



Statewide Mental Health Infrastructure Program



NEW BANKSIA MENTAL HEALTH UNIT

Design consultation and engagement report – May 2021

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Background

The current Banksia Mental Health Unit is a 25-bed adult acute inpatient mental health facility on the grounds of Tamworth Hospital. Hunter New England Local Health District (HNELHD) planning has indicated a need for the current Banksia Unit to be redeveloped as 25 adult acute inpatient mental health beds and 8 older persons beds facility – or up to 33 beds.

The project is funded under the \$700 million Statewide Mental Health Infrastructure Program (SWMHIP).

The Banksia service is a hub for the Tamworth and broader region, providing acute inpatient care to patients from New England and North West NSW.

Objective

To seek input into the preliminary design for the new Banksia Mental Health Unit from all relevant stakeholders including, people with lived experience of mental health, carers, family members, friends, Tamworth hospital staff and the local community.

Consultation and engagement activities

The project team working on the new Banksia Mental Health Unit project conducted extensive consultation during April and early May 2021 on the preliminary design for the new unit.

This included focus groups with the co-design team (includes Aboriginal and non-Aboriginal staff, carers and consumers), pop-ups in the communities of Tenterfield, Glen Innes, Inverell, Armidale, Moree, Narrabri and Tamworth, as well as an online survey.

Outcomes

- 400+ people contributed feedback via either the pop-up roadshow (>300) or the New Banksia Mental Health Unit - Design survey (112 responses).
- Consumers, carers and support services featured prominently and provided feedback from the lived experience of mental illness.
- The top choices for the new unit's design included the incorporation of:
 - natural light and plants/foilage,
 - dedicated visitor/family spaces,
 - outdoor spaces to create a calming environment,
 - and a staff station space that supports communication.
 - (Data included in the Survey results section below)
- Other outcomes included increased exposure of the project within the unit's catchment, positive media coverage and relationships, and the creation of a stakeholder database for future project communication eg: newsletters.

Conclusion

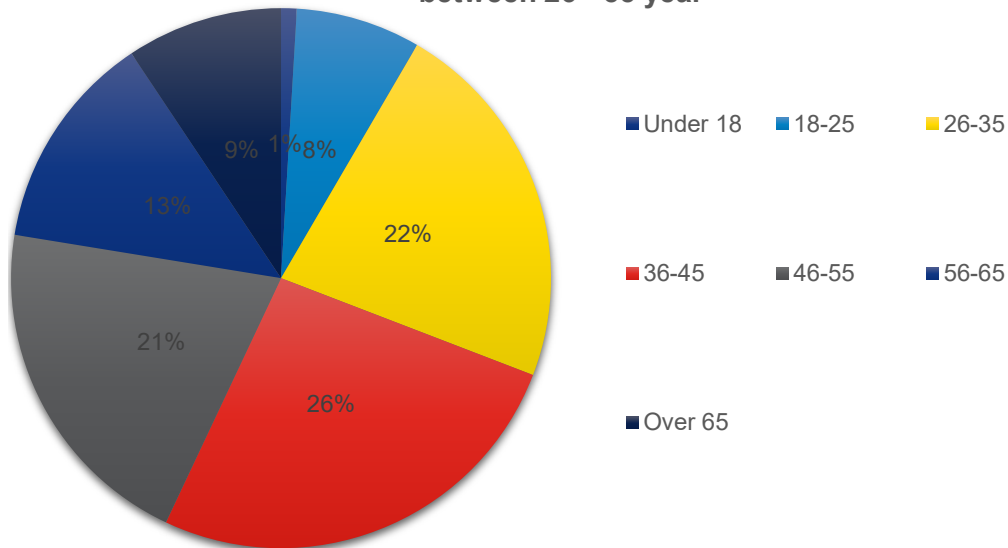
Overall engagement on the new Banksia Mental Health Unit project was extremely positive. More than 400 stakeholders provided feedback via the online survey or in person at the roadshow pop-up venues. The key feedback themes relating to the design will be incorporated into the updated design for the new unit.

