

PROVIDER NETWORK UPDATE

This update is prepared by the Capital & Coast and Hutt Valley District Health Boards. Our focus is on ensuring you have the information you need, when you need it, in order for you to care for your staff and the people who depend on your service.

Any questions regarding this communication may be directed to 2DHBCommissioning@ccdhb.org.nz. All emails to this email address will be logged and responded to by an appropriate team member.

The purpose of this advice is to provide updates and guidance on:

- Managed isolation and quarantine facility established
- Mental Health Reports
 - Mental Health Commissioner Monitoring & Advocacy Report
 - Protecting and Promoting Mental Wellbeing Beyond COVID-19
 - Kia Kaha, Kia Māia, Kia Ora Aotearoa: COVID-19 Psychosocial and Mental Wellbeing Recovery Plan
- Social media campaign for Piki targeting youth
- Health Coaches and Health Improvement Practitioners
- PPE Update
- Aged Residential Care Review
- Health of Older People
- Wound Care
- Companion Walking Service
- Health & Disability Review
- Regional Public Health Contact Tracker booklet
- WREMO update
- If the bubble bursts – contribution from Te Awakairangi PHO
- Homelessness – benefits of collaboration

MANAGED ISOLATION AND QUARANTINE FACILITY

COVID-19 is still very much at the forefront for DHBs and the community. The recent publicity around cases at the border has understandably caused some public anxiety – especially the news that some of the people affected by the virus were self-isolating in the Wellington region.

We are still in a state of readiness if hospital services are required – though fortunately there is no community transmission, and the current COVID-19 cases are either people returning from overseas or close contacts of people who have had the virus.

A managed isolation facility is being established in the Wellington region by the New Zealand Defence Force and overseen by Regional Public Health and our infectious disease specialists. We are working closely across government to ensure these returning New Zealanders are kept safe and having their health needs met, and that there is no risk of COVID-19 getting into the community.

MENTAL HEALTH REPORTS

MENTAL HEALTH COMMISSIONER'S MONITORING & ADVOCACY REPORT

The Mental Health Commissioner has [released a report](#) providing insights about mental health and addiction services. The report signals how Government can enhance the response to *He Ara Oranga*, the inquiry into mental health and addiction. When established, the permanent Mental Health and Wellbeing Commission will be responsible for monitoring mental health and addiction services. The Commission will be up and running in 2021.

The Initial Commission is releasing a report, *Upholding the Wero Laid in He Ara Oranga*, on Thursday 25 June 2020. This report describes progress of Government's response to *He Ara Oranga* and offers advice for Government to consider in these early days of system transformation. [You can find the report, key findings, and FAQs here.](#)

DISCUSSION PAPER – PROTECTING AND PROMOTING MENTAL WELLBEING BEYOND COVID-19

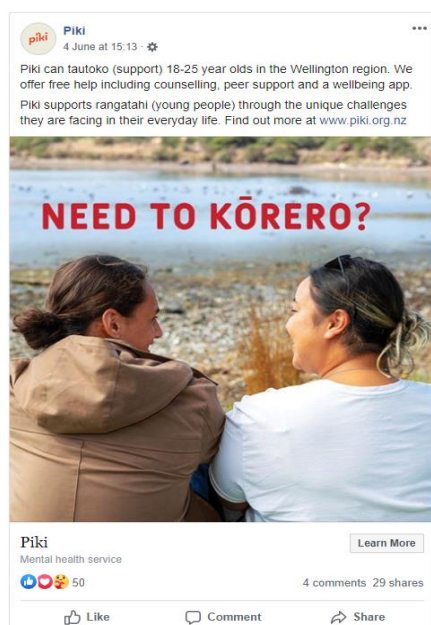
Protecting and promoting mental wellbeing: beyond COVID-19 predicts an unprecedented/increased need from New Zealanders over the coming months for more mental health and wellbeing support and suggests a move to community-led solutions. You can download the [discussion paper here](#), along with other discussion papers in the [Koi Tū 'the future is now'](#) conversation series.

PSYCHOSOCIAL AND MENTAL WELLBEING RECOVERY PLAN

The Ministry has released [the Kia Kaha, Kia Māia, Kia Ora Aotearoa: COVID-19 Psychosocial and Mental Wellbeing Recovery Plan](#) that provides a national approach to supporting the mental and social wellbeing of New Zealanders in the COVID-19 recovery period.

