

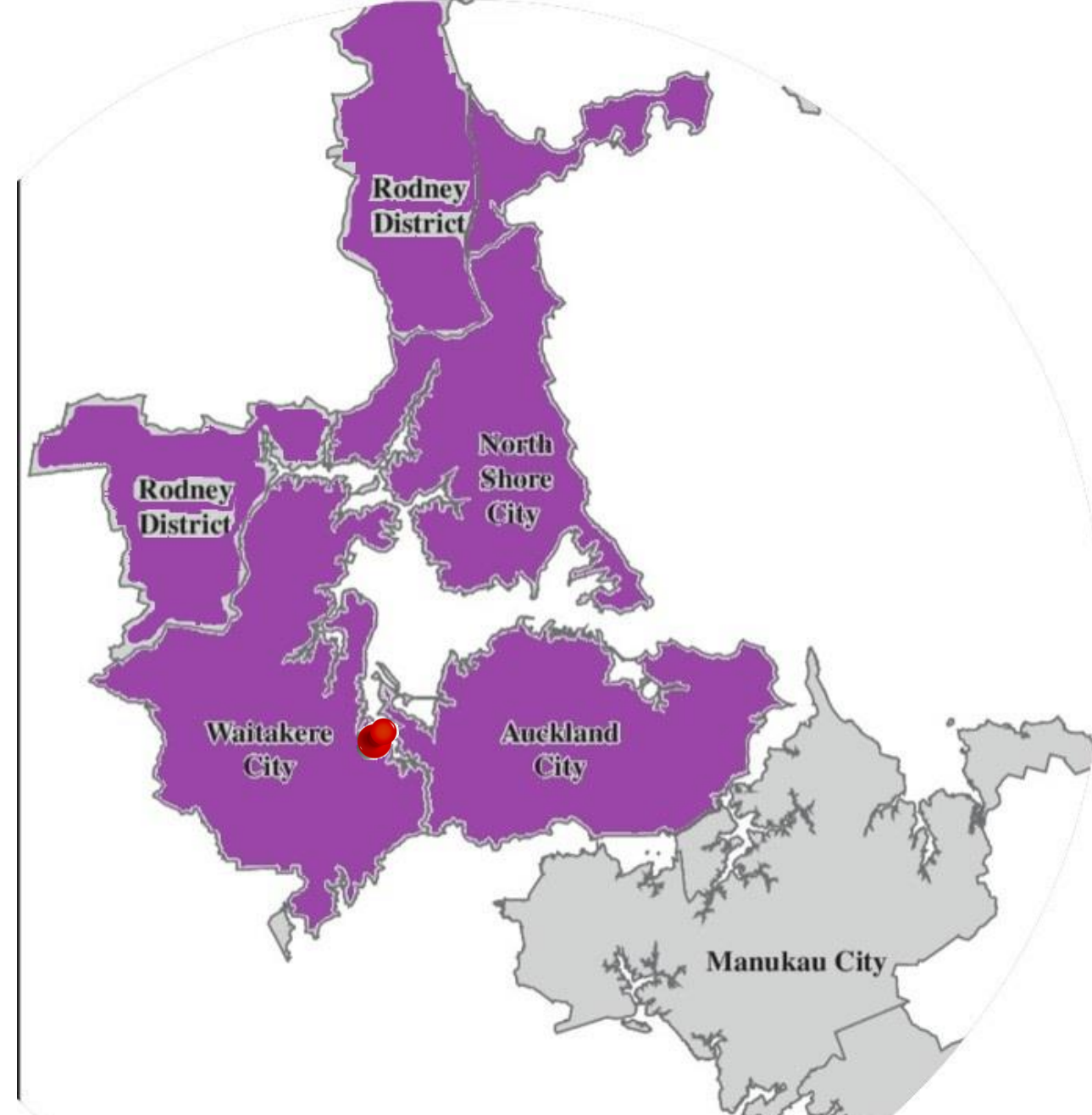
A photograph of a bedroom with a bed, a crib, and a window. The text is overlaid on the image.

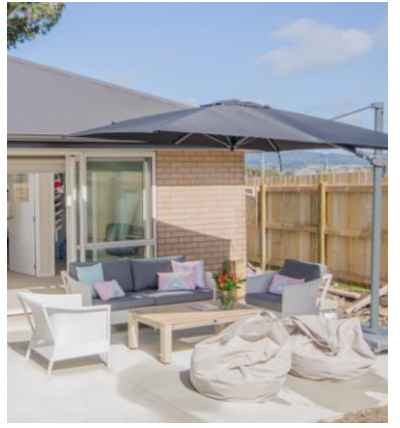
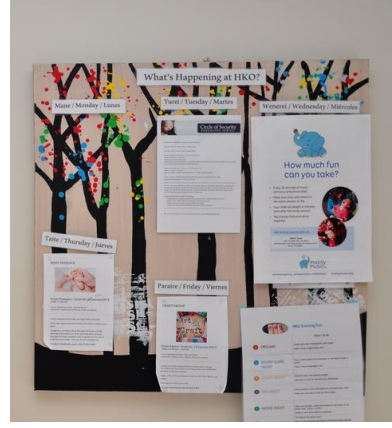
# Women's Experiences After Using Residential Respite and Home-Based Maternal Mental Health Support Services.

