# Developmental Evaluation Report Summary

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

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| **Name of provider:** | IDEA Services |
| **Number of locations visited by region** | 2 |
| **Date visit/s completed:** | 22-24 February 2017 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| A woman lives on a property on the outskirts of the city. She has regular contact with her family who report an increased level of satisfaction in the service their daughter receives.  Areas identified for recommendation include:• a roster review so the second staff person’s hours start when the woman begins her day• completion of the Informed Consent process in consultation with the family• schedule a review with the specialised clinic regarding changes in the woman’s needs and the impact this is having on community activities.The staff commented they are well supported by the Service Manager. The IDEA Services owned property is also home to a man who lives in a separate cottage, and a day vocational service which up to 20 people attend during the week. |

## 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**A current Personal Plan was sighted; we were advised the goals have been kept broad and the steps are designed to be flexible to meet the woman’s preferences. The house is sparsely decorated and she enjoys a minimalistic environment. She also enjoys her large garden and has a vehicle so she can access her community. The parent interviewed has appreciated opportunities to assist in the staff selection of those who work in her daughter’s home. The changes made in the home over the last 12 months have been well received by the family. They described the staff team as skilled, consistent in the support strategies they use and improved communication with the Service Manager.**AUTONOMY**The interviews with the staff show they have a commitment to the woman they support. Some of those interviewed spoke of promoting independence and choice.No relief staff who are not known to the woman or have yet to complete an orientation will be rostered in the home. A large number of approved environmental restraints are in place to ensure both the safety of the woman and the staff.The staff are keen for the woman to increase her community activities. The Evaluation Team sighted a written schedule and was told about daily activities that vary depending on the woman’s health. Thoughtful and clear planning, including exit strategies, were evident in the plans we sighted.**AFFILIATION**The service plans and manages community outings. Community participation is appreciated and understood by the staff. Those interviewed from the team are keen to expand the woman’s experiences in a safe manner and are mindful of her extreme anxiety in unfamiliar spaces.**SAFEGUARDS**The staff and the Service Manager acknowledged the role of the family in the woman’s life; they support regular visits. Comprehensive and detailed Risk Management Plans and Protocols are in place. There is a concise protocol for staff withdrawing to safe zones in the home when required.**RIGHTS**The staff are mindful of providing opportunities for the woman to make choices and to be a decision maker in her own life.A positive approach to support strategies was outlined. There is a consistent approach by the staff; they are aware of the woman’s preferences and are supporting her to extend her independence at home.**HEALTH AND WELLNESS**The woman has access to specialist medical services including ophthalmologists and dentists as required. Hospital appointments are co-ordinated to minimise additional intrusion in the woman’s life.  |

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

## Recommendations

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|  Review the current roster to ensure support hours are in place to meet the person’s needs Complete the written record of Informed Consent  |

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)