

5th Annual Conference on the Treatment of Personality Disorders

NSW Approach: Engaging Carers and Services

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November 2011



Introduction

- The debate about whether people with personality disorder have a legitimate treatment need is over
- Personality disorders affect between 5-13% of the adult population and an estimated 40—50% of psychiatric patients.
- For Mental Health Services:
 - Is everybody on the same page?
 - What is the best way to deliver a useful and efficient service?

Introduction continued.

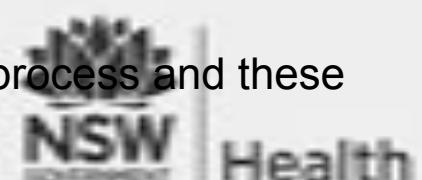
- People with a personality disorder frequently have contact with, and pose difficult management issues for a number of agencies, including Health, Police, Corrections and Housing.
- In the health system, people with personality disorders present in significant numbers to emergency departments as well as mental health and drug & alcohol services.
- People with a personality disorder are often affected by substance misuse, depression, self harm, suicide attempts, unemployment, unstable housing, family disruption and imprisonment.
- The current NSW Chief Health Officers Report (2008) indicates that 7.4% of all hospital admissions (3694 people) were given a diagnosis of personality disorder.

What is required.

- Internationally and nationally, there is growing recognition that mental health services have a significant role with this population group and that services need major service redesign and support to improve access, responses and outcomes.
- For mainstream mental health services, there is need for a clear message that this population is part of core business and for well developed and understood protocols and procedures for managing these complex presentations to be disseminated.
- To support improved processes there needs to be well constructed and supported education and supervision programs. In addition, there needs to be some availability of expert interventions, whether provided through a consultation and liaison model or through the establishment of tertiary level specialist clinics.

What is the plan.

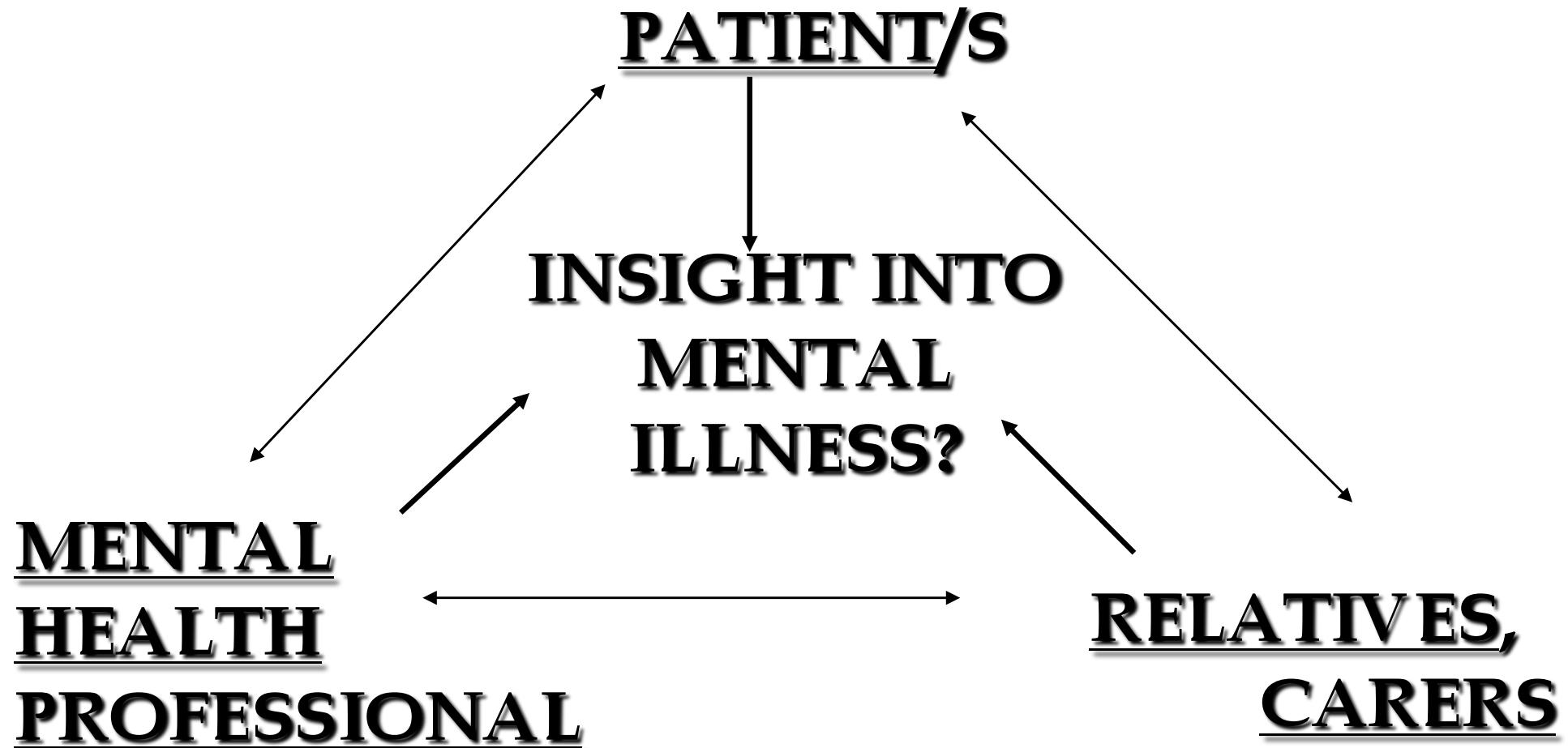
- Late 2009 the NSW Health Mental Health and Drug and Alcohol Office's Clinical Advisory Council - identified a need to refocus services for consumers with personality disorders.
- A competitive tender process led to the Illawarra Health and Medical Research Institute in partnership with the previous South Eastern Sydney Illawarra Area Health Service and Justice Health to explore the most effective treatment options for people with personality disorders. This project started in July 2010 and will run over 3 years.
- **Project Air** - Air symbolises life and hope, and is something light yet powerful. AIR can also mean Affect Integration and Recovery - highlighting the journey through emotional self-discovery and healing - that is identified by some consumers as the core of their recovery project.
- Project Air will provide training in several treatment modalities and will carry out consultation and supervision to mental health and drug & alcohol clinicians in the community and inpatient services.
- Evidence based clinical guidelines will be developed out of this process and these disseminated for use throughout NSW.