Rhiannon Lehndorf Moore / Laura Sanchez-Jimenez

# He Kākano Ora

- ADHB/WDHB
- 4 days is the average stay in respite
- 110 days is the average of days supported by the community team



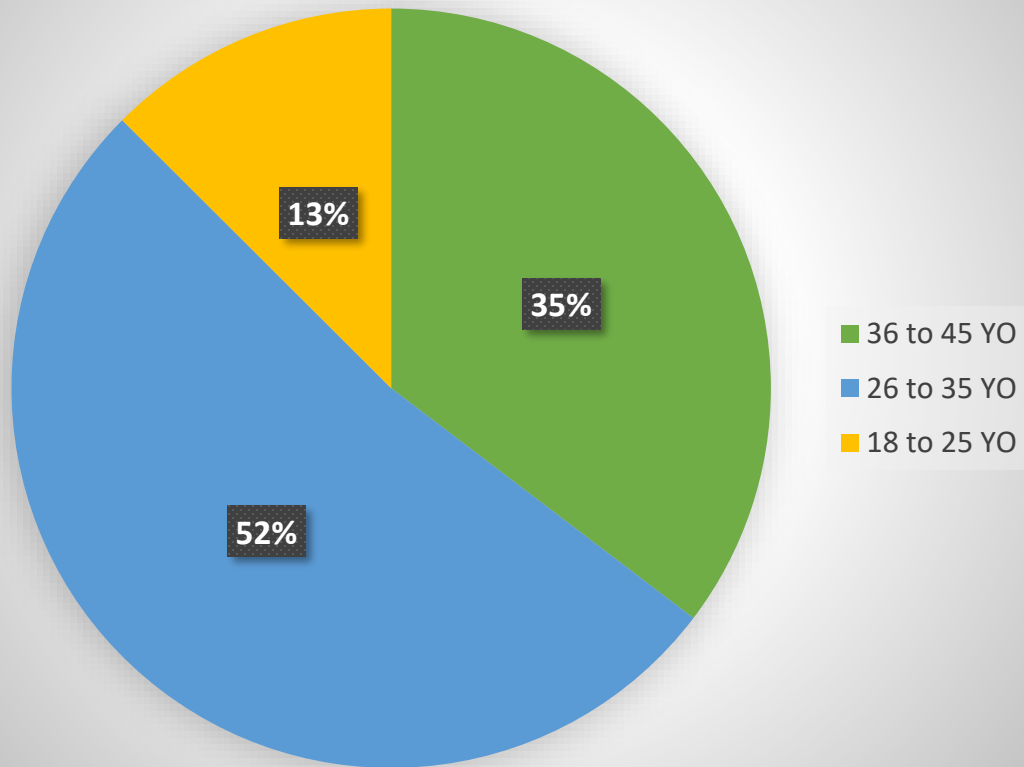


He Kākano Ora

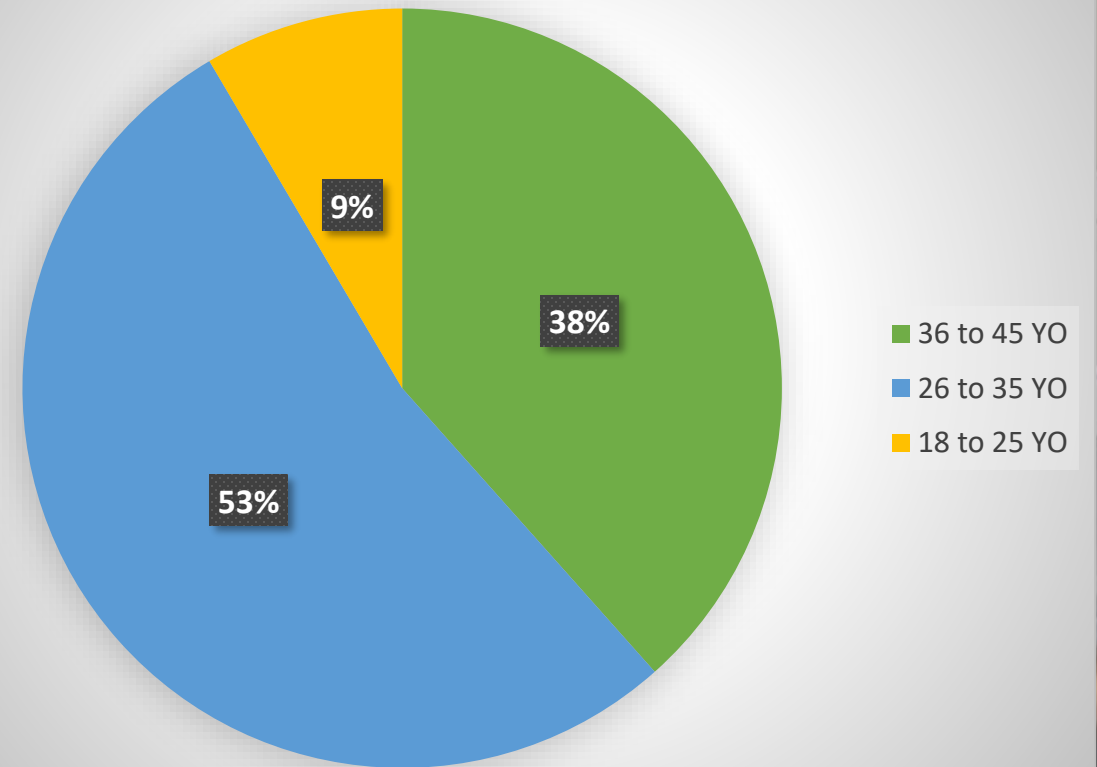
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# Clients' Age

