

Funding for the design of this booklet
was provided by



Designed by



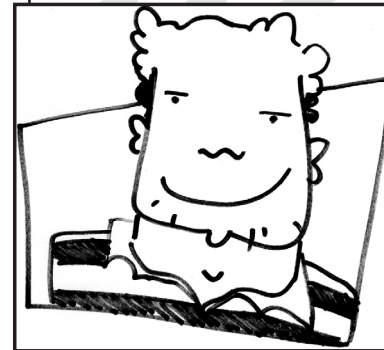
Illustrations by Campbell Kneale



Wellington Early Intervention Service
Pipitea House, 61-63 Thorndon Quay,
PO Box 1729, Wellington
Phone 04-494 9161, Fax 04-494 9163

Information for Clients

*Rangahou korero mo nga tangata
whaiora*



Wellington Early Intervention Service
Pipitea House, 61-63 Thorndon Quay,
Phone 04-494 9161



An advocate is someone who works on your behalf to make sure you get the services you are entitled to, and that your feelings and needs are heard.

Advocacy and support services are provided by:

- The Wellington Mental Health Consumers Union, ph: 04-801 7769
- SF Wellington (Supporting Families), ph: 04-499 1049.

HAVING YOUR SAY

Ko tou e korerohia

We are always trying to improve on what we do and welcome any feedback you may have about the services we provide. If you have any comments you would like to make you can:

- Talk to any of our staff
- Use the suggestions box in the waiting room
- Talk with our Consumer Advisor (please ask at reception for their contact details).

If you wish to make a formal complaint about any aspect of our service, you will find information about how to do this in the waiting room at Pipitea House. Formal complaints will receive a response within two weeks.

FURTHER INFORMATION

Ka patai atu hei awhinatia

There is a lot of information in this booklet and reading it may raise further questions for you. If you would like more information about anything mentioned here, or any other aspect of your care, please feel free to ask. Similarly, please don't hesitate to bring to our attention anything you think it important for us to know, or any other ways you think we may be able to help.

YOUR RIGHTS

Tou tika

You are protected by a number of rights while you are with the Early Intervention Service and our staff will give you information about these.

One of the most important is your right to confidentiality. Essentially this means we cannot share your personal information with others unless we have a very good reason for doing so. One of these reasons is to ensure your safety. If we believe there is a serious risk of you hurting yourself or someone else we have a duty to protect everyone involved, and may pass on information to try to prevent this happening.

We will always try to speak with you before sharing your personal information with others, in order to get your point of view and hopefully your permission. If you have questions about this at any time, please discuss these with your care manager.

Your medical notes will remain the property of the Early Intervention Service (as part of Capital and Coast District Health Board). You can ask to see these notes within the terms of the Health Information Privacy Code.

If you believe we have not respected your rights you may take your concern or complaint to the Team Leader, or make a complaint to the Capital Coast Health Customer Services Officer, phone 04-385 5999 ext 4073. Alternatively you can contact the:

- Health & Disability Commissioner, 0800 42 36 38 or 04-494 7900
- Privacy Commissioner, 0800 803 909 or 04-474 7590.

SUPPORT AND ADVOCACY

He awhi te kai tautoko

You are welcome to bring a support person or advocate to any meeting you have with us.

WELCOME TO THE EARLY INTERVENTION SERVICE

Nau mai piki mai te tari "EIS" ki poneke

The Early Intervention Service is an 'Early Intervention in Psychosis' service. This means that we try to help - **as early as possible** - a young person who is experiencing psychosis. We provide a service to people aged 13 to 25 who are experiencing psychosis for the first time, or who have not previously had treatment for psychosis. The Early Intervention Service is a community mental health team, part of Capital and Coast District Health Board. We cover the Wellington region, including Kapiti, Porirua, Wellington and the Hutt Valley.

WHAT IS PSYCHOSIS?

He aha te mate ahotea?

