

# Ōritetanga Paerewa

Culturally safe communication and de-escalation strategies for staff working with tangatā whaiora Māori in acute adult mental health inpatient units

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# Introduction

Māori have more adverse experiences and poorer outcomes in inpatient mental health services

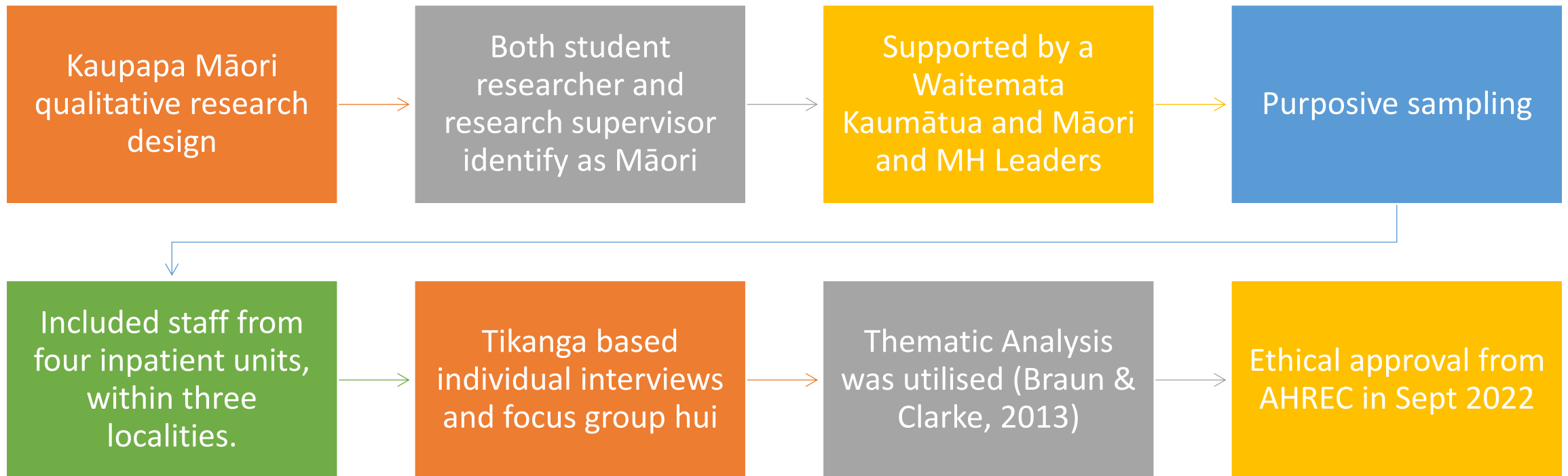
This includes higher rates of restrictive practices such as seclusion and restraint

