**Developmental Evaluation Report Summary – Hōhepa Hawkes Bay**

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

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| **Name of provider:** |  | |
| **No of houses visited and location**  **(number of people)** | 4 | Avondale House & Chalets, 62 Avondale Road, Taradale,Napier (5+1+1)  9 Holyrood Road, Napier |
| **Date visit/s completed:** | All house visits occurred between the 17 and 24 February 2021 | |
| **Date report finalised:** | Report finalised on 22 March 2021 | |
| **Name of Developmental Evaluation Agency:** | SAMS (Standards and Monitoring Services) | |

**Methodology:**

Individual service (house) reports were completed by a range of SAMS Evaluators using a standardised Developmental Evaluation process and evaluation framework.

The SAMS Developmental Evaluation approach primarily uses qualitative methods and a partnership model.

The methodology is consistent with:

* individualised focus
* partnership
* inclusion
* equity.

The approach enables both a process and outcome focus allowing the Evaluation Team to equitably represent the different views of defined groups and compare the outcomes for the differing groups.

Evaluations are conducted by teams and normally each team includes at least one consumer or family member as a full team member. Team leaders and team members receive comprehensive training.

Information can be gathered through:

* observation
* individual and group face-to-face interviews
* telephone interviews
* review of protocols and procedures.

Before departing a service, initial feedback is presented to those involved in the evaluation process. A draft report is prepared on the basis of evaluation team consensus and circulated. This draft is then negotiated with the provider to determine a final document, including recommendations for development.

Individual service (house) reports were then collated to identify themes. The primary method of analysis involved two senior SAMS Evaluators reading all of the reports for each region, summarising the key areas against the checklist specifications and providing a count of broad categories for each recommendation. The themes, drawn from the finalised individual service (house) reports, are the basis for this report.

Once summarised, the two overview reports were then read by an independent person for clarity and balance.

**General Overview:**

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| **Introduction**  Hōhepa New Zealand has three communities in Auckland, Hawkes Bay and Christchurch and a newly forming community in Kapiti. All Hōhepa communities run according to the Rudolf Steiner Model and have a designated special character.  Hōhepa has been embarking on a campaign to move many of their adult services to community locations and away from the Clive campus that has been a large residential site for adults for many years. There is a plan to have all accommodation moved from the Clive site by the end of 2025. This process is both a necessity given the Clive location is in a Tsunami/flood zone and a conscious effort by Hōhepa to be community focused. There are a number of elderly people living on the Clive site who will be moved to the Poraiti site into new accommodation that is soon to be built. Other building plans at Poraiti are for two homes for young adults who are more challenged by living in community locations.  The current review focused on two homes in the xxx and xxx service at xxx and two of the community-based adult homes in xxx.  The Evaluation Teams were encouraged to see that Hōhepa is striving to retain its philosophical beliefs while helping people become more integrated into the wider community, embracing best practices of the sector combined with ensuring Hōhepa is aligned with the Enabling Good Lives (EGL) Principles.  The adult homes are positively focused on community engagement and Avondale in particular offers transition training for people wishing to move from group home style accommodation to supported living options. The house and chalets on the property have provided this transition experience for some people.  Another positive move for Hōhepa is the placement of some of its traditional crafts centrally in downtown Napier. The weavery and candle making traditionally based at the Clive Campus are now located in town and have a flash new store front, with an option for groups to tour the whole site. Other traditional Hōhepa work options continue at Clive. Notably the farm, milk bottle and cheese making services. As well as these options the adult services have supported people into mainstream paid and vocational work options, other vocational services, educational training and individualised activities.  The children’s campus at Poraiti has a number of building programmes in operation to up grade the older homes and reduce the number of children living together in each house. The old Tobias home (8 beds) has been replaced by two homes (one of five beds and one of three) on the same site as the previous residence. The two homes at Kotare have five and three young adults in older Lockwood Style buildings. These are on the list for replacement. Both groups of homes on the young persons’ campus has a house or flat for the house manager next to the homes.  