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:** | Insight New Zealand 2007 Limited | |
| **No of houses (5 or more beds) visited# and locations - suburb and town only:** | 4 | Christchurch:  Xxxxxxx – 2  Xxxxxxxxx – 1  Xx Xxxxxx - 1 |
| **Date visit/s completed:** | 15-17 August 2018 | |
| **Name of Developmental Evaluation Agency:** | Standards and Monitoring Services (SAMS) | |

**General Overview:**

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| Insight New Zealand 2007 Limited (Insight) provides Residential and Supported Living options for eligible people in the Christchurch region via a NASC referral. The Evaluation Team was advised there had been a change in the management structure of the company in 2017 and an existing Director has taken sole change of Insight. Those interviewed commented positively on the change; we were advised the staff are pleased with the increase in training opportunities, an improved sense of ‘team’ and impressed with the increased presence of the Director in attending staff meetings and visits to the residential homes of the people Insight supports.  The people are encouraged and assisted to lead the lifestyle that they choose and have access to various community activities, services and opportunities according to their preferences.  Insight received certification to the Health and Disability Services Standard NZS 8134:2008 in July  2017 and all corrective actions have subsequently been met.  A high level of satisfaction was expressed by the people living with the support of Insight and by their family/whānau. |

**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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| **1 – Identity:** The people have personalised goals and are supported to work towards the achievement of their goals by their key worker. Progress towards achievement is reviewed monthly and the Service Manager assists the people each year to review and record the things they wish to do in the year ahead.  Home Agreements, referred to by Insight as Entry to Insight, are in place. They are clear and succinct but require updating to reflect the Ministry of Health Service Specification and are to be reviewed with the person and their family/whānau/advocate on a calendared basis in the future.  **2 – Autonomy:** The people have weekly schedules, including chores that assist in the running of their homes. Communication is assisted with the use of visuals, diaries and regular staff meetings.  The décor of the homes reflects the interests of the people living there and varied from home to home. A review of the menus was conducted by a dietician from a local therapy company and we encourage more ongoing input on food options appropriate to individual needs.  **3 – Affiliation:** The people are encouraged to have regular contact with their family/whānau.  Some of the people attend various day programmes and community participation programmes during the week. The staff research for local events around Christchurch and communities local to the homes that the people may be interested in attending. Outings can happen spontaneously; the staff have access to suitable vehicles and can support the people who want to go out. The staff also have the use of a mobile phone provided by Insight in case plans change.  **4 – Safeguards**: Risk Assessments are undertaken and Support Plans are in place for each person. Fire drills are scheduled and the people explained what to do in case of an emergency. Accidents and incidents are recorded.  **5 – Rights**: The families interviewed were provided with information regarding complaints and concerns when their family members entered Insight’s service. In addition, they said they have an opportunity to participate in the annual survey and commented on the ease of contacting the Manager of the home. Managers are rostered to work in the homes they oversee.  **6 – Health and Wellness**: The staff provide support to the people when attending doctors and specialist appointments. Specialist support is accessed when requested along with Needs Assessment reviews. Environmental restraints, such as locks, are used in the kitchens of some homes depending on the need of the people sharing the home. The use of approved restraints and enablers are reviewed regularly by Insight’s Restraint Committee. |

**Progress on meeting the most recent certification audit requirements – summary of findings**

**Corrective Action 1:** The assessment processes for lifestyle planning are formalised and personal goals and relevant interventions for residents to achieve these will subsequently be developed.

**Progress:** Five sets of client goals provided for review. Document on goal planning provided.

Forest Place: sighted Goal books and discussed current goals with xxx of the men.

**Evidence:** DAA Group letter, dated 30 May 2018, advising conditions met.

**Corrective Action 2:** Residents’ files include documented evidence of the degree of achievement or response to the support and/or intervention, and progress towards meeting the individual’s desired outcomes.

**Progress:** Xxxx sets of client records that demonstrate the monthly review process is consistent, as per the organisational policy were provided.

Forest Place**:** recording in place along with Monthly Key Person reports.

**Evidence:** DAA Group letter, dated 30 May 2018, advising conditions met.

**Corrective Action 3:** All aspects of medicine management are undertaken in a safe and appropriate manner according to relevant legislation, protocols and guidelines.

**Progress:** Medication internal audit evidence.

Forest Place**:** Review xxx medication files reflecting medication audit compliance.

**Evidence:** DAA Group letter, dated 30 May 2018, advising conditions met.

**Corrective Action 4:** The standard requires that the food, fluid and nutritional needs of consumers are provided in line with recognised nutritional guidelines appropriate to the consumer group. This was not able to be fully assessed as there are insufficient records of what foods are consumed and when. Nor is there a process in place to demonstrate external advice has been accessed, such as from a nutritionist or dietician, other than for xxxxx people who have special dietary requirements.

Meals are recorded in a consistent manner and a suitably qualified person is accessed to verify residents are being provided with food and fluid in a manner that is consistent with recognised nutritional guidelines.

**Progress:** Dietician review sighted.

Forest Place**:** Dietician review sighted November 2017

**Evidence:** DAA Group letter, dated 30 May 2018, advising conditions met.

**Corrective Action 5:** Specific to property not visited.

**Corrective Action 6:** That Insight NZ ensures that the Infection Control Officer is provided with appropriate and regular infection control refresher training and that they have access to a suitably qualified infection control advisor.

**Progress:** Certificate of attendance at course on Infection Prevention and Control for Residential and Community Care.

**Evidence:** DAA Group letter, dated 30 May 2018, advising conditions met.

**Outline of requirements and recommendations** **(not including those relevant to support for specific individuals)**

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| **Requirements** were made related to:   * Home agreements are to be reviewed and updated to meet the Ministry of Health Service Specifications.   Evidence of meeting this requirement is due to be sent to the developmental evaluation team within 7 months.  **Recommendations** were made for improvements to include   * targeted training including the areas of supporting people as their needs change * assess the manner in which Risk and Behaviour Management Plans are shared between services * evaluate the preparation and approval of plans by more than one staff member * review the use of the managers’ personal email accounts for correspondence on behalf of Insight. |