# Developmental Evaluation Report Summary

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

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| **Name of provider:** | Founders Care Trust |
| **Number of locations visited by region** | 3 |
| **Date visit/s completed:** | 20 November 2017 |
| **Name of Developmental Evaluation Agency:** | Standards and Monitoring Services |

## General Overview

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| The general atmosphere in this home is very friendly and relaxed. xxxx of these people have lived together for some time and the newly arrived xxxxx flatmate is someone they all knew from another home; this transition appears to have been successful.  This is a busy household with individuals involved in a variety of activities either at home or through vocational services or membership to groups such as Special Olympics or *People First*. Each person is also connected with their family and are active in their community.  Family members are very connected with their relative and involved with the organisation in general. xxx family members from this home are on the Board of Trustees and other families in the Trust help with general maintenance for all of the properties supported by the service. There is good communication between family members and the service generally.  A new manager was employed after the departure of a well-respected, long-term manager. Some changes have begun with the new manager stabilising the staff teams in each of the homes (rather than rotating them between all three houses). This provision has been welcomed by the people in each home, the staff themselves and the families/whānau. The service has provided an excellent training programme over the years with many of the staff completing both the level 3 and 4 certificates; all but two new staff have completed level 2. In addition, there have been a variety of in-service training events held at regular intervals.  The service utilises a number of vocational providers and organisations in the town and there appears to be good cooperation not only between these services but also with local Needs Assessment and Service Coordination (NASC) agency. The people in this home attend at least three different vocational providers or organisations for their weekday activities.  The home is spacious, personalised throughout and provides ample opportunities for privacy with visitors. Much of the property is barrier free and the grounds are well maintained.  The service keeps very good records, particularly medication folders, and work is being done to update policies and procedures.  Personal planning is very detailed and seems to contain many goals that fit better in Care and Support Plans. There are a number of suggestions by the Evaluation Team concerned with person-centred/directed aspiration-based planning that appear in this report.  *The overwhelming majority of the people who spoke to the Evaluation Team were very satisfied with the service being provided*. |

