# Developmental Evaluation Report Summary

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

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| **Name of provider:** | Hohepa Auckland |
| **Number of locations visited by region** | 2 |
| **Date visit/s completed:** | 20th – 22nd July |
| **Name of Developmental Evaluation Agency:** | SAMS (Standards and Monitoring Services) |

## General Overview

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| Two residential services were the subject of this mid-point review of Hohepa Auckland and involved 11 people aged between 25 and 53 years of age living in two homes in West Auckland. The Evaluation Reports describe the positive experiences the people are having as a result of being supported by a service which is striving to give people a good life.  The families interviewed are happy with the service and have significant involvement in their family member’s lives. The people have a variety of experiences, including work experience and paid work which contributes to their overall well-being.  Areas for development were varied and in a few instances were ‘house specific’. Increasing community-based activities with the aim of developing more natural supports, and the involvement of external Behaviour Support Specialists when developing support plans were areas identified in the reports.  **Areas of Service Strength**  • Good use of information management systems/personal planning  • Compatibility of people/connecting people with others  • Development of positive relationships with families, peers, staff and volunteers. |

## 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 Personal Plans viewed incorporate the 20 domains in Michael Kendrick’s Optimal Individual Service Design and reflected each person’s interests and individual preferences. Plans included a summary of previous achievements with new goals being broken down into steps with suggested timeframes. Plans are monitored regularly and in 2014, for the overall service, 76% of the steps towards goals were recorded as completed. A suggested improvement included Hohepa considering separating aspirational and daily living goals.  **Areas of Service Strength / Improvement Noted**    Comments in the Evaluation Reports indicate that the people live together compatibility despite some of them choosing to limit their interaction with their flatmates. In one home the people have lived together for many years and have become familiar with each other’s unique characteristics.  Comments in the Evaluation Reports indicate the willingness of the staff to work together as cohesive teams.  The people live comfortably in homes which meet their needs. One Evaluation Report contains comments about the need for continual monitoring to ensure the people are provided with suitable accommodation should their needs/circumstances change. This was included as a Recommendation.  The people’s homes reflect their interests and bedrooms were personalised by the person and/or their families. The reports commented on spacious living areas (including outdoor space) which contribute to the home-like environment. It was suggested that the removal of ‘agency information’ displayed in the homes could further add to a home-like environment. When the people access community activities agency transport is available, although some people use public transport.  Residential Agreements were noted in the Evaluation Reports. One report suggested improvements to the agreement and was included as a Recommendation.  The Evaluation Reports described a range of day programmes based on each person’s interests. These vary with many taking place at the Hohepa Helios day service. Several people participate in work experience, horticulture and tertiary courses. The use of a few community venues/facilities were noted in the reports.  The reports note the people have positive relationships with their families, peers, staff and volunteers. The atmosphere at Hohepa is one which encourages socialising and we were made aware of people visiting others who live in the Hoehpa community as well as connecting with others who live in the wider community. Further consideration to creating natural networks is suggested for future development and was included as a Recommendation.  **Area of Service Strength / Improvement Noted**    The families interviewed indicate communication with Hohepa is constructive and they are welcome to share their views. The families felt they were kept well informed and could without hesitation raise issues with the service.    **2 – Autonomy:**  Comments in the Evaluation Reports describe the varied ways the people make choices about their daily routines and activities. Some of the people independently initiate tasks necessary for running their home, while others require greater guidance from staff.  Some of the contributions people made to the upkeep of their home include:  • preparing and cooking vegetables,  • tidying own room,  • taking out the rubbish,  • hanging out and bringing in the laundry.  The people living in the homes represented in this review participate in a range of community activities and for a few, this is an area that is gradually increasing. Evidence indicates they attend church, take courses, join clubs, use public facilities, go shopping, frequent markets and visit family and friends. The reports also note through experiencing new activities increased personal growth has occurred.  The reports mentioned alternative methods people used to communicate. While some people are able to express themselves clearly, understanding non-verbal communication is an area the staff pay close attention to as some of the people use gestures, vocalisations, and body language to get their messages across.  