# 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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| Four people between the ages of XX and XX years live in the home with the most recent person to move into the home doing so two years ago. The other three people have lived together for a long time, two for 27 years. Although there is a XX-year age range between the people living in the home, the people appear to be compatible and get on well together. Three of the people use day bases run by IDEA Services for most of the week and one person has some individualised support that enables him to access opportunities in the community including assisting with recycling at a local café.  The home is well suited to the needs of the people living there and has a very homely feel. IDEA Services has plans to build another bedroom in the garage that could accommodate a person who is semi-independent. The home is situated in a typical suburb and is within a 20-minute walk to the XXXXXX shopping centre. The people have access to a vehicle that they are supported to use when needing to go places in the community. The people are supported by a small stable and consistent team of staff who know them well and who provide support in a manner that is respectful and valuing.  The people are assisted to maintain contact with their families and friends. Family members know who to contact if they have concerns about their family members. |

## 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 four people living in the home are supported by a consistent and stable team of staff who know the people well and have a good understanding of what each person’s interests are. All the people have personal plans but these have not been updated since 2015 or 2016. The people access support during the day at day base programmes provided by IDEA Services.  The families receive information about the support being provided when they visit the home and the staff will phone them when necessary. The people are assisted to manage their finances and have good access to other supports and services including doctors, dentists, podiatrists and optometrists.  The home is a 15-minute walk to the XXXXXX shops and has a vehicle that is used to assist the people with their transportation requirements. The people have varying degrees of contact, one person visits their mother each week and sees their brother regularly, another person visits their family often and another has visited family in Australia. House meetings for the people used to be held but none are held currently. Any concerns or issues raised by the people are recorded in the people’s personal diaries or the house communication book and are responded to.  **Autonomy**  The people are encouraged and supported to do as much for themselves as they can around their home including helping with cooking, cleaning and laundry. The people have personal diaries and there is a communication book in the home. Relevant information about the people is recorded by the staff in the home and at the day base ensuring that support provided in either setting is known to all. The people are supported with their personal care needs and activities of daily living in a manner that respects their dignity and assists them to lead a good life. The privacy and dignity of the people is respected when they are being assisted with their personal care as required. 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 made aware of events and activities that they may enjoy participating in by the staff who support them in their home or day base. One man has one to one support to do things from the home and is well known by the staff at the local supermarket. The people are encouraged to assist with chores around the home including cooking, cleaning and grocery shopping. Two of the people assist the staff with the grocery shopping for the home. The staff network with services in the community concerned with the people’s health and wellbeing. The people have been assisted to develop relationships with the neighbours, one person used to walk a neighbour’s dog for them.  **Safeguards**  The people are very well supported by the staff to maintain contact with their families, some who visit from time to time and others who will keep in touch with the people and the service via phone calls and emails. Medication for the people is blister packed and is checked by the staff each time it comes from the pharmacy. All medication records sighted were up-to-date and accurately completed. Side effects of the people’s medication was recorded in their medication folders. The staff are provided with comprehensive training including first aid and non-violent crisis intervention techniques.  **Rights**  Pictorial prompts are used to assist the people with their communication when necessary, eg, making choices about activities. The staff regularly have conversations with each person in lieu of house meetings to ensure that the people’s concerns and issues are heard, understood and acted on. The staff discuss each of the people at their fortnightly team meetings to ensure that everyone is aware of how the people are and whether there are any matters that require actioning. The staff encourage and support the people to do as much for themselves as they can. All recordings about the people are written in a respectful and valuing manner. The staff know the people well and are able to support them in ways that don’t restrict them but also ensure that they are appropriately safeguarded.  **Health and Wellness**  The people are supported to see their General Practitioners 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 specific to each person’s needs. Changes in people’s health is monitored closely by the staff who will seek interventions as required. 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 people are protected very well from any potential neglect, abuse and exploitation and are provided with an appropriate level of support to access opportunities in the community in a safe manner. The people have a small consistent team of staff who support them and know them well. |

## 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.  That the people’s Home Agreements are reviewed and signed off by the person or their authorised representative at least once every 12 months.  That informed consent forms are filed and reviewed regularly for all the people. |

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)