## 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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| **IDENTITY**  The service provides Care and Support Plans that are updated at regular intervals and contain all essential information for support workers on the needs and support requirements for each person. All staff sign that they have read and understood these plans. The manager has also added a yellow card to the daily diaries that outlines essential daily requirements and alerts for each person as a quick reference guide for staff.  Lifestyle plans (LSPs) outline strengths and achievements and then list a number of health, leisure, and developmental areas where goals are developed (typically for each area). Many of the goals may be more suited to the care and support plans.  The Evaluation Team suggests an overhaul of the personal planning process to provide a focus on each person’s aspirations or dreams with each broken down into achievable steps/goals. These could then be usefully set to timeframes and indicate the person responsible for overseeing the development of each aspiration.  Key workers provide monthly reports that outline what the individual has been doing during the previous month, how much contact they have had with their family, any health visits/concerns and a brief report on LSP goals. The Evaluation Team suggests that when reporting on goals the key person also highlights what progress has been made, what was successful, what was not and where to next.  xxxx of the people in this home have lived together for some time and appear to get on well together. The xxxxx person arrived recently and appears to have settled in comfortably with everyone in the home.  The home comfortably accommodates each person in their own bedroom. There are two bathrooms (one has a wet area bathroom and both have toilets) and a separate toilet. The house is equipped with ramps and is sufficiently spacious to accommodate persons with mobility needs.  The décor of the home is personalised throughout with paintings and pictures. Furnishing are comfortable and in good repair. There is a large television in the main living area that is equipped with a xbox that is used regularly.  The people in this home utilise three main vocational services in the town. Most of the people in this home spend some time at one of these services that has an excellent computer suite (with support), cooking programme and a variety of community-based activities. Another of these services is run by the local iwi and is well liked for its karaoke, fishing, music, cultural activities and art. The third vocational service also provides art and some community-based activities. One person also accesses an art programme run by a community organisation.  The people in this home are active individuals with a wide range of contacts through vocational services, other homes within the service, clubs, Special Olympics, work, *People First*, church, RDA and family/whānau. There is evidence that the people at this home are assisted to visit friends and family, and are interested in having friends and family over to visit them.  There are excellent lines of communication in this service between the staff, with the manager and with family members.  The service actively supports the individuals to improve household and personal skills, and encourages them in their particular hobbies such as country music, xbox, ten pin bowling, and a monthly disco. Some individuals may have particular aspirations to develop a skill further and these could be a focus in their own personal plans.  Two of the people in this home are members of *People First* and one person is on the committee of Special Olympics.  There is currently no mechanism for the people living in this service to present to or report to the Board of Trustees.  The Strategic Plan for the Trust is currently due for review. The Evaluation Team discussed with the service methods of involving all stakeholders in the process of developing a new Strategic Plan that will consider where the service wants to be in the short, medium and even long-term.  Each person in this is able to effectively communicate with the staff and feel their voice is heard. The newest member of the home moved to this house as it was more active and attuned to his communication needs.  The service supports the individuals to attend church and church groups as desired. Cultural preferences are supported through a Māori vocational provider and through culturally appropriate practice in the home.  **AUTONOMY**  The people in this home each participate in choosing and preparing the evening meals. They are also actively involved in daily and weekly chores. There are rosters for both chores and meal preparation.  The evening meal is recorded in a menu book by the person who cooked that evening. The meals appear balanced.  All but one of the support workers in this home have completed the National Certificate to level three and one has completed level four training. There is one newly employed staff member who has completed induction training. This training assists staff to become familiar with policies and procedures, the mission and values of the organisation, duties and responsibilities, codes of conduct and so forth. The service provides in-service training events to supplement the training received in the general certificate.  All documentation is kept secure in the staff sleep over room.  Personal files and other records are relevant, clear and up-to-date. Daily diary entries are detailed, clear and respectfully written  **AFFILIATION**  The people in this home have a variety of interests that take them out and about into the community either alone, with family or with their flatmates. A sampling of weekend’s activities included trips to the grocery store or shopping generally, participation in Special Olympics and the monthly disco, visits with family, going to parks, attending church, concerts and movies, visiting a car and home show and going to the circus. Recently many of the people from the Trust went on a trip together to Australia.  **SAFEGUARDS**  The individual files contain essential contact information and provide details of the alerts (risks) associated with each person in the opening pages.  None of the people in this home have a formal behaviour support plan but where necessary notes are provided for staff to assist the individual should the need arise. These include notes on recognising triggers, preventing escalation (calming techniques) and managing escalation if it occurs (keeping people safe, de-escalation methods).  Medications are securely stored, and appropriate procedures are followed. All support workers have completed medication competency training and this training is revisited annually. The medication folders are well organised and provide all essential information for both staff in the home and medical personnel. Specific health information is kept in these folders such as weight and seizure records as required.  The home is well equipped for civil emergencies with a “go” bag for each person (if evacuation is necessary), well organised records, equipment, water and food.  The home is equipped for fire safety and has a current certificate of compliance provided by an independent agency. Fire drills are practised at least every six months and the people in the home were able to explain what to do in the event of an emergency.  Incident reports were sighted on the personal files and, where these were completed, appropriate follow-up procedures were noted. Incidents are discussed at staff meetings and trends in incidents are likewise noted.  The home maintains a hazard register and all hazards are followed up with action plans. There were no outstanding hazards of note in this home.  All staff have completed (or had attended) first aid training.  **RIGHTS**  The Code of Health and Disability Services Consumers’ Rights is available to the people in this home.  The people living in this home and their family members understand how to make a complaint should one be required. A complaints register was sighted. One issue was in the process of being dealt with and the individual concerned was awaiting a response at the time of our visit.    The service has recently employed a new manager and is in the process of reviewing policies and procedures. Those currently under review include restraint and enablers, positive behaviour support and abuse/neglect. The current edits for these policies are in keeping with accepted legislation and rights statements. In particular, the right to positive behaviour support practices that are informed by the sector, do not involve punitive or aversive treatments, and support least restrictive alternatives.  The restraint and enablers policy includes definitions, the conditions under which restraints or enablers may be used, the appointment of a restraint minimisation committee where needed, three-monthly review periods, and the requirement of behaviour support plans that stress restraint only as a last resort and a plan towards elimination.  Restraint is not currently employed anywhere in this service.  **HEALTH AND WELLNESS**  Each person in this home has his or her own doctor and dentist and has access to other health professionals as required. The service is diligent in promoting regular or annual health/dental reviews, health screening (including medication and age-related health screens) and three-monthly medication reviews for people on psychotropic medications.  The staff in this home have regular training and reviews in infection control procedures.  The service is currently reviewing its abuse and neglect policies and procedures. Current edits indicate appropriate definitions and procedures for recognising and reporting abuse or neglect. Staff must provide written signatures that they have read and understood the abuse and neglect policies and procedures, and the service revisits the policies annually. There are no signs of either abuse or neglect of the individuals in this home. |

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

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| There were no requirements listed in this report |

## Recommendations

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| 1. The service reviews personal planning with a focus on aspiration-based planning that is both person-centred and person-directed. Providing staff with aspiration-based training is also suggested. 2. The service considers methods of improving consumer representation on the Board of Trustees and methods of including all stakeholders in the development of the Strategic Plan. |

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)