

**Mental Health and Addictions
Health of older people
Dementia Behavioural
Support Advisory
Service**

Tier 3

September 2024

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1. Status

These service specifications may be amended to meet local agreement needs.

MANDATORY RECOMMENDED

2. Review History

Review History	Date
First Published on NSFL	June 2010
Amendments: clarified reporting requirements, completed PU table. Edited for consistency	March 2013
Amendments: added MHO101S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	April 2017
Consideration for next Service Specification Review	Within five years
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

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

**MENTAL HEALTH OF OLDER PEOPLE -
DEMENTIA BEHAVIOURAL SUPPORT ADVISORY SERVICE
MENTAL HEALTH AND ADDICTION SERVICES
TIER THREE SERVICE SPECIFICATION
MHO101C, MHO101S**

This tier three service specification for Mental Health of Older People - Dementia Behavioural Support Advisory Service (the Service) must be used in conjunction with the tier one Mental Health and Addiction Services and tier two Mental Health of Older People service specifications. In addition, it is linked to a range of tier three Mental Health of Older People service specifications.

This service specification defines the Mental Health of Older People Dementia Behavioural Support Advisory Service and its objectives in the delivery of services.

4. Service Definition

This is a regional behavioural support and advisory service provided by experienced clinicians that will include but not be limited to the following:

- identification of regional needs and service gaps in dementia care and collaboration with services to address these
- provision of information and resources about dementia and access to services
- assistance with directing referrals to appropriate services
- support and advocacy for carers and people with dementia
- facilitation of support for family and whānau participation in decision making particularly regarding legal matters and end of life planning
- provision of advice on the development of culturally appropriate options for dementia care
- promotion of community awareness of dementia
- facilitation and coordination of access to carer and professional education regarding dementia through communications including availability of on line training packages
- strengthening of information sharing and communication between service providers.

The service may be delivered as an extension of the Mental Health of Older People Specialist Community Service and links closely with Health of Older People Services. The service works with other Dementia Service Providers in their region such as Alzheimer's New Zealand and Aged Concern.

The Service will link with other regional Dementia Behavioural Support Advisory Services and share a national website. This website will display dementia services information and service directories, accredited dementia training programmes, and a current training calendar.

5. Service Objectives

5.1 General

The objective of the Service is to provide a consultation, liaison, advice, information and education service by experienced clinicians, to the community including Service Users, carers, and other service providers.

The timely knowledge and expertise that will be provided will be more accessible across a region. It will connect and enhance the services being delivered by other providers, to better meet the needs of people experiencing behavioural and psychological symptoms of dementia.

5.2 Māori Health

Refer to tier one Mental Health and Addiction Services service specification and tier two Kaupapa Māori Mental Health and Addiction service specification. Services for older Māori should use age appropriate Kaumatua and Kuia to assist with the assessment, treatment and discharge planning.

Refer to the Kaupapa Māori tier three service specifications for:

- Kaupapa Māori Packages of Care
- Kaupapa Māori Community Based Clinical and Support Services
- Kaupapa Whānau Ora Worker
- Kaumatua Roles
- Kaupapa Māori Consultation, Liaison and Advisory Services.

6. Service Users

The Service Users will be people usually over the age of 65 years with some flexibility according to assessed needs, and their families, carers.

Service Providers, potential service referrers and members of the public will also be able to access this Service.

7. Access

The Service will be accessible via telephone, website and email. In addition, there will be some face to face consultation.

8. Service Components

8.1 Processes

This Service has a particular focus on engagement, consultation, liaison, advice, and education.

A governance group based within each region will be established and will determine the local priorities of the Service.

8.2 Settings

This regional service is provided from a community or hospital base setting.

8.3 Key Inputs

The staff employed in this Service, require a professional qualification in health, such as nursing and allied health, and expertise in dementia care. The staff will be linked to and work closely with the multi-disciplinary teams of Mental Health of Older People services.

8.4 Pacific Health

Services for older Pacific people should use age appropriate Matua to assist with the assessment, treatment and discharge planning. Refer to the following Pacific Mental Health tier three service specifications:

- Community Mental Health and Addictions Services for Pacific People
- Matua – Senior Cultural Advisory Service
- Pacific Cultural Navigator Service
- Specialised Pacific Family Advisory Service

9. Service Linkages

Linkages include, but are not limited to the following:

Service Provider	Nature of Linkage	Accountabilities
Other providers of Mental Health and addiction services and general health	Referral, liaison, consultation	Work with other relevant professionals and agencies involved in the care and support of people with dementia.
General medical, gerontology	Advice.	
Primary care services	Education.	
Aged Residential care providers	Information sharing.	
Home based support providers such as Age Concern, Alzheimer's Association		
Non-Government Organisations.		

10. Purchase Units and Reporting Requirements

10.1 Purchase Unit (PU) Codes

Purchase Unit Codes (PU) 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
MHO101C	Mental Health Older People Dementia Behavioural Support – Nurses & allied health	Consultation, liaison, advice, information and education service by skilled clinicians (nurses and allied health) to the community including Service Users, carers, and other service providers to older people with dementia, and thus enable a greater community awareness of dementia.	FTE
MHO101S	Mental Health Older People Dementia Behavioural Support	Consultation, liaison, advice, information and education service provided to the community including service users, carers, and other service providers to older people with dementia, and thus enable a greater community awareness of dementia	Service

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

10.2 Reporting

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.

The information required by the Funder will be sent to:

Email: 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.

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 <https://www.tewhātuora.govt.nz/health-services-and-programmes/nationwide-service-framework-library/about-nationwide-service-specifications/mental-health-and-addiction-service-specifications>