



# Client Involvement In Their Own Care Procedure

Procedure Number  
WCDHB-MHS-0011

Version Nos:  
7

## 1. Purpose

This Procedure is performed as a means of ensuring clients of the West Coast District Health Board (WCDHB) Mental Health Service (MHS) are involved in all aspects of their own care.

## 2. Application

This Procedure is to be followed by Clients/Tangata whaiora and all MHS staff throughout WCDHB.

## 3. Definitions

For the purposes of this Procedure:

**Client** is defined as being an individual who has or is receiving a service from the WCDHB MHS;

**Representative** is defined as an individual nominated by a Client to act on their behalf;

**Consultative Process** is defined as the decision making process involving Clients, and services providers and where appropriate family/whanau / support persons;

**Support Person** is defined as being an individual who does not act on behalf of a Client but supports the Client in accordance with Right 8 of the Code of Health and Disability Services Client Rights.

## 4. Responsibilities

For the purposes of this Procedure:

**Staff Members** are required to:

- ensure they abide by the requirements of this Procedure

**Clients** are required to:

- inform WCDHB MHS staff members that they wish to have a support person present, and/or have appointed a Personal Representative, to act on their behalf;
- attend scheduled appointments, or if unable to do so make alternative arrangements with WCDHB MHS staff;
- inform WCDHB MHS staff of the level of involvement they personally wish to have in their own care planning.

## 5. Resources Required

This Procedure requires no specific resources.

## 6. Process

- 1.00 When a Client enters the WCDHB MHS they will be advised of their rights and their entitlement to have a support person present as soon as is practicable.
- 1.01 The Clients Treatment and Recovery Plan will be developed and regularly reviewed collaboratively by the Client their Case Manager, and will be dated and signed by both parties.
- 1.02 Clients are to be provided with a copy of their Treatment and Recovery Plan, Relapse Prevention and Crisis Plan which includes their early warning signs. (Preferably the original, with a photocopy being placed into their clinical record).



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- 1.03 Client's (and their family whanau where appropriate) will be encouraged to discuss their progress against their treatment goals & outcome measures etc.
- 1.04 The Case manager must ensure that the Client has been given, and has understood the following information;
- Information about their mental illness, including diagnosis;
  - An explanation of the treatment options available, including an assessment of any risks, side effects and or benefits associated with each treatment option; and sources of additional information
  - Information about their medication, its benefits and side effects
  - Results of any investigatory tests,
  - Any other information required by legal, professional, or other relevant standards, such as the H & D Client rights, their right to an advocate, to cultural input, to a translator and the complaint process.
- 1.05 The provision of this information is a continual process throughout the Client's engagement with the WCDHB MHS.
- 1.06 The MHS are to provide assistance to a Client where the Client wishes to access their clinical record (*as per the requirements of the WCDHB Disclosure of Personal Health Information Procedures*).
- 1.07 Case managers are to be aware that Clients should be encouraged and empowered to participate in and to direct their care and treatment, as far as possible, to enhance their own recovery. Open honest and effective communication grounded in mutual respect is the key philosophy in this empowerment.
- 1.08 Regular clinical file audits will be held to evidence Client participation and collaboration, and to ensure compliance with this Procedure as well as the relevant standards of the
- 1.09 While the WCDHB MHS recognises that it is the right of the client to refuse contact with their family/whanau/caregiver whilst receiving care and treatment from the WCDHB MHS, staff are to give full consideration to the part that the client's illness may play in their attitude to family/whanau/caregiver involvement, and having considered this, to actively and with respect, encourage the client to involve their family/whanau/caregivers.

### 7. Precautions And Considerations

- ➔ Staff members are to ensure that Clients are advised of their rights and their entitlement to have family/whanau or support person present.
- ➔ The development of the Treatment & Recovery plan is to be collaborative, and is to be considered at each appointment and updated as frequently as necessary.
- ➔ Case managers should encourage and empower the Client to be an active participant in and director of their own care and Recovery.



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Health & Disability Sector Standards NZS 8134:2008  
Code of Health and Disability Services Clients' Rights

### 9. Related Documents

WCDHB MHS Service Provision Framework  
WCDHB MHS Policies and Procedures

<b>Revision History</b>	<b>Version:</b>	7
	<b>Developed By:</b>	1#CF Project Team
	<b>Authorised By:</b>	General Manager – Mental Health
	<b>Date Authorised:</b>	September 2003
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