# Developmental Evaluation Report Summary

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

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| **Name of provider:** | Henderson Homes |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 7-9 February 2018 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| Xxxx men live in this home situated in Christchurch, and receive support from Henderson Homes Community Homes. The home has a bus stop within xx metres and is within easy walking distance of xxxx other homes that the Henderson Homes Community Homes owns and supports people in.  The men are encouraged and supported to access a range of community activities, services and employment opportunities according to their preferences and lifestyle choices. One man works in a paid and voluntary capacity at a local transportation firm and another works as an assistant ground maintenance person at a local high school. Two of the men attend vocational/community participation services and all the men are welcome to call in to the day programme base run by Henderson Homes nearby if they wish. Family and friends are welcome to visit the men at any time and a pool of three vehicles is available to assist the men with transportation as required. |

## 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 men have personalised lifestyle and care plans that detail their goals and show the steps that need to be achieved for the men to reach their goals. The men had up-to-date needs assessments and service authorisations. The manager and the registered nurse are able to contact the NASC at any time should one of the men have a change in need or circumstance. Art work and photos are displayed throughout the home and the men’s bedrooms are decorated according to their personal taste.  Some of the men had home agreements that were signed when they moved into the home. The agreements did not include details of the proportion of the men’s WINZ benefit that would be paid to Henderson Homes and the amount that would be retained by them.  The men have personalised daily activity schedules which include options for the weekend and some household chores. The men are supported to develop friendships with other people they work with or who attend the same day activities or community events that they do. The men have friendships with people who live in the other Henderson Homes services nearby. Through talking to the men, some of their family members or advocates, the Evaluation Team felt that the men are supported in a way that enables them to maximise their independence, reach their full potential and lead the lifestyles they wish to lead.  **Autonomy**  The men have weekly activity schedules that detail the days they go to work, attend a day base and do things around their home including cleaning, laundry, grocery shopping and gardening. The men are supported by the staff in a manner that respects who they are and what they can do for themselves while being there to provide guidance and prompting without taking over. The men have opportunities for privacy in a number of indoor and outdoor settings around the home.  The men are able to make private phone calls if they wish and have access to Wi-Fi for emails and internet. The men’s mail is delivered to their home and those who require assistance to read their mail and respond are supported by the staff. Recordings about the men written by the staff that the Evaluation Team saw were written in a respectful manner and are stored in a manner that protects their privacy and confidentiality.  **Affiliation**  The men are supported to be included in their community at every opportunity and according to what they wish to do. The staff look at the *Christchurch Star* for events coming up that the men may be interested in and searches on the internet are also used. The men are also able to pursue interests and hobbies at home including art, crafts and music. The men have a good relationship with their neighbours.  **Safeguards**  The staff encourage the men to maintain relationships with their family and friends wherever possible. Family and friends are free to visit the home at any time. Phone calls are encouraged, and Henderson Homes sends out an e-newsletter occasionally as well as having a closed membership Facebook page where photographs and updates are posted for families and friends to see. Communication with families and friends is noted in the home communication book, particularly when significant events occur, eg, a birthday.  Medication for the men is blister packed and checked by the registered nurse before being taken into the men’s home. The home has appropriate civil defence emergency supplies, and these are checked regularly by the health and safety officer on the staff. Fire evacuations are practised in the home once every six months. They are timed, and the men are aware of what they have to do in the event of an evacuation.  **Rights**  The men or their families would typically raise an issue or concern with the staff or the manager directly. The family members spoken to are aware of the complaints process and would have no hesitation in making their feelings known. They said that any concerns that they raised were dealt with promptly and that they always received a response.  The staff who support and assist the men are very respectful of the men as demonstrated through the use of supportive and respectful support practices and recording of information about the men. The staff have a good understanding of the challenges experienced by the men and provide support in a manner that enables them to do as much as they can for themselves.  **Health and Wellness**  The Henderson Homes registered nurse plays a key role in assisting the men to maintain good health and also supports the staff to ensure that they are supporting the men appropriately. The home has appropriate civil defence emergency supplies in addition to specific supplies that the men may need in the event of an emergency, eg, medication.    The men are assisted to manage their finances if they don’t have family to do this for them and the staff follow a robust set of policies and procedures when doing so. The men are provided with a safe and secure environment to live in. |

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

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| * That individual home agreements are developed for the men and that these agreements are reviewed and signed off by the person or their authorised representative at least once every 12 months. |

## Recommendations

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| There are no recommendations suggested for this 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)