The plan provides a framework for collective actions to support whānau and communities to adapt and thrive over the next 12 to 18 months and draws on the directions for mental wellbeing that were laid down in *He Ara Oranga: Report of the Government Inquiry into Mental Health and Addiction*.

The plan recognises that communities have a wealth of knowledge, skills and resourcefulness to support one another. In fact, caring for one another is an important action in looking after our own wellbeing, so the plan focuses on strengthening community-led responses and solutions.



SOCIAL MEDIA TARGETING MAORI & PACIFIC RANGATAHI

A social media campaign aimed at Maori and Pacific rangatahi to raise awareness around the free support available to them. Piki is supported by a number of organisations including Tū Ora Compass Health and Te Awakairangi Health Network. The campaign reached 9000 rangatahi in the first few days. Please consider liking and sharing the [Piki Facebook page](#) with your networks. For 24/7 crisis support, contact Te Haika on 0800 745 477.

HEALTH COACHES & HEALTH IMPROVEMENT PRACTITIONERS

Last month the Ministry of Health announced contracts for \$40m of new integrated primary mental health and addiction services involving Health Coaches (HCs), Health Improvement Practitioners (HIPs) and community support workers (CSWs) providing free access to mental health and wellbeing support based out of GP clinics.

The rollout of these contracts is happening over the next 18 months as a new workforce of over 350 HIPs and Health Coaches are recruited and trained and will then work in over 130 clinics around the country.

This programme will continue to expand over coming years, including funding of new kaupapa Māori services, Pacific Services and Youth services.

In the Greater Wellington Region, an Implementation Team is working with local providers to increase access to and choice of primary mental health and addiction services for the priority population – Māori, Pacific and Youth. Whilst PHOs and NGOs continue to recruit HIPs, HCs and CSWs, the Implementation Team is reaching out to local providers to educate and promote the Access & Choice model and facilitate the integration of the new workforce.

The Implementation Team is being governed by the Greater Wellington Wellbeing Collaborative GWWC – a network of organisations that cover the geographical areas of Capital and Coast, Hutt Valley and Wairarapa DHB districts. The purpose of the GWWC is to provide a mechanism for the DHBs, PHOs and NGOs to share information, build on existing knowledge, develop expertise and solve problems for a common purpose. This collaboration is the first step for future impact with the view to create a system wide vision for mental health and addiction services across the continuum for the sub-region.

The greater Wellington region has received funding for 20.1 FTE Health Improvement Practitioners, 10.1 FTE Health Coaches and 10.1 Community Support Workers.

History shows us that in terms of mental health, the critical timeframe to watch out for is six to 12 months after the crisis. The more we can do now to help people look after their wellbeing and resilience, the less likely people are to get into distress down the track.

FOCUS ON MENTAL WELLBEING

The Government also invested an extra \$15 million in mental wellbeing support through the COVID-19 response that were focused on helping people maintain their mental wellbeing. These included a national multi media campaign focusing on the things we can all do to maintain our mental wellbeing, digital self-help tools like [Melon](#), [Mentemia](#) and [Staying on Track](#) and boosting capacity for helpline services like [Youthline's webchat](#).

PPE UPDATE

You may have heard of potential concerns regarding masks purchased internationally during the COVID-19 pandemic. Almost five million masks had inconsistencies in labelling and certification. Neither Hutt Valley nor Capital & Coast DHBs received these masks. Please be reassured that there is still sufficient supply of PPE, including masks, for distribution at a national level. Any DHBs that received the masks of concern have put a hold on them while quality checks are completed. Currently there are 50 million masks in reserve and another 90 million masks on order nationally.

SHOUT OUT TO PROPHARMA AND CDC

This is a big shout out to Propharma and CDC the two local pharmaceutical distributors.

During COVID-19 we needed to get PPE to over 100 pharmacies in the 3DHB area. These two companies stepped into the breach. They picked up the PPE from Newtown and distributed to all of the pharmacies along with the usual medicines they would deliver to the Community Pharmacies. This was much appreciated by the DHBs and the Pharmacies. Many thanks

AGED RESIDENTIAL CARE REVIEW

The Ministry of Health has published the [Independent Review of COVID-19 clusters in Aged Residential Care facilities](#). The report was commissioned by the Director-General of Health in April to learn from clusters of COVID-19 in aged care facilities so we would be better placed as a country to manage outbreaks. The report includes a number of recommendations for improvements which the Ministry is seeking feedback on from the sector.

