

TWM DBT Intensive Treatment Centre  
[THE WARM HOUSE]



Frequently Asked  
Questions

Te Whare Mahana Trust  
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# DBT Intensive Treatment Centre

TWM is a registered not for profit charitable trust.  
Te Whare Mahana Trust Board 47156

# FREQUENTLY ASKED QUESTIONS

## Q. How long is the programme?

**A.** The length of time a client stays at TWM is dependent on their progress through four levels of skills attainment, and this is different for everyone. It may be as little as 9 months for some clients, and up to 18 months for others. However, a client may choose to be discharged from the programme at any time if they feel the programme is not working for them. This will be done in consultation with the clients Therapist and would involve a referral back to the referring team.



## Q. What are the shared living arrangements like?

**A.** The house is a spacious 19th century villa, with 4 large private bedrooms for clients. There is also a separate 2 room unit at the rear of the property with a shared ensuite. These rooms are reserved for clients who have progressed through the skills levels (also dependant on availability). Clients share the communal living areas and have joint responsibilities around cooking and housekeeping. There are weekly community meetings where

clients can discuss household management issues such as meal planning, and rosters for cleaning etc. We expect all clients to be respectful and courteous to others in matters concerning noise, tidiness, personal hygiene, respect for property and personal space. We have a community contract which sets out these expectations and clients must agree to and sign this when they join the programme.

## Q. How many other people are on the programme?

**A.** The programme has a maximum of 6 available places, and these will be full most of the time. There is a 7th bed available for potential clients who are scheduled to attend a preliminary visit before being accepted to the programme. These visits usually run for about 3-4 days, and visitors fully participate in the house and programme activities, including meal times.



## Q. Sometimes I struggle to be around other people, and I am worried that communal living won't be right for me?

**A.** The property is quite large and there are designated rooms and areas for clients to go and have time out and/or space if needed. The programme is supported by trained staff who are available 24/7 to coach and support clients when they are feeling challenged for any reason.



## Q. Will I have any free time?

**A.** The intensive programme runs from 9am to 4pm weekdays, with a planned group recreation day on Fridays, and there are regular breaks throughout the day. Evenings and weekends are considered free time, but there are staff on site 24/7 to assist clients if they require out of hours coaching.



## Q. Am I allowed to leave the property?

**A.** Clients are allowed to leave the property, however the timing of the leave and the length of time they can be away for is dependent on their progress through the skills levels, current wellness and is negotiated with their Therapist and/or other DBT staff.

## Q. Am I allowed to go home during the programme?

**A.** Breaks away from the programme (length and frequency) are granted based on a client's progress through the levels and are viewed as a way for clients to

practice their newly learned skills in their home environment. Financial assistance for the travel costs associated with these breaks away should be arranged with the client's referring DHB before admission (NTAS).



## Q. Am I allowed visitors?

**A.** We encourage clients to maintain contact with their friends and family/whanau, and part of the programme is focused on developing interpersonal effectiveness skills to foster and enhance new and existing relationships. Clients may have guests (day visitors only) to the house, in agreement with other residential clients and DBT staff. Depending on a client's arrangement with their referring DHB, there may be funding to assist with travel and accommodation costs for family or significant others to come and stay. This is something clients should discuss with their referring DHB before admission.





**Q. I have my own vehicle, am I allowed to bring that with me to TWM?**

**A.** Clients may bring their own vehicles and may use them during their free time. Clients are not permitted to transport other clients in their private vehicles. Clients are not permitted to use their own vehicle if staff assess them as unsafe to do so.



**Q. Will attending the programme affect my WINZ benefit?**

**A.** Clients receiving a Work and Income (WINZ) benefit will be required to contribute towards some of the costs of their care in the form of a board payment. WINZ will pay this directly to Te Whare Mahana, less a personal allowance which is paid directly in to the client's bank account. For more information please go to: <http://www.workandincome.govt.nz>

**Q. Will I have any extra expenses while I am attending the programme?**

**A.** TWM covers most living costs while a client is attending the programme. Clients will be liable to cover any extra costs like any personal products, toll calls, doctors' visits (TWM will pay for the clients first GP visit on entry into the programme), and prescriptions. TWM uses some of the weekly board money paid by clients (WINZ clients only) to hold in an expense account to help clients to cover their extra costs. We also retain a portion of the board paid to assist clients with their living/transition costs after leaving the programme. The expense account and leaving fund are not taken from the personal allowance paid by WINZ directly into clients bank accounts.



**Q. Is there a cultural focus to the programme?**

**A.** There is no strong cultural focus to the programme and we must be sensitive and respectful of the cultural, spiritual, and ethnic identities/beliefs of all our clients. We also have a contractual obligation to uphold the vision and philosophy and practice of Te Tiriti o Waitangi, and other cultural safety in practice.

**Q. Will I have internet access? Am I allowed my cell-phone or any other technology?**

**A.** Clients are allowed to bring their own phones, tablets, computers etc. Clients

have access to wireless internet which they can have access to once they have read and signed the internet/technology conduct and safety contract.

### Q. Can I be discharged from the programme?

**A.** If a client repeatedly fails to participate in the programme or breaches the codes of conduct set out in their therapy and community contracts, they may be asked to leave the programme. In the event that a client is discharged, TWM staff will work closely with the clients referring DHB/team to ensure a client is sufficiently supported after their departure.