The main change for the childrens’ campus was the repeal of sections 141 and 142 of the Children, Young Persons and their Family Act 1989 in July 2019. The children staying at Hōhepa are now supported under section 101 of the Children, Young Persons, and Their Families (Oranga Tamariki) Legislation Act 2017. This means that the families of children who voluntarily placed children at Hōhepa under sections 141 and 142 must now work through the Family Court to place children with the service. Oranga Tamariki, therefore, have a much more prevalent role in who is now placed at Hōhepa and this may create its own challenges for the service. Notably, they may have less control over the type of children being placed with a possible move away from children with challenging intellectual disabilities or autism as their primary diagnosis to children with conduct and attachment disorders and borderline intellectual impairment.  **Number of people formally interviewed during this evaluation**  The evaluation teams talked with xxx of the xxx living in xxx and 9 of their families, 12 of their staff and six managers. The xxx at xxx were not able to be interviewed as the service was at Level 2 (COVID pandemic) at the time of that visit. But the team did talk with one xxx at a suitable distance and 11 parents or guardians (this includes two Oranga Tamaiki Social Workers), ten staff and four managers. We also interviewed the School Principal.  **Strengths**   * The people in the two xxx homes seemed comfortable in their home and compatible with one another. * A positive rapport between both adults and children and their respective staff is evident. * There is sufficient and well qualified staff in both the adult and children’s services. Many children/young people have one to one staff during the day. * The service practices positive behaviour approaches including a focus on redirection, de-escalation and focusing on the function of behaviours. * The staff demonstrated a willingness to explore how to extend the people. * The families spoke about the growth and development of their family members in both the children’s and adult services. * The refurbishment and rebuilds with in all Hōhepa homes reviewed has been thoughtful and provided much improved quality for the people in each place. * Hōhepa has appointed Community Facilitators to support adults with 1:1 activities. * **The new structure which is being implemented at Hōhepa bring support staff and managers closer to the people and their families, aligns with EGL Principles and maintains Hōhepa’s special character**. * Hōhepa’s new structure has been well received by families and staff. * Hōhepa has invested resources to support the people in relationships and sexuality. * Hōhepa seeks input from the people through the Community Leadership Group, surveys, house meetings and other events. * Hōhepa continues to maintain its anthroposophical approach while aligning itself with EGL Principles. * Hōhepa **has been involved in reviewing EGL Principles with staff at all levels of the organisation.** * **Personal planning includes a focus on community involvement, particularly in the adult services, and individual interests and aspirations.** * **The people have a variety of interests and activities that are well supported by the service and there are opportunities for 1:1 support and an exploration of new experiences.** * **The staff team are valued by the families and recognised for their regular communication and support of the people.** * **The Covid response of the service is to be commended for the commitment of staff to the people, their willingness to be part of the support bubbles, their focus on maintaining connections with family and friends and creating and adapting programmes to engage the people.** * **The creation of the role of the Culture and Development Manager who oversees cultural policies and Te Ao Māori has been positive and welcomed.**   **Areas of Development / Consideration**   * The service continues reviewing the support required to the adult services so each person has the resources they need so ‘every life fully lived’ can be realised. * For consideration, rather than formally as a recommendation, we would suggest that some families might appreciate a copy of the IDP or regular monthly summaries about their family member (with their family member’s permission). * For consideration; rather than formally as a recommendation, we would suggest having the ‘fun’ heading in some end of term reports as a section unto itself.   **Results from the SAMS Developmental Evaluation**  There were no requirements in all four SAMS reports for houses of five or more people. SAMS also reviewed three smaller living accommodation situations and likewise had no requirements.  **Recommendations**  In one report only:   * The service to ensure agreements are reviewed annually. (Section 2.3).   **Correction Actions for Certification with HealthCert**  There were seven “Corrective Actions” previously agreed between Hōhepa Hawkes Bay and their Designated Audit Agency, the DAA Group (*these are formally summarised at the end of this report*). |

