

Arataki Ministries



Family Information

Updated 23 March, 2016

Introduction to Arataki Ministries Service.

Mission

Arataki Ministries exists to provide services to people with disabilities in a style that supports development of individual living skills in a supportive and encouraging manner and with a Christian flavour.

What we do

We are contracted to the Northland District Health Board (NDHB) to provide support to people with high support needs resulting from their experience of mental health problems. We do this in the following ways:

- **Arataki House**, which has operated since 1991, is an 8 bed house in Whangarei for people recovering from a major mental illness. The house offers 24 hour care to the residents. They are encouraged to view the facility as their home. Staff work to provide rehabilitation programmes for the residents to assist in the aim of helping people gain the skills necessary to live self-sufficiently in the community. Arataki House has a good reputation having won a Regional Health Authority (RHA) award for the client focus in the services it offers.

Arataki House is funded by a combination of an NDHB contract and clients benefits paid to the house by Work and Income NZ. Residents receive personal allowances from both Arataki Ministries and WINZ.

- **Community Support Work (CSW)**, which has operated since mid 1995, works for people recovering from a mental illness who live independently in the community. An individual Community Support Worker works with the client, the existing clinical team, the family/whanau and other caregivers. Their aim is to achieve good health outcomes for the client, identify strengths and needs, support clients to use services available in the community, encourage self confidence and strengthen links with specialist services. The mental, physical, social, cultural and spiritual needs of a person are considered.

This service is provided through staff teams in Whangarei, Dargaville and Maungaturoto.

- **Elias House:** – begun February 2007 - is a specialist Whangarei community based intensive residential (flats) rehabilitation service for 6 clients who would otherwise spend long times in the acute mental health ward and who need 24 support.
- **Consumer Network:** - begun 2010 – is a role we perform to build an information and support network across Northland Te Taitokerau delivered by consumers for consumers – people with lived experience of mental illness and/or addictions. Arataki consults with the TTTWON Trust to guide the direction and activities of the network. Arataki is funded by the NDHB for this role.

Who we are

Arataki Ministries Ltd is a registered charitable company owned by the Regent Community Trust, the social service arm of the Whangarei Central Baptist Church. The Directors are appointments of the Church.

Meaning of the name Arataki

Arataki is a Maori word which, when translated into English, includes the ideas of “a place of challenge,” “awakening to the challenge,” and “to lead and guide.”

Our Staff:

Manager	- Robert Coats.	09 430 3044
Arataki House Team Leader	- Judy Burgoyne	09 437 5538
Community Team Leader (Whangarei and Maungaturoto)	- Diane Bedwell	09 430 3044
Community Team Leader (Dargaville)	- Alyson Clarke	09 439 4651
Community Team Office (Maungaturoto)		09 431 9091
Elias House Team leader	- Paul Williams	09 430 2168
Office Manager	- Rhonda Kaire	09 430 3044
Consumer Representatives - Kirsten Neckelsen, Shelley Foster, Toby Adams		09 430 3044
Our Kaumatua and Kuia are Albert and Arizona Sadler.		09 430 3044

How we work

We work to meet the **basic needs of people**. The philosophies of Arataki Ministries are partly formed from the basic needs of people. We assist people meet these needs as best we can. They include (as expressed in our District Health Board contracts):

- to live in a place of preference
- to meet basic requirements for food and clothing
- to have control over one’s own life course and lifestyle
- to make choices regarding use of their time and money
- to engage in meaningful, personally rewarding activities
- to feel safe from harm
- to feel valued
- to have a sense of belonging
- to have a someone to talk to
- to feel nurtured and supported
- to make and maintain friends
- to be free from negative effects of use/abuse of substances (alcohol and other drugs)
- to feel confident in one’s ability to meet personal needs
- to get help when needed to meet personal needs
- to know options available for services and supports to meet personal needs.

The **therapeutic processes** Arataki use involve the following elements:

- Clients will benefit from feeling safe, nurtured (well feed and clothed, warm and secure) and valued. We need to ensure those basic needs are met.
- We assist clients to restore the routines of daily life as these provide security and are basic skills which assist one to have a good life.
- Appropriate daily activities are developed with each client as meaningful activity helps reduce the effect of idle minds and hands.
- Each client is accepted for who they are, with warmth and support.
- Each client is encouraged to restore or develop good family/whanau relationships and contact. They are also encouraged to generate good support networks around them, which do not involve Arataki Ministries. If we can do ourselves out of a job then that is our aim.
- Clients are expected to be on a path to acceptance of their illness, recovery and/or rehabilitation, develop understandings about how to manage their illness and to make the best of life, to set goals and to receive assistance to meet those.
- We work with the whole person including aspects of their physical, mental, social, cultural and spiritual lives.
- We encourage people to make a journey towards God through Jesus Christ. Clients make their own choices and we do not push - rather encourage and facilitate their own choices.