'Psychosis' is a medical term used to describe a condition where a person's thinking and perceptions become disturbed. It can also cause changes in mood and behaviour. There are three main **symptoms** a person with psychosis may experience:

- **Thought disorder** - disorganised thinking, such as feeling confused, finding it hard to concentrate or feeling like their thoughts are jumbled.
- **Delusions** - unusual beliefs which seem very real and often cause worry or changes in behaviour.
- **Hallucinations** - sensations that seem real, but are not experienced by anyone else, like seeing or hearing things no one else does.

Though each person is affected by these symptoms in a different way, psychosis is usually distressing and may stop a person from carrying on with their normal life. (Please see our 'What is psychosis?' handout for more detailed information about the symptoms of psychosis)

Psychosis could be a sign of serious mental illness developing. By getting help as early as possible a person experiencing psychosis has the best chance of recovery.

At the Early Intervention Service we help you work out if you are experiencing psychosis

We do this by talking with you and (if possible) your family or other people who know you well, asking questions about what has been happening. This early stage of talking is called an **assessment**. If the assessment shows you are experiencing psychosis we can work with you to develop a treatment plan.

A treatment plan includes:

- Supporting you during your **recovery**

Recovery is happening when someone is living well in the presence or absence of psychosis

- Helping you and your family/whanau, close friends and/or flatmates understand what psychosis is.
- Helping you learn what you can do to stay well and what you can do if you have another episode of psychosis.
- Linking you in with other people and services who might also be able to help.
- Telling you about activities and group programmes you could join to meet others who have had similar experiences. Group activities are also a chance to get out, have some fun, and try some new challenges.

We also give you a **care manager**. This person will be your main contact at the Early Intervention Service and is responsible for arranging the care you receive from us.

If you do not have psychosis...

If the assessment shows you are not experiencing psychosis, then this service is not the best one to help. We will talk with you about other places you can go to get help.

Who should I call if I need help urgently or after hours?

During normal working hours (8.30 to 5.00pm, Monday to Friday) you can call the Early Intervention Service on 04-494 9161.

If you call this number after hours you will go through to the Capital and Coast Health Mental Health Line. The mental health professionals there will discuss the situation with you and are often able to help with your concern over the phone.

If not, they will put you through to the CAT Team (The Crisis Assessment and Treatment Team). The experienced clinicians at CATT provide crisis assessment and treatment when there are urgent concerns about a person's wellbeing or safety. They will help you manage the situation until the staff you normally see here at the Early Intervention Service are available again, usually the next working day.

If you require emergency help, especially if the situation involves serious or immediate risk, call the emergency services (Police, Fire or Ambulance) on 111.

CATT are not an emergency service.

At any time when there is a serious or immediate risk that someone could be harmed, call the Police (111).



in hospital, or if they had become so unwell they were not caring for themselves properly (eg, not eating or drinking). In situations like this we have a responsibility to protect everyone involved. Hospital can provide a safe place for people to recover until they are well again.

It is important to note that compulsory admissions are quite rare. Less than 10% of our clients are admitted to hospital this way.

Sometimes people consent or choose to go to hospital as part of their recovery. This is called an **informal admission**.

At the Early Intervention Service we work with people to develop strategies that help them stay well, in the hope that they won't need to be admitted to hospital. We understand that most people prefer not to be in hospital and work hard to keep any stay as short as possible.

What happens if I stop work or study?

Some people who experience psychosis find that they need to take a break from work or study for a while. Others choose to carry on working or studying, but cut down on pressure by going part-time or getting extra help.

If requested, our staff can speak to your employer or tutor and explain your situation, having agreed with you beforehand about how much information you want us to share with them. We can also provide a medical certificate for sick leave, and help with an application for a Work & Income benefit.

We believe that getting back to work or study as soon as you are ready will help you recover. Our employment consultants can assist you with this, and offer ongoing support to help you stay in your job or course.

WHERE ARE WE?

Kei whea a matou?

You will find us at Pipitea House, 61 - 63 Thorndon Quay. This is a green building, next to Pipitea Marae and across the road from the Capital Gateway Centre. Reception is on the 2nd floor. Sometimes you will be asked to come in to see us here. At other times we may be able to come out to see you, either at home, or some other place you prefer, like a café.