**Quality of Life Domains**

*The quality of life domain headings have been changed from previous summary reports to fit the new evaluation tool and template requirements*

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| 1. **My Identity**     **1.1 My culture, beliefs and preferences are supported**  Hōhepa was established as a Steiner based anthroposophical service for people with an intellectual disability.  Hōhepa has very clear policies and procedures concerned with supporting people from different cultures. There are also specific policies relating to Māori and Pasifika. The service employs a Culture and Development Manager who has a role to assist with helping people connect with or stay connected with whānau, iwi and hapu. This person also assists Hōhepa to connect with at least three iwi in the local area. There is a focus of embedding Te Ao Māori into Hōhepa’s special character. We heard that there are many children and adults who identify as Māori at Hōhepa.    Karakia and waiata form an integral part of the tikanga of the service and align closely with the long-established anthroposophical protocols and practices of Hōhepa.  The Evaluation Team at one home were warmly welcomed by the Hōhepa kapa haka group.  Several people from the adult homes regularly attend church services in their community and the children’s service is receptive to families wishing their children append formal church services in the community. This has occurred in the past but none of the current group of children have pursued community-based services. The Poraiti site does provide a non-denominational service on Sundays for those who wish to attend.  **1.2 My family and whānau are valued**  All of the families/whānau contacted with regard to this evaluation indicated they were very satisfied with the overall quality of the service.  The teams heard of the many ways in which families/whānau were kept informed and connected to their family member. This is done through phone calls, videos, emails and Zoom. Yearly IDPs (Individual Development Plans) in the adult services are another way that families can be involved and connected. The teams also heard that the General Manager and other members of the management team go to different regions to meet with families who live out of the Hawkes Bay area. This is an opportunity for updating and sharing information.  The families/whānau were pleased with their access to ‘Story Park’, an online link for parents of children living at Poraiti that is updated regularly, sometimes daily. Story Park has been very successful and offers not only written updates, but photographs of what the person has been doing.  **1.3 I am understood**  The majority of people in the homes of adults had verbal communication but the few who did not could make their wishes known, and were supported with their own forms of communication. Notably providing a stable staff team with support workers who know each person well assists with communication. Personal goals and/or behaviour support goals refer to developing effective communication and how this can be supported. One person had access to a speech therapist and the school at Poraiti (until recently) had a speech therapist on staff. The school is currently looking for a replacement.  In both groups of homes for children and young people who were involved in this evaluation there were people who had limited verbal communication. These children are encouraged to use sign (Makaton and/or NZ Sign Language), electronic aids (ie, using pic systems) and manual pic systems (activity boards etc). The majority of staff members in all of these settings have worked with each child for some time and have an understanding of non-verbal methods of communication (body language etc). The system of communication used by each child is consistently utilised between both school and home. Advances or breakthroughs in communication are noted and celebrated when they occur.  **1.4 My mana is acknowledged, upheld and enhanced by my contact with support**  Hōhepa’s vision, ‘every life fully lived’, combined with their mission statement [in] ‘supportive communities inspired by anthroposophy which celebrate the diverse ways of being human’ are pivotal to the core values from which Hōhepa operates  The rights of the people are reinforced through active contact with the *Code of Health and Disability Services Consumers’ Rights* (easy access, house meetings, consumer meetings etc) and through home agreements. House meetings in the adult services provide opportunities for people to exercise their rights through open discussions and learning sections of the rights document at different meeting. Some people also belong to the Community Leadership Group where feedback is provided to the management team. We were noted those in the adult services are on the Electoral Roll and some had voted in the last election.  The Anthrosopical approach that is the heart of the special character of Hōhepa acknowledges three interrelating parts of each person: physical, soul/emotional and spiritual wellbeing. In the children and young person’s service each person is treated as an individual and has many goals in Educational, Residential and Development Plans (IEPs, IRPs and IDPs) aimed toward individualised development of the whole person.  Hōhepa is also very careful to understand the function of particular behaviours (functional analysis approach) and increasingly how behaviour may arise from or be exacerbated by trauma events or specific conditions (eg, Autism, ADHD, FASD, anxiety and mental health, conduct disorders, attachment disorders etc). This is particularly important for young people who may be entering Hōhepa under court orders through Oranga Tamariki.  There are restraint protocols in place where there are environmental restraints (locked food cupboards and a kitchen door). None of the people reviewed in any of the homes had personal or physical restraints noted and approved in their records and none were practiced (according to incident reports) with the exception of emergency situations (keeping people safe from immediate harm). The one example in records was followed-up by incident reports and discussion at the next staff meeting. The incident was also discussed by managers and will be reviewed by the restraint minimisation committee. Referrals to EXPLORE are provided when necessary and the service has its own behaviour support specialists and consulting psychologists. Any on-going restraint options (historically this has almost exclusively occurred in the children and young person’s service) will be considered only in terms of approved behaviour support plans and monitored by the restraint minimisation committee.  The staff have had a review with Team Teach (positive behaviour support and restraint) in February 2021.  **1.5 Entry is Easy**  Hōhepa has processes in place for entry into the service and provides advocacy and support to families. Admission to adult services occurs through referral from the local area needs assessment service (NASC).  The children and young person’s service has complex admission procedures as residential services for young people with learning disabilities are uncommon in New Zealand. They now require the involvement of Oranga Tamariki (Ministry of Young people) and the Family Court. Not only does the Government and family require representation but also a ‘lawyer for child’ is provided. The system is designed to protect the rights of the young person but also makes the process quite complex and anxiety provoking for families.   