultural services in accordance with Service Users' needs;
- attention to matters in relation to early intervention, maintenance of health, relapse prevention, problem prevention and promotion of good mental health
- provision of consultation and liaison services, including telephone consultation, to primary care providers and other relevant health or social services agencies involved in the care of Service Users with mental health problems
- co-ordination of care across primary and secondary services in shared care arrangements.

Specialised assessments and intervention for particular sub-groups will occur with referrals to appropriate agencies if required:

- people with eating disorders
- women during the antenatal or post-partum period (up to nine months after birth)
- people with combined problems of mental illness plus drug and alcohol use, or intellectual disability, or brain injuries
- migrants and refugees
- people with profound deafness
- people with personality disorders.

Recovery plans and relapse prevention plans are developed in conjunction with, and led by, the Service User and relevant carers, and with other health and social agencies and community mental health services actually or potentially involved in a comprehensive approach to meeting the identified needs.

Where possible, care will be provided in conjunction with primary health services. At the least, there will be documented clear communication with primary health providers regarding the treatment plan and progress, and its completion, in accordance with health privacy legislation and regulations.

Training, advice and support will be provided to workers in primary health services to support the assessment / treatment / management of Service Users of specialist services in community settings. Care will be co-ordinated by a specified person (key worker/case manager), with several staff of varying backgrounds being available to contribute to care in accordance with identified needs.

5. Service objectives

5.1.1 General

To provide a recovery-oriented community-based assessment, treatment and therapy service for people with severe mental health problems/disorders including DSM4 Axis 2 Personality Disorders.

5.1.2 Māori Health

Refer to the tier one Mental Health and Addiction Services service specification.

6. Service Users

The Service Users are eligible adults as detailed in the tier two Adult Mental Health service specification

7. Access

Access may be from any source, including directly, or upon referral from primary health services, family and whānau, carers and community members or inpatient services.

8. Service Components

8.1 Processes

The following processes apply but are not limited to: assessment, treatment, intervention and support, review process and discharge.

8.2 Settings

The Service is provided in community based settings.

8.3 Key Inputs

The Service is provided by a multi-disciplinary team of people with skills and experience in mental health intervention, treatment and support, made up of:

- health professionals regulated by the Health Practitioners Competence Assurance Act 2003
- people regulated by a health or social service professional body
- people who interact with Service Users and who are not subjected to regulatory requirements under legislation or by any other means.

9. Service Linkages

Linkages include, but are not limited to those described in tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

10. Exclusions

Refer to the tier one Mental Health and Addiction Services service specification.

11. Quality Requirements

Refer to the tier one Mental Health and Addiction Services service specification.

12. Purchase Units

Purchase Unit Codes are defined in Health New Zealand's Nationwide Service Framework Purchase Unit Data Dictionary. The following codes apply to this Service.

PU Code	PU Description	PU Definition	Unit of Measure
MHA09A	Community clinical mental health service - Senior medical staff	A service by senior medical staff to provide a recovery-oriented community-based assessment, treatment and therapy service for people with severe mental health problems/disorders including DSM4 Axis 2 Personality Disorders.	FTE
MHA09B	Community clinical mental health service – Junior medical staff	A service by senior medical staff to provide a recovery-oriented community-based assessment, treatment and therapy service for people with severe mental health problems/disorders including DSM4 Axis 2 Personality Disorders.	FTE
MHA09C	Community clinical mental health service – Nursing/allied health staff	A service by nurses and/or allied staff to provide a recovery-oriented community-based assessment, treatment and therapy service for people with severe mental health problems/disorders including DSM4 Axis 2 Personality Disorders.	FTE
MHA09D	Community clinical mental health service – Non-clinical staff	A service by non-clinical support staff to provide a recovery-oriented community-based assessment, treatment and therapy service for people with severe mental health problems/disorders including DSM4 Axis 2 Personality Disorders.	FTE
MHA09E	Community clinical mental health service – Cultural staff	A service by cultural support staff to provide a recovery-oriented community-based assessment, treatment and therapy service for people with severe mental health problems/disorders including DSM4 Axis 2 Personality Disorders.	FTE
MHA09F	Community clinical mental health service – Peer support staff	A service by peer support staff to provide a recovery-oriented community-based assessment, treatment and therapy service for people with severe mental health problems/disorders including DSM4 Axis 2 Personality Disorders.	FTE
MHA09S	Community Clinical Mental Health Service	A service to provide a recovery-oriented community-based assessment, treatment and therapy service for people with severe mental health problems/disorders including DSM4 Axis 2 Personality Disorders.	Service

Explanations of the units of measure (UOM) from the purchase unit table.

Unit of Measure	Unit of Measure Definition
FTE	Full-time equivalent staff member (clinical or non-clinical) involved in direct delivery of services to consumers. Exclude time that is formally devoted to administrative or management functions e.g. half-time coordination of a community team.
Service	Service purchased in a block arrangement uniquely agreed between the parties to the agreement

13. Reporting Requirements

The Provider must comply with the requirements of national data collections: PRIMHD.

Additional information to be reported and the frequency of collection are specified by the Funder in the Provider Specific Terms and Conditions as agreed with the Service Provider.

Unless otherwise specified in the agreement, the following reporting information will be emailed to The Performance Reporting Team at: performance_reporting@health.govt.nz

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications¹ may be used for performance monitoring if specified as agreed with the Funder.

Glossary

Not required

Appendices

Not required

¹ Performance Monitoring Reporting cluster tables for Mental Health and Addiction Services are published on the Nationwide Service Framework Library, Mental Health and Addiction Service specifications page, Downloads section www.nsf.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services