

Part B - Health Facility Briefing and Planning

250 COMMUNITY MENTAL HEALTH

INDEX

Description

250 .1.00	INTRODUCTION Description
	PLANNING Operational Models Functional Areas Functional Relationships
	Design Safety and Security
	COMPONENTS OF THE UNIT Introduction Standard Components Non-Standard Components
	APPENDICES Schedule of Accommodation References and Further Reading Functional Relationships Diagram

INTRODUCTION

Description

250 .2.00	A Community Mental Health Centre (CMHC) delivers a range of community mental health services for people living in the catchment area who have a serious mental illness and/or significant enduring disabilities resulting from mental illness.
250 .3.00	A CMHC will incorporate Continuing Care, Clinical and Consulting Services, and could also include the Crisis Assessment Team Service (CAT), the Mobile Support and Treatment Service (MST), Primary Mental Health Team and the Homeless Person's Team.
250 .4.00	The target population of the CMHC are those suffering from serious mental illness, and in some cases ongoing disability, who are aged between 16 and 64. The CMHC provides Continuing Care, Clinical and Consultancy Services as well as Non-residential Rehabilitation Services to this population group.
250 .5.00	The provision of Continuing Care, Clinical and Consultancy Services includes: <ul style="list-style-type: none">- Intake/Duty - the provision of assessment services, crisis services to existing clients, and transitional case management- Clinical services - the provision of post-intake assessment, diagnosis, family work, discharge planning, and a range of individual and group therapeutic interventions- Case Management - provision of case management to clients referred and accepted from Clinical Services- Community Development - coordinate and provide consultation and education to agencies and develop networks to enhance access and service opportunities for clients- Administrative Support - administrative support services to the clinic.

PLANNING

Operational Models

- 250 .6.00 The clinic services generally operate from Monday to Friday, between 8.30 am to 5.30 pm. Some of the services located in the clinic will generally work extended hours and weekends.

Functional Areas

- 250 .7.00 The Community Mental Health Centre will consist of the following areas/zones:

- Public / Client areas including:
 - Reception Areas
 - Waiting Areas
 - Public Toilets
- Public / Client / Staff areas including:
 - Duty / Intake Room
 - Interview Rooms
 - Medical Examination / Treatment Room
 - Meeting / Group Rooms
- Staff Areas, including:
 - Offices
 - Staff facilities
 - Accommodation for teams
- Sheltered external area.

- 250 .8.00 ADMINISTRATIVE AND OFFICE AREAS

Clinical services staff with management responsibilities engage in confidential and sensitive discussions and require a private office. These include:

- Area manager
- Service manager
- Continuing care managers
- Consultant psychiatrists
- Senior psychologist
- Senior social worker
- Senior psychiatric nurse
- Senior occupational therapist
- Medical officer
- Case managers
- Program Manager, i.e. CAT, MST, PMHT etc if they are based at the clinic.

In some cases the area manager will be permanently based at a particular clinic. Their office requirements will therefore differ from those area managers who visit several clinics during the course of a week.

The service manager will need access to the administrative support staff and will require the use of a private space to engage in confidential and sensitive discussions. The functions of the service manager are only partially scheduled and ad hoc.

Other staff will require open-plan accommodation that is designed to meet team requirements. The open-plan accommodation shall provide a designated workstation for each person and access to Meeting and Interview Rooms. Students will also need to be accommodated in an open-plan area. Because of part-time employment the number of people working on any given day or part of day is variable and the design needs to accommodate the peaks of staff activity.

Part B - Health Facility Briefing and Planning

Medical staff will require permanent access to medical/ physical examination space during these periods. The access required by allied health and nursing staff will be variable and will not be consistently applied across the day.

Case managers require access to other team members, Medical Records, administrative support, Reception and medical staff.

Offices are to comply with Standard Components.

- 250 .9.00 An area is required for administrative support staff whose primary function is word-processing and general clerical duties. These workers will each require a computer desk with return, computer, printer, chair, benchtop, two four-draw filing cabinets and shelf and cupboard space for storage. One worker may manage petty cash and may need access to a safe.

250 .10.00 ENTRY / WAITING AREAS

The Reception and Waiting Area is the first point of contact for clients and members of the community. It should communicate to clients and visitors that they are welcome and that a wide range of concerns may be discussed with the staff of the clinic.