1. **My Autonomy**     **2.1 I make choices about my life**  The people in the adult service make many decisions which impact their lives. They spend time participating in preferred activities, choosing vocational options, visiting family and friends, and engaging in paid and volunteer work.  If the people require support to make some decisions, staff who know them well or family members help if needed. We heard about the people being able to make changes should things no long suit.  There are differences in some areas with regard to the self-determination of children and those of adults. In many respects children are under the control of adults who are ideally working in their best interests. Therefore, many of the goals and supports provided for individual children at Hōhepa are decided by others. However, families are involved in the creation of support plans and goals and there are areas in life where the children and young people can make their own choices. This becomes more apparent as the children grow older with the young adults approximating the choices being made by people in adults services.  For the children and young people, the most notable choices available relate to the free time after school and on weekends when they are encouraged to choose recreational activities. In summer these range from swimming at the pool on site or the public pool in town, using bikes or scooters, walking around the farm where the school is located, playing in the sandpit or using the trampoline (to name a few outdoor activities). Inside there are toys and games and some time is permitted on Ipads.  Hōhepa has always had a philosophy that de-emphasises televisions and digital equipment and none of the children’s houses have a television. The community does, however, host media events such as movies and some people attend movies in Napier. Some concession has occurred for Ipad usage, especially if there are educational options available.    The children are also able to choose between food options (especially with regard to likes and dislikes) and breakfast seems to be the time for most choice in this regard. Life is somewhat regulated in terms of getting up, going to bed, rhythms to the day and understanding boundaries (what is allowed and what is not). Boundaries are very important in assisting children who have often not understood boundaries in the past. The children are also encouraged to participate in chores and each person has small tasks to assist with the home. Often a favoured task is incorporated into the weekly schedule for each child. The rhythm of the day is somewhat predictable for each child and for many this provides a source of comfort and certainty  **2.2 I choose and realise personal goals**  Each person in the adult service has their own IDP (Individual Development Plan) which is done yearly and reviewed every six months. The families who wish to be involved are contacted in advance and those who are unable to attend in person or live out of region are able to take part through Zoom*.*  The IDP goals are based on physical environment (Body/hands), emotional/ relationship (soul-heart) and autonomy/aspirations (spirit head). Goals also focus on increasing independence in daily living skills.    One of Hōhepa’s priorities and objectives is to *train staff on how to work with the IDP model.* The changes to the management structure ensures that the House Leader has the role of supporting the person with their plans, liaising with other support staff and families, and oversight in ensuring that goals and aspirations are met.  Some families indicated they might appreciate a copy of their family member’s IDP or the IDP monthly summaries (with their family member’s permission).  In the children and young persons’ service the number of goals proposed for each child is based on their needs, interests and skills. The school provides educational goals in IEPs, the residential service has goals for daily living in IRPs and the therapeutic services available at Hōhepa also posit goals for each child. Progress is charted through SMART goals and summarised at the end of each term. There are also goals produced by social workers and needs assessors that are tracked through documentation.  In the “all about me” booklet some goals are listed as “my hopes, dreams and wishes” and these are reviewed by an OT every eight weeks.  However, most, if not all, goals are developmental in nature. There are few that emphasise the fun things that help mould us as human beings. Those things we explored as children and those things that were simply fun and built positive memories. Hōhepa does pursue these activities. They are not necessarily written as goals as these things should simply happen. However, they are also based on the knowledge of the staff (and family). In other words, each staff member who has worked with a child for some time knows what they like doing and encourages involvement and exploration. Personal or aspirational goals for children would be based on those things but there would be concern that they could subsumed within a long list of goals that are already formalised.  The SAMS Team in the children and young persons’ service felt that so long as there are staff and family involved with each child, who know them well, and who have observed and made known those things each specific child enjoys and loves in their life, then formalising those things as goals is unnecessary. However, they did believe that continually reporting on the fun parts of childhood is necessary both in terms of keeping families informed but also exploring with the child who they are and what they really find fun in life. To some extent this already happens in the ‘Story Park’ reports and pictures for families, and in one section of end of term reports. Keeping one section in those end of term reports that just focuses on fun things would also help to remind everyone that being a child is also about exploring and having fun  **2.3 I** **make decisions about my daily life**  The way in which the service has transitioned people from one accommodation situation to another has been done gradually and with much consideration. This was particular evident in Avondale where people were wishing to transition from the main house to the more independent chalets and then out in to their ‘flats’ in the community. In one case the team noted a person tried out the chalets but soon returned to the main house, only to try again later and transition successfully.  In the other adult home the team noted the process of transitioning the people into the home from their previous living situations was done carefully, thoughtfully and over a period of time. The transition involved visits to the new home by those moving in, a focus on compatibility of the people, input from families and a consideration of the location and neighbourhood.  In both of the adult homes the people in each place appeared to get on well together.  The children and young persons’ service was more complex in terms of compatibility but the new home at Tobias was designed with three bedrooms at one end of the home and two at the other. The children in each area were chosen for the compatibility with one another and some very positive relationships had been formed. Each area had its own bathrooms and each area could be shut off with large sliding doors if people wanted more privacy. This was particularly useful if a young person needed (and wanted) to be away from other people to calm down if they had become elevated.  **2.4 Supports are highly tailored to my needs**  Each person has a support plan for daily living that is reviewed at regular intervals. Also see section 2.2  **Recommendation:**   * The service to ensure agreements are reviewed annually. (Section 2.3).  1. **My Connections**     **3.1 I am part of the community**  It is notable that people in the adult service have a variety of activities they pursue both within Hōhepa services (such as the farm, milk bottle factory, cheese making area, weavery or candle making operation) and in the community, through both paid and voluntary jobs and education opportunities. For example, at least one person was involved in Polytech courses and people had voluntary positions at Age Concern, cleaning a church and helping with car washing.  The service employs a Community Facilitator who assists individuals to have positive community experiences and on a one-to-one basis whenever possible. People were assisted to use public transport and to learn road safety. They were learning how to use eftpos cards and budget. They utilised the library and local pool, they were involved with running Hōhepa stalls at the local farmers market, they went to cafes and bars, took train trips, got involved with horse riding and grooming and volunteered for *Trees of Hawkes Bay*.  The children and young people typically have one-to-one support for large portions of their daily life. This allows for both group and individualised outings into the community. As noted by one whānau, outings can traditionally be a challenge for children who do not handle transitions well and/or have difficulties in crowded or busy environments. However, the service sensitively manages successive steps toward some community involvement outside of Hōhepa. Over time this has resulted in positive changes. Most notable has been the use of local parks and pools, movies, visits to the aquarium, attending appointments in town with medical professionals and hair dressers etc, and when possible going on errands to shops etc.  Furthermore, for the teenages there has been increased emphasis on being in the community in personal goals. Transitions away from the children’s services at Hōhepa will lead to placements back into communities of origin or into the Hōhepa adult services that are now spreading into the general community in Hawkes Bay.   * 1. **I have relationships with others that are important to me**   Hōhepa has a strong belief that developing healthy, positive relationships with each other is an important part of life. The Evaluation Teams were encouraged to learn about the recent investment by Hōhepa to support people with challenges related to relationships and sexuality. We were advised that this came about as a result from requests for support. We believe that the families and staff will also be offered the training. Anyone participating in the training gives consent prior to enrolment.  The people in the adult homes are most often supported by a network of family, extended family and friends who encourage them to live their dreams. Additionally, the people connect with their peers and have ample opportunity to visit and socialise. The location of the service means that walking to visit others is able to be done safely.  For the children Circle time at the start and end of each day allows people time to sit with each other, sing and reflect with readings and/or karakia. The school and the residential service also emphasis positive relationships. The service highlights relationships with families/whānau and each young person’s bedroom has photographs of whānau. The young people are also encouraged to ‘facetime’ with whānau whenever possible.  Building and maintaining healthy and positive relationships with peers is emphasised in a number of goals noted in plans for these young people.   1. **My Wellbeing**     **4.1 I have the best possible health and wellbeing**  The people are supported to maintain good health with regular visits to doctors and dentists. Should specialists be required they are easily accessible.  Several people have identified goals which help them support and maintain good health. One person saves up so they can afford acupuncture and massages as a way to maintain positive spinal alignment.  Some people have special dietary requirements that are supported in each of their living situations and meals appear balanced. A dietitian and registered nurse is available to residential services within Hōhepa. Choice of menus is most possible in the adult service, especially where people are learning to prepare their own meals. In the children’s service there is careful attention to preferences and the effect textures may have on some children.  **4.2 I am safe**  The service provides policies and procedures concerned with recognising and reporting signs of abuse and neglect and child protection training is refreshed every six months.  The service completes detailed police and background checks on all personnel who have any form of contact with the young people in the service.    Personal files begin with a list of essential contacts (next of kin, doctors etc) and information on cultural and spiritual needs. Just prior to this page in the children and young persons’ service is small booklet that is entitled, “All about me”. This booklet is also on the wall of each young person’s classroom and is easily accessible to all staff who may be working with each person. It includes details about specific risks (including behaviour support), likes and dislikes, and communication (all written in the first person).  Files also include easily accessible individualised safety protocols (medical and personal such as allergies, flight risks, road and water safety, behaviour etc).  There are clearly written and available crisis procedures for circumstances such as missing young people, medication errors, injuries and behavioural events. An on-call system is actively available and there are awake night staff in each home (adults and children).  All legal documentation regarding guardianship and consent forms are also evident on the files. Office files contain information regarding NASC needs assessments and other legal documentation.  There are sufficient numbers of staff employed to work with the young people in all of homes reviewed and there are sufficient staff to have eyes on young people and each other at all times when people are in the homes. (The young people are able to have time away from others in their own bedrooms as needed). This level of vigilance is needed in homes especially as young people move through puberty and into adulthood.  There are also sufficient staff available in the homes of adults.  Most staff members at Hōhepa have completed at least minimal certificate requirements (level 2), but many also have tertiary level qualifications. In-service training occurs on a regular basis and includes compulsory training in first aid, child protection, medication, infection control, fire safety (fire warden training), cultural awareness, code of rights and informed consent. Training is provided in the children and young persons’ service in trauma informed practice, principles of attachment and fetal alcohol syndrome (FASD). Training to all Hōhepa staff has also included Autism, positive behaviour support (through Team Teach), advocacy, Enabling Good Lives (EGL), and the special character of Hōhepa.  