Survey results

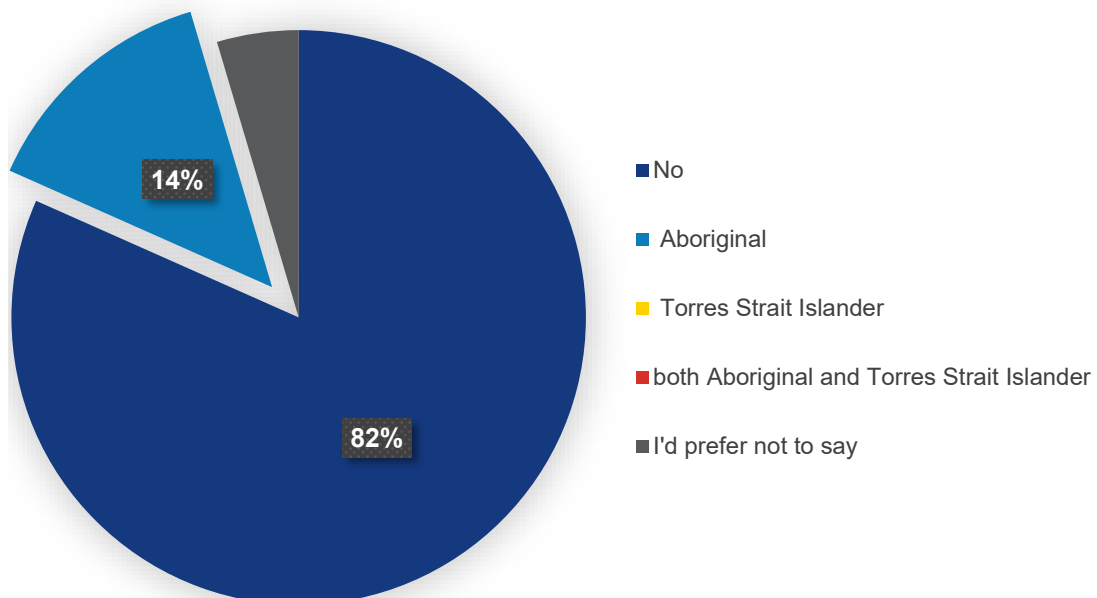
New Banksia Mental Health Unit - Design survey – key results

112 individuals completed the survey (109 online, 3 hardcopy)

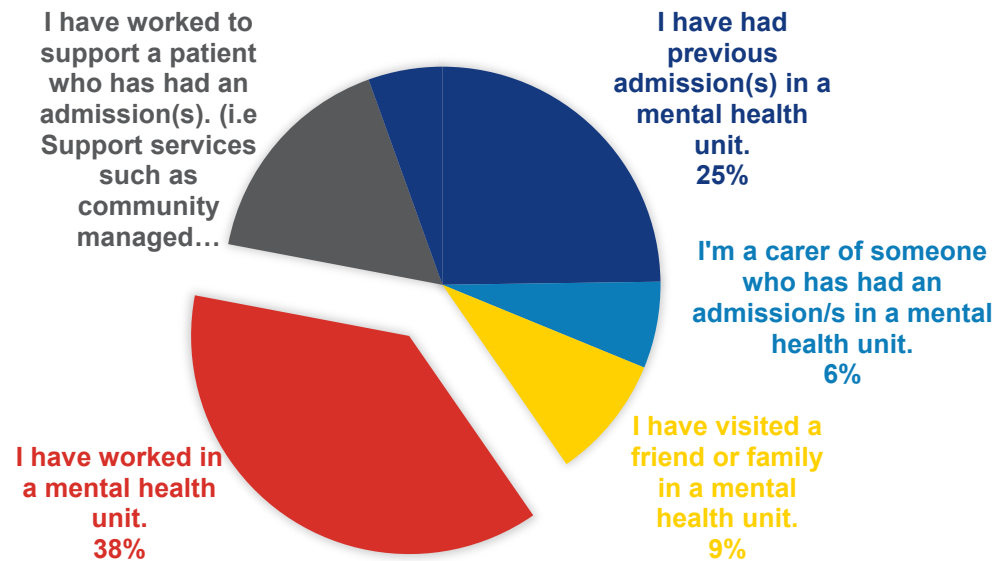
Age groups - more than two thirds of respondents were aged between 26 - 55 year



