# 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:** | 31 January – 1 February 2017 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| One man lives in the and has individualised support that assists him to realise a lifestyle of his choice and to achieve his full potential. The man has been support by IDEA Services for the last 27 years. Accommodations, such as rounded corners on all the walls in the flat, cushions and other soft furnishings are used throughout the flat ensuring that the man is supported in a least restricted environment.The man is supported to pursue a range of activities in the community including going to the IDEA Services drop-in centre to meet up with friends, going for walks in the community, visiting the clock tower, going to the fire station and visiting his mother in Timaru once a month. The man does not attend a structured day programme and instead uses his flat as a base to access opportunities of his choice. The benefit of this for the man is being able to design and implement a support package that is unique and responsive to his needs and wants. The man is supported by a very dedicated team of staff, most having supported him for between 10 and 20 years, with one staff member having supported him for 27 years. The staff know him extremely well and are able to assist him in a manner that enables him to realise a quality of life that he may not have been able to achieve under different circumstances.  |

## 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 man is a very unique person and requires a very individualised support programme that recognises his unique support needs. The man enjoys visiting the IDEA Services drop-in centre, going to the Ashburton clock tower, visiting the fire station, going for walks in his wheelchair and visiting his mother in Timaru. When in his flat, the man enjoys listening to music and watching DVD’s. The man does not cope well with sudden or big changes and the staff work hard to ensure that he is exposed to new opportunities gradually and at his pace. The man will indicate where he wants to go, what he wants to do and who he would like to go with by pointing to objects or pictures. His ability to verbally indicate the things he wishes to do has increased in recent times. The man is assisted by his staff to do things safely, where he is in control and doing what he chooses. He has a very supportive team of staff who introduce small changes and new ideas by building on current activities and skills. For example, going out in the van to visit the clock tower also increases the man’s skills and confidence to visit the blood test clinic. The man’s support requirements are very well understood by the staff and he has regular needs assessments with the NASC. Although the majority of the man’s support is provided by IDEA Services, he does access his own doctor and specialists from time to time. The staff have good relationships with other service providers in the community. Training, education or employment in formal settings are not realistic options for the man but through the support he receives from his staff, he continues to learn, grow and teach others. The man plays a big part in his staff selection. **Autonomy**The staff take an on-going developmental approach to supporting the man to be able to communicate with others. The man points, talks and shows the staff pictures in order to make himself understood. The man is encouraged to do as much for himself as he can and this is appropriately balanced with the need for the staff to ensure that he is safe at all times. The flat has an open plan kitchen, dining and living area that provides plenty of space for the man. The flat is decorated with the man’s personal effects. The flat feels very homely and reflects the personality of the man living there. As the man is supported from his flat to access opportunities in the community, he is able to live a life that mirrors that of those in the community. He has typical daily routines including getting ready for the day, assisting with the maintenance of his flat and determining his activities for the day.**Affiliation**The support that the man has had, and continues to receive from IDEA Services, has enabled him to participate in a range of activities, develop friendships and look towards new opportunities. The staff appreciate that this is a long process for the man and that new things need to be introduced slowly. The man is supported to interact with others as much as is comfortable for him. The man has and continues to challenge all those who support him to think outside the square. Through this teaching, he has influenced not only his own support but that of others by showing the staff and others who come into contact with him to believe that anything is possible if you put your mind to it.**Safeguards**The man is supported by the staff to write regularly to his mother and sister. As the man’s confidence increases, he is getting to know more people who live in the houses around his and often catches up with friends at the drop-in centre. As the man’s support staff know him very well, they are able to avoid exposing him to the things and situations that cause him great distress including sudden unexpected noises, car horns, coughing and repetitive phone ringing. The staff have regular first aid and driver training. Emergency supplies are held in the flat along with information about the man. The man’s medication is managed very well with a process for administration and incidents related to medication in place. Hazards around the flat have been identified and recorded. A robust incident reporting process is in place and regular fire drills are held and recorded.**Rights**The man and his family were supplied with the Code of Health and Disability Services Consumers’ Rights information when they entered the service. Information on the Code is available to the man in his flat as well as from the IDEA Services administration office. The man would be put in touch with IHC Advocacy Services if the staff or others thought he required this type of assistance. The staff are very respectful of the man and this was demonstrated through their use of language, their relationship with the man, their interactions and shared humour. The staff recognise and support his emerging competencies and support him in every way they can to promote his abilities and independence. **Health and Wellness**Because the man’s support staff know him very well, they are able to detect any changes in his health easily. The staff have worked hard to assist the man to better manage his seizure activity and this has improved markedly through staff support, information and reassurance. The man has a very complex medication regime that is monitored and reviewed regularly. The flat has appropriate civil defence emergency supplies in addition to specific supplies that the man may need in the event of an emergency, eg, medication. The flat is clean and tidy with appropriate medication and infection control practices in place to ensure the health and welfare of the man and the staff. The man is assisted by the staff to manage his finances in accordance with a robust set of policies and procedures for assisting people to manage their finances. Copies of transactions, invoices, receipts and bank statements are held on the man’s behalf and are available for his family to see at any time.  |

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

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## 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)