Medications are securely stored and medication folders provide all essential information including doctors prescribing sheets, charted PRN and over the counter medications, medication reviews, sample staff signatures, medication signing sheets, information about each drug being used and so on. All controlled drugs are kept in a safe (inside the same locked cupboard) and these are checked daily. Expiry dates on medications are tracked.  In a few instances an adult is learning to self-medicate and this is done with rigorous protocols in place along with substantial training and support.  In the adult service regular emergency drills are held in the home four times a year and civil defence supplies are provided in the home. Each person has an emergency backpack with clothes and a sleeping bag to take with them in an emergency. First aid kits are kept up-to-date.  In the children and young persons’ service the new homes at Tobias/Whetu and one of the two homes at Kotare have built in spinklers and all have built in smoke detectors. All homes have multiple points of egress. Fire drills are practised at least twice a year. Civil emergency equipment and supplies are provided in the home and the service also has two large water tanks on site as a back up for water stored in the houses. First aid kits are kept up-to-date.  Oranga Tamariki provides legal oversight of section 101.     1. **My Contribution**   **5.1 I can contribute to my community and society**  Holding valued roles is one way in which the people’s contributions are recognised and valued. The people we met hold roles such as son, daughter, brother, sister, nephew, grandson, student, artist, sports enthusiast, church member, sports competitor, horse-rider, volunteer and employee.  In moving many of the adult residential and vocational services to community settings people gained greater access to their local community and greater independence and self-determination was evidenced.  Hōhepa is a well-known and respected service in Hawkes Bay.  **5.2 I am involved in service development**  The service is in the process of a restructure which has meant that the role of House Leader is more like that of a manager and the role requires a closer interface with the NASC and families. In the adult area there are now four service managers and Hōhepa notes in their management structure that one of their objectives is *putting senior expertise as close to the ground as possible.* These roles have allowed for a closer connection with the people and their whānau and meet the criteria for Hōhepa’s vision of *A life fully lived by everyone supported.*  One Hōhepa’s priorities and objectives is: *Working towards increased sharing of power with the people we support.*  Hōhepa has a consumer management system called *Sharepoint* which iswidely used within the service.  Hōhepa has a Board of Trustees that includes family representatives of people living in Hōhepa. The service also has a Community Leadership Group that is comprised of seven elected members from the adult community. This group reports to the Board of Trustees.  The service nationally also conducts family and whānau satisfaction surveys about every four years with specific reports for each region. The Hawkes Bay Report for 2019 indicated high levels of satisfaction (97%) and a considerable improvement over 2014 reports. This survey involved 95 families from across all Hōhepa services in Hawkes Bay (50% return rate).  Board meeting minutes indicate support for capital improvements on the young people’s campus and the building of three homes for elderly people who are currently living on the Clive site. These homes will be on land accessed independently of the main young people’s campus but overlooking the school, young people’s houses and farm.  The minutes also indicate the building of two more houses close to the new homes for the elderly that will accommodate adults who would be very challenged living in community settings. These homes will be situated directly behind the Kotare Houses but separated by fences and a separate access point. Security arrangements for these homes will be ongoing.  The strategic plan also highlights supported training in the special character of Hōhepa communities and in developing readiness for Enabling Good Lives.  Both services for adults and Kotare Cottages for teenagers provide house meetings where issues can be raised and discussion held in areas such as rights. These meeting can also be used to discuss in-house preferences such as menus.   1. **My Support**     **6.1 I am able to choose my support, who supports me and how I am supported**  Hōhepa focuses on listening to what the people and their families want. The Evaluation Teams heard about the different experiences people had when they spoke with staff or management about things they wanted changed and their views were treated respectfully. While Hōhepa has a formal complaints procedure which is easy to understand and access, most people and families believed they could address any concerns directly to the staff working in the home and have their situation resolved.  **6.2 I can have my say**  A complaints procedure is readily available to the people living in the homes and their whānau. A review of the complaints register indicated there were no serious (notifiable) complaints and a resolution process was noted. It was evident that the people living in these homes and their representatives have been supported to make complaints.    **6.3 I monitor and evaluate the support provided**  Daily diary or contact notes are detailed and include information ranging from health (seizures, wellness, food intake etc) to daily activities and behaviour. These are completed at the end of each shift.  Also see section 2.2.  **6.4** **I have a relationship of shared power in the planning process**  This section of the evaluation tool also states “I am involved in service development” and states in its sections that the service might “utilise hui, and other methods, to involve people in review of strategic plans, policies and procedures, internal review and evaluation.” Some of the methods used to consider the views of the people using the service are talked about in section 5.2.  *This concludes the main summary with regard to the indicators in the evaluation tool. However, some sections were added to the reporting template that are not repeated in this summary with the exception of the following:*  **General observations on how the organisation delivers supports according to the vision and principles of Enabling Good Lives**  Hōhepa states in its background information to proposed changes in structure:  *We aim to be truly person centred, in accordance with Enabling Good Lives (EGL) and anthroposophical inclusive social development principle.*  The service is embracing Enabling Good Lives Principles in its practice. Staff were being introduced to each principle in some detail in separate training sessions.  The service as a whole is also considering the implications and possibilities of Enabling Good Lives as it makes ongoing developmental changes, especially in the adult services and in services for older young people/young adults. |
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**Progress on meeting Corrective Actions:**