The Waiting Area should be designed as a calm, comfortable and relaxing environment. The area will need to accommodate various sizes and types of groups including clients accompanied by children. Space should be made for children to play safely whilst under supervision from accompanying adults. Coffee and tea making facilities may be made available. An information area for the display of pamphlets will be required. People in the Waiting Room shall have direct access to toilets, which should include a fold down baby change table in each, and access to a sheltered external area which is not accessible from outside the building.

250 .11.00 CLINICAL RECORDS

Administrative support staff require access to the Clinical Records Area for information and, in particular, the receptionist needs immediate access to the clinical records administrative officer for back up support. The Clinical Records Area, therefore needs to be readily accessible to all clinical and administrative areas.

250 .12.00 RECEPTION AREA

The Reception Area is required where a receptionist can receive clients and other visitors.

The design of this area needs to include requirements to ensure the safety of the receptionist, while not being discomforting for clients. The telephone operation needs to be organised in a way that sufficiently isolates the sound from the Waiting Area while remaining responsive to those waiting. Public / Client / Staff Areas constitute the second zone of security.

The Reception area shall comply with Standard Components - Reception. Additional fittings / fixtures may include:

- Telephone command centre
- Duress alarm.

250 .13.00 STAFF DEVELOPMENT AND EDUCATION

Sufficient space and equipment is required to accommodate the needs of staff

Part B - Health Facility Briefing and Planning

for on-the-job training and education, which includes a room for seminars and library materials.

Functional Relationships

250 .14.00 SITE PLANNING

The overriding concern in the selection of a suitable site for a CMHC is that it is co-located within the general community and within walking distance of other services such as shops, community services and public transport. Ground floor accommodation is strongly preferred for a CMHC. Good access from the street minimises the possibility of confusion for clients and visitors and ensures easy access to the building for clients, staff or visitors with functional disabilities. The clinic should have an individual street address.

250 .15.00 CAR PARKING

Car parking is required to provide staff with reasonable access to their work. At a minimum there must be sufficient car parking space for staff with clinic vehicles and a reasonable allocation for clients and visitors, including MST and CAT staff and interpreters. Disabled access parking is also required.

DESIGN

Safety and Security

250 .16.00 SECURITY ZONES

The Unit should incorporate security zones which allow supervised access to restricted areas as follows:

- The Waiting area should constitute the first zone of security and will be proximal to the Reception and Clinical Areas
- Public / Client / Staff Areas constitute the second zone of security
- Staff areas constitute the third zone of security.

250 .17.00 PHARMACEUTICAL STORAGE

Sufficient space for secure, locked storage shall be provided in the Medical Examination and Treatment Room to store the small amount of pharmaceuticals kept on site.

250 .18.00 RECEPTION AREA

The design of the reception area needs to include requirements to ensure the safety of the receptionist, while not being discomforting for clients.

COMPONENTS OF THE UNIT

Introduction

250 .19.00 The Community Mental Health Unit will consist of a combination of Standard Components and Non-Standard Components.

Standard Components must comply with details in Standard Components described in these Guidelines. Refer also to Standard Components Room Data Sheets.

Standard Components

250 .20.00 Provide the Standard Components as identified in the Schedule of

Accommodation.

Non-Standard Components

250 .21.00 Provide the Non-Standard Components identified in this section and in the Schedule of Accommodation, according to the Operational Policy and Functional Brief.

250 .22.00 DUTY AND INTAKE ROOM

DESCRIPTION AND FUNCTION

The Duty/ Intake Room will be comprised of at least one separate Interview Room with a telephone to enable interviewing of up to four people. The Duty/ Intake workers will be placed in close proximity to this area.

250 .23.00 LOCATION AND RELATIONSHIPS

The work of the intake/duty workers is coordinated through the Switchboard / Reception. The Intake / Duty Room will be proximal to the Reception and Waiting Area for back-up in the case of walk-in crises.

The intake/duty workers need ready access to the Medical Records Area and to medical staff for consultation and review of clients. The intake/duty workers may provide a depot injection service to people outside of their regular appointment times and thus need easy access to the Medical Examination and Treatment Room. In addition, the intake/duty workers provide a security back-up function to all other areas of the service, therefore, ease of access to all other areas is required.

250 .24.00 CONSIDERATIONS

Sufficient space is required for each staff member to have a desk, chair, filing cabinet, whiteboard and telephone. One computer with access to a printer and a fax machine is also required.

