

Feedback

If you have complaints or compliments about the service you are receiving, please talk to or contact:

Your key worker, **or**

The Invercargill Community Mental Health Team manager, phone (03) 214 5786 **or**

The administration officer, Southern DHB Quality, Risk and Education Department, phone (03) 214 5738 **or**

Health and Disability Advocacy Services South Island
Phone 0800 555 050

Contacts

Mental Health Older People's Service

Address: Southern DHB Mental Health,
Addictions and Intellectual
Disability Services
Southland Hospital
Elles Road (Gate No. 2)
PO Box 828
Invercargill

Phone: (03) 214 5786

Freephone: 0800 443 366

Facsimilie: (03) 214 7231

Web: www.southerndhb.govt.nz

Future Directions Southland Mental Health
Network website:

www.futuredirections.org.nz

If you are in a crisis and need urgent assistance,
please phone the Southland Mental Health
Emergency Team who provide 24 hour a day, 7
days a week service on:

0800 467 846

Southland Hospital
Kew Road, PO Box 828
Invercargill, New Zealand.
Telephone 03 218 1949

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Mental Health, Addictions and Intellectual Disability (MHAID) Service

**Mental Health Older
People's Service
Southland**

**Monday to Friday
8:30am – 5:00pm**

Southern DHB is a smoke free site. If you require help to stop smoking, please ask your treatment team.

"Better Health, Better Lives, Whānau Ora"

Mental Health Older People's Service (MHOPS)

The MHOPS provides a free mental health service in the Invercargill and Southland District communities. A multidisciplinary team of health professionals provides a range of services for people aged 65 and over who have an identified mental illness (including dementia), which causes significant dysfunction and/or enduring disability.

The team aims to help people live as independently as possible and as full a life as possible.

Members include:

- Nurses
- Social worker
- Occupational therapist
- Psychiatrists / medical staff
- Access to other specialists as required

To assist with your recovery we also access:

- Dietitian
- Needs assessors
- Consumer advisors
- Counsellors
- Family advisors
- Maori cultural advisors
- Psychologists

Referrals

These can be received from your GP and other health professionals. To aid in your treatment, we require a recent comprehensive physical examination, including all recent laboratory results, from your GP.

Assessment and treatment

On acceptance of a referral to our service we will arrange an assessment. This may take place in our Outpatient Clinic or within your home environment. Once an assessment is completed, treatment options and available community resources will be discussed.

We encourage you to bring a family/support person. We can arrange to have a Māori health worker present who is available for tangata whaiora. Please let us know if you would like this.

If there is any change in your health/situation, please inform your key worker. If you are unable to attend an appointment, please let us know as soon as possible.

Support and education

Support and education are provided to consumers, their family/caregivers and/or community groups.

Discharge from the service

Regular reviews of individual progress are held, and where applicable, discharges are planned to ensure sufficient support is available in the community.

General information

- Information collected is treated in a confidential manner. In the case of significant risk to yourself and others, some essential information may have to be shared with other treatment services, etc.
- Some confidential data is entered on an electronic database as a requirement of the Ministry of Health for service planning purposes.
- Mental Health clinicians receive supervision, which means they may discuss some aspects of your treatment with a senior staff member (who is also bound by confidentiality). This is Southern District Health Board policy to ensure you receive quality treatment.
- You may receive a voluntary electronic survey asking you for comments about the service received. Your responses help us to improve our service.
- Students have clinical placements with our team. Permission is obtained before a student is involved with your treatment. You have the right to decline student involvement.
- This is a free service but medication prescribed by a psychiatrist may incur a charge at the Pharmacy.