14 % of respondents identified as Aboriginal

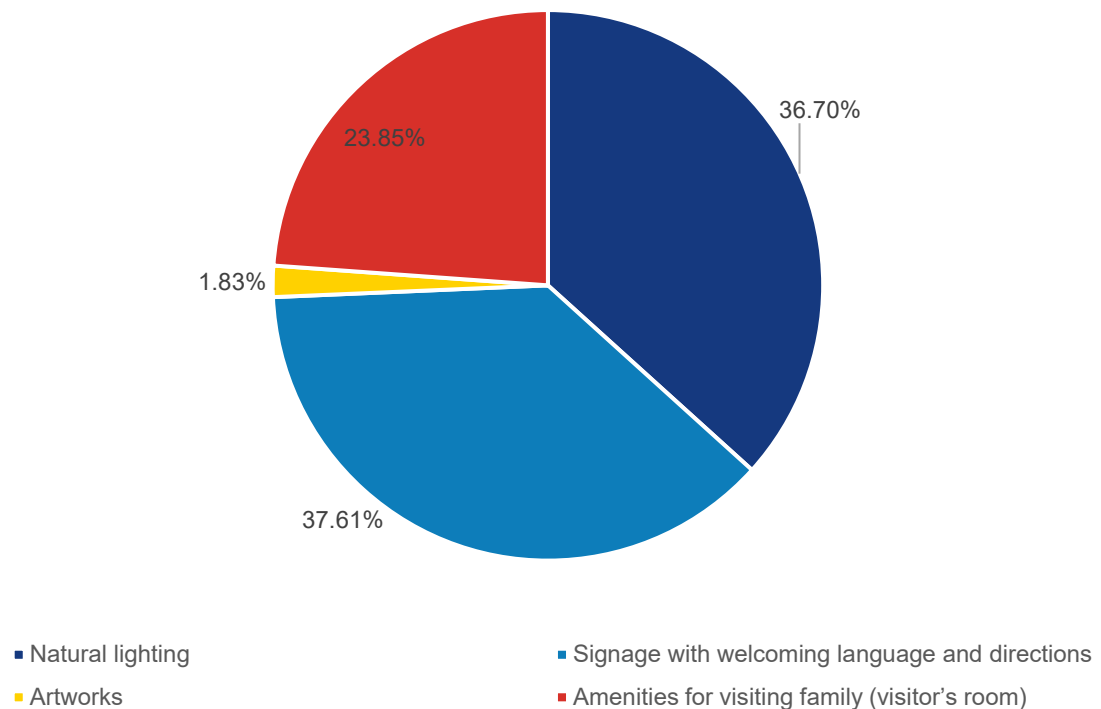


25% of respondents identified as a consumer or person with a lived experience of mental health issues

