

MESSAGE FROM THE ED METRO NORTH MENTAL HEALTH

Metro North Health

Dr Kathryn Turner



Many staff have been busy embedding improvements across our service in preparation for two Accreditation assessors returning this week. It has been great to hear the positive feedback from consumers regarding the processes around consumer engagement in handover on our wards. Delirium and infection control have also been important areas of focus, amongst other issues.

I have also been grateful for the ongoing opportunity to meet up with teams across the service for our Executive Rounding. I appreciate everyone taking time out of their busy day to meet and talk about the service. Without exception, it is wonderful to hear from all our passionate staff who are striving every day to provide excellent and compassionate care. Since my last ED update, I have visited HADS at RBWH, Insight, Dovetail and IMHIP at Biala, East Wing and West Wing at TPCH, and HHOT at the Valley Clinic.

Staff Shout Out: Compassion in action

Mental Health and Alcohol and Other Drug teams often display compassionate care to our consumers as part of a holistic model of care. Recently I learnt about an act of compassion I would like to share with you.

Following a planned home visit that quickly transpired into an unplanned medical admission, Clinical Nurse, Jaimee Cummins, was faced with a dilemma. The consumer had a little dog, Zane (*pictured left*) that whilst well-loved within the community was not a formally recognised companion animal and therefore unable to be considered for admission to the ward. Zane was also without family, friends, or neighbours to care for him at short notice.



As a team, Inner North Brisbane Mental Health Service would like to recognise the kindness and compassion shown by Jaimee. Jaimee, in her role as case manager, not only assisted her client by calling an ambulance but went over and above the call of duty to care for Zane - taking him home for the weekend and bathing, feeding and walking him.

Jaimee's consumer expressed her great appreciation as she was wheeled into the ambulance and I'm sure we all understand that having our beloved pet cared for whilst in hospital would be a tremendous relief. The consumer spent four nights in hospital and went home to a well fed and cared for little dog.

Thank you, Jaimee, from all of us.

Lived experience workforce 2024

Lived experience (peer workers) are an essential workforce across MNMH, working alongside our clinical teams. They offer hope to individuals on their recovery journey by sharing their lived/living experiences of recovery and access to services to hold hope and encourage individuals that recovery is possible. In 2024, peer workers will be employed across Mental Health and Alcohol and other Drug (AOD) services, with AOD employing its first AO4 Advanced Peer Worker.

In 2023 we welcomed a new Team Leader to support this rapidly growing workforce. This year will see further expansion of the peer workforce as we enter an exciting growth phase. We will be recruiting for:

Crisis Stabilisation Unit, TPCH

- 1.5 FTE AO3 Peer Worker
- 3.2 FTE AO4 Advanced Peer Worker

- 1.5 FTE AO5 Senior Peer Coordinator

Psychiatric Emergency Centre, RBWH

- 2.8 FTE AO4 Advanced Peer Worker

Early Psychosis, TPCH and Red-Cab

- 1.2 FTE AO4 Advanced Peer Worker

Biala, AOD

- 0.6 FTE AO4 Advanced Peer Worker

We are also excited to announce the development of an AO6 Family and Carer Coordinator role. This is a direct outcome of continued family and carer feedback asking us to improve how we provide support to families and carers. It's early days but watch this space as we expect this role to be a great support to services and in the development of our carer peer workforce.

With all these new positions coming on board, the MNMH peer workforce will increase to approximately 24 FTE by the end of the year, an additional 10 FTE staff.

The Lived Experience Co-Directors, Matt Tipping (*below left*) and Lisa Jones (*below right*) are excited for a busy year ahead.



We would also like to thank all staff who continually advocate for and value peer workers in your teams. We have recently reviewed our *Lived Experience (Peer) Workforce Strategy*, which demonstrates a need for increased peer workers across all our services. We will share this once it is completed and endorsed.

Best wishes

Kathryn