# Developmental Evaluation Report Summary

## For residential services – sensory, learning and physical disability

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| **Name of provider:** | ConneXu |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 09/10/17 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| The ConneXu service, previously known as Te Awamutu Residential Trust, has undergone transformation in the last two years in an effort to better reflect the range of services it provides. It has also intentionally chosen staff titles which they believe better reflect the role they have in a person’s life, eg, Community Facilitator, Community Connector and Quality Practice Leader. ConneXu has also aligned itself with Enabling Good Lives principles and is striving to provide person-directed services.  The service has been a part of the people’s lives for a number of years. The people require varying levels of assistance with some being semi-independent and others requiring significant support. The staff support the people to live valued lives in their community and manage aspects of their mental and physical well-being. Due to the changing needs of one person, extra 1:1 support has been introduced into the staff roster so their favoured activity can still be enjoyed. |

## Quality of Life Domains – evaluative comment on how well the service is contributing to people achieving the quality of life they seek

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| 1) IDENTITY  The people are supported to have a personal plan and the service uses a variety of visual methods. A Community Connector oversees the goals and provides encouragement and follow-through. The plans reflect the people’s interests, include the views of families and contain steps towards achieving their goals.  The people’s daily notes, Key Community Facilitator Monthly Reports and House Monthly Reports note the progress being made towards goals. There is evidence goals are being supported.  The staff team appear to work well together, and evidence indicates the relationships between the people/their families and the staff enhance the people’s lives.  The women appear to live comfortably together with some taking greater ownership in their home than others. ConneXu has recently replaced the carpet and there are plans to further revitalise the tired wallpaper. Despite needing a bit of sprucing up, the home is clean and the people seemed proud of their environment.  All of the people attend an external day programme for all or part of their week. One person has the choice of attending, but currently stays home two half days a week as their health condition is causing them to tire easily.  The people’s families advised that they have seen improvements in the home since a disruptive flatmate has shifted out. We note one person’s health condition is deteriorating and the staff and management are sensitive to the changes which are likely to occur in the future.  There have been new developments regarding communication with families and it is anticipated that the new data system will further enable information to flow in a reciprocal fashion.  The women provide feedback through Support Surveys and have input into the service through Residential House meetings. Currently the meetings are facilitated by a staff member and the  Evaluation Team believes providing the women with a facilitator who is external to the service would give the women additional opportunities to express themselves in an open manner.  2) AUTONOMY  The people use a range of communication methods to express themselves. The staff use visuals to aid communication and these were evident in photo boards, planners, activity schedules, menu planning and Whole of Life Plans. Additional training in augmentative communication would assist the staff when working with the people.  The people are encouraged to participate in various household tasks, including helping with meal preparation, setting the table, washing and hanging out clothes, vacuuming, making cups of tea, tidying bedrooms and making lunches.  Three staff fill the roster with one woman scheduled to have 1:1 support for two hours, three times a week.  The five-bedroom home provides the people with adequate space for privacy.  The Evaluation Team was unclear about the relevance of some information and encourages the service to ensure the information kept about the people is relevant and up-to-date.  The people enjoy life patterns similar to those experienced by other community members.  3) AFFILIATION  The people enjoy connecting with their community through participation in sports activities, walking in parks, attending day programme activities, shopping, swimming, frequenting cafés and socialising with friends.  The people have regular visits to their doctors and dentists, and a neuropsychiatrist is involved in the management of one person’s mental health.  4) SAFEGUARDS  The families make up the people’s natural support networks and there is evidence the staff work to preserve and maintain close family relationships. While some of the people have developed acquaintances through community activities, eg, the library, the development of additional support networks is yet to be the focus of staff practice.  The service has developed a variety of ways to help the staff minimise any risks which may impact on the people’s lives. The staff are familiar with proactive strategies which help to deescalate situations. Should it be required, the Community Facilitators have access to an ‘on call’ system which is manned by Quality Practice Managers, so support is available if required.  The staff training records provided indicate that the staff participate in numerous training opportunities which enable them to effectively support the people.  5) RIGHTS  The people’s rights are reinforced through various ways. The organisation ensures the staff understand how their values are to be reflected in day-to-day practice.  We gained the impression families are able to raise concerns and that ConneXu wants to hear the views of families so they can improve the service being provided. There is evidence that concerns are raised through staff meetings and the Evaluation Team believes further follow-through with some families on particular issues would ensure action is taken as soon as possible.  ConneXu supports the philosophy of ‘least restrictive option’ and the constructive way the people are supported ensures proactive approaches are used.  6)HEALTH AND WELLNESS  The people are supported to remain physically and mentally healthy. This incorporates healthy eating, regular exercise, deescalating strategies and using sensory activities to create calm. |

## Outline of requirements and recommendations (not including those relevant to support for specific individuals)[[1]](#footnote-1)

**Requirement**

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| N/A |

## Recommendations

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| ConneXu explores how the women’s house meetings can be externally facilitated.  ConneXu provides the staff with an opportunity to have additional training in augmentative communication.  ConneXu ensures the information kept about the women is relevant and up-to-date. |

1. Please see the [evaluation tool](http://www.health.govt.nz/our-work/disability-services/contracting-disability-support-services/developmental-evaluation-disability-support-services) for reference [↑](#footnote-ref-1)