## Respite

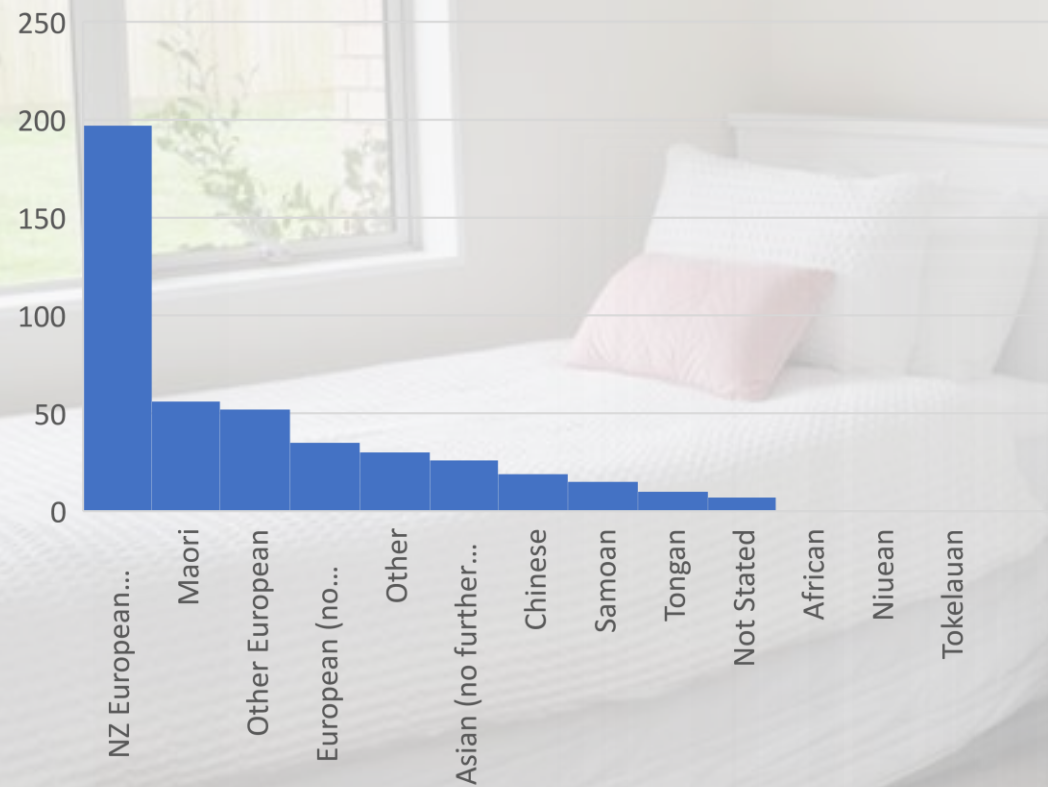


## Home Based Support

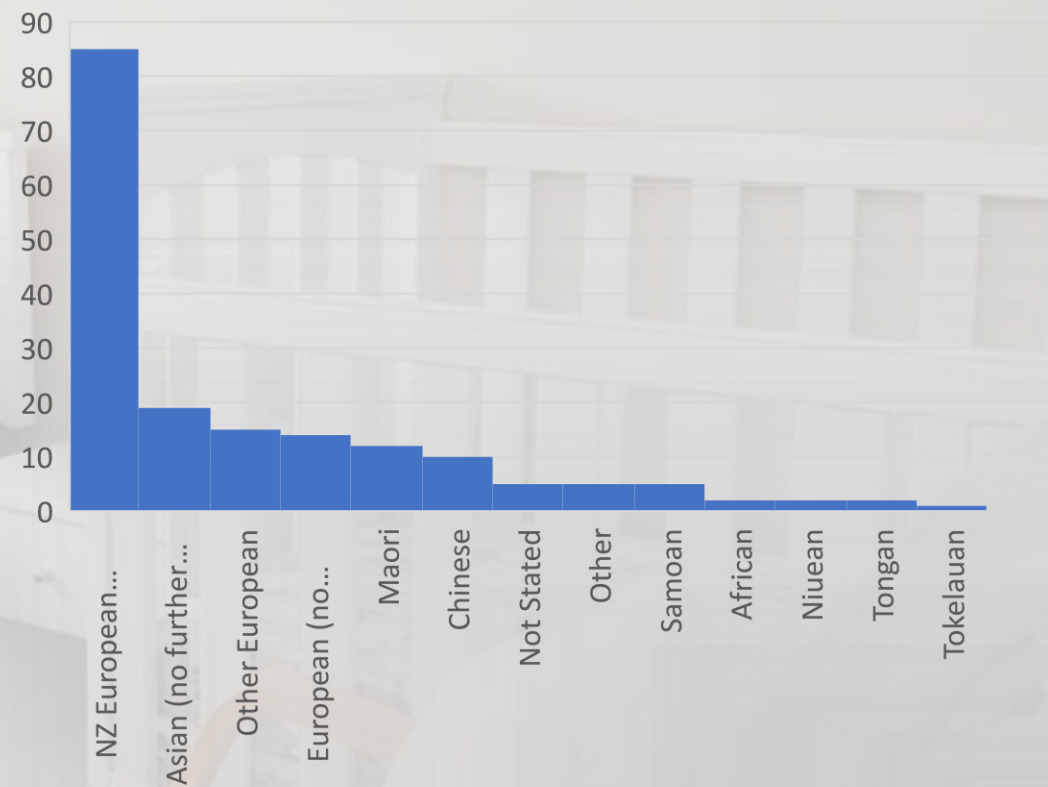


# Ethnicity

Respite



Home based support



# Aim

The current study aimed to explore factors that mothers have perceived to impede or promote recovery during their use of HKO services