The Evaluation Reports describe how the people’s information is documented. Evidence indicates Hohepa makes good use of information management systems. These included Webcare™, a web-based data system which collects and collates information related to medication and incident reporting, and Roster-It™, a web-based roster system.  **Area of Service Strength / Improvement Noted**      **3 – Affiliation:**  The Evaluation Reports describe the range of activities the people participate in and these include, using local facilities, frequenting cafés and restaurants, participating in sports, eg Special Olympics, attending church services, visiting markets, shopping, joining clubs, taking tertiary courses and going for walks. The people have personal doctors, dentists, and hair dressers and other health specialists.  The people have held and currently hold a variety of roles such as son/daughter, sister/brother, aunt, uncle, cousin, church member, sports competitor, student, volunteer, employee, fiancé and friend.    **4 – Safeguards:**  The Evaluation Reports describe the way the people are supported to maintain contact with their families. The people’s families advise they are welcome to attend social functions and visit the homes. The reports mention the importance of family relationships and evidence indicates considerable work is undertaken to meet family’s needs. The degree to which the people are supported to increase community-based activities, increases the likelihood of developing additional support networks varies in the two homes. Some people are able to initiate such relationships while others require staff support. This concern was recorded as a Recommendation in one report.  **Area of Service Strength / Improvement Noted**    The comments in Evaluation Reports indicate that Risk Management Plans promote positive strategies to maximise safety. The plans identify how to gain assistance in the event of a crisis.  The staff receive training courses related to behaviour support, restraint minimisation and non-violent crisis intervention. The General Manager and the Development Director have extensive training in Non-violent Crisis Prevention and Intervention (CPI) and the General Manager is an approved trainer in CPI. This provides the organisation and its staff with strong guidance in how to respond in a positive manner when supporting people who require support to manage their behaviour. The Co-Workers Handbook also has a comprehensive section titled, ‘Managing Challenging Behaviour’, which describes a number of related topics.  Both reports made comments about the need for Hohepa to enlist the support of external Behaviour Support Specialists and in one instance there is the need to review environmental restraint practices. These concerns were reflected as a Recommendation in one report and a Requirement in the second report.  **Area of Service Strength / Improvement Noted**    The organisation has good management systems for managing incidents and medication errors. There were no Recommendations related to medication in the reports.  The people practise fire drills and the people in one home described what to do in an emergency. The details of these are collected and documented in the home.    **5 – Rights:**  Hohepa provides services which are reinforced by the Code of Health and Disability Services Consumers’ Rights. The booklets, Rights of Service Users and Families Booklet provide additional information about people’s rights, how to complain and how to contact an advocate. Advocates visit Hohepa and show videos about rights. Complaints are registered in the Webcare™ system online. One report commented on the house meetings held by the people and suggested further autonomy could be promoted through the inclusion of external facilitation. This was included as a Recommendation.  **Area of Service Strength / Improvement Noted**    The people and the families interviewed said they were able to make a complaint and talk about concerns with the staff and management.    **6 – Health and Wellness:**  The people are encouraged to keep good health. They eat healthy foods and participate in physical activities. The people access community services such as GPs, dentists, audiologists and opticians of their choice. Consent is gained from families and GPs to use Steiner’s Weleda organic health products in conjunction with mainstream medicine.  One report noted the support provided to a person requiring hearing aids and the positive results another experienced by paying attention to better portion control. Some people have been supported to successfully recover from surgical procedures.  Hohepa has comprehensive abuse policies and the Co-Worker Handbook details how the people are to be safeguarded against abuse. The interactions observed by the Evaluation Teams reinforce the use of positive approaches.  Hohepa provide a nurturing community environment where people are accepted for who they are. Some of the people have lived with Hohepa for almost 20 years while others have more recently joined the service. People’s belongings are listed in Residents Personal Effects which is located in their personal files; however, this is now online making it more accessible and easier to update.  The reports comment on the social role valorisation training being undertaken by the service which provides an opportunity for reflective discussion as well as time for team-building. |

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

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| **Areas of Suggested Development**  • Involvement of external Behaviour Support Specialists  • Increased community-based activities with the aim of developing additional natural supports  • Increased autonomy in service user meeting/contribution to service delivery. |

## Recommendations

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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)