We acknowledge and thank all of our aged residential care facilities who cared for our older people in their facilities over the lockdown. All facilities participated in virtual visits by our Infection Control and Health of Older Peoples team. This information has contributed to our 2DHB-wide plan for managing an outbreak of COVID-19 in ARC. The plan is being finalised and will be shared with all ARCs very soon.

STUFF ARTICLE

[An interesting article was published on Stuff](#) earlier this month – showing the human side of the outbreak at St Margaret’s as it affects staff, residents and families.

HEALTH OF OLDER PEOPLE

Central Region which consists of six DHBs and InterRAI have released the latest snapshot (**attached**) on the characteristics of older people living in the community from a database of 8,866 assessments.

We encourage you to:

- Share the infographic with colleagues and others across your organisation, either electronically or by printing it out and displaying it in areas frequented by staff
- Discuss the information with your colleagues and consider what it means for how you, others in your organisation and those in your community interact with older people
- Start a conversation with an older person or their family/whānau on one or more of the issues highlighted in the infographic and see where it leads. You can also consider using an Advance Care Plan to facilitate this conversation. (See below).

To learn more about how InterRAI works, [watch this short video](#).

ADVANCE CARE PLAN

An [Advance Care Plan](#) (example attached) is a great way for you and your loved ones, your clients, residents and their families, to think about what is important for future health care. People of any age can talk about what they would like to happen if their health deteriorates in the future. Writing down wishes now will help to guide doctors and nurses who may need to make health care decisions on your behalf in the future, especially if you are not able to tell them yourself.

For more information on Advance Care Planning contact the Advance Care Planning facilitator for Wellington and the Wairarapa on acp@ccdhb.org.nz and you can find great information and Advance Care Plan templates at <https://www.hqsc.govt.nz/our-programmes/advance-care-planning/>.

VIRTUAL SOLUTIONS FOR WOUND CARE



Prior to COVID-19, the Specialist Wound Nurse team visited ARC facilities to treat and advise on complex non-healing wounds such as leg ulcers, diabetic foot ulcers, and pressure injuries. Under the lockdown they could no longer visit ARC facilities in person to consult and provide expert wound advice, but the nurses and residents still needed wound care support.

Using a virtual clinic involved a facility's registered nurse referring a resident to the service and providing photographs of the resident's wound. The wound care nurse and RN then clinically assess and review the case and photos by phone enabling support for ARC nurses despite alert level restrictions.

While in-person visits to ARC facilities will resume if needed, the virtual clinics will continue providing support for residents who have straightforward wounds and are improving.

Image: Specialist wound care nurses Alice Bourke (Kapiti), Fiona Guthrie (Kenepuru) Natalie Scott (Wound charge nurse manager) Claire Todd (Kenepuru), Sharleen Dockerty (Kapiti), and Elizabeth Frost (Wellington).

COMPANION WALKING SERVICE

[Age Concern](#) provides a Companion Walking Service to provide one-to-one assistance for people who find it difficult walking on their own. You may be working with a patient recovering from an operation or medical event, or who would just like a companion for company or to help improve their confidence walking.

Pets are welcome and, if weather is not promising, exploring the community via public transport is an option. Walks are personalised to people's interests and abilities and can include:

- walks in the park
- browsing local shops
- trips to local cafés or libraries

Volunteers are from all backgrounds and are vetted, fully-trained, and supported by Age Concern to ensure a safe and enjoyable service. A small fee of \$5 for community card holders and \$20 for others is charged to ensure the programme is sustainable. **See the attached referral form.** If you would like resources such as posters or pamphlets with information about this service contact Rebecca.jewell@ccdhb.org.nz.

HEALTH & DISABILITY SYSTEM REVIEW

The [Health and Disability System Review](#) has been released which outlines an approach to ensure accountabilities, structures and functions match the intention of the health system and gives a 'more distinct focus and a better reflection of te Tiriti o Waitangi principles'.

If implemented this could mean a different Ministry of Health, a Māori Health Authority, creation of Health NZ to fund all health service delivery, fewer DHBs and regional entities. It focuses on the key drivers of the system being population health; a focus on engaging our communities; Hauora Māori and reflecting the Te Tiriti relationship. It also emphasises a new networked approach to community and primary services (Tier One); a national view on speciality services (Tier 2) that integrates with Tier 1; and improving the wellbeing of disabled people.

We encourage you to read the report which you can [find here](#), and you will also find the executive overview attached.

CONTACT TRACKER BOOKLET AVAILABLE NOW

Further to our previous provider update about contact tracing, Regional Public Health has developed this printable Contact tracker booklet that may be useful for older people or people with disabilities, in fact anyone who prefers pen and paper to online and digital versions of recording daily activities.