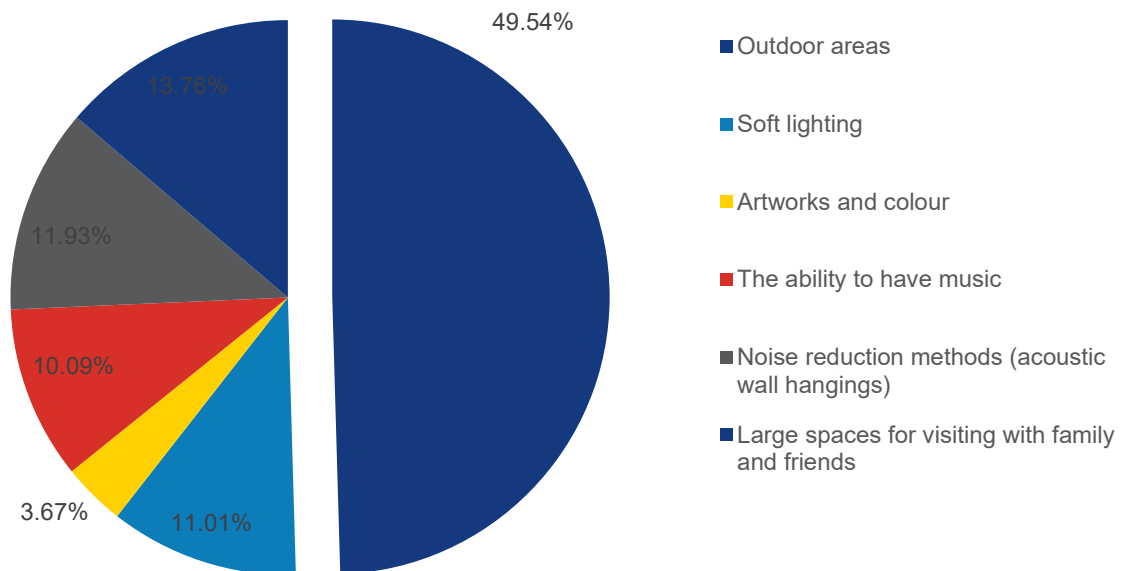


More than half of the survey's respondents (38% + 17%) had clinical experience or worked in mental health

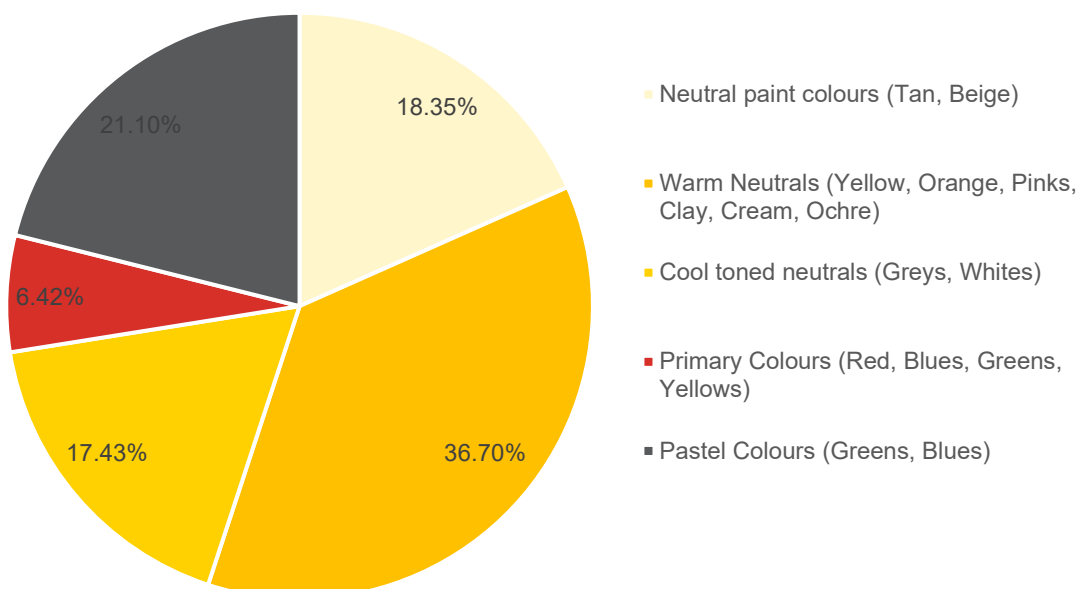
Natural light and signage were equally ranked for importance



