# Developmental Evaluation Report Summary

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

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| **Name of provider:** | Rawhiti House |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 4-5 October 2017 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| Xxx women and xxx man, all in their 70’s, live in Rawhiti House, Temuka which is owned privately and managed by an onsite manager. The home is located in an ordinary suburban street on the eastern outskirts of Temuka and is within a five-minute drive to the centre of the township. Rawhiti House is a large home that is registered to accommodate four disabled people. The home also has a one-bedroom, manager’s flat at the front. The home is surrounded by gardens and lawns that the people can easily access if they choose to.  Support is provided to the people by the onsite manager and two support workers. The people enjoy attending a local activities centre three days a week, one person joins friends in Geraldine once a week to pursue hobbies and also visits their family farm.  The people know some of their neighbours with one of the people assists a neighbour with their wheelie bins and another visits a friend nearby. The family members spoken to said that they had good communication with the Manager of the home, felt free to raise any concerns and were welcome to visit at any time.  The current owners and the Manager of the home are both relatively new to providing residential care for disabled people. The Evaluation Team have made a number of recommendations in this report that will assist the owners and the Manager to further develop the supports and services they provide to the people in the home. |

## 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 goals that the people have and the activities that they are involved in reflect their age and stage of life, focusing on things like baking, keep fit, furniture restoration, art, sewing and doing puzzles. The people are supported to pursue some individual interests they have including bone carving and keeping in contact with family and friends. The people have lived together in the home for a number of years and appeared to get on well with each other. The family members spoken to were satisfied with the living arrangements for their family member and were happy with the support provided.    The people have their own GPs, hairdressers and banks and are supported to access a wide range of allied health services as and when required.  Rawhiti House has a total of five bedrooms, two bathrooms, one ensuite, three lounge areas, a kitchen and a kitchenette. The current living arrangement works well for the people and the Evaluation Team understands that no one has expressed the desire to shift. The people have most of their personal possessions in their bedrooms with some photos and ornaments in the lounge and dining areas. The home has a vehicle that is used to assist the people access their community.  The Evaluation Team believes that having up-to-date agreements in place for the people, including details of the proportion of WINZ benefit paid to Rawhiti House and the amount retained by the people, would protect the people and the provider as well as ensuring that everyone is aware of their responsibilities and financial obligations.    Rawhiti House has an arrangement with a local lady who provides an art and craft activities centre from her home in Temuka that the people attend three days a week. When at the centre, they enjoy activities such as baking, cooking, furniture restoration, sewing, painting and watching movies.  When at home, the people watch television, assist with some household chores, go for drives, read and complete jigsaw puzzles. The people have an annual Christmas BBQ that they are able to invite family and friends to attend. The people are supported to maintain contact with their family and friends, with visitors to the home always being made to feel welcome.  The Manager and staff are very respectful of the people, using respectful language when talking to or making recordings about them. Two of the xxxxx people are assisted to manage their finances with accurate and details records being kept by the Manager.  Although the people are encouraged to help with the household chores as much as they can, the Evaluation Team believes that the people who want to could be more involved in the cooking of evening meals. The Evaluation Team also learnt that although the people are supported to do some of their own personal shopping, this is not always the case with staff sometimes purchasing clothing and other personal items for the people. The Evaluation Team recommends that Rawhiti House looks at being able to provide some one-to-one support time to the people on a regular basis to enable them to do their own personal shopping.    **Autonomy**  The people are supported by the staff with their personal care needs if required, enabling them to participate in activities around their home and in the community with confidence. The Manager and the two support workers provide stable and consistent support to the people in the home. Training opportunities are available for the Manager and support workers; both support workers have had training through similar roles held with other organisations before working at Rawhiti House.  The home has a good-sized lounge that is well utilised in the warmer weather by the people. This lounge has a mattress stored behind a couch and is used for people providing cover when the Manager is away. The bathroom was renovated last year and now provides the people with a spacious, wet area shower, toilet and hand basin that suits their needs well. There is plenty of space for a shower stool. Alterations are planned for the home that will result in a larger, lighter and more open lounge/kitchen/dining area for the people. The planned alterations will also mean that a more appropriate sized fourth bedroom will be created. The owner hopes that the alterations can be carried out in a way that minimises disruption and means that the people do not have to move out for long or at all. The Evaluation Team recommends that the people and the staff are given a definite timeframe for the alterations so they have some certainty and are able to plan for this.  