# Design and Analysis

- Audited survey data from September 2017-April 2019
  - Open ended questions
    - Did the support you received from Walsh Trust meet your expectations?
    - Was the communication with Walsh Trust clear, Helpful and easy to understand?
    - Did the activities and contacts with your support worker encourage the development of hope in your life?
    - Do you have any thoughts or ideas as to how Walsh Trust could do better in the future in better supporting you (should you need this support)?
  - Likert scale
    - 5 point
- Thematic analysis



## WALSH Trust Questionnaire

As a person accessing one of WALSH Trust's Services it is important that you have the opportunity to say what you think about the support and service you have received.

By giving us your feedback we can find out what we are doing right, and keep doing it.

However, if there is something you think we could improve,

- let us know, and
- we can take steps to improve it.

Please take the time to complete this confidential questionnaire anonymously and send it in the enclosed stamped addressed envelope to our Quality Forum.

It is through your participation in this survey that we can continue to develop the services we provide to clients.

Thank you for helping us to improve our services.

Please circle the services you have used:

Mobile Community Support	Housing & Recovery	EmploymentWorks
Independent Endeavours	Maternal Respite	Maternal Home Based Support
Peer Support	Other (Please state):	

1. Did the relationship you had with your support worker meet your expectations?

Always	Mostly	Usually	Sometimes	Never
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Please explain:

(What was positive about it? If not ideal, then what could have been better?)

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Document No. CQ	Implementation Date: Nov 2011	Authorised by: Q&ODM
Version# 3	Reviewed: October 2017	Review date: October 2018

2

How satisfied are you with the support worker who will have supported you in developing your SNAP, and/or personal plan; was this helpful to you?

I think so	Not sure	No
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If your support worker review your plan; what worked well for you? Was it done differently?)

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How satisfied are you with the support services you received from Walsh Trust meet your expectations?

Usually	Sometimes	Never
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How satisfied are you with the communication with WALSH Trust clear, helpful and easy to understand?

Usually	Sometimes	Never
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If your communication was not clear, helpful and easy to understand, then what could have been better?)

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How satisfied are you with the information relating to your use of WALSH Trust services; did you feel you were sufficiently familiar with these?

Usually	Sometimes	Never
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If you were not satisfied with the information relating to your use of WALSH Trust services; how was this done? Was it improved on?)

Implementation Date: Nov 2011	Authorised by: Q&ODM
Reviewed: October 2017	Review date: October 2018

3

How satisfied are you with the support worker who helps people to see hope through their goals and contacts with your support worker about their future and hopes in your life?

Usually	Sometimes	Never
---------	-----------	-------

If your support worker does not help you see hope, then what could have been better?)

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How satisfied are you with the support worker who helps people to see hope through their goals and contacts with your support worker about their future and hopes in your life?

Perhaps	Not sure	No
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If your support worker does not help you see hope, then what could have been better?)

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How satisfied are you with the use of Walsh Trust services to others? (for family / whanau)

Probably	Not sure	No
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If you were not satisfied with the use of Walsh Trust services to others, then what could have been better?)

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Implementation Date: Nov 2011	Authorised by: Q&ODM
Reviewed: October 2017	Review date: October 2018

4

What suggestions or ideas do you have as to how WALSH Trust could do better in supporting you (should you need this support)?

Perhaps	Not sure	No, none at all
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How satisfied are you with the support worker who helps you to quit smoking, would you like assistance to enable you to quit?

Tell me more	I'm not sure	No
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If you are not satisfied with the support worker who helps you to quit smoking, please enter your details or alternatively what you would like to see changed?

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What general comments you would like to make, or feedback to the service?

If you were not satisfied with the service, what were you most disappointed with?)