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| **Corrective Action 1:**  Copies of completed generic consent documentation such as for the use, storage and release of information, and for the taking of photographs of the people being supported, were not found in people’s personal files reviewed  **Required Action:**  All residents require signed copies of a consent form covering all requirements of the standard to be in their files.  Criterion 1.1.10.4 PA Low  **Progress by Hōhepa to DAA group:**  Hōhepa reported “Generic consent form sent to all families 1/10/19. Residential Admin to collect the remaining few that have not returned 17/04/20”.  **Response from DAA Group:**  27 January 2020: Dawn Gourdie, Lead Auditor  Actions accepted. Sighted copy of updated consent form, which covers storage and access to personal information, service delivery, financial statements, collection and sharing of health information, media (images and stories) and internet usage.  Within timeframe provided, please provide a copy of the results of an internal audit that is representative of residents from each house (or similar documentation e.g. a spreadsheet) to demonstrate that all residents have a signed consent form on file.  12 June 2020: Graham Barnett, Auditor:  Copy of consent tracking form provided, along with the completed internal audit tools from November 2019, for Pohutakawa, Tom Parker, Ohua House and Cunningham House. All of these documents record that signed consents are in place for each of the people who live in these services. Action accepted, no further evidence required. For review at next onsite visit.  **Evidence:**  Signed consent forms were noted on personal files in adult services and signed by family/guardians in children’s houses.  **Further Actions:**  No further actions indicated.  **Corrective Action 2:**  Quality and risk issues are being reported through to the governance level of the organisation. However, quality and risk issues are not being managed in a coordinated manner at the operational level, there is not currently a documented quality and risk management plan, and there is limited evidence that the system is understood by service providers within the Hōhepa homes.  **Required Action:**  Implement an effective quality and risk management system that enables service providers from all levels of the organisation to be aware of organisational quality assurance processes.  Criterion: 1.2.3.1 PA Moderate  **Progress reported by Hōhepa to DAA group:**  *Quality and Risk management plan development in process, see corrective action on standard 1.2.3.7. Due 17/04 carried by General Manager, HR Manager and Adult Residential Manager*.  *The reporting of trends to the board is now presented and discussed at the Quarterly House leader meeting. EVIDENCE see attached minutes from December meeting.*  *Report from Area mangers now includes graphed data to identify trends in incident reports and IDP goals.*  *This is to be further developed into the HL monthly report*  **Response from DAA Group:**  27 January 2020: Dawn Gourdie, Lead Auditor:  Action plan accepted. Sighted copy of Meeting Agenda and Guidelines for House Meetings. This includes ‘Incident Reports, discussed, actions taken/results/trends as a topic for review’. Minutes of such a meeting show ‘Incident Report entering on Webcare & analysis in H/Ls report’ was discussed and that a manager went through the last report period of data analysis for Trust Board: the trend in PRN use, behaviour etc. Trending of results for quality system monitoring now also in quarterly cluster leader meetings.  There is evidence of processes now in place and others under development to enable the operations teams to be updated on quality improvement processes and to ensure staff at all levels of the organisation have the opportunity to be updated on such information. No further reporting required.  The outstanding need for a quality and risk plan to be developed is addressed in corrective action three under 1.2.3.7  **Evidence:**  Graphs trends by the Hawkes Bay regional manager were noted in minutes to the Board of Trustees. Trends are also discussed at Quarterly House leader meeting – from minutes.  All other actions were deferred to corrective action 3 below.  **Further Actions:**  No further actions indicated.  **Correction Action 3:**  The absence of a quality and risk management plan is limiting the organisation’s ability to effectively measure key components of service delivery, including for example event reporting, infection control and related internal audits for quality and risk management/quality improvement purposes.  **Required Action:**  Develop and implement a quality and risk management plan, which would more effectively and more efficiently measure achievements against related issues.  Criterion: 1.2.3.7 PA Low  **Progress reported by Hōhepa to DAA group:**  *Quality and Risk management plan development in process see corrective action on standard 1.2.3.7. Due 17/04/20 carried by General Manager, HR Manager and Adult Residential Manager*  **Response from DAA Group:**  27 January 2020: Dawn Gourdie, Lead Auditor.  Within required timeframe, please provide a copy of the quality and risk management plan that includes how the organisation will effectively measure key components of service delivery, including for example event reporting, infection control and related internal audits for quality and risk management/quality improvement purposes.  12 June 2020: Graham Barnett, Auditor:  A copy of the Hōhepa Hawkes Bay Quality Framework which was written in February 2020 was provided as evidence. This document provides details how the organisation monitors and manages the quality of the service delivery provided by the organisation. Action accepted, no further evidence required. For review at next onsite audit.  **Evidence:**  The same document was sighted.  **Further Actions:**  No further actions were indicated.  **Correction Action 4:**  Improvements needed to meet specified standards or requirements are not always being identified. Where corrective actions are required to address identified shortcomings, corrective action plans are not consistently being developed and implemented to ensure improvements occur.  **Required Action:**  Ensure quality improvement opportunities are consistently identified and corrective action processes are sufficiently robust to demonstrate how areas of non-compliance or non-conformance have been addressed.  Criterion: 1.2.3.8 PA Moderate  **Progress reported by Hōhepa to DAA group:**  *Existing Internal Audit tool revamped to include an ongoing record of previous months’ corrective actions. Evidence. See August and Septembers Internal Audits.*  *Reporting on and monitoring is recorded by the Area manager in the Area report. Discussed at HL level. Evidence see House meeting guidelines.*  *Tracking system available to Area Mangers, ASM and Adult Residential Manager on our residential drive. Indicating any outstanding corrective actions. Discussed Monthly at Cluster meeting. Evidence see Cluster Meeting Agenda.*  **Response from DAA Group:**  27 January 2020: Dawn Gourdie, Lead Auditor:  Actions accepted. Meeting minutes of Cluster Leaders October 2019 confirmed the Internal Audit form had been reviewed and the previous month Corrective Action Plan form had been added.  Example sighted as evidence of internal audit form review.  Minutes also noted cluster leaders can track progress on the “Corrective Action Plan Tracking” on Residential Drive and that results are to be reported on the House Leaders’ Report and the Cluster Leaders’ Report, as discussed in Combined House Leaders meeting on 19th September 2019. Sighted meeting agenda template as evidence of this.  