The Intake/Duty room will also need a duress alarm system and a second door to allow the safe and quick withdrawal of the duty worker from the room where necessary.

Part B - Health Facility Briefing and Planning

APPENDICES

CMHC Generic Schedule of Accommodation

250.25.00 Schedule of Accommodation for a Community Mental Health Centre with levels of service 3, 4, 5 and 6:

ROOM / SPACE	Standard Component		Level 3 Qty x m2	Level 4 Qty x m2	Level 5 Qty x m2	Level 6 Qty x m2	Remarks
CLEANER'S ROOM	yes			1 x 4	1 x 4	1 x 4	
CONSULT ROOM	yes			3 x 15	3 x 15	3 x 15	For Counselling and interviewing; large for family groups
DUTY / INTAKE ROOM			1 x 15	1 x 15	1 x 15	1 x 15	
INTERVIEW ROOM	yes		4 x 12	4 x 12	4 x 12	4 x 12	Large - for family/ groups
MEDICATION DISPENSING				1 x 12	1 x 12	1 x 12	
MEETING ROOM	yes		1 x 30	1 x 30	2 x 30	2 x 30	Case Conferences / Group Room / Mental Health Review Board sittings
OFFICE - SINGLE PERSON 12 M2	yes		1 x 12	1 x 12	1 x 12	1 x 12	Service Manager
SHOWER - STAFF	yes		1 x 2 optional	1 x 2 optional	1 x 2 optional	1 x 2 optional	
TOILET - DISABLED	yes		2 x 5	2 x 5	2 x 5	2 x 5	
TOILET - STAFF	yes		1 x 2	1 x 2	1 x 2	1 x 2	Staff Toilet, Shower and Property Bay may be combined
TREATMENT ROOM	yes		1 x 15	2 x 15	2 x 15	2 x 15	
WAITING	yes		1 x 20	1 x 20	1 x 20	1 x 20	
CIRCULATION %			30	30	30	30	

250.26.00 STAFF & SUPPORT AREAS

Note: Staff Offices are dependent on the staffing establishment and Operational Policy.

ROOM / SPACE	Standard Component		Level 3 Qty x m2	Level 4 Qty x m2	Level 5 Qty x m2	Level 6 Qty x m2	Remarks
LIBRARY / RESOURCE					1 x 15 optional	1 x 15 optional	
OFFICE - SINGLE PERSON 12 M2	yes			1 x 12 optional	1 x 12 optional	1 x 12 optional	Director
OFFICE - SINGLE PERSON 12 M2	yes		1 x 12 optional	1 x 12 optional	1 x 12 optional	1 x 12 optional	Area Manager, according to Staffing establishment
OFFICE - SINGLE PERSON 9 M2	yes		7 x 9 optional	8 x 9 optional	8 x 9 optional	8 x 9 optional	Quantity according to staffing establishment
OFFICE - WORKSTATION	yes		18 x 6 optional	18 x 6 optional	18 x 6 optional	18 x 6 optional	Quantity according to staffing establishment

Part B - Health Facility Briefing and Planning

CMHC Generic Schedule of Accommodation

250 .27.00 SHARED AREAS

ROOM / SPACE	Standard Component		Level 3 Qty x m2	Level 4 Qty x m2	Level 5 Qty x m2	Level 6 Qty x m2	Remarks
BAY - BEVERAGE	yes		1 x 3	1 x 3	1 x 3	1 x 3	Co-located with Staff Room
PROPERTY BAY - STAFF	yes		1 x 6	1 x 6	1 x 6	1 x 6	
RECEPTION	yes		1 x 10	1 x 10	1 x 10	1 x 10	May be larger if accommodating more than 2 persons
STAFF ROOM	yes		1 x 15	1 x 15	1 x 15	1 x 15	
STORE - GENERAL	yes			1 x 9	1 x 9	1 x 9	

References and Further Reading

- 250 .28.00
- Department of Human Services, Victoria, Aged, Community & Mental Health Division, Generic Brief for a Community Mental Health Centre, 1997.
 - NSW Health, DS 26 Mental Health Facility Planning Guideline, 2000.

Part B - Health Facility Briefing and Planning

FUNCTIONAL RELATIONSHIPS DIAGRAM - COMMUNITY MENTAL HEALTH UNIT

