Developmental Evaluation Report Summary – Hohepa Canterbury

At midpoint of certification cycle for community residential services – sensory, intellectual and physical disability

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| Name of Provider: | Hohepa |
| No of houses (5 or more beds) visited # and location | # 3 Hohepa Canterbury  |
| Date visit/s completed: | 05 – 08 June 2018 |
| Name of Developmental Evaluation Agency: | SAMS (Standards and Monitoring Services) |

General Overview:

Three residential services were the subject of this mid-point review of Hohepa Canterbury and involved 20 people aged between 31 and 72 years of age living in three homes in Xxxxxxxxxx, Christchurch. The Evaluation Reports describe the positive experiences the people are having as a result of being supported by staff who have a genuine commitment to providing consistent guidance leading to people having a quality lifestyle.

The families interviewed vary from being generally, to very satisfied with the service, and many have significant involvement in their family member’s lives. The people have a variety of vocational experiences, including paid work.

Areas for development were varied and in one instance was ‘person 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**

* The people enjoy living together in a home-like atmosphere
* The staff are committed supporting the people
* The people have strong family networks.

**Areas of Suggested Development**

* Examine how Hohepa’s special character is evidenced in practices and processes
* Update and review Residential Agreements
* Evaluate restraint practices to ensure they are individualised, appropriate and regularly reviewed.

**1 – Identity:**

The Individual Plans (IP) viewed reflected each person’s interests and individual preferences. Some of the families preferred to be involved in the process while others were happy to receive information after the plan had been developed. Current plans reflect discussions with the person and the daily notes indicate achievement of some goals. The service advises that a review of the IP process is underway and in one report it is suggested that overall aspirations be separated from routine activities. It was encouraging to find in one home the house staff prepared a wall chart with pictures and words to increase understanding of the planning process and chart progress of some goals.

Comments in the Evaluation Reports indicate that the people enjoy living together with some referring to their flatmates as ‘family’. Two of the reports note the people have lived together for a number of years, although there have been some moves since Hohepa has responded to the needs of people experiencing dementia.

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 how the design of the home enables two people to live more independent lifestyles.

The Evaluation Team agrees with comments made during the evaluation visit that more work is needed to reinforce Hohepa’s Special Character and the Steiner philosophy. Related comments were made in all three reports with two highlighting it as significant findings and one reflecting it as a requirement.

**Areas of Service Strength / Improvement Noted strengthening**

*Residential Agreements* were noted in the Evaluation Reports with all requiring further review to ensure contract Service Specifications are met. These concerns were reflected as a Requirement in all of the reports.

**Areas of Service Strength / Improvement Noted**

The Evaluation Reports described a range of day programmes based on each person’s interests. These vary with many taking place at the Hohepa’s day service, including the farm. A number of people participate in community participation activities and arts programmes through the Artemis campus. One person enjoys paid work and another person earns extra spending money by taking in ironing. The use of a few community venues/facilities were noted in the reports.

The Evaluation Reports note that the people have positive relationships with their families, peers and the staff. The people enjoy living with their house-mates in home-like environments that they are proud of. Many of the people have lived together for some time and know each other well. The staff support the people to manage any differences in a respectful manner.

**Area of Service Strength / Improvement Noted**

A number of the families interviewed indicated that communication with Hohepa could be improved and these comments were reflected as Recommendations in two of the Evaluation Reports. While the families felt they were often informed, many stated consultation prior to decisions being made would be desirable.

It was noted in all Evaluation Reports that the people were supported by staff teams who were committed to providing them with a quality lifestyle. In most instances the staff worked well together and used consistent approaches to better support the person depending on their level of need.

**Areas of Service Strength / Improvement Noted**

**2 – Autonomy:**

Comments in the Evaluation Reports describe the ways the people make choices about their daily routines and activities. Some of the people independently initiate some household tasks while others require greater support from staff. There was evidence of some of the staff encouraged the people to do things for themselves.

Some of the contributions people made to the upkeep of their home include:

* preparing and cooking vegetables,
* tidying own room,
* making their own lunches,
* setting the table for meals.

The people living in the homes participate in a variety of community activities. Evidence indicates they attend church, belong to clubs, use public facilities, go shopping and frequently visit family and friends.

The Evaluation Reports mentioned the communication methods used by the people with most having effective expressive and receptive language. It was noted that one person uses the Makaton Language Programme and visual cures are also used in some of the homes to help ensure communication is effective.

The Evaluation Reports describe how the people’s information is documented. Daily Diary notes including the use of Webcare™, a web-based data system which collects and collates information related to medication and incident reporting.

**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, shopping, joining clubs, and going for walks. The people have access to medical services which have an anthropological approach as well as personal doctors, dentists, and other health specialists and therapists.

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, employee, pet owner 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 work is undertaken to meet the needs of most families. This can also require careful negation should the views of the family and the person differ.

**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 talked about the importance of providing the person with clear consistent guidance.

Hohepa has effective management systems for recording and tracking incidents.

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.* 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 comment was reflected as a Recommendation in the Evaluation Report.

Hohepa’s Information Manual has extensive procedures about Risk Management and Restraint Minimisation as well as a Quality and Risk Management Committee which reviews the use of any restraint. It was noted in all three reports that generic *Restrictive Practices* forms related to environmental restraints were included in the people’s files. It would be expected that any use of restraint would be individualised and ‘person/situation’ specific. Hohepa is encouraged to review the restrictive practices to ensure if they are required they follow established processes. These comments were reflected as Requirements in all three Evaluation Reports.

**Areas 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, although not all felt they were listened to the degree they wished.

**6 – Health and Wellness:**

The people are encouraged to keep reasonable health and for many managing ailments related to aging is a consideration. In addition to mainstream medical support, the people have access to therapies such as massage, eurhythmy, art and language.

Hohepa has comprehensive abuse and neglect policies reinforcing 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.

**No Corrective Actions were required for the Reports**