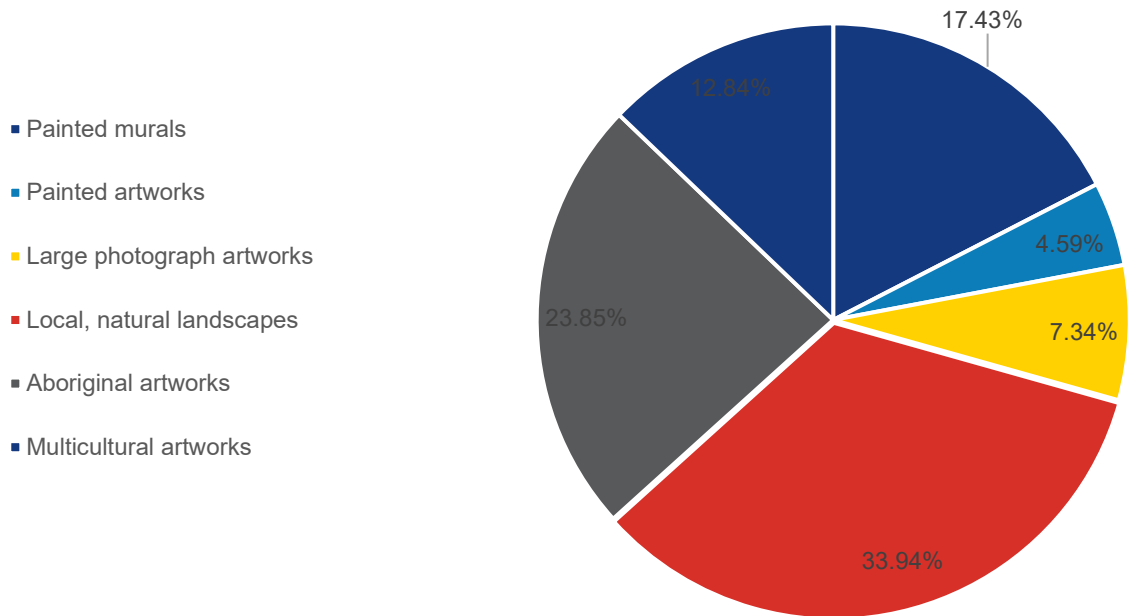
Almost half all respondents said an outdoor area was the most important calming space



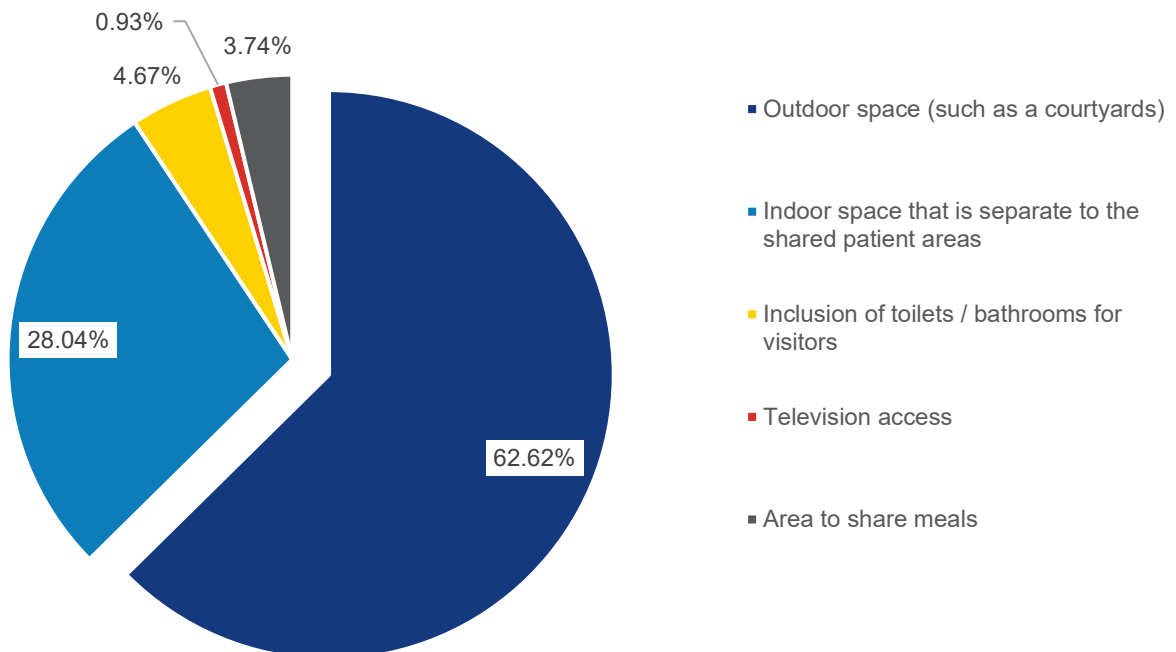
Warm neutral colours were preferred within the unit



