

Central Lakes After Hours Service

The Central Lakes 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:

- Emergency Psychiatric Service based in Dunedin **or**
- Southland Mental Health Emergency Team based in Invercargill

Both teams, after hours, are accessed on **0800 46 78 46**.

The Service operates on weekdays between 5:00pm and 8.30am the following morning and on weekends and public holidays over any 24 hour period.

During normal weekday working hours (8.30am to 5.00pm) the Central Lakes Community Mental Health Team continues to be available for advice and assessment related to mental health concerns.

Feedback

If you have a complaint or compliment about the service you are receiving please contact: Your key worker or the Team Manager or

Patient Affairs (03) 470 9534 or feedback@southerndhb.govt.nz

Health & Disability Advocacy Service South Island
Phone: 0800 377 766 or www.advocacy.org.nz

Contacts

Central Lakes Central Lakes Community Mental Health Team

Dunstan Office:

Address: Central Lakes Community Mental Health Team

Hospital Road, PO Box 30, Clyde

Phone: (03) 440 4308

Facsimile: (03) 440 4318

E-mail: centralotagocmht@southerndhb.govt.nz

Queenstown Office:

Address: Central Lakes Community Mental Health Team

19 Douglas Street, PO Box 2022, Queenstown

Phone: (03) 441 0010

Facsimile: (03) 441 4310

E-Mail: wakatipucmht@southerndhb.govt.nz

Web: www.southerndhb.govt.nz

Future Directions Southland Mental Health
Network Website:

www.futuredirections.org.nz

If you are in crisis and need urgent assistance, please phone the emergency service who provide a 24 hour a day, 7 day a week service on **0800 46 78 46**

- Press 1: for Southland Mental Health Emergency Services if you live in the Wakatipu area
- Press 2: for Emergency Psychiatric Services if you live in the Central Otago area – Cromwell, Alexandra, Wanaka, Ranfurly or Roxburgh

Mental Health, Addictions and Intellectual Disability Service

Central Lakes Community Mental Health Team

Monday to Friday

8:30am – 5:00pm

'Better Health, Better Lives, Whanau Ora'

Central Lakes Community Mental Health Team

The Central Lakes Community Mental Health Team provides a range of specialist mental health services in the community. A multidisciplinary team of health professionals provides a range of services for all people who experience significant mental illness or distress. These include:

- ⇒ Nurses
- ⇒ Clinical psychologist
- ⇒ Occupational therapists
- ⇒ Psychiatrists / medical staff
- ⇒ Social workers
- ⇒ Needs assessors
- ⇒ Child Adolescent and Family Services
- ⇒ Consumer advisors
- ⇒ Alcohol and other drug clinicians
- ⇒ Family advisors
- ⇒ Maternal mental health staff
- ⇒ Māori cultural advisors
- ⇒ Pacific Island cultural advisor
- ⇒ Psychologists

Appointments may be at one of the following places:

- ⇒ Community Mental Health Team offices, either Hospital Road, Clyde or 19 Douglas Street, Frankton
- ⇒ When appropriate in your home or a place convenient to you
- ⇒ Wanaka consulting rooms, Wanaka Medical Centre
- ⇒ Cromwell Resource Centre
- ⇒ Roxburgh Medical Centre
- ⇒ Ranfurly Medical Centre

Referrals

These can be received from your GP and other health professionals. It is our preference that your GP is informed so that both services are involved with your treatment.

Assessment and Treatment

Once your referral has been accepted an assessment will be completed and a treatment plan will be developed with you and your family/significant others, with a focus on your strengths.

We encourage you to bring a support person, or we can arrange to have a Māori Health Worker present for Tangata Whaiora.

If there is any change in your health/situation or medications please inform your case manager.

If you are unable to attend an appointment, please let us know as soon as possible.

It is essential that people do not present for appointments under the influence of alcohol or non-prescribed drugs.

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 or others, some essential information may have to be shared with other treatment services.
- ⇒ 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 that they may discuss some aspects of your treatment with a senior staff member (who is also bound by confidentiality). This is a Southern District Health Board policy to ensure you receive quality treatment.
- ⇒ You may receive a voluntary questionnaire asking 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 treatment. You have the right to decline student involvement.
- ⇒ This is a free service for New Zealand residents but medication prescribed by a psychiatrist may incur a charge at the pharmacy.
- ⇒ Southern DHB premises are smokefree sites. If you require help to stop smoking, please ask your treatment team.