### Q. Will I get adequate clinical support?

**A.** During the programme, clients will have, twice weekly therapy session, and monthly meetings with their current psychiatrist via teleconference. In addition to this the programme is staffed 24/7 with coaches/support workers. Golden Bay also has a 24/7 crisis support service staffed by fully qualified Mental Health clinicians.



### Q. What if I need hospitalisation?

**A.** In the event that clients require acute hospitalisation, they will be referred to TWM Community Mental Health who will facilitate their admission to the NMDHB acute ward where they are able to stay for up to 48 hours. After this time, if they are not able to be safely transferred back to TWM, the client will be transferred back to their referring DHB and previous treatment provider.



### Q. I am a smoker, what are your rules about smoking?

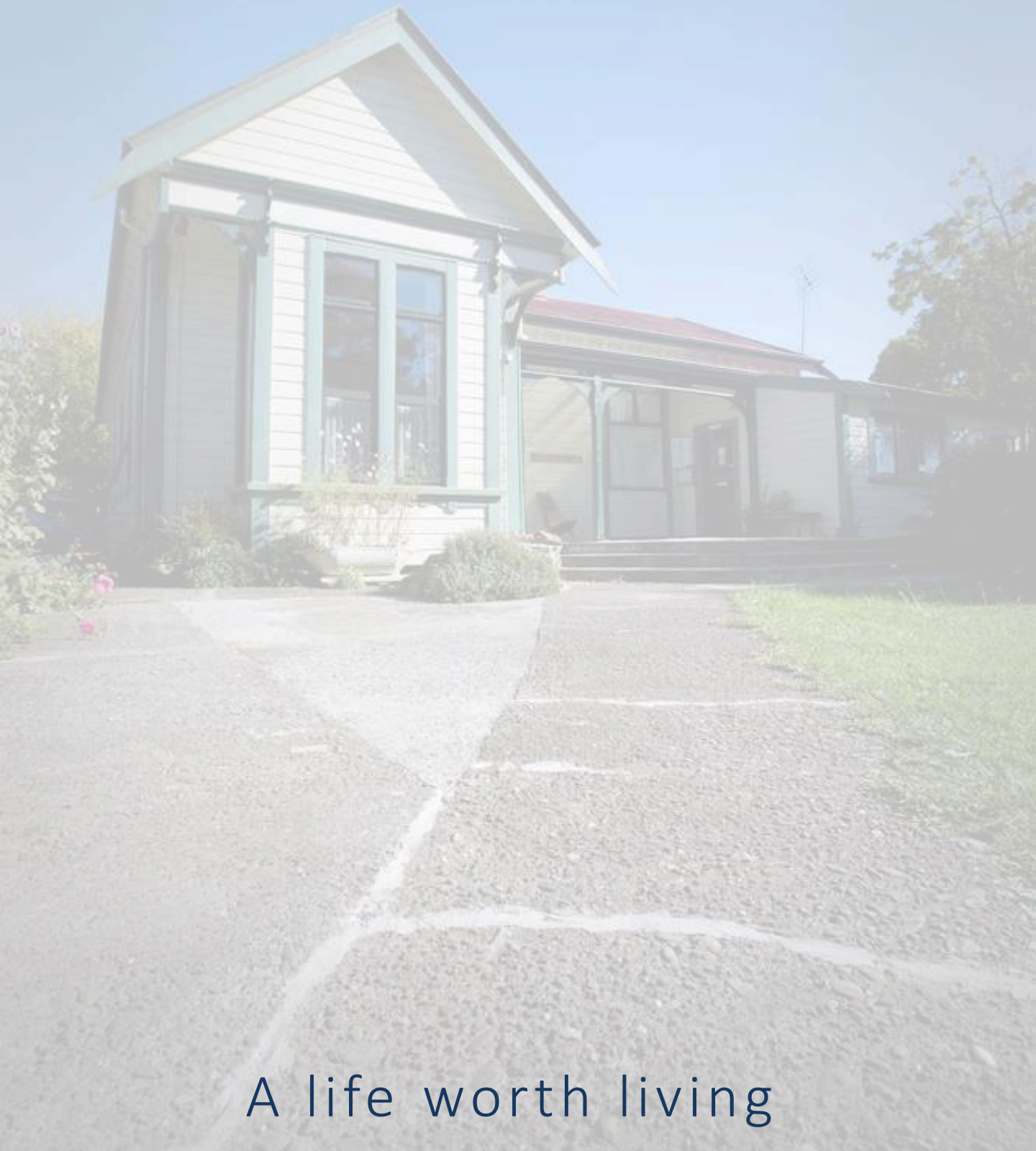
**A.** All TWM property is totally smoke free, if a client wishes to smoke they must leave the premises to do so.

### Q. Am I allowed to drink alcohol while living at TWM?

**A.** Drinking alcohol or the taking of any other illegal substance, or being under the influence of alcohol and/or drugs on TWM premises is strictly prohibited at all times. This includes TWM vehicles or during any TWM off the property excursions or activities. Not complying with these conditions could result in a client's immediate discharge from the programme.

***Please contact your current treatment provider or TWM for more information.***

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