# 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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| The family stated they are pleased with how things are working for the young woman who lives in the home. The Evaluation Team was pleased to be told of the endeavours of the staff to encourage independent decision making and plans to increase opportunities for the woman to complete tasks in her home without the need for direct staff support, for example, making a hot drink.  There are a number of approved environmental restraints in the home, we were also told of a number of practices referred to during the evaluations as Restrictions. We sought clarification on their use and were provided with an inter-service memo and email outlining the use of Restrictive Practices. We strongly recommend the development of a clear protocol for the use and review of Restrictive Practices along with completing corrective actions linked to Incident Reports.  Areas highlighted for service review include:   * improving recording in the daily communication diary between the home and school * Restrictive Practices to be recorded and reviewed * delays in managing Incident Reporting and response procedures to reduce impact of reoccurrence. |

## 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 Service Manager of the young woman’s service attends the Individual Career Plan (ICP) meetings held at the school. We recommend IDEA Services reciprocates the attendance request of a school representative at the personal planning meeting held at the home.  The staff know the woman well and are supporting her to increase positive interactions with others by modelling calm and appropriate language. We were told of significant gains the woman has made and this was evidenced by a reduction in reported incidents. The staff team were described by others as committed and they consider they are well supported by the Service Manager of the home.  The woman is being encouraged to increase decision making within her home environment and hopes to have a flatmate in the future. The Evaluation Team encourages the service to be mindful of meeting both the needs of the woman and any future flatmate and to ensure compatibility.  **AUTONOMY**  There are a number of approved environmental restraints in the home and evidence of regular reviews and protocols were sighted. The Evaluation Team was told of additional Restrictions including locks on the kitchen cupboards, the fridge and the pantry. There were discrepancies in what we were told Restrictions meant, the frequency of use, the protocols for use and how they were reviewed.  The family are keen for the service to try new activities with a community focus. We encourage planning for the activities to be thorough with a view to the woman’s support needs  **AFFILIATION**  The woman attends school and is preparing to enter her Transition year. The family expressed their interest in the woman having more community activities. One of the goals identified for this year is to join a youth group. We understand options are being trialled and the woman told us she would be attending her first night of Zumba when we met her.  **SAFEGUARDS**  Staff training registers were provided to the Evaluation Team along with an update on training that is pending.  Fire drills are regularly practised; the woman told us she will sometimes pre-empt a fire drill and she showed us the assembly point for evacuation.  **RIGHTS**  The family stated they are able to contact and communicate well with the Service Manager and the staff who work in the home.  **HEALTH AND WELLNESS**  Approved environmental restraints include locks on:  • the gate at the front of the property  • the kitchen door  • the laundry door  • the back door  • the storage room. |

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

**Requirement**

Complete response to Incidents ensuring the woman’s wellbeing is protected

## Recommendations

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| Extend an invitation to the school for a representative to attend the woman’s personal planning meeting facilitated by IDEA Services  Review the methods used to communicate between the school and the home  The Home Agreement to be reviewed and signed off by the person or authorised representative in line with the contract  Review the management and recording of the use of Restrictions in the home |

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)