

## Family/Whaanau

- Delivery of care by the service is underpinned by respect for all those who use our service.
- Wherever possible we involve Family or Whaanau in our assessment, treatment and case planning.
- We are keen to support those who are looking after a member of their Family or Whaanau.

## Maaori Mental Health

- Access to cultural expertise, such as Kaumatua is ensured.
- The service works to protect and enhance the cultural safety of Tangata whaiora and their Whaanau.

## Pacific and Other Nations

- Philosophies of care reflect Pacific nations values and principles, and those of other cultures.

## How to Contact Us

We have one phone number that is answered 24 hours:

**09 270 9797**

We also have a dedicated email address for referrals:

**MHSOPreferrals@middlemore.co.nz**

## How to Access Us

- Through your GP.
- Self referral.
- By telephone or by letter.
- We have a dedicated Triage Nurse who monitors and prioritises all client referrals.

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<b>Counties Manukau District Health Board</b>			

# Koropiko Mental Health Services for Older People (MHSOP)



**Phone: 09 270 9797**  
**Fax: 09 276 0222**

**Hours of Service:**  
**Monday to Friday**  
**8:00am to 5:00pm**

**Middlemore Hospital**

## Our Service

We are a Mental Health Service with skills in looking after people over 65 years of age:

- People who have developed mental health issues in this period of their lives or who have a recurrence of a previous illness.
- People who have developed memory problems and may have emotional problems related to this.
- Some people under 65 who have developed dementia/memory problems and for whom we would provide the best ongoing support.

## Our Aim

To improve the health of the older person, in partnership with that person, their Family/Whaanau and/or their carers.

To provide individualised treatment and support, promotes independence and utilise client's strengths.

## Our Team

We have a team of dedicated Mental Health Professionals who have expertise in supporting and working with older people.

As we are part of a teaching hospital, on occasions there will be students accompanying our staff. We will identify students and ask for your permission for a student to be present at your consultation.



## The Area We Cover

**Eastern Suburbs**  
**Manukau City**  
**Franklin**  
**South to Kaiaua**

## What We Can Provide

- Home based assessments, treatment and support
- Specialised and comprehensive assessments
- Treatments such as medications and psychotherapy
- Liaison with other services
- Advice & support for Carers and family/Whaanau.
- Admission to our assessment & treatment ward if required.
- Education and Advocacy in the areas of mental health services for older people.
- Help issues around bereavement, elder abuse issues, driving risks, residential home placement and legal competency assessments.

## Client Rights

*We welcome all feedback.*

You are welcome to talk with a team member at any time about concerns you have with the service.

You will be given a 'your rights brochure' and a feedback form at first contact with a Team Member.