



Private Mental Health
Consumer Carer Network (Australia)

engage, empower, enable choice in private mental health

Consumers and Carers as Educators Project

International Carers Conference, 2017 – Presentation by Christine Kaine

Overview

- Consumers and carers are in a unique position to provide their experiences, views and recommendations into training for service providers
- The voices of consumers, carers and health practitioners is critical in training programs focused on partnership and engagement

Overview of modules

Five individual modules were modelled on the PMHA's Principles for Collaboration, Communication and Cooperation between Private Mental Health Service Providers

1. Consumer and Carer Involvement
2. Continuity of Care
3. Communication
4. Cooperation (Roles and Responsibilities)
5. Collaboration

PMHA Principles for Collaboration, Communication and Cooperation between Private Mental Health Service Providers, Private Mental Health Alliance, March 2014 (<http://pydio.calyx.net.au/data/public/ff3de6>)

Overview of modules

- CPD Points with the Royal Australian and New Zealand College of Psychiatrists
- CPE Points with the Australian College of Mental Health Nurses

Consumer and Carer Involvement

[Watch Video](#)

Case Study

A 20 year old man, John, is brought by Police to an Emergency Department after behaving in a disinhibited manner in a shopping centre, shouting loudly and then making threats to Police when they were called.

When interviewed by the assessing medical officer in the emergency department, he provides little information, other than that he lives with his mother and sister, hasn't been able to sleep for several days and is afraid he is being poisoned. His medical record reveals an admission 3 years ago with psychosis and mania. The medical officer contacts John's mother Helen.

What information would be most useful to obtain from Helen?

Case Study

Considerations:

- What has she noticed about his mental state and behaviour recently? Any changes?
- What medication has been prescribed most recently? Does he take his medication reliably?
- Have there been any incidents where she has been concerned about danger to himself or to others?
- Has he been using any substances or illicit drugs that she is aware of?
- What has been the follow-up plan, has he been seeing a mental health clinician or psychiatrist?
- How are his relationships with his family, who are his supports and what are their concerns and needs?

Case Study

John has been admitted under an inpatient treatment order.

The inpatient treatment has been successful and John's mental state has improved clinically. Discharge is being planned in a week's time. A family meeting is arranged with Helen, John's sister Stephanie and John.

What information should be gathered from and discussed with the family at this meeting?

Case Study

Considerations:

- Helen and Stephanie's opinion about John's progress, whether or not they feel he has improved sufficiently for discharge, whether or not they have any concerns about him going home at this point in time.
- The family's capacity to provide care and support when he does return home – e.g. their work/study commitments
- What community support services they feel would assist them in caring for this John at home.
- Provide them with a copy of (and possibly ask them to co-sign) the Care Plan that details aftercare and follow-up arrangements.
- Having a collaborative discussion to define early warning signs, relapse prevention strategies and what to do if there are signs of relapse in the future.

Accessing the Online Modules

Consumers and Carers as Educator's Project – Online Modules

pmhccn.com.au/Resources/OnlineTraining.aspx

Acknowledgement

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- Mind Australia
- The Royal Australian and New Zealand College of Psychiatrists
- SA Psychiatry Training Committee
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- Ms Heather Nowak – Peer support worker and Educator
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References

- Private Mental Health Consumer Carer Network (Australia), 2016 'A Practical Guide for Working with Carers of People with a Mental Illness'
<http://pmhccn.com.au/Portals/2/PublicDocuments/training/A%20Practical%20Guide%20for%20working%20with%20carers%20of%20people%20with%20a%20mental%20illness.pdf>
- RANZCP, Professional Practice Guideline: Best practice referral, communication and shared care arrangements between psychiatrists, general practitioners and psychologists
https://www.ranzcp.org/Files/Resources/College_Statements/Practice_Guidelines/PS-Best-Practice-Referral-Communication-between-ps.aspx
- PMHA Principles for Collaboration, Communication and Cooperation between Private Mental Health Service Providers, Private Mental Health Alliance, March 2014.
- Worthington, A, Rooney, P, Hannan, R 2013, The Triangle of Care, Carers Included: A Guide to Best Practice in Mental Health Care in England, Second Edition, 2013, Carers Trust, London. The Carers Trust is acknowledged as the copyright holder of the concept and the Triangle of Care model.
- Worthington, A, Rooney, P, Hannan, R 2013, The Triangle of Care, Carers Included: A Guide to Best Practice in Mental Health Care in England, Second Edition, 2013, Carers Trust, London. The Carers Trust is acknowledged as the copyright holder of the concept and the Triangle of Care model.

Q&A Session