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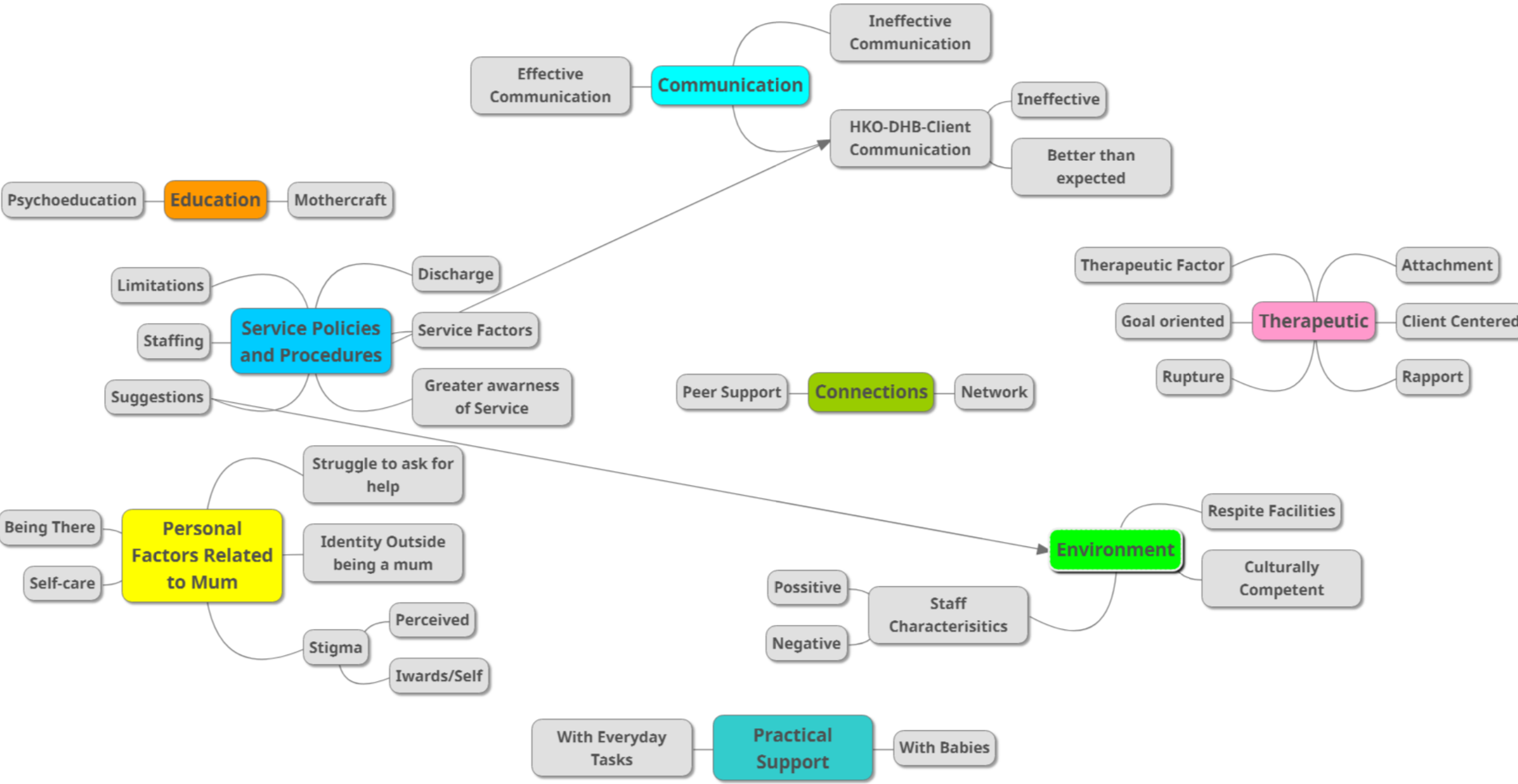
Thank you for completing this questionnaire. We appreciate your contribution to Walsh Trust's commitment to continued improvement.

Implementation Date: Nov 2011	Authorised by: Q&ODM
Reviewed: October 2017	Review date: October 2018



# Sample

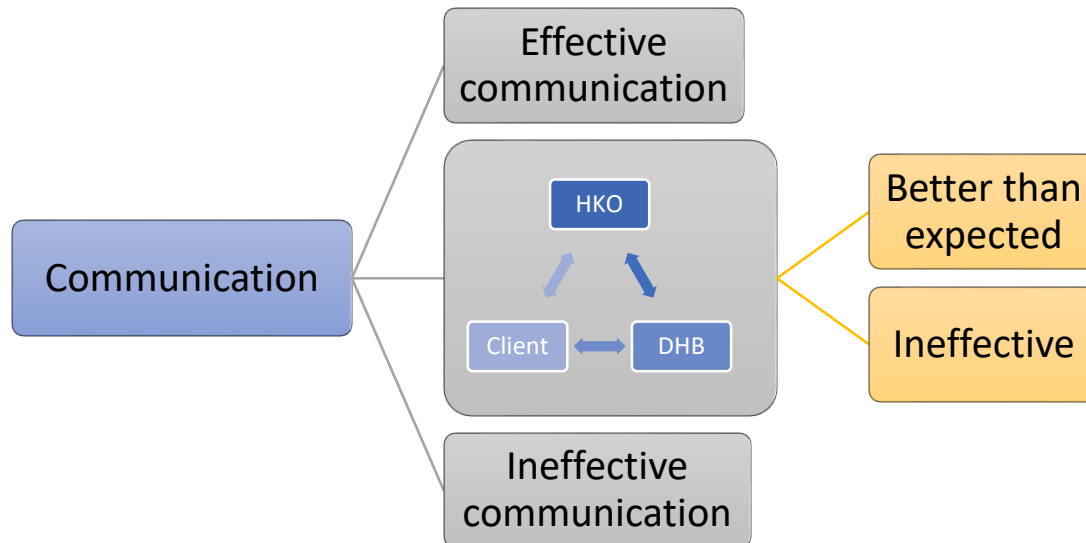
- Audited data from September 2017 until April 2019
- Between September 2017-April 2019 HKO had 624 referrals
- Population of Service Users: 330
  - Respite clients: 153
  - Home based support referrals: 177
- Total Number of Exist Surveys Respondents: 178 (53% response rate)
- Total Number of Responses on Exist Surveys: 675

