# 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:** | 21-23 March 2017 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| Four men live in the home and are supported by a stable, flexible and dedicated team of staff who know the men well. The home is in close proximity to shops, services and amenities and is within a five-minute drive to the city centre. The men have been living together for eight years and get on well together. The men all require varying degrees of assistance with daily living and support to manage their behaviours and expressions.  The men are encouraged and assisted to maintain connections with family and friends as well as having various roles in the community. The men do not attend a structured day programme but instead are supported to come and go from their home when doing the things, they want to. Two men will use the Drop-In Centre provided by IDEA Services as a base from which they do things in the community.  The men’s home is an older style bungalow that suits them well and is soon to be refurbished which will provide the men with better communal living space. |

## 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 men living in the home have very individualised programmes that reflect their interests and support requirements. The staff who support the men have a ‘can do’ attitude and encourage the men to do as much as they can while ensuring that they are appropriately safeguarded at all times. The staff who assist the men work as a cohesive team and have good support from their management.  The men and their families are all consulted about where they are living and are provided with an opportunity to regularly review whether their current living arrangements are what they want and that they are meeting their needs. Family members of the men are kept up-to-date by the staff through phone calls and emails. The men are compatible with each other despite the occasional disagreement from time to time.    The men base themselves from their home each day and are able to come and go depending on what they are doing during the day. Transport is available to the men which enables them to get to the places they wish to go to if public transport, walking or cycling is not an option for them. The men are known in their local neighbourhood. All the staff and management are well known to the men and their families. There is evidence that the staff are very well connected with allied health services and will not hesitate to seek assistance should they have a concern about the health and wellbeing of the men. The staff are respectful of the men and use valuing and sincere language when talking or making recordings about the men.  **Autonomy**  The men enjoy being active during the day and have individual schedules that assist them to know what they will be doing each day and who will be supporting them. The men are involved in some chores around the home such as shopping and laundry. A second bathroom is also going to be installed which will take the pressure off competing demand for the one bathroom and this will hopefully have a positive impact on the dynamics within the home. All recordings made by the staff in communication books, diaries and incident reports are accurate, clear and respectful. Informed consent is the basis for all interactions between the staff and the men. The men are supported by the staff to have a lifestyle that is similar to anyone else in the community. Routines such as meal times, household chores, community participation and socialising are followed. The men are assisted to get to know their neighbours and be part of their local community.  **Affiliation**  Between the staff at the home and the Drop-In Centre staff, there is a good awareness of the social, recreational and leisure opportunities that exist in the community. All the men have their own doctors, dentists, hairdressers to name a few community services that they access rather than being the same for everyone. The staff have very good connections with a wide range of community services. The men are supported by the staff to do as much for themselves and others as they can beginning in and around the home with things like shopping, cooking and laundry.  **Safeguards**  The men are supported to maintain their connections with family and friends extremely well by the staff. The staff and management of the home work closely with the IDEA Behaviour Support Team, the NASC and other behaviour support services to ensure that referrals and assistance is sought for the men whenever required. The support staff are all trained in non-violent crisis intervention, attend regular refreshers and have had first aid training. Emergency supplies are held in the home along with information on the men. These supplies and information can be accessed easily in the event of an emergency. The men have a long-standing group of support staff who know and understand their support needs very well. The men’s medication is managed very well with a process for administration and incidents related to medication in place. Hazards around the house have been identified and recorded. A robust incident reporting process is in place and regular fire drills are held and recorded.  **Rights**  The families of the men would typically be the ones to raise an issue or concern with staff on behalf of their family member if they had to. Families would approach staff or ask to speak with the Service or Area Manager. The family members spoken to were aware of the complaints process and would have no hesitation in making their feelings known. They thought that their issues were dealt with promptly and that they always received a response. The staff have a ‘can do’ attitude towards their support of the men who are accorded respect by the staff who have the men’s best interests in mind all the time. Supportive and respectful support practices and recordings were evident to the Evaluation Team. The language used by staff is respectful and non-judgemental. The men’s difficulties and challenges are acknowledged and understood well and they are supported in a manner that enables them to do as much as they can for themselves. The men’s families often act as advocates for them.  **Health and Wellness**  The staff are very aware of the health support needs of the men and will contact GP’s and allied health professionals should they become concerned or a person expresses their own concern about their health. The men have their own dentists, doctors and pharmacists. The Evaluation Team were concerned that there was a significant build-up of mould on the ceiling in the bathroom of the home. The Team understand that requests have been made to the property owners to have this fixed but nothing has been done about it in the last 12 months. The Team considers that such a build-up of mould could compromise the health and well-being of the men in the home. The home has appropriate civil defence emergency supplies in addition to specific supplies that the people may need in the event of an emergency eg, medication and incontinence supplies. The men 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 men are provided with a safe and secure environment to live in. |

## 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 the mould on the ceiling of the bathroom in the house be removed and that the leak in the sleepover room ceiling be repaired to ensure the health and safety of those people 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)