

# MIRAMARE

## NEEDS ASSESSMENT & SERVICE COORDINATION INFORMATION SHEET

### **THE PURPOSE OF NEEDS ASSESSMENT & SERVICE CO-ORDINATION**

An assessment report assists a person with a disability to identify their current abilities, resources, goals and needs and priorities.

If you need to use a service for the first time, you need more than your current services can provide or you find that your needs have changed then a Needs Assessment and Service Co-ordination is appropriate.

The idea is that the needs are identified in an objective way and are not influenced by the availability or non-availability of services. We are trying to fit services to client rather than fit the client to services. To do this we need an independent and informed view of the needs

A Needs Assessment is necessary to access some services, such as the Government funded home based support services of domestic assistance, personal care and carer support.

However a Needs Assessment is designed to help you look at as many areas of your life as you wish to including; residential support, vocation and employment, training and education, communication, mobility, rehabilitation, income support and recreational, social and personal development.

To be eligible for services through Miramare you need to have a defined Psychiatric or Drug and Alcohol related illness determined by a specialist. But this must also be in the nature of a disability, which means that it must be ongoing for six months or longer and there are indications that 'support services' are required. A single diagnosis is not sufficient.

### **PROCESS OF SERVICE MATCHING AND MONITORING (SERVICE COORDINATION)**

The idea of this is that once the needs have been identified we seek services that will meet these needs in a way that suits the client. We will try and match the services to your needs.

We have facility to authorise entry to Government funded services of various kinds. Some of these are immediate entry and some of do have waiting lists. On occasion we will seek special arrangements where this is necessary to meet your needs.

While it is often difficult to meet all requirements, an important role for us is to give you a choice of providers and how you want your needs to be met. You may wish to change your service provider but find it difficult to say so to them. We will help you. You can contact us.

We can authorise funding for up to six months. We will regularly come back to you and monitor how effective the service is for you. This is an opportunity for both of us to change the service to be more effective for you. We can

adjust the amount of service (such as in Domestic Assistance Hours) or change the provider (if you have a preference) or change the provider and location (such as in Supported accommodation) if the current provision does not match your need or if you have a preference.

We don't want to claim we can do all things for everybody. Rules and Government financial priorities do apply. Sometimes we do not think a service is justified despite the client requesting it. Sometimes we agree a service is justified but we can't manage to arrange it. We undertake to deal with you in a fair and open manner on these issues.

### **PROCESS OF A NEEDS ASSESSMENT.**

The facilitator will meet with you in a setting and at a time that suits you.

You may choose to have a support person present or you may have particular privacy concerns. You may decide who will or will not be present at your needs assessment, for example, caregivers, family, whanau or friends

We will talk with you for the purpose of writing a report. We will probably need to talk with others to determine the aspects of your disability. We will consider other factors such as your history and background

The facilitator will work in partnership with you - to identify your needs and goals - gather any specialist assessments - identify any needs not met - decide on priority of needs

Sometimes other specialist reports may be required to help us more accurately determine needs.

The assessment process will result in a report, which we will work on with you until you are happy with it. If we do not agree this will be outlined in the report. The report is to you and you will receive a copy.

### **ALL NEEDS MAY NOT BE MET.**

If there are any needs not able to be met there is a process for highlighting these to the planning departments of the Mental Health Services.

### **CLIENT RESPONSIBILITIES**

You must provide full and accurate information so that we can do our work in the best possible way.

You need to let us know if you are not able to make an appointment

You must inform us of changes in your circumstances that will affect your needs.

If we feel your requirements prevent us from doing our work in a safe and effective way, or if we feel the information we obtain is insufficient to help us work in an informed way, we reserve the right not to proceed with the work. We will discuss this with you if we see this situation developing.

## CLIENT RIGHTS

- 1 You have the right to be treated with dignity and respect
- 2 Your knowledge and experience of disability must be respected
- 3 Your cultural and personal background beliefs and values must be taken into account during your needs assessment
- 4 You must be informed about your rights and responsibilities in the needs assessment process before you agree to take part
- 5 You have the right to be involved in and informed at all stages during the needs assessment process
- 6 You are entitled to receive information in a form that you can understand
- 7 You may decide who will or will not be present at your needs assessment, for example, caregivers, family/whanau or friends
- 8 Your privacy and confidentiality must be respected at all times
- 9 You have the right to have access to all the information about your needs assessment, and to know how that information will be used
- 10 You can refuse to have, or withdraw from, a needs assessment at any time
- 11 You have the right to raise any concerns you have about the needs assessment service and have them dealt with promptly

There are many avenues to obtain independent advocacy and Miramare encourages you to do so. We will assist. Specialist Maori and Pacific Island advocacy services can be provided. Many avenues are available and formal provision is made by the Health and Disability Commissioner via "Advocacy Services South Island" who can be contacted at 109 Princes Street Dunedin. Ph 479 0265 or 0800 377 766.

Some of our clients are under compulsory treatment under the Mental Health Act. The 'responsible clinician' may be directing a client about services they are to receive. Our role in these situations is to make options available to the client. But we have no role in making people accept them.

## REVIEW POLICY

Sometimes you will disagree with an allocation of resources or a decision we have made.

The first step we suggest is to discuss the matter with the staff member concerned with your situation. Often the issue can be settled simply. Advocates of your choice, including the Health and Disability Commissioners staff can assist you with this as well.

If there is still a disagreement remaining, we have a review process to do that. We suggest you ask in writing for a review so we can be clear what the issue is.

If you ask for a review a second Miramare staff member, other than the one who made the original decisions, will go over the information we have. They may seek clarification from you or from elsewhere about some of the information. They may look again at the interpretation of the rules and guidelines we operate under.

The second staff member will make a recommendation which we will use to determine our agencies response to you. We will respond to you in writing.

The Review policy deals with different issues from Complaints.

## COMPLAINTS POLICY

We welcome your comments, positive and negative. If you have problems with the service provided, let us know.

We undertake to investigate all complaints properly and respond quickly.

We have a formal complaints policy and copies are available on your request

## PRIVACY POLICY

The nature of our work, both in gathering information for an assessment, and in working with providers to establish services for you, means we do need to deal with and communicate personal information. This can involve a number of people and agencies. It may involve your family.

We will ask you for an authorisation before we release information. At the commencement of our work we will ask you to sign an agreement that we can release and gather information about you.

It is important at any time, including when we ask you to sign the agreement, that you let us know if you have particular instructions regarding your privacy. All information we hold about you is available to you and this includes the information others have given us.

As a Health Agency we are subject to the Health Privacy code. There are provisions regarding risk and safety where we can release information without your express permission.

## MAKING REFERRALS AND PASSING INFORMATION

When we are establishing services for you, we need to make requests to various providers. Sometimes when we are seeking some supports we need to make requests to a number of service providers. They will often want full information about you, including a copy of the needs assessment report, so that they can make decisions and plan for your care.

Every six months we will circulate a Current Client Data form (CCD) to all your service providers

We ask you to authorise us to do this on our Consent and Information Authority Form. This authorises us to release the information as we make referrals. At the commencement of our work we do not always know whom we will need to gather information from or whom we will need to contact to set in place services for you.

# MIRAMARE

## NEEDS ASSESSMENT & SERVICE CO-ORDINATION

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