The people’s personal records are held securely in a locked filing cabinet in a small room between the people’s dining/lounge area and the Manager’s side of the house. Medication files are also kept in this filing cabinet. Informed consent is the basis for all interactions with the people and family members have assisted with the completion of informed consent forms where necessary.  **Affiliation**  Due to the age and stage of life of the people, they enjoy participating in a range of activities around their home, at an activities centre and in the community, that are typical of people of a similar age. The people are supported to have their own doctors and hairdressers (for example) and enjoy interacting with others in the community when out and about. The people are known by some of their neighbours. One neighbour provides some staff relief cover in the home. One woman in the home likes to ensure that everything is kept orderly and tidy. She enjoys setting things up for breakfast, peeling the potatoes for the evening meal and assisting with the laundry. One person assists a neighbour with their wheelie bins.  **Safeguards**  The Manager encourages and supports the people to maintain contact with their families and friends. Families are invited to the home for special occasions such as birthdays and to attend an annual Christmas BBQ. Contact with families is noted in the people’s progress notes and families and friends are welcome to visit the people in their home at any time. The man goes to his family farm each week, visits a friend nearby and connects with another friend in Geraldine each week.  The people have personal support plans that include details of any personal care medical/medication support they may require. Respectful language is used throughout all documentation. The people’s medication comes to the home in blister packs and is administered by the Manager who signs when medications are administered.  The people are able to summon assistance by pressing a buzzer that is linked through to the Manager’s section of the house. Although the home has enough supplies and alternative heating sources for the people and staff in the event of a Civil Defence emergency, the house does not have an emergency kit that contains sufficient supplies including water, food, torches and batteries etc. The Evaluation Team recommends that a Civil Defence emergency kit is established for the home based on the guidelines provided by Civil Defence.  Fire evacuation drills are practised twice a year with the dates and times recorded. The Evaluation Team notes that the time it takes for the people to evacuate the house is not recorded and recommends that this be added to the fire evacuation drill recordings, especially given that the people are getting older and times can be monitored to see if additional supports need to be provided over time.  **Rights**  The people are able to articulate themselves well and talk to the Manager if they ever have a problem or a concern. Information on the Code of Health and Disability Services Consumers’ Rights is available to the people and their families. All recordings about the people are written in a respectful and valuing manner. The Manager has got to know the people well and would ask for a NASC reassessment at any time they thought this might be required if the needs of the people changed. Family members feel free to contact the staff at any time should they have any concerns.  **Health and Wellness**  The Manager monitors the people’s health and wellness, ensuring that they attend any doctor’s or specialist’s visits as required. The Manager and the support workers have first aid training and know how to access allied health services for the people if required. The people have their own doctors, dentists and pharmacists.  The women are assisted to manage their finances and the Manager follows a set process that ensures the expenditure of the women’s personal money is able to be fully accounted for at any time. The man’s family assist him to manage his personal finances.  The people are provided with a safe and secure environment to live in. The home is locked at all times when no one is at home. The property is well fenced at the front. Property inventories were current for the people including the items purchased and their cost. The people have a consistent team of staff who support them and know them well. |

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

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| * That current individual home agreements are set up for the people and that these agreements include the people’s rights and responsibilities, fees payable, services provided, date of commencement, planning and funding of holiday arrangements, purchase of any ‘shared’ items etc. * That the leak in the ceiling of the main living area in the home is repaired to ensure that the people have a dry and comfortable living area. |

## Recommendations

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| * That the people are supported to participate fully in the preparation, cooking and serving of their evening meals should they choose to. * That the provision of some dedicated regular one-to-one support time that enables the people to do their own personal shopping rather than having it done for them is considered by Rawhiti House. * That alternatives are explored that would enable the people to remain in their own home when the Manager is on holiday. * That the people and the staff are provided with a definite timeframe for when the house alterations will occur. * That if a fourth person moves into the home before the alterations are completed, the second lounge is used as a bedroom, not the small space that used to be used as a bedroom. * That a medication folder for each person be established that includes details of the medication prescribed, blister packs, side effects of the medications, signing sheets, and any PRN prescriptions and administrations. * That a Civil Defence emergency kit is established for the home based on the guidelines provided by Civil Defence. * That the time it takes for people to exit the house is recorded for all fire evacuation drills. |

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)