



Mental Health, Alcohol and Drug Directorate

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# Older Persons Mental Health Reform

## Annual Progress Report

# Older Persons Mental Health Service Reform Program

## Annual Progress Report 2023

**Relevant Report:** Review of Roy Fagan Centre - Older Persons Mental Health Services

**Output:** Older Persons Mental Health Service - Statewide

**Milestone:** Annual Progress Report

**Report period:** January 2023 - 31 December 2023

**Submission date:** 17 December 2023

### Overview

- The Roy Fagan Review Report (the Report) was released in July 2021. The report highlights six recommendations.
- In September 2021, the Government provided a response to the Report accepting all recommendations.
- As part of the response, an **Action Plan** was devised for each recommendation. Additionally initial funding of \$1 million was provided to immediately increase staffing to the Roy Fagan Centre and the Older Persons Mental Health Service, statewide.
- The **Action Plan** contained 22 tasks that have defined the scope for the broader Older Persons Mental Health Reform Program.
- The Older Persons Mental Health Reform Project Control Group was assembled in November 2021 for their first meeting.
- The Legislative Council Sessional Committee, which undertook an inquiry into the Roy Fagan Centre, was initiated on 6 May 2022. As a result of the inquiry process, the sub-committee provided two recommendations:
  - an annual report on progress towards the addressing of the Recommendations into the Roy Fagan Review Report, and
  - regular engagement with consumers and key stakeholder groups.
- The Minister for Mental Health and Wellbeing and Premier, Jeremy Rockliff, accepted both recommendations from the subcommittee.
- In May 2022, the State Budget provided \$20.5 million to implement the recommendations from the Report.
- The Phase 1 Implementation Plan includes the following:

- **Workforce Stabilisation** - Initial recruitment activities to increase the workforce for Older Persons Mental Health Service Community
  - **Statewide Leadership Recruitment** – including the recruitment of the Statewide Specialty Director and Group Director
  - **Operational Service Model Consultation and Design** – planning including the use of the National Mental Health Services Planning Framework and Benchmarking, Design Workshops are dependent upon recruitment of the statewide leadership roles
  - **Accommodation Planning** – Understanding the future needs of the service in terms of bed numbers, staffing levels.
- The Phase 1 Plan will address 10 of the original 22 tasks of the **Action Plan** from the Government Response.

## Key activities during the reporting period

### Recruitment of Statewide Leadership

**Recommendation 1** of the Roy Fagan Review Report identified that the “OPMHS should be a statewide program within SMHS and have its own dedicated leadership”.

As part of Phase 1 of the Implementation Plan, a recruitment campaign was initiated in early 2023 for the Statewide Leadership positions.

As a result of the campaign, the **Statewide Specialty Director** was successfully recruited in **April 2023**. The Group Director was recruited and commenced in **August 2023**. Both of these positions have formed the Statewide leadership to move the Older Persons Mental Health Service towards a statewide program, directly addressing **Recommendation 1**.

Additionally, in early December 2023, an inaugural Older Persons Mental Health Service Statewide Planning Day was held, which allowed for a large number of service staff to meet and be consulted on the elements that staff would like to have included in the **Community Model of Care**.

This was the first opportunity to have both the Statewide Specialty Director and Group Director and the coming together of staff together to commence this process.

A large amount of feedback on the Model of Care was provided and will be essential for the basis of the Community Model of Care (**Recommendation 5**) in the coming months.

### Rapid Access Service Model of Care and Pilot

A key component of **Recommendation 5** of the Roy Fagan Review Report (Development of a **Model of Care** for the OPMHS Community Team) is that there is a need to expand in-reach services into the community, including into Residential Aged Care Facilities (RACFs), especially residents of those facilities who have **Behavioural and Psychological Symptoms of Dementia (BPSD)**. Additionally, in alignment with **Recommendation 59** of the **Royal Commission into Aged Care Quality and Safety**, there is a need for greater in-reach into RACFs by Older Persons Mental Health Services from the States and Territories.

In response to this, a pilot program has been developed for the Northern Region. This program, to launch in early January 2024 for a 6 month period, will provide a Rapid Access Service into a number of Aged Care Facilities in the Launceston region. A model of care was developed in consultation with Community Sector stakeholders including:

- Mental Health Families and Friends,
- Mental Health Lived Experience Tasmania (previously Flourish),
- Wicking Dementia Institute,
- Dementia Services Australia,
- Council on the Ageing and
- Residential Aged Care Facilities.