Requirements met. No further reporting is required.  **Evidence:**  The same documents were sighted.  **Further Actions:**  No further actions indicated  **Correction Action 5:**  Service delivery plans, known as Individual Development Plans (IDP’s) were not always up to date. Also, IDPs do not always acknowledge or provide information about how the person would be supported around their identified cultural or spiritual needs.  While regular reviews are completed of each person’s goals in their IDP plan, it was not always possible to link these goals to the person’s IDP.  **Required Action:**  Implement a process to ensure each person’s Individual Development Plan is current and that the IDP goals being evaluated relate back to the goals identified in the person’s IDP.  Ensure that the cultural and spiritual needs of the people Hōhepa support are identified and recorded in their service delivery plan, including how the person will acknowledge or be supported around any identified needs.  Criterion: 1.3.5.2 PA Moderate  **Progress reported by Hōhepa to DAA group:**  *All IDP’s are now current and latest 6 month review consistent with IDP goals*.  *Evidence see all attached IDP and 6mth reviews.*  *Ethnicity and religion are now recorded in general information. Specifics are noted under Culture and Soul/Spirit.*  *A first draft of our new IDP format has been included, this will be rolled out in February.*  **Response from DAA Group:**  27 January 2020: Dawn Gourdie, Lead Auditor:  Action plan accepted. Sighted copy of new IDP template (draft November 2019). Also sighted six examples of updated/completed IDPs, all of which were comprehensive and cover all expected requirements including ethnic and religious/spiritual aspects of their lives.  Within required timeframe, please provide a copy of internal audit results, or similar documentation to demonstrate all clients in each house have a current IDP in place that is consistent with their latest review.  12 June 2020: Graham Barnett, Auditor:  Internal audit tool of Tom Parker house, dated April 2020 provided as evidence that each client has an IDP in place, and that this has been reviewed. A separate spreadsheet was also provided which shows IDP are in place in the services that were visited during the audit, and that these are being reviewed 6 monthly, and these reviews are monitored to ensure they have occurred. Action accepted, no further evidence required. For review at next onsite audit.  **Evidence and discussion:**  Support/Care plans and IDPs were observed in all xxx of the homes reviewed in the current evaluation. There were also IRPs and IEPs in the xxx service. The wide range of goals were tracked in monthly progress reports and in six monthly reviews. Goals did include cultural and spiritual. It is important to differentiate support or care plans from aspirational or personal plans (in Hōhepa these typically involve IDPs but aspirational goals were found in other places – see section 2.2). Personal plans should not over formalise what “should” or “should not” included as they are ideally developed by the individual. As noted in the reports relating to the children and young persons’ service there are a huge number of goals, most of which are developmental or educational. They were tracked as SMART goals and reports were provided to families monthly. However, aspirational goals were overshadowed by these developmental goals.  **Further Actions:**  No further actions indicated  **Correction Action 6:**  There were reports of healthy eating principles being advocated. However, there is limited evidence to demonstrate food and fluids consumed by residents consistently meet the nutritional needs appropriate to the consumer group.  **Required Action:**  The meals provided in each home need to be recorded in sufficient detail to enable a suitably qualified person to regularly review them so as to confirm that nutritional requirements are being met.  Criterion: 1.3.13.1 PA Low  **Progress reported by Hōhepa to DAA group:**  *Education to staff is being carried out regarding correct documentation of consumed food. Becomes part of the internal Audit Tool.*  *Registered Nurse will regularly review menu plans and refer to Dietician any specialised diets.17/04/20.*  **Response from DAA Group:**  27 January 2020: Dawn Gourdie, Lead Auditor:  Action plan accepted. Sighted copy of reviewed internal audit tool showing that the documentation of food consumed by residents is now a component of this process.  Within required timeframe, please also provide:   * Evidence of staff education regarding correct documentation of food consumed by residents. * A copy of documentation that describes the process in relation to registered nurse review of menu plans.   12 June 2020: Graham Barnett, Auditor:  Provided with a copy of a Review of Healthy Nutrition, completed by the RN at Coverdale. Some good observations and recommendations made in this review. Copy of internal audits from December 2019 for four houses, which all indicate meals are being recorded and that these services have had their annual Healthy Nutrition review.  No evidence was provided in relation to the staff education that has been provided regarding correct documentation of food consumed by residents. Please provide evidence of this by the new due date.  20 July 2020: Graham Barnett, Auditor  An explanation of the meal recording provided, as well as the process used to train support staff.  Copies of training records provided, which sit in the front of the house diary as a reference for staff.  Evidence accepted and action closed, no further evidence required. To be reviewed at the next onsite audit.  **Evidence and discussion:**  Menu plans and records of meals consumed were sighted by the evaluation teams and consumer involvement in menu selection was also reported through house meetings and records of preferences. This is particularly important for fussy eaters and person education of healthy meal plans as they move toward more independent lifestyles. There is also evidence of RN oversights and dietitians’ involvement in some cases. Staff training records were also sighted.  **Further Actions:**  No further actions indicated  **Correction Action 7:**  One home has three key areas that require repair as per the following points: The top of the hand basin in one toilet was damaged with a broken edge that was sharp and dangerous. The privacy lock on one of the bathroom doors was broken and could not be unlocked from the outside. One toilet door did not have a lock in situ to ensure people’s privacy when they use it.  **Required Action:**  The broken hand basin is replaced, and safe locks are put on the toilet and bathroom doors.  Criterion: 1.4.2.4 PA Low  **Progress reported by Hōhepa to DAA group:**  *Pohutukawa House requirements completed by property services 20/09/19.*  *The broken privacy locks have been replaced on both toilet doors. The damaged hand basin has been replaced. A new electrical switch cover in situ.*  **Response from DAA Group:**  27 January 2020: Dawn Gourdie, Lead Auditor:  Actions accepted. Thank you. Sighted copies of photographs as evidence that broken privacy locks on toilet doors, a damaged handbasin and a broken electrical switch at Pohutukawa House have been replaced. No further reporting is required  **Evidence and discussion:**  Site visit.  **Further Actions:**  No further actions indicated  No further actions were indicated |
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