Unfortunately we cannot offer free parking. There are metered car parks outside the building. We do not recommend parking in the Capital Gateway Centre if you don't shop there - you might get towed away.

SMOKING, ALCOHOL AND OTHER DRUGS

Te waipiro a me te rongoa whakawairangi

Smoking is not allowed in the building, and people are not allowed to drink alcohol or take illegal drugs in or around the building. We also ask that people do not come to groups or other appointments if they are drunk or high/wasted as we've found they don't get much benefit from what is being offered. We can give support to help people cut down on, or stop, their use of alcohol or drugs if they would like this.

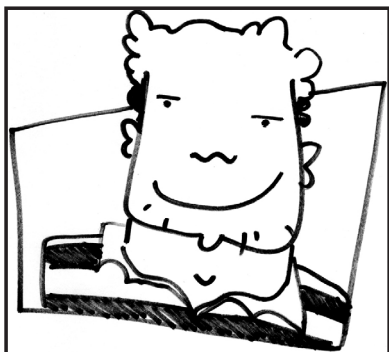
WHO IS IN THE TEAM?

Ko wai ta matou tima?

Early Intervention staff work together as a team, offering their different skills. These are:

- **Nursing*** - ongoing support and education to assist recovery
- **Occupational therapy*** - help to find the right kind of activities that promote recovery
- **Social work*** - help for families and with your living situation
- **Kai manaaki*** - a Maori mental health clinician combining both Maori and western methods of health care
- **Psychology** - 'talking' treatment to help you understand and manage your psychosis, as well as other problems like depression, anxiety or trauma
- **Psychiatry** - specialist doctors who check your overall health and recommend medications and other treatments that can help you recover
- **Employment consultants** - ready to help you back into work and/or study should they need it
- **Reception staff** - on the phones, welcoming visitors to the service and making sure everything runs smoothly
- **Duty person** - there is always one staff member 'on duty' during the day, to take incoming calls and deal with any issues that may come up. This duty role is shared between the different members of the clinical team.

The staff at the Early Intervention Service will work together with you and, if appropriate, your family (or other people close to you) to help you recover. You may work with two or more of our staff at any one time.



* These staff all work as care-managers as part of what they do.

more detail soon after you first meet with us (see also the section on 'Your Rights' later in this booklet).

What if I think I'm getting unwell again?

Your care manager will help you recognise the **early warning signs** that might show you are becoming unwell again. They will also help you develop a plan for coping with these. Maintaining a healthy lifestyle and learning to recognise your early warning signs are some of the best things you can do to stay well.

Do I have to take medication?

Normally people decide for themselves whether to take medication or not. We encourage them to do this after they have spoken to their psychiatrist about all the pros and cons. That same freedom of choice goes for all the treatments we offer (eg, attending groups, psychological therapy, employment assistance, etc.).

In rare situations which are covered by the Mental Health Act*, a person may be given medication without their consent, though we try hard to avoid this. It can only happen if two doctors agree the person definitely needs medication, and that they are not well enough to make an informed decision for themselves at the time. This situation is almost always temporary, lasting as short a time as necessary.

Will I be put in hospital?

Similarly to the question above, in rare situations which are also covered by the Mental Health Act*, a person may be placed in hospital without their consent (**compulsory admission**). Again, this can only happen if two doctors agree the person would be very likely to harm themselves or someone else if they were not

* *The Mental Health Act (1992) spells out how and when a person can be admitted to hospital or given compulsory treatment, like medication. These laws aim to make things as safe and fair as possible for all concerned. They include details about the information family members must be given, and the process for challenging decisions to give compulsory treatment. If you would like to know more about the Mental Health Act please ask any of our staff. They will discuss it with you and give you a brochure containing additional information.*

Do I have to come in to the Early Intervention Service base for appointments?

We will ask you to come in for some appointments, but we quite often meet people at home, work, school, or some other place that is preferred, like a café. You can talk about this with your care manager.

Who else goes to the Early Intervention Service?

We see over one hundred young people between the ages of 13-25 who are experiencing psychosis for the first time. We cover the greater Wellington region, including Wellington, the Hutt Valley, Porirua and the Kapiti Coast.