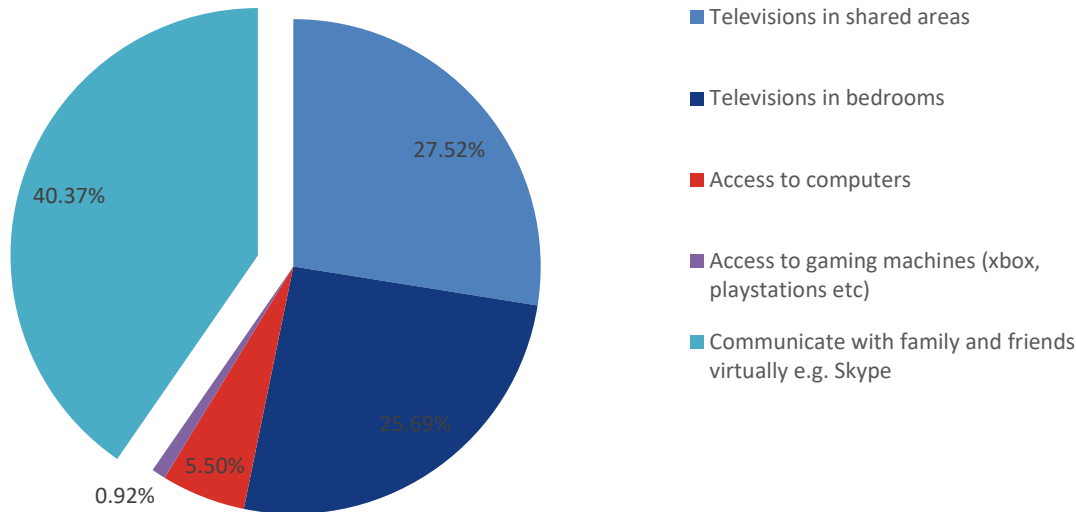
Artwork depicting local, natural landscapes was the dominant preference



