Developmental Evaluation Report Summary

**At midpoint of certification cycle for community residential services – sensory, intellectual and physical disability**

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| **Name of provider:** | Hohepa Hawkes Bay | |
| **No. of houses (5 or more beds) visited# and location** | # 4 | Xxxxxx House, xx Xxxxxx Road, Xxxxxx  Xxxxx and Xxxxxxxx Cottage, xx Xxxxxx Rd, Xxxxxx  Xxxx Cottage, xxx Xxxxx Xxxxxxx x, Xxxxx  Xxxxx House, xxx Xxxxxxxxxx Road, Xxxxxxxx |
| **No. Houses (4 or fewer beds)** | #2 | Xxxxxx House, xx Xxxxxxxx Street, Xxxxxxxxxxx Xxxxx House, xx Xxxxxxxx Street, Xxxxxxxxxxx |
| **Date visit/s completed:** | 7th December 2017 (Xxxxxxxxxxx)  6th to 8th March 2018 | |
| **Name of Developmental Evaluation Agency:** | SAMS (Standards and Monitoring Services) | |

**General Overview:**

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| Six residential services were identified in the mid-point review of Hohepa Homes Hawkes Bay (four which are located in Xxxxxx and two located in the Xxxxxx Xxxxx region). The four homes in Hawkes Bay support five or more people and this report highlights the comments made in those four services. This report involves 33 people aged between 15 and 43 years of age living in homes in Hawkes Bay. The Evaluation Reports describe the positive experiences the people are having as a result of being supported by a service which is striving to promote *Every Life Fully Lived…*  The families indicated they were mostly satisfied with the support their family member was receiving and where areas required improvement they were confident Hohepa would address their concerns.  Areas for development were varied and in a few instances were ‘house specific’. Follow-through for specific interventions was identified in one report.  Areas of Service Strength   * Personal Planning * Stable staffing team with strong leadership * Improved lifestyles   Areas of Suggested Development   * Documentation * Internal audit processes * Issues which affect effectiveness of the staff team |

**Quality of Life Domains**

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| **1 – Identity:**  The Individual Education Plan (IEP)s and Individual Developmental Plan (IDP)s viewed reflect the interests and preferences of each person. The goals associated with the IEPs tended to reflect skills which could further support other personal goals in the future. A few of the IDP goals seemed to be aspirational with most goals being linked to what the person needs help with, or routine activities of daily living. As plans are reviewed increasing aspirational goals may provide further quality to the service provided. IEPs are reviewed based on the school term timing and provided to the families. The IDPs are reviewed six-monthly, with some families requesting formal copies. All reviews involve various people who are associated with the person.  The progress towards goals is described in the people’s daily diaries and in the monthly *Summary Reports*. There is strong evidence that personal plan goals have been achieved in the last 12 months.  **Areas of Service Strength / Improvement Noted**    Comments included in the majority of the Evaluation Reports indicate that the staff work together as cohesive team and team leadership is strong resulting in good handover, and productive staff meetings.  **Areas of Service Strength / Improvement Noted**    On the whole the people live compatibility, although one Evaluation Report contains comments about how greater compatibility can be achieved. The service has taken steps to improve the situation with favourable results.  Most of the homes provide satisfactory environments which offer individual bedrooms and space for privacy when family visit. Most homes include additional outdoor living spaces. One Evaluation Report included comments about the need to upgrade the home as the kitchen was in poor condition, and the ill-fitting bench tiles gather dirt, and poor hygiene practices of the oven leave the space as one requiring attention. The concern was recorded as a Requirement. Comments were made in the same report about overall space being insufficient in size to accommodate more than one or two people at a time. The concern was recorded as a Recommendation to further renovate/upgrade the home.  Residential Agreements were sighted in all services, and in all reports there is comment re the need for the service to update the agreement so it complies with contract requirements. In all reports this was included as a Requirement.  **Areas of Service Strength / Improvement Noted**    The Evaluation Reports contain information about the various day programmes the people engage in, and those outside of school times pursue activities based on their interests. Some earn money in line with the minimum wage exemption.  **2 – Autonomy:**    The reports provide comment about how the people make choices related to their daily routines and activities. Most people require staff assistance to engage in the activities necessary to run their home. All of the people are supported to do as much for themselves as possible and the service reinforces an enablement model of service delivery.  The reports include information about the methods people use to communicate, and a range of non-verbal strategies are utilised.  The Evaluation Reports also talk about how information about the people is recorded. It is understood that an electronic data system is being explored so information can be streamlined in a more efficient manner. One Evaluation Report comments on the need for more consistent and accurate recording to be undertaken by the staff. This included the need for robust documentation of Incident Reporting in one home. This concern was included as a Recommendation.  **Areas of Service Strength / Improvement Noted**    **3 – Affiliation:**  Comments in the Evaluation Reports describe the various activities the people take part in, and these include using local swimming pools, cafés, shops, movie theatres, frequenting parks and beaches and competing in Special Olympics.    **4 – Safeguards**:  The Evaluation Reports comment about how the people maintain contact with their families. The families are welcome to attend various festivals.  Information in the Evaluation Reports describe the various ways the service keeps people safe. When required, Behaviour Support Plans, Risk Management Plans and Crisis Intervention Strategies are developed. Additionally positive strategies are used when supporting episodes of challenging behaviour and should restraint strategies be required, established processes are used. Comments in one of the Evaluation Reports indicated that these processes require review and this concern was included as a Requirement. Likewise, robust incident reporting ensures positive strategies can be developed to support challenges. This concern was included as a Recommendation.  **Areas of Service Strength / Improvement Noted**    **5 – Rights**:  The *Code of Health and Disability Services Consumers’ Rights* is reinforced through training, staff meetings and various documents used by Hohepa.  Hohepa has extensive procedures about Restraint Minimisation and defers to The Six Core Strategies© checklist (New Zealand adaptation) for reducing seclusion and restraint events as outlined by Te Pou. Hohepa also has a Restraint Minimisation Group which meets quarterly and reviews the use of any restraint with the aim of using a preventive approach as its guiding principle. Should restraint strategies be required, established processes are used. Comments in one of the Evaluation Reports indicate that these processes require review, and this concern was included as a Requirement.  **6 – Health and Wellness**:  The people in all homes have regular health checks. Personal property inventories are up-to-date.  Hohepa has an internal audit process used to self-monitor aspects of the service. In an ideal situation, self-reflection can lead to improvements; however the Evaluation Team believes peer monitoring also has a valid place in such a process. Comments were made in two Evaluation Reports about considering peer monitoring and this concern was included in a Recommendation.  **Areas of Service Strength / Improvement Noted** |

**Progress on meeting Corrective Actions**

**Corrective Action 1:** Xxxxxxxx house requires refurbishment of the kitchen to ensure bench surfaces are intact and impervious and that cabinet drawers are secure and safe with contents easily accessed. At Xxxx house the bathroom skylight is clean and the wet board and bath join is repaired to a hygienic standard.

**Progress:** Photograph of new kitchen at Xxxxxxxx House and summarised action list from the Property Manager of work undertaken in Xxxx House bathroom.

**Evidence:** Sighted work undertaken.

**Suggestion:** No action required

**Outline of Requirements and Recommendations**

Requirements identified in the Evaluation Reports:

* Residential Agreements (four reports)
* Refurbish kitchen (one report)
* Follow-through on mobility assistance (one report)
* Incident Reporting (one report)
* Environmental Restraints (one report)

There were several recommendations in the Evaluation Reports related to:

* Compatibility
* Communication
* Complaints
* Internal audits
* House meetings
* Upgrade/renovation to accommodate number of people using the home.