What if I can't keep an appointment?

Please tell us if you have no transport or other problems that mean you can't keep an appointment. Let us know as soon as possible so we can make some other arrangement to see you. Late notice of cancellation means there might be a delay in making another appointment.

Will my doctor (GP) be involved in my care?

Yes, if possible. We try to work closely with your doctor to give you the best, coordinated treatment. If you haven't got a GP we can help you find one.

Will my family be involved?

Families, friends and other people who know you well are often worried at times like this. They may have lots of questions and want to know about psychosis. Families can be a great help while you're recovering, so we always offer them information and encourage them to support you. This could mean talking together about issues and problems, and finding solutions together. It is up to you to say how much you want your family to be involved. You can talk about this with your care manager.

If we are worried about your safety, we may have to let other people know about this. These people may be family members or others close to you. We will always try to speak to you first before we do this. Your right to confidentiality, including information about when we might have to break this, will be explained in

WHAT TREATMENTS DO THE TEAM PROVIDE?

Hei aha ma matou kaupapa?

In offering treatment we try to look at all the aspects of a person's life that can help them recover. This includes:

- the need for information and encouragement
- social support
- cultural needs and cultural identity
- physical health
- thoughts and feelings
- lifestyle
- spirituality

We do this through:

Education

An important part of treatment is learning about psychosis and the things that may trigger it. We offer a variety of education on a one-to-one basis or within a group.

Medication

People with psychosis often benefit from medication at some stage of their treatment. The psychiatrist you meet will check your general health and discuss the option of medication with you, explaining all the pros and cons. They will meet with you regularly to see how you are doing and if you have been prescribed medication, they will check how it is working.

Our philosophy is to recommend medication only when we believe it will help with recovery, and only to use the lowest possible effective dose.

Groups

We run several kinds of groups, for people of different ages, and one group for young Maori. Group activities include: socialising and sharing a meal, day and overnight trips, education and group discussions, and outdoor activities.

Taking the time to talk

Coming to terms with an episode of psychosis is not easy. The experience usually generates a great number of questions and can lead to a variety of mixed thoughts and feelings. Talking through those thoughts and feelings with someone who understands what you are going through can usually help. All our staff are experienced at doing this and are more than happy to take the time to talk. Some have particular skills in helping people sort through distressing or problematic thoughts and feelings, working with them to develop more helpful ways of dealing with things. If you would like to find out more about this kind of talking, please discuss this with your care manager.

Family Services

We run regular family education sessions where we talk about the different aspects of psychosis. These are held over a number of evenings or two Saturday mornings and are a chance for families to meet others in similar situations.

We also recommend family members contact SF Wellington (Supporting Families). They give a range of information, advocacy and support for families/whanau and friends of people experiencing mental illness on a one-to-one or group basis (SF ph: 04-499 1049).

Specialist Input

Your care manager may suggest that you also use other services, such as:

- Alcohol and Drug Counselling
- Maori Mental Health Services
- Pacific Island Mental Health Services
- Chaplaincy Services
- Interpreters.

FREQUENTLY ASKED QUESTIONS

He rite tonu pataiti a atu

How long will the Early Intervention Service work with me?

We can give treatment and support for up to two years, though some people are with us for a shorter time. Toward the end of your time with us we will talk with you about follow-up. This might mean we refer you to another mental health service or to your GP.

How long will it take me to get better?

This depends on a few things, like how long you were unwell before getting treatment and how you respond to those treatments. Many people notice a change for the better within a few months, though more complete recovery is likely to take longer.

How often will I see someone at the Early Intervention Service?

It depends on your needs. In the early stages staff may offer to meet with you or give you a call a few times each week. After that we might see you once a week, once every two weeks, or every few months. It's different for everyone.

How much does it cost to attend the Early Intervention Service?

The service is free (it's part of mental health services paid for by the government for New Zealand citizens and permanent residents). If you get medication from the chemist as part of your treatment you will need to pay the prescription fee (this costs less if you have a Community Services Card). For group activities there are sometimes small costs.