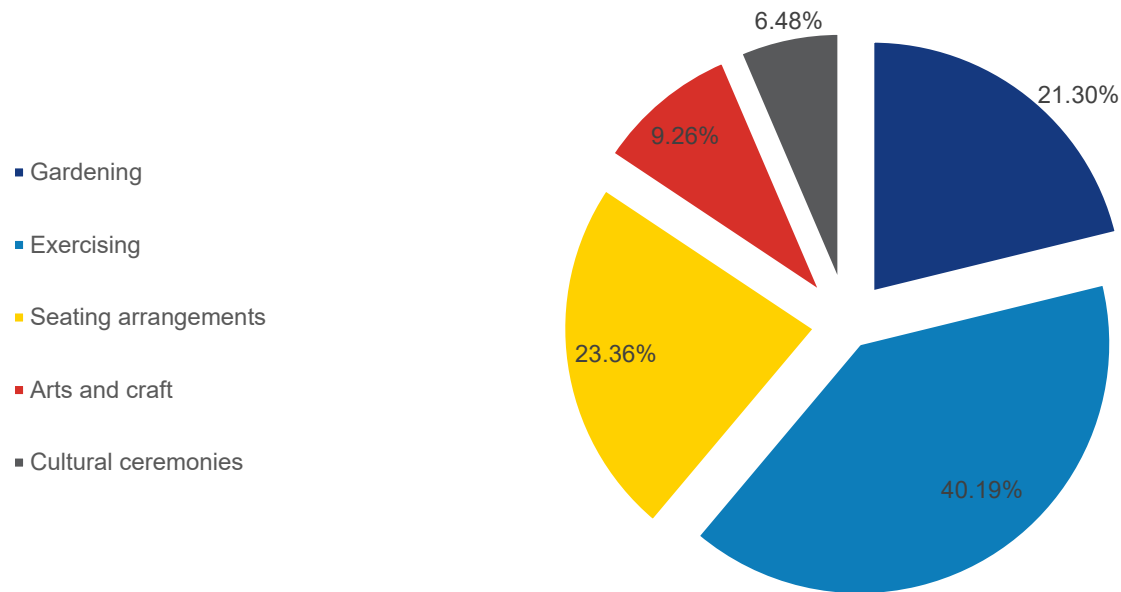
Outdoor spaces was the highest priority for when family and friends visit



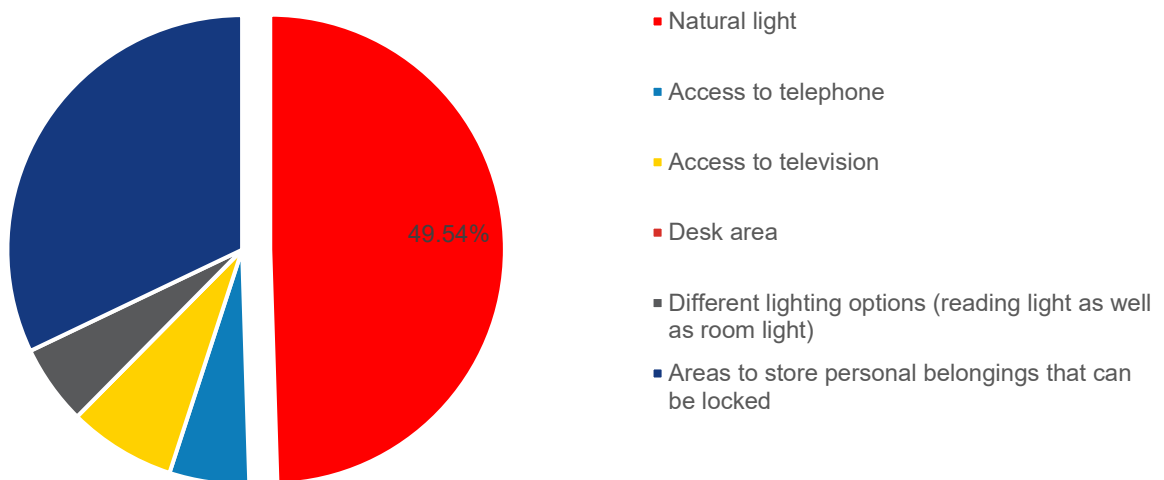
Forty percent of respondents want access to virtual platforms to communication with family