The pilot will provide a rapid response to the participating RACF's, and intensive behavioural and psychiatric support to residents with additional education and support to RACF staff to assist in managing BPSD. The services provided by the Rapid Access Service pilot include:

- Biopsychosocial assessments including risk
- Advice on treatment and care planning
- Goals of care review
- Specialist medication review
- Education for Care staff in the process of assessing and treatment
- Advice on any further referrals which might be appropriate (eg DSA, hospital, Roy Fagan Centre)

The pilot is staffed by a Consultant Psychiatrist, Clinical Nurse Consultant and an Allied Health Professional.

## Workforce Development and increasing access to diversional therapies

A number of initiatives were commenced in the Roy Fagan Centre as part of the initial work to provide staff development opportunities highlighted in the Roy Fagan Review Report.

In November 2023, the Reform Program commenced a partnership with the My Home Life Program. The My Home Life Leadership and Cultural Support program is an initiative that originated in the UK and has been applied across a number of Aged Care Facilities in the UK. Additionally, this program has been rolled out in the South Adelaide Local Health Network – Neuro-behavioural Unit in response to the **Oakden Report**.

The focus is on relationship focussed care for the patients, de-escalation techniques and also staff morale building. The purpose of the program is to provide a supportive framework to develop resilience, capacity, skills development and professional confidence. Additionally, the skills learned in this program then feeds into improved quality, team morale and enthusiasm to work in the sector.

This work will continue in the coming months to embed the program and will form an input into the development of the **Model of Care** for the Roy Fagan Centre (**Recommendation 4**).

Additionally, the Roy Fagan Centre recommenced the Inscape Artist in Residence programme and extended to all units within the Centre.

This program has an artist on site working with consumers to enhance wellbeing, recovery and enable opportunities for self-expression and positive social interaction.

## Workforce Stabilisation

In direct response to the Roy Fagan Review report findings that there is a need for a significant increase in staff across the OPMHS, the Reform through the funding provided has increased the staffing levels in each team within the Service. In particular, a focus on Allied Health and Lived Experience staff at the Roy Fagan Centre, and staffing for the Rapid Access Service Pilot have been prioritised.

Recruitment activities for this year have consisted of:

- 1 FTE Statewide Specialty Director
- 1 FTE Group Director
- 0.4 FTE Consultant Psychiatrist – Rapid Access Service North
- 1 FTE Case Manager North
- 1 FTE Case Manager North West
- 1 FTE Administration Assistant
- 1 FTE Administration Officer South
- 1 FTE Clinical Nurse Consultant – Rapid Access Service North

Creation of the following positions is underway:

- 1 FTE Allied Health Professional – Rapid Access Service North
- 1 FTE Senior Allied Health Professional – Roy Fagan Centre
- 1 FTE Lived Experience Worker - Peer Carer Roy Fagan Centre
- 0.5 FTE Advanced Trainee - Psychiatric Registrar - South

## Specialist Dementia Care Unit at Glenview

The Specialist Dementia Care Program (SDCP) provides individual care for people who are experiencing severe (Tier 6) Behavioural and Psychological Symptoms of Dementia (BPSD). People who are unable to be adequately cared for at home, or by mainstream aged care services.

The program aims to stabilise and reduce behavioural symptoms, so the person can eventually move to a less intensive care setting. This unit is a key component to provisioning increased system capacity to better support Tasmanians experiencing BPSD.

The OPMHS Reform Project has assisted in the development of a Memorandum of Understanding between the Older Persons Mental Health Service and Glenview Community Services and the Commonwealth Government to provide specialist in-reach clinical support to the new Waratah Unit.

The following roles have been recruited:

- 0.2 FTE Consultant Psychiatrist
- 0.6 Clinical Nurse Consultant
- 0.4 Allied Health Professional
- 0.2 Administrative Assistant



## **Planned activity during the next reporting period (1 January 2024 to 31 December 2024)**

- Ongoing recruitment
- A 6-month consultation process to develop the Operational Service Model
- Development and delivery of the Operational Service Model Implementation Strategy



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