

**Mental Health and Addiction
Services**

**Housing and Recovery
Services – Daytime /
Responsive Night Support**

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
Amended: Removal of unapproved Purchase Unit MHAK25. Minor editing changes for consistency.	February 2011
Amended: clarified reporting requirements	February 2013
Amended: added MHA25S 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 -Housing and Recovery Services - Day Time / Responsive Night Support (the Service) is linked to tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

4. Service Definition

This Service will include:

- comfortable accommodation that is well-maintained to a high standard and meets relevant national and local building standards / requirements
- planned and time-limited support services / responses, based upon regular support needs assessment that informs a recovery / support plan that:
 - is designed to meet a person's individual needs
 - reduces their need to utilise more intensive mental health services
 - is inclusive of the person's cultural needs
 - might contribute to meaningful, positive change in that person's life
- a separate bedroom for each person that enables their enjoyment of privacy or the choice of sharing a bedroom should this be preferred
- will be recovery and family and whānau oriented and responsive to individual consumer needs as outlined in the tier one service specification.

Each person using the Service will be allocated an appropriately trained and supervised support worker from the Service, who is acceptable to them.

A mutually agreed individual recovery / support plan will be developed with each person and their support worker in conjunction with the DHB community mental health team. The agreed recovery / support plan will set out specific goals that will be reviewed three monthly with a formal reviewing at least six monthly.

In accordance with their recovery / support plan, people using the Service will aim to progress towards more independent living, or, as mutually agreed, will maintain their level of independence by developing skills and supports.

The Service will further assist a person's recovery through the provision of services that may:

- provide assistance and coaching in meeting responsibilities (cleaning, meal preparation, purchasing household provisions, laundry) in such a way as to enable each person to participate as fully as they are able without unreasonable expectations and with health and safety requirements met
- support people to take responsibility for decisions about household management and activities
- provide support and access to community resources (for example, income support, social networks, sports, employment and/or training opportunities) where this is indicated as a support need by the person.

There will be access to support staff 24-hours per day, seven days per week. Face-to-face support will be available between 7.30am and 11.00pm seven days per week. There will be at least one staff member on duty at all times who is readily available to people who use the Service. Where the need for additional support is indicated (in collaboration with the person and DHB staff), sleep-over or awake support may be provided over-night. Each person

using the Services will be encouraged to take a lead in the preparation, implementation and evaluation of their individually planned recovery-focused support services.

Recovery / support plans will identify the relative roles of the support staff and the visiting DHB community mental health team's clinical staff, including matters relating to (but not limited to): personal, clinical, cultural / spiritual and social recovery.

Clinical support will also be provided for each person by an assigned clinician from the local DHB community mental health service and / or local primary health service if a shared care arrangement is in place.

5. Service objectives

5.1 General

To provide community-based housing and recovery-focused support services for people who experience mental health disorders.

The Service is for individuals who are assessed as those who would respond positively to a housing and recovery service option / environment and who actively agree to access this type of service; who are:

- not immediately suited to, or whose needs may be incompatible with, supports / environments offered within other available service options or are poorly matched to such options
- able to respond positively to and take advantage of the model of service
- indicating a desire to become active participants in their recovery.

5.2 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 Services service specification.

7. Access

Referral to the Service is from Needs Assessment and Service Coordination services, or mental health inpatient services or through co-ordination by local needs assessment and co-ordination 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 staff/team will include people who have appropriate mental health qualifications such as (National Certificate in Mental Health, relevant Level 4 qualification or equivalent from the New Zealand Qualifications Authority mental health learning and career pathway), who are training and supported to provide community-based, recovery-focused support services to people.

To support the Service / staff development and quality outcomes, staff will have easy access to clinical / professional mental health practitioners employed within the service. Such persons will hold both at least three years' experience in the provision of mental health support services and a minimum of a post-graduate qualification in a relevant social science, or a current registration with a relevant professional body.

9. Service Linkages

Linkages include, but are not limited to the following described in tier one Mental Health and Addiction Specialist 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
MHA25	Housing and recovery services day time/responsive night support	A service to provide community-based housing and recovery-focused support services for people who experience mental health disorders, and who would respond positively to a housing and recovery environment and actively agree to access this type of service.	Occupied bed day
MHA25C	Housing and recovery services day time/responsive night support - Nursing and/or allied health staff	A service delivered by nurses and/or allied health staff to provide community-based housing and recovery-focused support services for people who experience mental health disorders, and who would respond positively to a housing and recovery environment and actively agree to access this type of service.	FTE
MHA25D	Housing and recovery services day time/responsive night support - Non-clinical staff	A service delivered by non-clinical support staff to provide community-based housing and recovery-focused support services for people who experience mental health disorders, and who would respond positively to a housing and recovery environment and actively agree to access this type of service.	FTE
MHA25S	Housing and recovery services day time/responsive night support	A service to provide community-based housing and recovery-focused support services for people who experience mental health disorders, and who would respond positively to a housing and recovery environment and actively agree to access this type of service.	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.
Occupied bed day	Total number of beds that are occupied each day over a designated period. For reporting purposes, count beds occupied as at 12 midnight of each day. Leave days, when the bed is not occupied at midnight are not counted. Counting formula is discharge date less admission date less leave days.
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.

14. Glossary

Not Required

15. 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.nsfh.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services