# Developmental Evaluation Report Summary

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

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| **Name of provider:** | IDEA Services |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 4-6 April 2017 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| Two men live in a three-bedroom home at XX XXXXX Street in XXXX. The property is owned by Accessible Properties Ltd and the men receive 24/7 support from IDEA Services. The men lead an active lifestyle and are supported to do as much as they can for themselves around their home, at the day base they attend and in the community. The men are well known by the staff who support them and by members of the community who they interact with on a regular basis.  The men maintain good contact with their families who are welcome to visit the men in their home at any time. The men are known to their neighbours and have friends who live nearby. The family members of the men spoken to thought that the communication between the staff and themselves was good and that they were kept fully informed about things that were happening for the men. The families have trust in and respect for the Service Manager.  The staff are very well supported by their management who adopt a ‘can do’ attitude to the support of the men and encourage all the staff to try new things and give things a go. The staff have good connections with allied health and other community services. The local IHC Branch Committee is very supportive of IDEA Services in XXXX. |

## 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 men have personal plans that they and their families have developed with the assistance of the Outcomes Facilitator who is employed by IDEA Services to assist people to determine their goals and aspirations. The men are support by a team of support workers who know the men well and who provide support in a manner that assists and encourages the men to do as much for themselves as they can, eg, mowing the lawns and doing the gardening. The Evaluation Team acknowledges that IDEA Services, Southland, have recently employed a new Outcomes Facilitator and that it is anticipated by other staff that this person will bring a fresh perspective to assisting people to set more aspirational goals than they may currently have.    The men have been living together in the home for two years. The men and their families were extensively consulted about the two men living together and one of the men who had lived in Invercargill was supported to make visits to the new home and his prospective flatmate before a decision was made that they would live together. The families spoken to are always consulted about significant things that are happening for the men and felt that they were fully informed throughout the process of the men being introduced to each other and deciding to flat together.  The men access a number of activities from the base including voluntary work, recreational activities, personal shopping and catching up with friends. One man assists with meals on wheels, delivering meals to elderly people in XXXX. The other man enjoys doing jobs around the base like dealing with the rubbish and recycling. One of the men has some dedicated one to one support during the week and uses this time to complete his personal banking and shopping, delivering meals on wheels and assisting with the daily mail run between the homes and the IDEA Services office. The men have good family support and often see other friends of theirs when out with or staying with their families. The men are supported in a way that enables them to enjoy the lifestyles of their choice. The staff adopt a non-invasive approach to supporting the men that ensures that the men can do as much for themselves as they can.  **Autonomy**  The men are assisted to be involved in the running and maintenance of their home including menu planning, grocery shopping, mowing the lawns, doing the gardening and helping with the laundry. The men would benefit from greater involvement in meal preparation, especially evening meals. The men are encouraged to do as much for themselves as possible and are supported in a respectful manner by their staff.    The men’s house is in good repair and meets the needs of the men well. The carpet in the main thoroughfare areas is wearing thin and will need replacing soon to avoid becoming a hazard for the men and their staff. The home has a large, private wet area shower/bathroom that the men can be assisted in privacy in as required.  All recordings by the staff about the men are current, complete and respectful with language that values the men used at all times. The men are supported from their home in the evenings and weekends to go swimming, socialise with friends and attend community events. The men are on the electoral roll.  **Affiliation**  The men are supported to access their community from an IDEA Services day base during the week and from their home in the evenings and weekends. Both men receive one to one support in the community which enables them to participate in activities and go to places that they enjoy like the local RSA, assisting with a meals on wheels delivery service and the Special Olympics. The men are supported to have their own doctor, hairdresser and church where they regularly interact with others in the community. The men know other people who live in the same street and visit them from time to time.  **Safeguards**  Families and friends are welcome to visit the men in their home or at the day base at any time and any contact is noted in the home communication book or the men’s personal diaries. The men are supported to do things in the community and are known by people who work at the supermarket, banks and the RSA.  The men’s personal information and medications are held securely in the staff sleepover room. Emergency supplies including water, food and the men’s personal information is accessible in the event of a civil defence emergency – the water had been changed last week. The staff are provided with comprehensive training including first aid and non-violent crisis intervention techniques. All staff have Level Two qualifications and some have Level Three and Four. Fire evacuation drills are practised every three months. One man exits the home immediately and the other may need some prompting occasionally.  **Rights**  Pictorial prompts are used to assist the men with their communication when necessary, eg, making choices about meals or activities. Monthly meetings are held with the men to discuss any concerns or issues they may have. The staff at the office and day base interact with the men on a daily basis throughout the working week and will note any concerns as well. The staff talk about both men at team meetings to ensure that everyone is aware of things happening for them. The service has good connections with the IDEA Services advocate in Dunedin and would not hesitate to involve them if necessary.  The men are supported in a manner that respects them for who they are and encourages them to do as much for themselves as they can. The staff have a ‘can do’ attitude and look at any obstacles as challenges not barriers. The men are supported to do things in their community including voluntary work and assisting with chores around their home.  **Health and Wellness**  The men had comprehensive personal support plans that guide the staff on how to provide support to the men. All the staff have current first aid certificates and good access to allied health services. The men have their own doctor, dentist and pharmacist. The standard of the home environment safeguards the men against infection and ill health.  The men are assisted to manage their finances if they don’t have family to do this for them and the staff follow a robust set of policies and procedures to do so. Incident reporting is very well documented and includes suggested future actions that may mitigate the incident occurring again. Incident reports are always discussed at fortnightly team meetings.  Property inventories were current for the men including the items purchased and their cost. The men have a consistent team of staff who support them and know them well. The staff receive regular training in first aid and non-violent crisis intervention techniques. |

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

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| That individual home agreements are set up for the men and that these agreements are reviewed and signed off by the person or their authorised representative at least once every 12 months. |

## Recommendations

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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)