# Developmental Evaluation Report Summary

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

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| **Name of provider:** | Te Whare Ngakau |
| **Number of locations visited by region** | 2 |
| **Date visit/s completed:** | 21st-23rd October 2015 |
| **Name of Developmental Evaluation Agency:** | SAMS (Standards and Monitoring Services |

## General Overview

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| Te Whare Ngakau Trust (the spirit within) was formed in 1998 and opened in 1999 with the purpose of providing a residential service for people with intellectual disabilities, following the closure of Templeton Centre. The Trust has two homes, one in suburban Christchurch and another situated on the outskirts of Christchurch in a rural area. Both houses are owned by Housing NZ with Newtons Road having recently had earthquake repairs while Kildare Street experienced only minor damage. Each home provides care for five men under Ministry of Health funding and one man funded under ACC.It is a bi-cultural Trust which recognizes and provides for the needs for people from different cultures.Te Whare Ngakau Trusts Mission statement is:To strive to provide at all times the best possible service and support to those people in our care. To provide in partnership with family, whanau and advocates a quality of life which promotes Choice, Individual rights, Dignity, Culture, Learning and integration with the wider community.Both houses are staffed 24/7 with double staff during the day and single sleepover staff at night.**Summary of The Strengths Include:**• Families are very satisfied with the service provided to their relative• Each person has his own weekly activities that are tailored to personal  Interests.• Personal planning is of a high quality and progress notes are detailed• The staff are well supported and work cohesively togetherThe Evaluation Team was impressed with the level of care and support the people are receiving. The staff teams in both services seem stable and during our conversations with them they demonstrated a very good understanding of the people’s needs, likes, and dislikes. The families/whānau the Evaluation Team interviewed, along with the people living in the home, all communicated a high level of satisfaction in the service provided by Te Whare Ngakau Trust. |

## 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 Evaluation Team sighted all personal plans in both houses and found them to be of high quality with progress notes completed at regular intervals. The men pursue a variety of interests and hobbies, some are individualised and some are completed as a group. Both staff teams appear to work cohesively, some of the staff work in both services.Vocational programmes and activities are chosen according to individual interests and taste for instance one man utilises a Maori vocational provider for part of his week. One man has an interest in car racing and likes to attend the local speedway independently. We believe that the man is known by the security staff and has made some friendships with some of the speedway attendees. We encourage the service to explore safe transport options to the speedway for one man so he can attend regularly. Both homes seem to have a relaxed atmosphere. Whānau hui (house meetings) are held once a month with facilitation provided by a range of staff. Each Individual in their personal file has a copy of the latest review of Te Whare Ngakau Trust’s Residents Trust account, which provides information about the findings of the Trusts operations and its financial position.**2 – Autonomy:** The Evaluation Team observed the people participating in their activities or tasks at their own pace. Each man has at least one day at home where, after completing their chores, choose how they wish to spend the rest of their day. Both homes are owed by Housing NZ, with one of the homes having had extensive damage and has since had repairs while the other was fortunate to have had only minor disruption. All personal information is securely stored. Information is clear, accurate and up-to-date. Families/guardians and, if desired, the men in both homes can have access to personal information. Both homes are double staffed with vehicles so the men have ready access to the local community and outer lying areas.**3 – Affiliation:** The men have regular contact with friends outside the service who live in the community. Some choose to attend the races while others prefer to go to the movies. One man uses the local bus service for day outings on the weekend.**4 – Safeguards:** The Trust enables the people to keep in contact with their family and will take people to family members who are no longer able to travel to the home. Behaviour support is not currently involved with any individual in the homes, however the service is aware of whom the national behaviour support provider is and are familiar with how to access this service if needed. **5 – Rights:** The philosophy and values of Te Whare Ngakau Trust highlight a person’s rights and states for each person to be: “Accepted as who they are the right to be loved and recognised with the same dignity and respect expected by all members of our society”. It was pleasing to see the staff in this service demonstrate this philosophy in both verbal and written documentation.A copy of the Health and Disability Code of Rights is given to all people entering the service and is also mentioned in the individual’s home agreement.**6 – Health and Wellness:** The service has clear policies and procedures concerning restraints and enablers. There are a few cases where personal restraints are listed as a last resort in behaviour support plans. There is evidence that restraint is rarely used, and if it is used, appropriate processes are followed and incident reports filed. The people have access to specialists and therapists according to their needs. The Trust has both male and female staff members. |

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

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| There were no requirements made. |

## Recommendations

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| **Two Recommendations were made:** 688 Newtons RoadThe service investigate methods of extending links with allied providers and/or training opportunities to assist with keeping staff and managers up-to-date with developments in the sector. The Evaluation Team also supports current attempts to refresh staff in CPI training in behaviour support. (Section 4.2, 6.2)4 Kildare StreetWe encourage the service to explore safe transport options to Speedway for one man so he can attend regularly. (Paragraph 1.5) |

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)