

Mental Health and Addiction Services

Our care is: person-centred, recovery oriented, evidenced-based and inclusive of family and carers.

Continuing Care team (CCT)



Who is this service for?

Individuals over the age of 18 living on the Sunshine Coast who experience moderate to severe impairment in functioning due to mental illness and have difficulty accessing and maintaining psychosocial supports.

How to access the service?

If you are an existing consumer of the Continuing Care team, please contact your clinical team at either:

- Nambour: (07) 5450 4700
- Maroochydore: (07) 5202 9500

You will be assigned a case manager who will inform you of which site to visit and which phone number to use. The team is accessible Monday to Friday 8.00am to 4.30pm excluding public holidays.

Mental health clinicians are available after hours to take your call if necessary. This will be given to your case manager the following business day. If your case manager is not available, another clinician will assist you as needed.

What services do we provide?

The Continuing Care team offer a confidential service for individuals affected by mental illness; and who would benefit from a multidisciplinary service due to the intensive or complex nature of the care required. The Continuing Care team is guided by a case management model of care. This means you will be allocated a clinician to assist in your recovery.

Case management also includes:

- individual recovery plans, including self-help and relapse prevention

- evidence-based therapeutic interventions
- education regarding mental illness, its symptoms and medication
- psychiatrist reviews
- information and referral to other specialist organisations, including government and non-government agencies
- education, consultation and support for families and carers
- continued contact with consumers when in hospital and assistance with discharge planning
- education and advice on *Mental Health Act Legislation*.

The service is provided free of charge for Medicare eligible individuals.

Who are we?

- Psychiatrists and registrars
- Mental health nurses
- Allied health specialists—social workers, psychologists, occupational therapists
- Administrative staff.

Discharge and follow-up

The length of time patients are linked with the team will vary. Many patients will be followed up by their General Practitioner and/or other agencies. The aim of follow-up is to reduce symptoms of mental illness and help with recovery.

Your case manager can develop a relapse prevention plan with you to help you manage your journey through the recovery process.

Is the service confidential?

The service has a commitment to respecting consumers' rights to privacy, dignity and confidentiality. We are also committed to individual social wellbeing and safety. It is fundamental to a consumer-centred approach, information is shared when appropriate between clinicians, the consumer and those involved in helping a person's recovery. Clinicians will request consent prior to sharing clinical information about the treatment plan. For further information please refer to:

www.health.qld.gov.au/publications/clinical-practice/guidelines-procedures/clinical-staff/mental-health/guidelines/info_sharing.pdf

Recovery framework

The National Framework for Recovery Oriented Mental Health Services defines personal recovery as being able to create and live a meaningful and contributing life in a community of choice, with or without the presence of mental health issues. The underpinning action of recovery is resilience.

The team will work in a manner to support the resilience of the individual. This holistic approach offers greater opportunity for positive engagement with families, friends and communities. For further information please refer to:

www.coaghealthcouncil.gov.au/

Rights and responsibilities

While accessing Mental Health and Addiction Services the following rights for patients and consumers apply:

- to be treated with respect, dignity and consideration for your privacy, religion and cultural background
- to be informed about services, treatment and options in a clear and open manner
- to participate in decisions about your healthcare
- to have the right to access safe and quality healthcare.

The Australian Charter of Healthcare Rights was developed to identify the rights of patients and consumers when seeking or receiving healthcare services and can be found here:

www.safetyandquality.gov.au/wp-content/uploads/2012/01/Charter-PDF.pdf

Feedback

We encourage anyone who wishes to provide feedback on any aspect of our service to speak to a staff member or complete a consumer feedback form. This feedback may be a compliment, thank you, concern or suggested improvement.

www.health.qld.gov.au/sunshinecoast/html/complnt.asp

Contact details:

Continuing Care team: Nambour Centenary Square

Currie St, Nambour Qld 4560
PO Box 547, Nambour Qld 4560

Ph: (07) 5450 4700

Fax: (07) 5450 4730

Continuing Care team: Maroochydore 60 Dalton Drive, Maroochydore QLD 4558

SCUH PO Box 5340 Sunshine Coast MC QLD 4560

Ph: (07) 5202 9500

Fax: (07) 5202 9501

Mental Health Access Service

Ph: 1300 MH CALL (1300 64 22 55) (24-hours)

Fax: (07) 5202 9871

Administration hours: 8:00 - 4:30pm
Monday to Friday (excluding public holidays)

www.health.qld.gov.au/sunshinecoast/mhas