Further developments

- Proof of concept
- Integration with existing resources
- Statewide rollout to suit local situation
- Attendant research and quality
- All ages, all engaged

THE PARTNERSHIP OF CO-OPERATION/COLLUSION/CONFLICT



Why carer and family engagement is crucial.

- The importance of adult mental health services engaging and working with the families and carers of consumers with mental illness is well demonstrated in international and national literature.
- Reduced distress and burden for carers, recognising and enhancing the extremely valuable contribution that carers can make to the treatment plans for the consumer and improved clinical outcomes have all been reported.
- By involving carers from first contact through to discharge, all clinicians in mental health can make an enormous difference to the carer's journey and the consumer's outcome.
- Working with people with a mental illness and supporting their families and carers is pivotal to achieving strong outcomes in mental health care. Research shows supporting carers benefits consumers, including enhancing the effectiveness of service delivery, decreasing hospital admissions and reducing relapse rates.



What NSW Health is doing to better engage Carers and families.

- In response to the review of the 1999 NSW Government Carers Statement the State Government launched the NSW Carer Action Plan 2007-2012, outlining the NSW Government's commitment to carers. It identifies five priority areas for action. These include:
 1. Carers are recognised, respected and valued
 2. Identifying and supporting hidden carers
 3. Improving services for carers and the people under their care
 4. Carers are partners in care- Strategies that improve the interaction between carers and public agencies, and that focus on carers as partners in care
 5. Supporting carers to allow them to combine caring and work
- This commitment by NSW services to provide better support for carers complements a range of services funded through the Australian government. Mental health family and carer support services will work closely with this range of generic carer services to avoid duplication and assist families and carers to access a broad range of services to meet their needs.



What MHDAO is doing to better engage Carers and families.

- The NSW Family and Carer Mental Health Program explicitly recognises the need for families' and carers' participation. Under the program, mental health services facilitate family and carer involvement in consumer assessment, treatment and intervention (where appropriate) and supports family and carer roles in local mechanisms for systemic participation. This program focuses on the delivery of:
 - Family friendly mental health services
 - Mental health family and carer support programs
 - Improved access to generic family and carer supports
- State-wide training and development has also been made available to LHDs through the Working with Families Project. The Working with Families project focuses on improving clinical practice by enabling clinicians to be responsive to the needs of families and carers.
- Acknowledge the work of the former SESIAHS family engagement



For further information...

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