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Abstract title: Building organisational capacity to manage perinatal mental health disorders in an early parenting support service.

Author: Melanie Marsh, RN, RM, CFHN, BaNsg, PostGradDipPIMH.

Ngala is one of WA's longest charitable organisations, providing early parenting support services for over 125 years.

Ngala's intensive residential service caters for approximately 1,400 families per year and is the only service of its type in WA. Every family receiving Ngala's services require a care pathway by which they can access the most appropriate parenting support, education and psychosocial care and support. Planning for perinatal mental health support has become increasingly relevant as there are growing numbers of clients with anxiety and depression (and the evident correlated impact on the infant) as evidenced by the Edinburgh Postnatal Depression Scale and psychosocial assessment.

It was recognised that to provide best practice in the provision of appropriate client-centred care, the service required enhanced rigour with policy, procedures, staff training and development and building networks with external specialised services.

Over a period of 2 years Ngala has conducted a series of audits and staff surveys to determine gaps in knowledge, skills and referral options. Following analysis of the information gathered, a working party was formed to develop a suite of policy and procedures to guide organisation-wide practices, along with the development of Ngala's Family Mental Health Framework. A comprehensive change management process was implemented to support the staff with these changes.

This presentation will discuss the methods, findings, challenges, pitfalls and successes of building capacity of the service to move from a purely early parenting focus to one that also encompasses psychosocial wellbeing and care pathways.