



ENIGMA

News and Views on mental health

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Inside this issue

The major article in this newsletter was written by Otago Health and Disability Advocates Gillian Adams and Janine Hunter. This newsletter was put together by the staff of the Otago Mental Health Support Trust.

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OTAGO MENTAL HEALTH SUPPORT TRUST

- o Peer Support
- o Bipolar Network
- o Information, Education
- o Advocacy, Consumer Networking
- o Resource centre for Tangata Whaiora

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Consumer rights under The Code of Health and Disability Services Consumers Rights, and the role of Health and Disability Advocates in supporting consumers

In 1987, Women's Health Action founders Sandra Coney and Phillida Bunkle, published an article called *An 'unfortunate experiment' at National Women's* in the monthly Metro magazine ([Part 1](#) and [Part 2](#)).

The article outlined an unethical study at the country's premier women's hospital. The study, started in 1966, involved following women with major cervical abnormalities without definitively treating them. By 1987 many had developed cervical cancer and some had died.

The revelations led to a Committee of Inquiry, named the Cartwright Inquiry after the presiding judge, Judge Dame Silvia Cartwright (New Zealand's Governor General 2001-2006).

Her report (1988) was a blueprint for patients' rights in New Zealand establishing the Health and Disability Commissioner and Advocacy and also recommended a National Cervical Screening Programme.

As a result, the Health and Disability Commissioner Act became law in 1994 and the Code of Health and Disability Services Consumers' Rights became a legal regulation in 1996, applying to anyone who offers any health or disability service, whether paid for or voluntary. The Health and Disability Advocacy Service started in 1996.

Nationwide Health and Disability Advocacy Service.

The role of Otago Health and Disability Advocates Gillian Adams and Janine Hunter is to inform people of their rights and to offer support if they have concerns under the 10 rights regarding services received from any Health and Disability provider. The aim is to achieve low level, speedy, effective resolution of the problem. We also provide education and training to providers and consumers of services, at no charge.

Janine and Gillian are always happy to provide information, education and support on request. Give us a call Toll free 0800 555 050 or Dunedin 03 4790265

The Code of Health and Disability Services Consumers Rights ("The Code").

The Code sets out the 10 rights all New Zealanders have when receiving a service from a Health or Disability service provider. Providers of services include doctors, nurses, psychiatrists, counselors, ambulance staff, physiotherapists, support workers, home support workers, carers (whether paid or unpaid), some volunteer roles, pharmacists, complementary health providers, prison health staff, rest home staff, and

Here is an example of a true case study, where the advocacy service supported a consumer to a good outcome, which has been made public with the consumer's consent.

Respect and mental health issues

An advocate was contacted by a friend of a consumer who was receiving treatment at the local hospital for fractures after falling from a building. The friend had concerns about her care in the orthopedic ward and was keen for the advocate to visit the consumer. When the advocate arrived at the ward she was told the consumer was being specialised because of behavioral problems. The staff nurse said that the consumer was "subnormal" and that when she misbehaved they made her lie on a mattress on the floor. The nurse then looked at his watch, said that her punishment time was over and the advocate could go and see her. When the advocate commented that the consumer was not being treated with much respect she was told by the staff nurse "She doesn't treat us with much respect".

After spending some time talking with the consumer it was clear she would prefer to be in the familiar surroundings of the psychiatric ward, where she had previously been an inpatient.

A review of the consumer's care was undertaken with input from mental health services. As the appropriate clinical support for her orthopedic injuries would not be available in a psychiatric ward, the consumer accepted that the best place for her was the orthopedic ward with changes to her management plan.

She was also happy that there would be education provided to staff on the orthopedic ward on mental illness and managing challenging behavior. **If you are interested in other case studies from around New Zealand check out <http://advocacy.hdc.org.nz/case-studies>.**

Continued from front page:

If you are being treated under the Mental Health Act you still have all of the rights in the Code **except** right 7, the right to consent to, withdraw from or refuse treatment. This right is overruled.

Below is a summary of the 10 rights in the Code, with brief examples of how they might apply.

1. **Respect**

- Being listened to
- Having your beliefs, values and culture understood
- Being treated with kindness
- Having your personal privacy respected

Someone who feels their doctor spoke to them and discussed confidential matters in earshot of other people might feel their right to respect has been breached

2. **Fair treatment**

- Being treated the same as others

3. **Dignity and independence**

- Being supported to do as much as you can for yourself
- Feeling good about yourself

Someone who feels they are being disempowered by a support worker taking control might feel their right to dignity and independence has been breached

4. **Proper standards**

- Different services work together
- Skill and knowledge of the provider
- Provider knows and follows the rules
- Services that are good for you and help you

Someone who feels that the health professional treating them isn't acting professionally or ethically might feel their right to a proper standard of care has been breached.

5. **Effective communication**

- Spoken to in a way you understand

- Language

- Understandable



6. Full information

- People will tell you what they are doing
- People will not make decisions without you
- You have the right to all the information you need to understand
- You have the right to have someone help you understand
- You have the right to a second opinion
- You have the right to a written summary

Someone who feels they have not had the potential side effects of medication explained to them properly might feel their right to full information has been breached.

