# 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:** | 31 January – 1 February 2017 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| Three men live at; two have done so for four years and one for three years. The men get on well together and are supported to pursue a wide range of activities in the community including being able to use a drop-in centre run by IDEA Services where they can meet up with friends. The men all have paid or voluntary work and are seen as valued members of their community.  The men do not attend a structured day programme and instead use their home as a base from where they access the opportunities of their choice. The benefit of this for the men is greater flexibility to do what they want, and when, as well as affording them the ability to come and go from their home as anyone else would in their situation. |

## 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 three men living in the home have very individual interests and pursue a wide range of activities in the community including paid work, going to the RSA and attending a local social group. One man washes cars at a local car yard and another man works part-time at the Countdown supermarket. The men know their support staff very well and the staff are very aware of what the men like to do and their routines. The staff and the men have a supportive and genuine relationship which ensures that the men are supported in a manner that enables them to lead the lifestyles of their choice. The staff support the men to do as much for themselves as they are able to and are always there to lend a hand. The men have current Outcome Plans with the NASC and there is evidence that annual reviews take place.  The family members spoken to have a good relationship with IDEA Services and felt that the communication with them was very good. The staff keep in touch by email and phone as well as talking to the family whenever they call into the home. The men have their own doctors, dentists and other supports in the community that they access. The home is close to shops and other amenities and is within walking distance to the Ashburton township. The men assist with chores around the home including looking after the garden. The men are able to ask the staff for assistance to get into town or other places of their choice. The men are very social and have a number of friends within the service as well as in the community. The men go to local pubs and cafes, know people through their work as well as through groups such as the McKenzie Centre and Special Olympics.  **Autonomy**  The men are able to independently come and go from their home as they please. While they all have things such as work, shopping, catching up with friends and assisting others nearby, they have great flexibility in how they do these things. All the men are very active and take part in a wide range of activities around the IDEA Services location as well as in the wider community. The men are encouraged and assisted to maintain their home including helping with shopping, cooking, laundry and cleaning. The home is decorated with many personal effects belonging to the men including photos, art, books and ornaments. The home certainly feels like their home rather than a residential facility. The men have access to a telephone and a computer for email and Skype.  **Affiliation**  The men enjoy participating in a wide range of activities and events in the community including paid and voluntary work, visiting pubs and clubs, visiting friends, walking, going to the McKenzie Group, taking part in Special Olympics events, attend People First meetings and gardening. One man was recently assisted to attend a car show in Rangiora. Trips are often made to Timaru to attend various events. The men are well known in Tinwald and Ashburton and are often seen talking to people as they walk to and from town. The men have their own doctors and dentists and are assisted to attend appointments when required.  **Safeguards**  The men are connected to their community in a variety of ways, and in turn, have extended natural support networks. Two of the men who have part-time jobs, socialise with their workmates occasionally and are invited to work functions. Family and friends of the men are welcome to visit the men at any time and sometimes enjoy a meal with them. One man keeps in touch with a sibling via Skype on the home computer. The service has access via the NASC to a Behaviour Support Team (Explore) when there is a need for specialised behaviour intervention support required. The support staff are all trained in non-violent crisis intervention and attend regular refreshers to ensure that they are aware of and are able to practise the latest techniques when assisting someone to manage their behaviour. The staff also have regular first aid and driver training.  **Rights**  Information on the Code is available to the men and their families in the home as well as from the IDEA Services administration office. One man is a member of People First. The men are aware of how to make a complaint or raise an issue or concern if they have to. Typically they would approach the staff or ask to speak with the Service or Area Manager. The family members spoken to have good communication with the staff and would have no hesitation in making any concerns known.  **Health and Wellness**  The staff know the men really well and are able to monitor their health closely. Contact is made with the men’s doctors should the staff become concerned or the men express concerns about their health. The men have good access to their own dentists and dental services as required. The men are assisted by the staff to manage their finances in accordance with a robust set of policies and procedures for assisting people to manage their finances. Copies of transactions, invoices, receipts and bank statements are held on the men’s behalf and are available for their family to see at any time. Because the men are well known in the community and have friends who will look out for them, if people have any concerns about the men, they will notify the service with any concerns. |

## 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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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)