We work to reduce stress

We understand that mental illness is made worse by unresolved stress in a person's life. Therefore we work to help clients resolve stress and thereby help them to improve their health and to stay well. In the process we may need to help the client and families to work through some difficult issues in order to get to the stress free place they would like to be.

Can we make the client do something?

Arataki is not custodial – clients are free to come and go as they please. We cannot make people do anything. We assist clients by persuasion, information giving and by helping identify options and the pro's and con's of things.

The service is free

As long as your family member meets the eligibility criteria this service is available free of charge.

Assistance and information for you the family/whanau

We like to work with family/whanau to better support the client. Sometimes the family/whanau have little information or knowledge about the various forms of mental illness. You may not know how you can help support your ill family member, what medications do and how to take them. We can assist with simple information on these things. We have available (free to you) copies of more detailed information on the particular illness your family member is suffering. Please ask the Support Worker for that information.

Sometimes it is useful to meet with others who are going through the same issues and to receive support from peers. SF (Supporting Families) exists to assist in this way. They can be contacted

through their website <http://www.supportingfamilies.org.nz/support-and-training/our-team.aspx> or by calling 09 378 9134. They have wonderful information resources available to families.

Families can expect that Arataki Ministries staff will keep them informed of the work we are doing with their family member – without infringing the client’s privacy. This may involve an indication of the type of programmes involved, the general state of health and general statements about the client’s progress. Of course, if the client and the family are willing and are regularly engaged then information will be much more available.

Privacy

We ask clients to sign a privacy form that allows us to gather information from people they nominate. The same applies to giving information to others involved – the client stipulates to whom we can give information. We will do our best to keep family/whanau informed of general things we are doing with their family member. However we will not give out private information or information that the client has asked to be kept private.

We will pass on information when we see that it needs to be communicated for matters of personal safety and welfare. Remember that this is a relatively narrow definition and will happen seldom.

As we work under contract to the NDHB and alongside their staff who are also engaged with your family member we share notes to ensure consistency and that we are all working towards the same outcome.

Wellness Recovery Action Plans (WRAP)

We call these **Recovery Plan’s** or **WRAP’s**. These plans are a process we use to assist us to gain an understanding of the client we are working with, the family and whanau they have involved, and the goals that a client wants to aim for. We will seek to involve family/whanau in that process. We recognise that the family/whanau have often seen the client both in well and unwell times and have and can share valuable insights. Sometime the client does not want to involve family members – we attempt to influence that but it is the client’s choice.

Using the WRAP as a plan of action, Arataki Ministries will work in partnership with the client and family/whanau help achieve as many of the client’s goals as possible. The work may include such things as:

- to help the client plan and achieve their goals,
- to assist the client obtain access to the services they need. This may involve liaison and negotiation with the parties involved.
- to offer support and encouragement.
- to be a contact with whom you the family/whanau can discuss stresses or concerns arising.
- to be available as a support or advocate for you in a crisis situation, e.g. helping organise respite care if necessary, or support in the event of major dispute or court case.

Wider View of Services Available

Arataki Ministries is one of about 14 Non-Govt Organisations (NGO’s) providing community based MH services in Northland. There are also the Hospital based services, services to clients provided

by clients, and services to families, and services provided by Maori for Maori. These are outlined below. This information is provided to help illustrate the range of services available to people. The support worker involved with you and your family member can assist in determining which services needs to be involved.

- For acute inpatient needs the Hospital has a new Mental Health unit called Tumanakau. Access to this hospital support is after an assessment by a psychiatrist. Referrals to the hospital are generally through you GP (Doctor).
- For longer term community based mental health nursing needs there are several Community MH nurses mainstream clients, and for clients who wish to have Kaupapa Maori services. Whangarei District is divided into North and South (through the Town Basin to Western Hills). The south Kaipara area is in the South Team. The teams can be contacted via the main hospital phone 09 4304100. Dargaville has its own team based from the Dargaville Hospital.
- Drug and Alcohol Services – available through both the North Team (09 4304 100) and the Salvation Army Bridge programme (09 4307 500).
- NGO's providing residential (24 hour live in support) and community support options. Agencies in Whangarei are Recovery Solutions, Te Awhi Whanau, and Arataki Ministries.
- Red Hub – (Emerge Aotearoa) consumer education and activity day programme. 09 4370 467
- Respite services for people becoming unwell and who would benefit from time out to prevent inpatient admissions. Available only through Community Mental Health Nurses. Your Support worker can assist in access to this service.
- Carer Support. Ministry of Health funding to allow carers to have a break from the care load. Funds up to 28 days a year for alternative care arrangements. Your support worker or Community MH Nurse can authorise Carer Support.