7. Informed choice/informed consent

- You can make choices about what you need
- Someone will explain what may happen for each of the choices you can make
- Things will be explained so you can make choices
- Right to say no

Someone who feels their decision to not have medical students in the room at an appointment was ignored might feel their right to informed choice and consent was breached.

8. Support

- You can have someone with you when you receive services – not just one person but as many as you'd like unless it is a safety risk
- You can choose who you have as support

Someone who feels they were not allowed to take their support person of choice to an appointment might feel their right to support has been breached.

9. Teaching and research

- All 10 rights apply
- You have agreed to be part of research and the research been explained to you

Someone who finds out that they have been part of a trial or

I was asked to include in this newsletter mention of Delys Cox who passed away recently. I didn't know Delys so looked through our old records to find her name and there she was right at the beginning. Delys was part of a group of pioneers who advocated for changes to how people viewed Mental Health. Delys was the first Chairperson for the Otago Manic Depressive Support Trust appointed at the inaugural meeting held on 30 October 1989

Reading her Annual report as Chairperson for the Trust in 1990 it is clear that she had a passion for the work of the Trust. In that report she writes. "One meeting recently involved the client, family, Department of Social Welfare staff, lawyers and our officer so this shows how vital their role is in the community. It can only make us grateful that a Trust such as ours has been set up in Dunedin. It is for everyone of you. **If you need it use it and recommend it to others.** We aim to maintain the highest professional standards and you can guarantee your communication will remain confidential. "

Without a doubt, without people like Delys, believing in change, opportunity and inclusion the Otago Mental Health Support Trust wouldn't be here today. So Delys we salute you and thank you.

We are **seeking people** who may be interested in joining our Trust Board. The meetings take place on the second Tuesday of every month at midday and run for about an hour. The role is a governance one, overseeing staff reports, responding to requests from staff, being kept up to date about issues in the sector etc. We have a policy to maintain an even balance on the Trust Board of people who have personal experience of mental illness, and those who have interest or training in the area. The way it usually works is that you go to the next meeting or two, see how you like it and how it works then the Board can invite you to join.

If you or anyone you know would be interested, we'd love to hear from you give Grant a call or

DISCLAIMER

The opinions and articles expressed in this newsletter do not necessarily represent the views of the Otago Mental Health Support Trust or anyone associated

CONNECT
TALK & LISTEN, BE THERE, FEEL CONNECTED

TAKE NOTICE
REMEMBER THE SIMPLE THINGS THAT GIVE YOU JOY

KEEP LEARNING
EMBRACE NEW EXPERIENCES, SEE OPPORTUNITIES, SURPRISE YOURSELF

GIVE
YOUR TIME, YOUR WORDS, YOUR PRESENCE

BE ACTIVE
DO WHAT YOU CAN, ENJOY WHAT YOU DO, MOVE YOUR MOOD

5 WAYS TO WELLBEING
Connect. Give. Take notice. Keep learning. Be active.
Mental Health Foundation of New Zealand
www.mentalhealth.org.nz

Bouquet to Donna Beck for her longstanding support of the Otago Mental Health Support Trust who has resigned from the Board after a good few years of service.



Notice of Annual General Meeting of the Trust
You are invited to the annual general meeting of the Otago Mental Health Support Trust. The meeting will be held immediately following the March meeting of the board of trustees.
***Date: Tuesday 12th of March 2012 *Time: 1pm**
Place: The Trust's office, Third floor, Queens Building, 109 Princes Street, Dunedin

The section on "5 ways to wellbeing" comprehensively explores ways we can introduce any of these 5 ways into our lives-

For comprehensive information on all topics concerning The Mental Health Foundation website is worth a visit.

In their words: The Mental Health Foundation is creating a society free from discrimination, where all people enjoy positive mental health and wellbeing. We work to influence individuals, whanau, organizations and communities to improve and sustain their mental health and reach their full potential. We're not a counseling or advice service, but our Resource & Information Service is happy to point you in the right direction to find help.
<http://www.mentalhealth.org.nz>
If you find an article or resource that you wish to copy but don't have access to a photocopier for a

PAMHI
Parents Affected by Mental Health Issues
Playgroup/support group
*First Tuesday of every month, 1.15 at the Hub (on the old Forbury School site, 158 Oxford Street, look for the signs and the green door)
*Gold coin donation
Ph: 021 050 1497 (Joce)
pamihigroup@yahoo.co.nz

Office closed!
Otago Anniversary Day Monday 25th March
Good Friday April 6th
Easter Monday April 9th
Anzac Day Thursday 25th April
On other occasions, sometimes when you call, our offices are closed, due to staff being out on business. Please leave a message and someone will get back to you.

Phobic phone line
This is a 24 hour a day, seven day a week free phone line staffed by volunteers. It is to help people who are experiencing panic attacks or OCD thoughts and need to talk to someone. 0800 142694389- for more information www.phobic.org.nz

Women's Groups held on last Friday of every month, a friendly informal meeting giving opportunity to make new friends, share experience.
1-3pm meet at our rooms Queens Building.
Thank you to Cathy Todd for nominating us for a **\$100 Speight's** voucher. 2 tasty food platters were very much appreciated by all those attending our Christmas bbq held at the end of last year.