

Treatment Options

1. Referral back to primary service already involved e.g. GP, key worker etc.
2. For those people requiring short-term intervention and support, SMHET may provide this service for a maximum of three weeks.
3. Clients may be referred on to specialist services e.g.
 - Specialist Addiction Service
 - Child Adolescent & Family Service
 - Forensic Service
 - Community Mental Health Team or Day Programme
4. Respite care for short-term relief in the community.
5. Admission to the Mental Health Unit is available to those clients who require intensive monitoring and care with 24 hour multidisciplinary team input.
6. Referral to appropriate NGO may be made.

Feedback

It is expected that the team, by being available on a 24-hour basis for urgent consultation, referral and assessment, will enable more clients to be maintained in the community.

A clinical review is held daily by SMHET of all clients presenting in the previous shift. Every effort will be made to keep involved practitioners informed about the outcome of the referral unless the client requests otherwise.

If you have a complaint or compliment about the service you are receiving, please contact the SMHET Team manager or

Quality and Risk (03) 213 5738 or
feedback@southerndhb.govt.nz or

Health & Disability Advocacy Service South Island
Phone: 0800 555 050 or www.advocacy.org.nz

Contacts

Southland Mental Health Emergency Team

Address: Southern DHB Mental Health,
Addictions and Intellectual
Disability Services
Southland Hospital
Kew Road
PO Box 828
Invercargill

Free Phone: 0800 467 846

Facsimile: (03) 214 5721

Web: www.southerndhb.govt.nz

**Your call will be answered by our team.
Please hold on, if one team member is busy the call will
be transferred to another staff member.**

Future Directions Southland Mental Health Network Website:

www.futuredirections.org.nz

To complete a brief survey about SMHET,
please scan the QR code with your mobile
device or enter this URL into your computer:

<https://maramasurvey.co.nz/#/publicsurvey?751102233333939>



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Mental Health, Addictions and Intellectual Disability Service

Mental Health Emergency Team (Southland)

Free Phone
0800 4 OPTIONS
(0800 467 846)

"Better Health, Better Lives, Whānau Ora"

Southland Mental Health Emergency
Team (SMHET)

The Mental Health Emergency Service has been set up to provide a 24 hour a day, 7 day a week service for those people who need urgent mental health treatment or assistance.

The service aims to respond quickly and wherever possible, assessment, treatment and support will take place in the community, i.e. the client's home, or at Southland Hospital.

We aim to provide appropriate treatment in the least restrictive environment, without compromising the safety of either the client or anyone else.

Referrals may be made to the service through the following channels:

- General practitioners – including after-hours service.
- Community agencies, i.e. Police, St John, Supporting Families, PACT and also Southern District Health Board.
- Self presentation, friends, family (whānau), concerned members of the public.

If the referral is considered urgent, i.e. life-threatening, immediate phone contact for consultation is vital.

Staff

All staff are professional qualified and extensively experienced in mental health.

They work in teams of two.

All staff are duly authorised officers (DAOs) under the Mental Health Act 1992 and are able to advise and assist in any matters related to the Mental Health Act.

The team also has a consult liaison service which specifically provides assessment and advice to inpatients at Southland Hospital (including the Emergency Department).

Referrals are made by the treating team at the hospital.

The Process

Telephone:

When contact is initiated by phone the staff receiving the call will:

- Assess the degree of urgency, i.e. safety issues involved.
- Discuss with the caller the most appropriate response to the situation.

Home Community Assessment

The client will be assessed by a team member who may also call on the services of a psychiatrist. Where possible, treatment will be initiated at the client's home with the aim of providing appropriate care with a minimum of disruption to the client, their family (whānau). Support may be provided by SMHET for up to 3 weeks or until the presenting problem has been resolved or their management transferred to a community treatment team.

Assessment by SMHET

Initially the team will make a full face-to-face assessment. This will establish the reasons for referral, the context in which the assessment has occurred and any past contacts with the service. When necessary, the client may be further assessed by a consultant psychiatrist who, in conjunction with SMHET staff, the client and supports, will formulate a treatment plan.

Wakatipu After-hours Assessment Service

The Wakatipu Community Mental Health Team also provides an after-hours assessment service. The service provides an initial assessment for the person concerned and is coordinated and supported by the SMHET Team (based in Invercargill). The service operates on weekdays between 5:00pm and midnight and on weekends and public holidays between 8:30am and midnight. **Outside these hours, coverage is provided by SMHET.**