# Developmental Evaluation Report Summary

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

|  |  |
| --- | --- |
| **Name of provider:** | IDEA |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 15/03/17 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

|  |
| --- |
| The woman has been associated with IDEA Services for some time and has lived in other IDEA homes prior to living alone in the flat. The configuration of the three two-bedroom flats provides the woman with an opportunity to live on her own while continuing to have staff support nearby when required.  The woman is independent in many areas, yet benefits from staff support around household tasks, relationships and motivation to engage in activities. The woman has set routines and can become confused and insecure around changes. She often requires motivation to move from one activity to another.  The Evaluation Team visited the woman at her day service as well as her home on two occasions and our reception was varied. The woman is supported by a few staff who have known her for many years. There have been a several staff changes in the last year, including the introduction of a new Service Manager. |

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

|  |
| --- |
| 1) IDENTITY  The Evaluation Team viewed the woman’s file which had a current personal plan. The plan expressed the woman’s desire to be more independent in her social life (outside the day service), plan outings to ensure there are sufficient funds, and learn to use technology, eg, iPad, email, mobile phone, etc. There was evidence that work was being done towards achieving the woman’s goals.  The woman has found living alone a more preferable option than living with others and the staff support her to maintain constructive relationships with her neighbours.  The woman’s flat is located within walking distance of a bus stop which she uses to access some activities.  The woman attends a day service four days a week and the woman described her weekly schedule of activities.  The woman is clearly more content when she lives on her own. The service has recognised this and has worked with her and her family to support a lifestyle of her choosing. We heard about the woman gaining confidence and about her increased ability to make some decision which in the past would have taken much longer. The woman is clear about what she likes and dislikes and the staff work diligently to help her see the positive side of situations which may otherwise be viewed in a negative light.  Welfare Guardianship has been appointed and it is suggested discussions occur to obtain the best balance between individual choice and the responsibilities related to the role.  2) AUTONOMY  The staff encourage the woman to make many decisions for herself and in many areas she possesses the skills to independently undertake various daily living activities. Sometimes remembering what is required, or what has been agreed to, make it hard for the woman to carry out specific decisions.  Because individualised time with the staff is valued, it was suggested that perhaps when staffing is generous the staff could spend quality time with the woman instead of some household tasks. Some staff talked about how to make the timeslot interesting even if it included meal preparation. It is worth discussing ways to utilise staff time to ensure the woman gets the kind of support she desires/requires.  The Evaluation Team gained the impression that while there is a stated desire for the staff to work as a team, demonstrating this is more difficult. It is essential for all staff to share the responsibilities of their role. We encourage the management to develop strategies which would support the development of a strong cohesive team.  The woman’s flat provides her with adequate space and we heard about new carpet being laid and about a new dishwasher and microwave being purchased. We were told about how the new clothes line in the garage is much improved. The woman uses a telephone independently and has been known to ring for assistance if required.  The woman pursues activities of interest, visits family and chooses her own personal routines. The woman’s bedtime patterns seem to be irregular despite encouragement from the staff to establish routines which promote well-being. We query whether irregular sleep patterns may affect the woman’s mood and overall wellness and believe this warrant further exploration.  3) AFFILIATION  The woman enjoys activities such as shopping, visiting cafés and the local library. She uses public transport but also likes walking to and from places. She is fond of word puzzles and writing and these are often encouraged instead of late night TV watching. Visits are made to the doctor and dentist when required.  4) SAFEGUARDS  For the most part the woman’s family makes up her personal network. As making friendships can be difficult she is supported to have constructive relationships with her immediate neighbours. Assisting the woman to develop networks in addition to her immediate family is yet to be a focus of staff practice.  An Alerts and Crisis form in the woman’s file highlights any risks which may impact on her life. Anxiety can be a barrier to experiencing a relaxed lifestyle and strategies have been developed to help the woman cope with this. It is encouraging to learn that unwanted behaviour has reduced in some areas.  The Evaluation Team discussed with the staff and management the importance of tracking specific information so additional insight could be obtained about the woman’s patterns and routines. We were encouraged by the optimism expressed by management surrounding this strategy. We also heard that the Branch has internal resources which have been used successfully with other people in the Branch and it is anticipated that the woman could also benefit from such resources. We encourage the service to utilise the resources as described above so better insight to the woman’s lifestyle can be more fully understood.  5) RIGHTS  The woman is familiar with her rights and described an easy-to-read rights poster to one of the Evaluation Team members. While recognising one’s own rights is important, helping the woman understand the importance of respecting the rights of others continues to be an area which requires work. The woman with staff support had developed a set of ‘rules’ which are referred to as a tool to better understanding specific boundaries.  The woman and her family knew whom to speak to if they wanted to raise an issue. The complaints process is readily available and the family described how previous concerns had been dealt with.  The staff support the woman in a way which aims to present her qualities instead of her challenges.  The philosophy of ‘least restrictive option’ is clear in the way staff support the woman to manage anxiety, her time-keeping and relationships with others.  6)HEALTH AND WELLNESS  The staff are mindful of the need to support the woman to remain optimistic as dark moods can impinge on her well-being. The woman enjoys walking and this no doubt contributes to her physical health, especially as portion control sometimes requires monitoring.  The woman seems to enjoy living in her flat by comparison to her previous living arrangement. While she has occasional challenges related to getting on with her immediate neighbours, her lifestyle continues to improve. The family acknowledge this as a suitable lifestyle. |

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

**Requirement**

|  |
| --- |
| No Requirements in this report. |

## Recommendations

|  |
| --- |
| The service discusses with the woman and her family about how to best balance individual choice and the responsibilities of the role of the Welfare Guardian.  The service discusses ways to utilise staff time to ensure the woman gets the kind of support she desires/requires.  The management develops strategies which would support the development of a strong cohesive team.  The service continues to explore ways to create healthy routines.  The service utilises resources better so insight into the woman’s lifestyle can be more fully understood |

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)