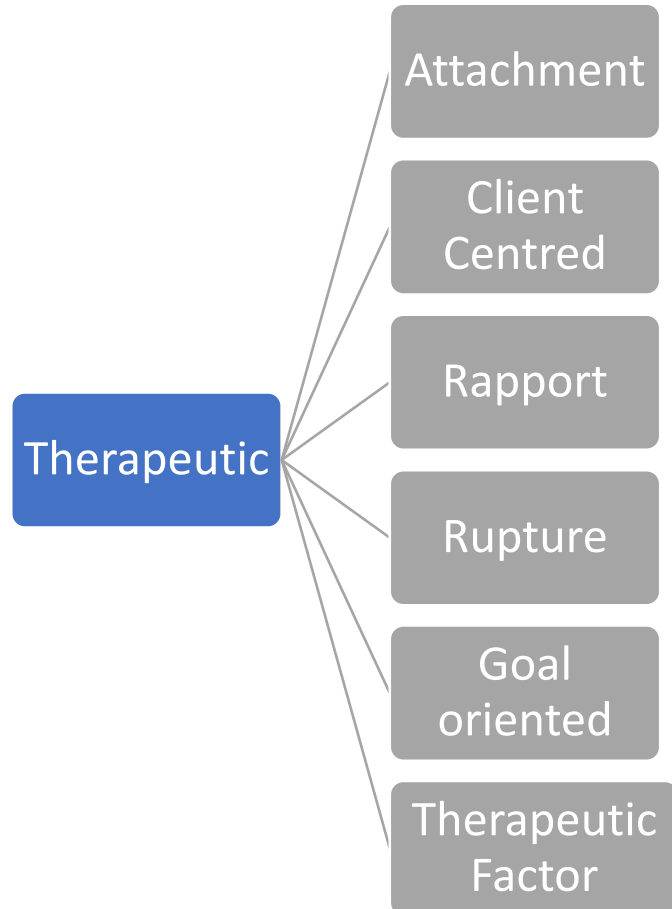


*“Everything was clearly explained to me during my stay”*

*“ I was given such short notice, I missed the note to provide solids for my baby”*

*“ The plan with my key worker had been for me to come in and take a sleeping pill then sleep for five hours, however, when I arrived the staff told me this wasn't possible”*

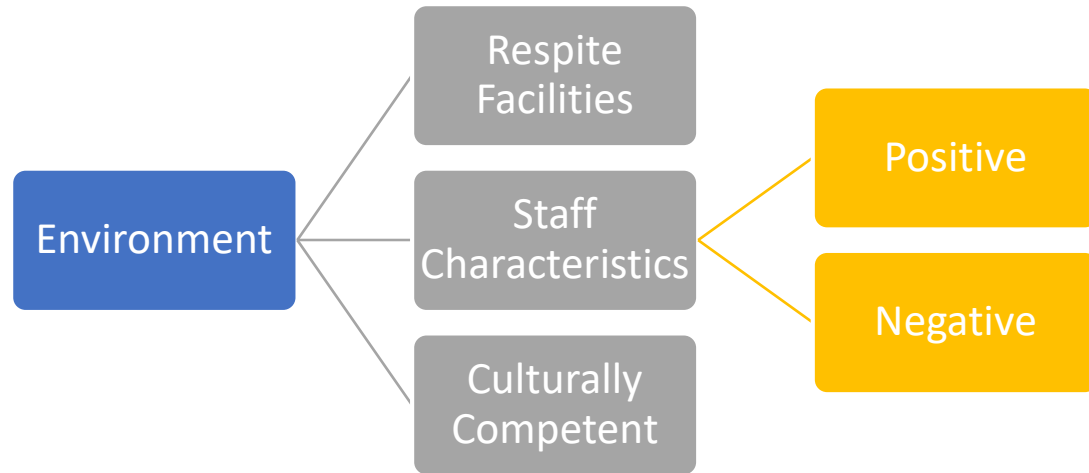




*“ I will miss <support worker>, I wish there was a way to give her a update”*

*“ I got to be the designer of my own recovery”*

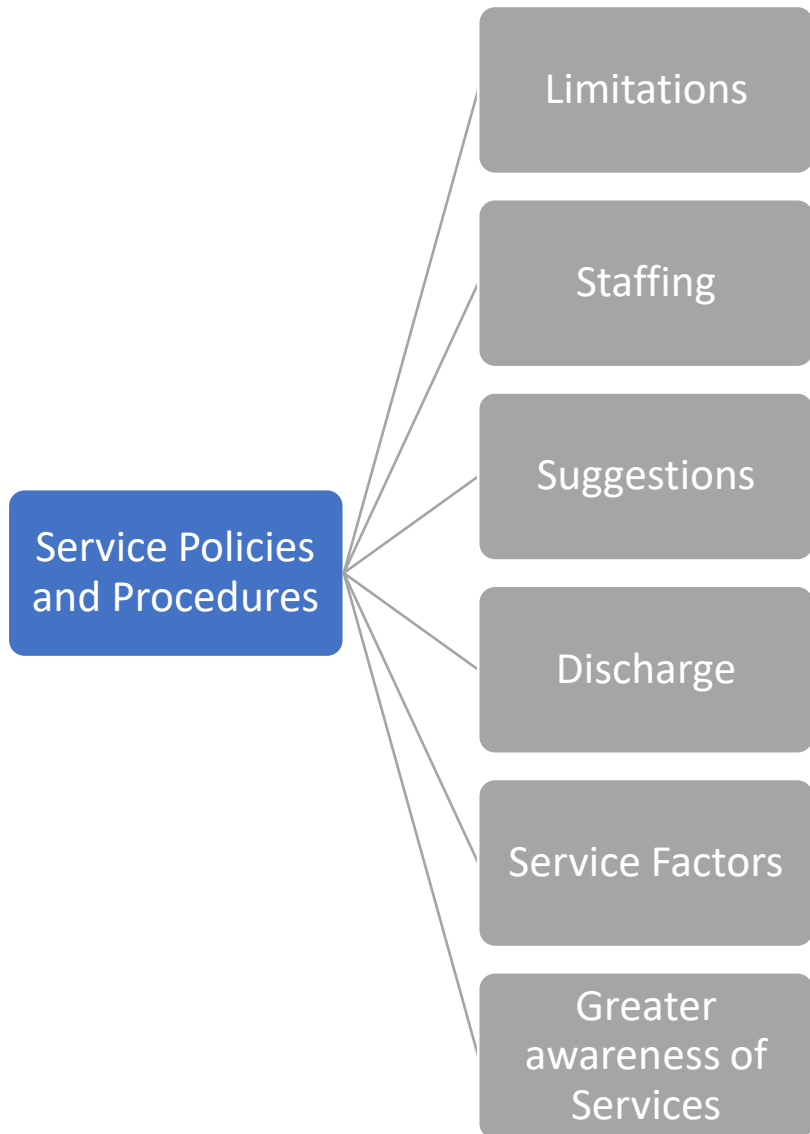
*“I was able to make my own sensory box by using the cards at HKO”*



