# 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** | 1 |
| **Date visit/s completed:** | 10-13 April 2017 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| Five people between the ages of XX and XX live in the home and despite the wide age range of the people living in the home, the people appear to be compatible and get on well together. Four of the people attend a day base in XXXXXXXX run by IDEA Services which caters mostly for elderly people. The other person will also go to the day base from time to time but also has part time work cleaning boats for a canoe hire company and washing cars.  The home suits the needs of the people living in it and affords them the space and privacy they require. The home is situated in a typical suburb and is within 20-minutes’ walk to nearby shops and services. The people living in the home have a vehicle that they are supported to use when needing to go places. There is a stable and consistent team of staff who know the people well and who provide support in a least restrictive way possible that empowers the people while at the same time ensures their safety.  The people are assisted to maintain contact with their families and friends. Family members know who to contact if they have a concerns and issues raised by the people are managed well by the staff. |

## 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 people in the home are supported by a team of stable and consistent staff who know the people well and have a good understanding of what each person’s interests and personal goals are. The people’s personal plans have not been recently updated and quarterly reviews have not taken place. Despite this, the people continue to pursue their own interests and activities including making cards, knitting, gardening, shopping, cooking, going to the gym, going to church and attending People First meetings. The family members spoken to were satisfied with the service being provided to their family members. The people are assisted to manage their finances and have good access to other supports and services including doctors, dentists, podiatrists and hairdressers.  The home is best described as a home for elderly people. The person who most recently moved into the home is significantly younger than the other four people. Despite the age gap, all the people living in the home appear to tolerate each other. The home is a 15 to 20-minute walk to the XXXXXXX shops and the home has a vehicle that is used to assist the people with their transportation requirements.  One of the people has two paid jobs – cleaning cars and washing boats for a canoe hire business. Another person enjoys assisting with recycling at one of the IDEA Services day bases. Four of the people attend a day base for seniors in XXXXXX that is run by IDEA Services.  **Autonomy**  The people are encouraged and supported to do as much for themselves as they can. Opportunity exists to involve the people more in chores around the home such as cooking and grocery shopping. The people are supported with their personal care needs, mobility and activities of daily living in a manner that respects their dignity and assists them to lead a good life. The staff receive comprehensive training that ensures they are able to respond to the needs of the people appropriately. The privacy and dignity of the people is respected when they are being assisted with their personal care as required. One bathroom in the home has some maintenance scheduled that will involve the replacement of a water damaged vanity unit and skirting timber around a bath. Some of the paint on the ceiling is peeling off and the bathroom would benefit from a complete repaint. Confidential and personal information, including medication and associated documentation, is kept in a filing cabinet in the home office that is locked at all times.  **Affiliation**  The people are generally aware of events and activities that take place in the community that they might be interested in. The staff at the home and day base watch out for events advertised in local newspapers and on the radio. Visuals could be used to increase the involvement of some people in putting together the grocery list each week. The staff network with a small range of services in the community, mostly those associated with the people’s health and wellbeing. The people have been assisted to develop relationships with the neighbours with limited success.  **Safeguards**  The people are encouraged to have BBQs with friends in a nearby home and family members and close friends are welcomed into the home for special occasions. Any contact with family or friends is recorded in the people’s diaries. Opportunities exist for the people to be more actively supported and encouraged to further their natural support networks. The staff are aware of when to access behaviour support or needs assessments for the people should their support needs change at any time. Medication for the people is blister packed and is checked by the staff when it comes from the pharmacy. All medication records sighted were up-to-date and accurately completed. Relationship and contraception advice is provided in a very respectful manner to one of the people who requires assistance in this area to ensure their safety.  **Rights**  Pictorial prompts are used to assist the people with their communication when necessary, eg, making choices about activities. One of the people is a member of People First in Nelson. Another person made a complaint in the past. The person wrote to the Service Manager who replied and the matter was dealt with very well. The staff discuss each of the people at their fortnightly team meetings to ensure that everyone is aware of how they are and whether there are any matters that they need assistance with. Family members feel free to contact the staff at any time should they have any concerns. Reflection on some of the language used in the home to ensure that it is always respectful and age appropriate was encouraged.  **Health and Wellness**  The people are supported to see their GPs whenever required, have regular medication reviews, attend annual health and dental checks. The people have comprehensive personal support plans that guide the staff on how to provide support. Changes in the people’s health is monitored closely by the staff who will seek interventions as required. One person is particularly vulnerable in certain situations in the community and, with the support of the staff, has protocols in place to minimise risks that may arise. The people 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 to do so. The staff receive regular training in first aid and non-violent crisis intervention techniques. |

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

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## Recommendations

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| That priority is given to the updating and reviewing of the people’s personal plans once the Outcomes Facilitators position is reinstated. |

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)