# Developmental Evaluation Report Summary

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

|  |  |
| --- | --- |
| **Name of provider:** | Te Rori a Mua Trust |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 25/08/17 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

|  |
| --- |
| Nine men (aged xx-xx years) share the accommodation at this property. Several men have lived together since the Trust opened. Five men attend external day programmes for part of their week where they earn wages. One man is completing his last year at school and three men access activities from the Trust’s day programme five days a week. The men vary in their ability to express themselves with at least two using non-verbal methods to communicate their needs. Most of the men have regular contact with their families and their families and the staff advocate on their behalf when required. The management and staff can be commended for their effort to build and maintain relationships with families and wider whānau. The men receive support to manage issues related to mental wellness, anxiety, boundaries and learning challenges. The current management has been in place for approximately eight years and a few staff have been associated with the Trust for a number of years. The staff represent diverse cultural backgrounds. All those interviewed hold the values and culture of the Trust as central to their day-to-day practice.  |

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

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1) IDENTITYEight of the men had an Individual Lifestyle Plan (the man who is still in school has a different plan). The plans indicated that family members contributed to the development of the plan via attending the meeting or email and telephone contact. The current planning process has provision to incorporate goals in the following areas:

|  |  |
| --- | --- |
| * Living
 | * Vocational and Educational
 |
| * Social
 | * Health and Wellbeing
 |
| * Creative and Recreational
 | * Community
 |
| * Interpersonal and Communication
 |  |

The plans were reviewed six months after being developed and there is indication that some goals have been achieved, carried over or discontinued. The Evaluation Team believes the type of goals currently identified appear more closely aligned to what may be termed a Care/Support Plan. The development of a personal planning process which identifies the aspirations and dreams of each man would help the service to further enable the men in how to develop individual plans for each man.The families and some of the men have intentionally chosen the Trust because of its unique rural, and family inclusive practices. The range of different living options within the Trust provides each man with accommodation which meets their specific needs. The location of the Trust enables some men to exercise independence by accessing public transport and local shops. Some men also hold keys to their home and bedrooms. Home Agreements are in place and once reviewed, and updated will ensure the document is relevant and up-to-date. The men participate in a range of day activities. Some participate in packaging and assembly work for part of their week and are paid wages; others participate in the Trust’s day programme. Three of the men participate in a Drama Workshop offered by an external provider one day a week.The day programme operates from the garage and the Trust invites external participants to attend. The garage has an art room and the main house is also used as a venue for activities as well. The service recognises that it is less than ideal. To remedy this, the service has plans to create an additional space which would create a separate day programme facility so there is a clear distinction between home and day.The men participate in a range of activities and for the most part, activities occur in integrated settings with groups of people with disabilities. We encourage the service to explore different ways to provide individualised opportunities to the men who live in the service and attend the site-based day programme.There are examples about how the men’s lives have developed since association with the Trust. The family-like atmosphere is a feature that the men and their families most appreciate. The men have participated in the selection of staff and we believe management are open to exploring how the men can have further input into the service. The families have representation on the Trust Board and are involved developing future plans for the Trust. Resident meetings have been held in the past with an independent facilitator, and there is a desire to reinstate these meetings.  The men are treated with dignity and respect and proactive approaches are used by the staff to defuse difficult situations. 2) AUTONOMYMost of the men have effective expressive and receptive language skills, although the clarity and understanding is often achieved through the staff being careful listeners. Two men use non-verbal methods to communicate their needs and a visual timetable is important to one man. Because of these different methods of communication, the development of an individual Personal Communication Dictionary will further assist communication. The men’s ability to take responsibility for farm maintenance, household tasks and their personal care varies. Some of the men are keen helpers, willing to carry out necessary tasks while others require prompting. A number of the staff have worked with the Trust for three or more years. They range in experience, and several are undertaking training to obtain National Certificates in related fields. The Staff Training Schedule 2016/2017 indicates a number of training courses have been completed. Training related to aspiration-based personal planning will ensure staff have the tools to support the personal planning process. All of the accommodation styles provide the men with sufficient space to have their own bedroom. Some areas have been refurbished and there are further plans to ensure the home can accommodate the men as their needs change with age. The men enjoy similar life patterns to those of the general public.3) AFFILIATIONThe men participate in community activities along with the day programme participants such as grocery shopping for the main house and the cottage, swimming, walks and picnics. For the most part, they go on outings as a group, although most spend individualised time with their families. 4) SAFEGUARDSThe staff and management support the men to have regular contact with their family/whānau, and family/whānau are welcome to visit at any time. The Trust holds twice yearly BBQs where the families connect with other family members. The service has two documents, *Residents Emergency Information and Risk Management Sheet* and *Residential Personal Care Information*, both of which outline information about how to keep the men safe. The staff use proactive approaches when supporting the men to manage challenging behaviour.5) RIGHTSThe Trust provides services which are reinforced by the Code of Health and Disability Services Consumers’ Rights. The families felt confident to raise concerns with the staff and manager if required. The service encourages the use of the ‘least restrictive option’ when supporting the people to manage difficult behaviour. The interactions observed demonstrate the staff use respectful language with the men. 6)HEALTH AND WELLNESSThe service supports the men to have the best possible health and we heard about them having regular dental checks, specialist shoes fitted, reduction of medication, loss of weight and healthier eating habits. The men seemed to be comfortable with their living arrangements, and some spoke favourable of this by comparison to previous experiences. They also talked about the positive way the staff support them. The interactions observed between the men and the staff support these statements.The leadership style of the management is inclusive, valuing the diversity of the staff team. The Trust is considering obtaining a second property in the future and the Evaluation Team suggest the Board and management seek relevant input as part of exploring how to expand the service.  |

## 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 Trust develops and implements a personal planning process which identifies the aspirations and dreams of each man.The service provides each man with an updated Home Agreement.The service continues with plans to create a separate day programme facility so there is a clear distinction between home and day activities.The service explores different ways to provide individualised opportunities to the men who live in the service, and only attend the site-based day programme.The management follow through on their commitment to re-establish resident meetings with an external facilitator.The service considers developing an individual Personal Communication Dictionary.The service provides the staff with appropriate training relating to personal planning, followed by the implementation of an aspiration based plan for each man.The Board and management seek relevant input from all stakeholders as part of exploring how to expand the service. |

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)