*“So relaxing, peaceful, calm”*

*“I was welcomed with open arms. Not once was I questioned nor judged for why I was here. The house is a amazing but praise needs to go to the staff”*

*“I was being a difficult client and <staff member> continued to persevere with me. I really valued her for that”*



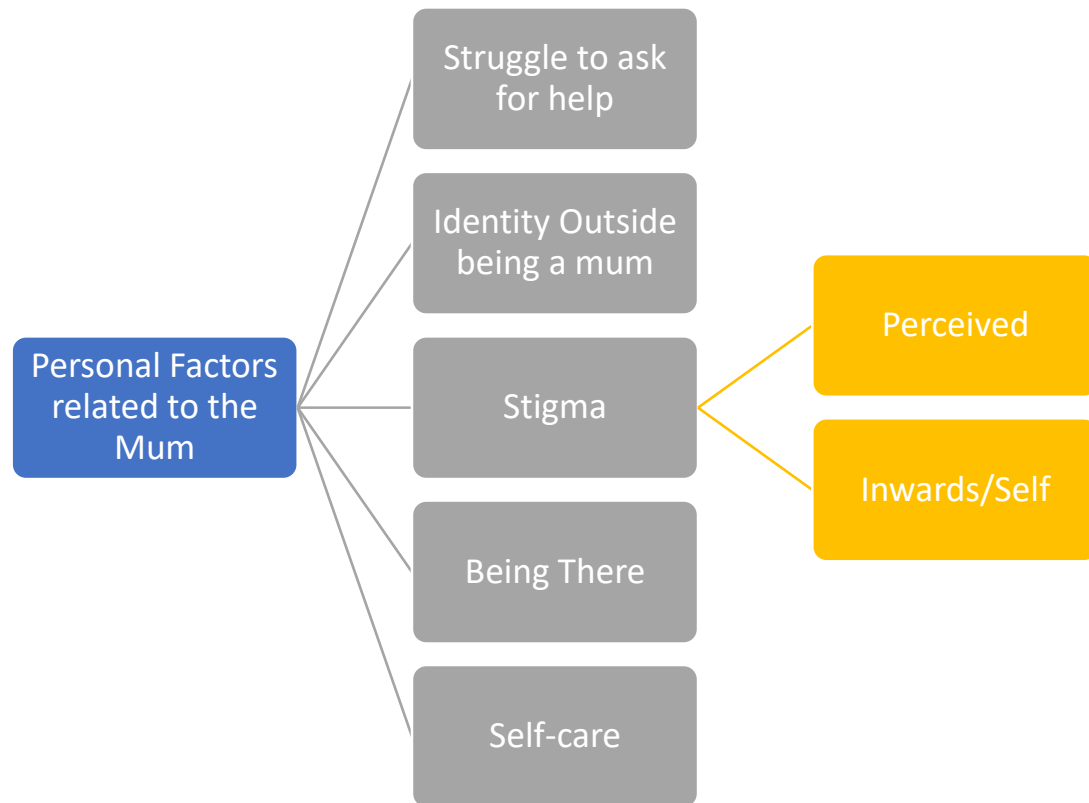
*“ It would be great for one-on-one support, like a counsellor to talk to”*

*“A lactation consultant would be great”*

*“There wasn’t enough staff on, so higher needs mums were prioritised”*

*“Staff’s skills are underutilized”*

*“I think it should be a service that all mothers can access through GP referral, and extend the age limit to 24months”*