It is available on the [Regional Public Health](#) website. Contact tracing is only as good as the information provided to the contact tracers, so finding a solution that works for you, your team or colleagues, clients or residents, is important. Versions for printing yourself or getting printed professionally in larger quantities can be downloaded.



Download a copy of the **COVID-19 Contact Tracker Booklet:**

[A5 version](#) | [A6 version](#) | [A5 version with printer crop marks](#) | [A6 version with printer crop marks](#)

WREMO UPDATE

The Wellington COVID-19 helpline no longer links directly to councils.

SUPPORT FOR NZ CITIZENS AND PERMANENT RESIDENTS:

Temporary accommodation service: If people don't have somewhere safe to stay, or have been temporarily displaced from home due to COVID-19 please call the Temporary Accommodation Service on 0508 754 163 available 24 hours a day, 7 days a week.

For financial support: Visit [COVID-19 Financial Support](#) website or [Work and Income](#) or call **0800 559 009**.

If you're not sure what assistance may be available, or you don't know who to contact for help, phone the **Government Helpline** on **0800 779 997** (8am to 10pm, 7 days a week) or visit <https://wremo.nz/wellington-region/>

SUPPORT FOR NON-CITIZENS AND PERMANENT RESIDENTS:

Our Pacific communities are not excluded from the on-going support to foreign nationals. It has been an additional task for many families to support visitors who were unable to return to the Islands prior to travel restrictions. Encourage Pacific families to consider these options, and also forward on to contacts who are aware of aiga (family) who can benefit from this support.

- Visa advice: If you need advice about your visa status, contact Immigration New Zealand or call **0508 558 855**.
- Help with food and household essentials: If you have no support and urgently need essentials to get through, such as food, medication, or other essential items, call your local council during business hours.
 - Wellington City: 04 499 4444
 - Lower Hutt: 04 570 6666
 - Upper Hutt: 04 527 2169
 - Porirua: 04 237 5089
 - Kapiti: 0800 486 486

○ Wairarapa: 0800 239 247

- The [free New Zealand Sign Language video interpreting service](#) or [NZ Relay Service](#) available here.
- Make a Skype call (there's a maximum 5-7 minute wait) and they will phone your local council for you.
- This service is available on Monday-Friday: 8am-8pm, Saturday 10am-5pm, and Sunday 12pm-5pm.
- A Wellington City Council directory of resources for referral is also attached.

IF THE BUBBLE BURSTS

Thank you to Te Awakairangi PHO for sharing this piece.

*While many people may have enjoyed the peace and quiet in life that came with level 4 lockdown, many others may have experienced the opposite, where bubbles of people confined to their houses provided perfect conditions for interpersonal and sexual violence. [Read this article accompanied by primary care response and resources](#) written by Dr Susanna Kent from Manuka Health: **Bubble Trouble and the Aftermath**.*

HOMELESSNESS – BENEFITS OF COLLABORATION

We have long recognised the value of a 'joined-up collaborative approach' to help people with complex needs, who require a mix of primary health care, mental health and addiction services and community services, get the support they need.

Wrapping support around homeless people during lockdown required various teams within the two DHBs to work with other agencies and organisations to navigate some extraordinarily complex pathways. Uniting emergency accommodation providers, food banks and other support services strengthened our networks.

A lovely story from this collaboration is that of an extremely vulnerable homeless man who was admitted to hospital with pneumonia, but discharged himself only to return to hospital with no memory of his previous visit days earlier. A coordinated provider effort saw the man being admitted to a rest home and a welfare guardian appointed.

This shows the value not only of Te Roopu Āramuka Whāroaroaroa (the homeless team based at CCDHB) but of our strengthened alliances and how we can help provide support to those in our communities who have unique needs and may otherwise fall through the cracks.

QUESTIONS

If you have any questions regarding this update or any other questions for the team, please email 2DHBCommissioning@ccdhb.org.nz

We have also been adding resources to the dedicated [community provider page on our website](#).

THANK YOU

While it seems as though we have been through a week or more of reviews, it's always good to reflect on just how much good work is going on; work which relies on us being healthy both mentally and physically. Stay safe and stay well, and if you are sick, stay home. Perhaps consider this timely reminder that flu jabs are still available and are very important. A record 1.75 million doses of influenza vaccine have already been distributed this year.

Rachel Haggerty

DIRECTOR, 2DHB STRATEGY, PLANNING AND PERFORMANCE