Seclusion is where a person is locked in a room alone

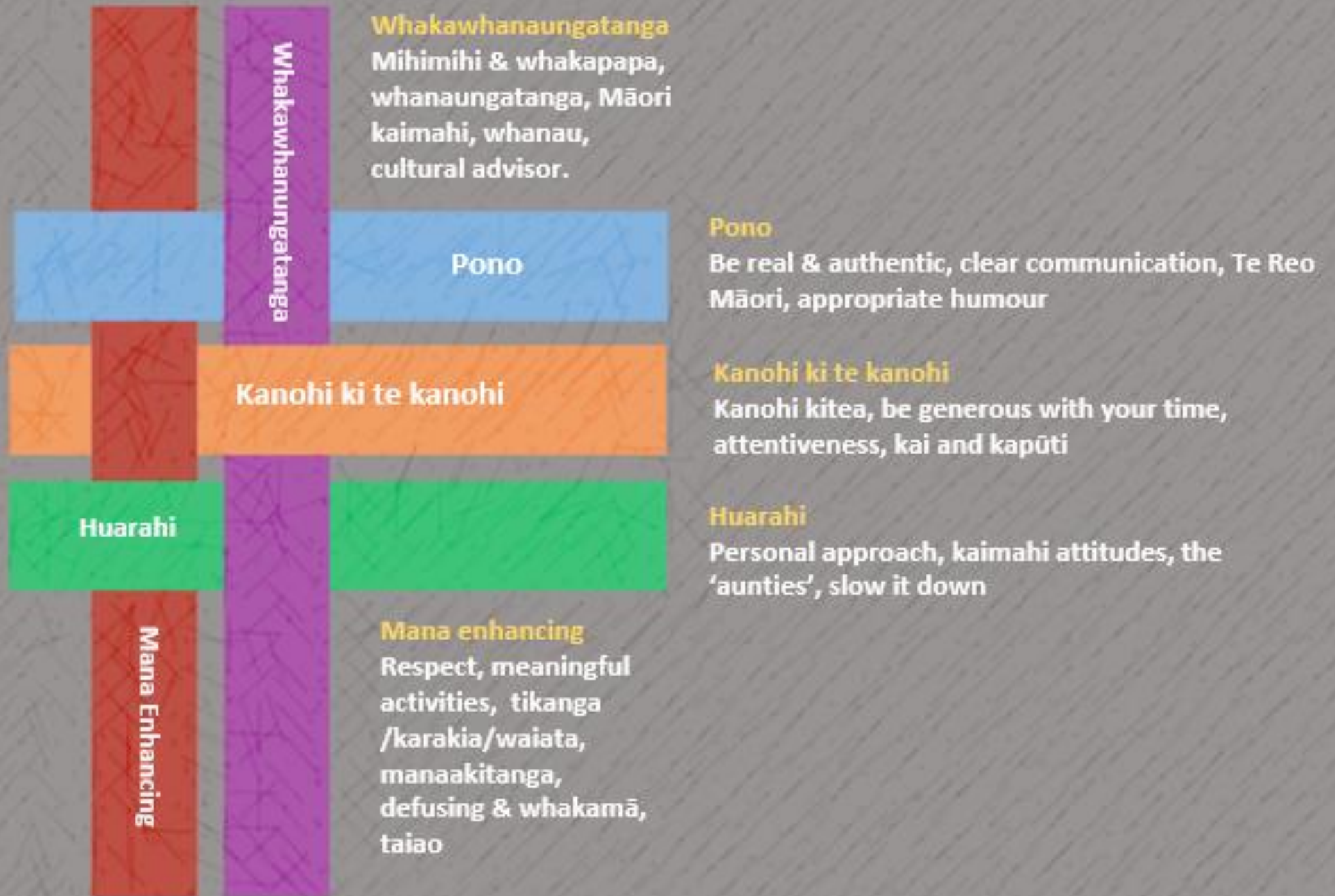
Restraint is when staff use approved physical holds to restrict the movement of a person.

De-escalation is a set of strategies used to support a person to a calmer emotional space

# Methods



# Results



## Strengths

- Kaupapa Māori methodology
- Multisite study
- Experienced Māori Kaimahi
- Results corresponded strongly with the available literature as well as Māori models of health.

## Limitations

- Small study
- Based in the northern region of Aotearoa
- Most participants affiliated with northern iwi
- Participants were all staff members, not tangata whaiora



# Implications for future research and practice

## Include

Tangata whaiora Māori and whanau from around NZ in future research

## Include

Other areas of mental health/general health and emergency services.

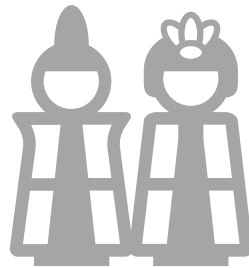
## Enhance and develop

Education regarding culturally effective communication and de-escalation strategies and test the effectiveness of these interventions.

# Conclusion



What we can change is ourselves,  
our responses and the way we  
engage with tangata whaiora  
Māori



These strategies can be utilised by  
both Māori and non-Māori  
kaimahi



Organisations and individuals have  
responsibilities to address the  
health inequities experienced by  
Māori.



# Kua Mutu- The End



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My Participants