Complaints

Arataki support acknowledges your right to complain about the service you receive from Arataki Ministries. If we are doing something wrong, please let us know.

If you have a problem please feel free to bring it up. We would rather that you made a complaint so we could work together to fix the issue, than for you to suffer in silence. Your complaint will also assist us to improve.

We hope that any issues that come up can be sorted out between you and your family member's key worker. If not, then you can make a written complaint on the form attached. The complaint can be addressed to the Arataki Ministries Manager. You may either make a written complaint or tick the box to show that you wish to make a spoken complaint. Either way the Manager will contact you to help solve the problem.

A complaint form is attached for your use if needed.

Compliments

Please feel free to offer compliments where you feel they are deserved. They make our day and keep us motivated to do a good job. They also show us the things that we do that are appreciated – we can then repeat them for all involved.

We prefer not to receive gifts. Just a simple thank you note, card, or letter is sufficient if you feel the need to thank us.

User Surveys

Occasionally we will undertake a survey of people's reactions to the services we provide. This may also be done by outside independent agencies on behalf of the funders (read Govt!) who want to be sure that they are getting value for the money they commit to the tasks we perform. Please feel free to be honest and objective in the comments you provide. Your input will help improve design and delivery of services, not only from Arataki Ministries but also from the wider group of agencies providing mental health services.

The End

We hope that the services we provide help you and compliment the work you have done and will continue to do with your loved family member.

Thank you for reading this.

If you have any questions or comments please contact me on 09 4303044

Best wishes,

A handwritten signature in black ink, appearing to read 'R Coats', written in a cursive style.

Robert Coats.
Manager

CONFIDENTIAL

ARATAKI SUPPORT CLIENT COMPLAINT FORM

To Arataki Manager

To Arataki Support Team Leader

Clients Name _____

Key Workers Name _____

I wish to make a spoken complaint

Please contact me so that we may talk about it

OR

I wish to make a written complaint

(If you wish to make a written complaint write your complaint on the form below. Use additional paper if needed)

Complaint Acknowledged by Name _____

Position _____

Signature _____ Date _____

Action Taken

QUESTIONING THE PSYCHIATRIST

The following is an abbreviated version of a set of useful questions developed by the Royal College of Psychiatrists (UK), which families can use in discussion with a health professional. It is useful to have these questions prepared before the interview and it's also useful to keep an ongoing diary record of observations you have made about your relative to take to meetings. Don't rely on your memory or you may come away from the interview with questions unanswered because at the time you forgot to ask. Presumably you have an arrangement with your relative that it is OK to ask for information. It is OK for you to give useful information, especially about what you see as possible causes or stresses your relative may be facing, but explain to the psychiatrist if you want what you say to be confidential and not to be repeated back to your relative.

The questions you may wish to ask include the following:

About the Diagnosis –

- What illness does my relative have?
- If a diagnosis hasn't been made, what are the possibilities?
- What has led to this diagnosis?

If a Diagnosis has been made –

- What signs and symptoms suggest this?
- What is the likely cause?
- Where can I get information about the illness?

About the Assessment –

- What tests have been done and what further tests may be done?
- Are there any physical problems that have been discovered?

About Care and Treatment –

- What are the aims of care and treatment?
- What is the plan for treatment?
- Who is involved in the treatment?
- What happens if your relative refuses treatment?

The Family and Treatment –

- Will our family be routinely involved in discussions about our relative's treatment?
- What can we do to help?
- Are there any local self-help support groups?

Getting Help –

- Who is our key contact in the treatment team?
- How can we get in touch with the psychiatrist?
- Who do we contact if we are worried?
- Who do we contact in an emergency?
- How can we get a second opinion?

Medication –

- What medication is to be used?
- Why did you choose it?
- What are the possible side effects?
- What signs do we look for that might mean the dosage needs changing or the side effects are too much?
- What will happen if my relative stops taking the medication?
- Do you have any written information regarding the medications?

Hospital Treatment –

- What hospital will my relative go into?
- What are the advantages and disadvantages of hospital treatment?

Discharge Planning –

- What arrangements are made for the care of my relatives when they leave hospital or other services?