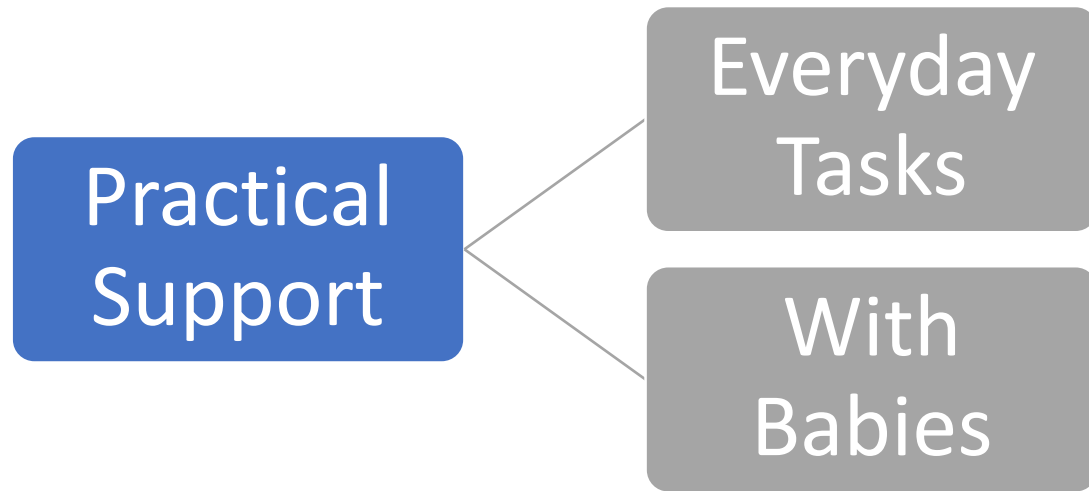


*“I felt anxious about asking for help”*

*“I’m glad that I was able to engage with the service, until I was able to manage by myself”*

*“I have been able to do crafts whilst I am here and the staff allowed me the time by looking after baby.”*

*“I’m worried about the effects of using service for <diagnosis> , for later in life (i.e. insurance)”*

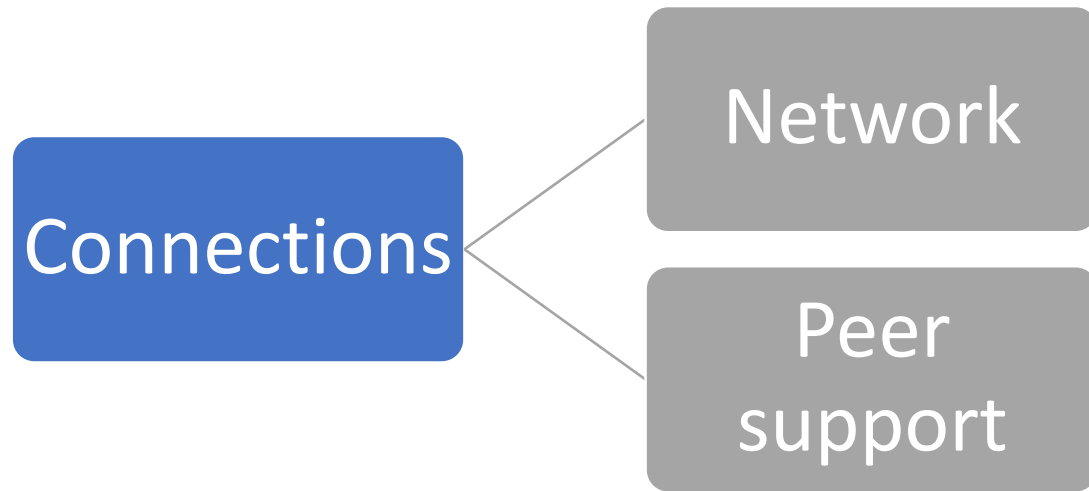


*“Having an extra pair of hands during the stressful times (i.e. dinner/ showering) was helpful”*

*“Having dinner cooked was helpful, I often forget to eat otherwise”*

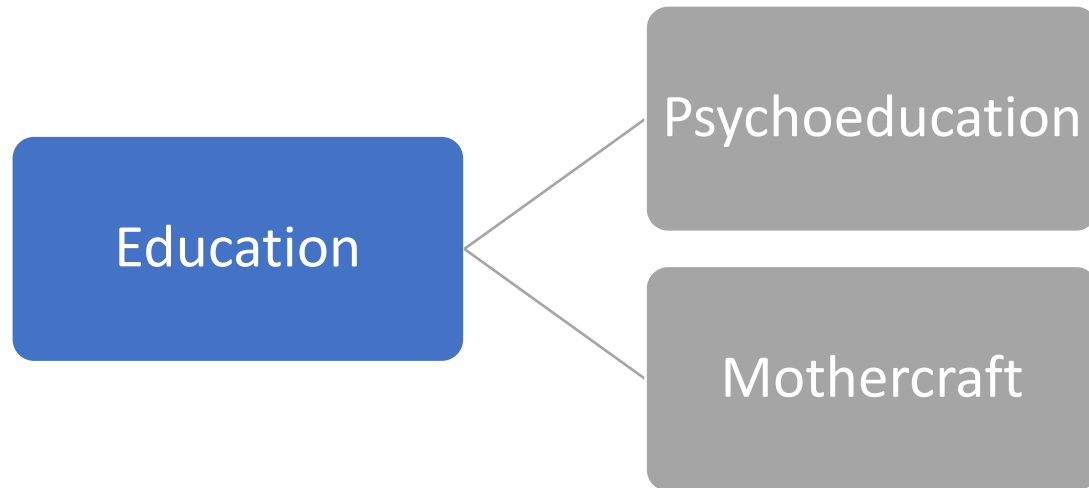
*“It allowed me to get some sleep at night”*





*“I attribute my recovery to mothers going through the same thing”*

*“It helped with connecting me to other services”*



*“After spending two days at HKO I felt like I could succeed in being a mother”*

*“It gave me confidence in my parenting skills”*

*“Advice was given in a respectful, non pushy manner”*

# What's next

- The emerging themes will help to identify main areas within HKO where we can build upon current practices to improve the quality of the service, to further support mothers in their recovery
- This research, alongside with an upcoming independent study, will help modify our practices in HKO tailoring to our specific perinatal population.
- HKO has made a commitment to address the identified gaps



Questions?

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