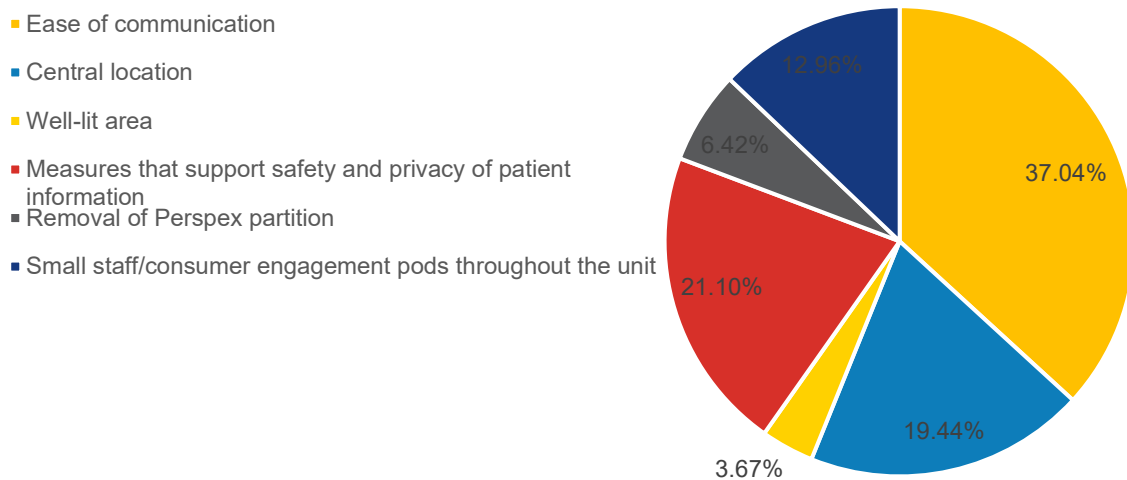
Being able to exercise outdoors or garden were ranked highly



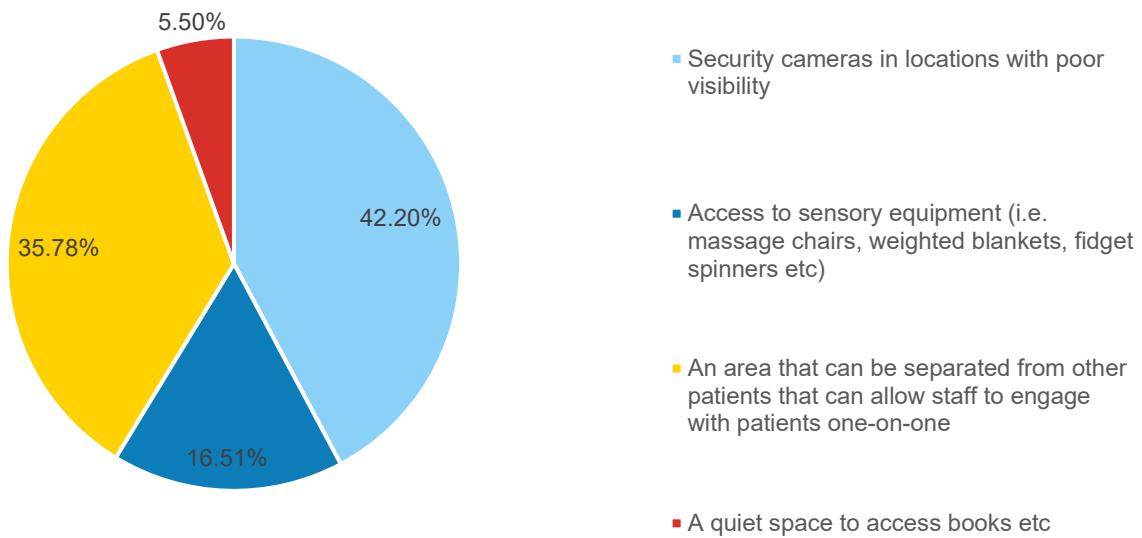
Natural light was ranked the most important requirement for inpatient bedrooms



Ease of communication is the most important consideration in the staff station to encourage positive engagement between staff and patients



Security cameras were a dominate consideration to support safety



There is an appetite to rename of the unit with 73% of respondents nominating a new name

