# Developmental Evaluation Report Summary

## For residential services – sensory, learning and physical disability

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| **Name of provider:** | Shore Trust |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 9-11 January 2018 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| This home is shared by xxxx women and xxx men who appear to be compatible with each other and enjoy living together. The size and configuration of the home means that all the people are afforded spacious bedrooms and communal areas. Five bedrooms are located on the ground floor, three at one end of the home and two at the other. The sixth bedroom is upstairs. The home has three bathroom/toilets as well as a large communal lounge, dining and kitchen area. There is an outdoor area at the back of the home where the people enjoy sitting outside and having BBQs. There is a small lawn at the front of the home with a small pergola that the people can sit in. The gardens around the home are well maintained and have a water feature.  Two vehicles are provided for the people and are used to assist them to attend appointments, go shopping and participate in community activities. Shore Trust runs a community participation programme and assists all the people to participate in a range of activities. |

## 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**  Every person has a personalised lifestyle plan that details their aspirational goals. Goals are recorded in the S.M.A.R.T format and include a breakdown of the steps required to achieve each goal as well as the expected outcomes. Every person also has a comprehensive care plan that identifies their needs and the personalised interventions that are used when assisting them.  All the people have a key worker who assumes responsibility for ensuring that the person has everything they need including clothing and toiletries as well as maintaining contact with family and friends. Support staff encourage the people to do as much for themselves as possible including contributing to the running of the home by assisting with meal preparation, laundry and grocery shopping. Shore Trust is a comparatively small organisation compared with other residential providers in the Auckland region. The family members interviewed liked the fact that the trust is small and unique.  The layout of the home ensures that the xxx people living in the home have their own bedroom and a number of other private indoor and outdoor spaces available to them. Two vehicles are available for staff to use to assist the people get to nearby shops and community services. Individual home agreements are in place for all the people and include the amount of money that will be retained for their personal expenditure. A community participation programme is provided from the home during the day and the people are supported to participate in various activities in the community by support workers. All the people have personalised daily activity schedules which include community participation activities and activities participated in at home.  Overall, the families of the people living in the home are satisfied with the level of communication with the trust. The people spoken to said that they like their home and the staff who support them. The people are supported to get out and about including attending church, going to vocational programmes and joining in with various community groups. The staff appeared to know the people well and were observed to use very respectful support techniques and language when assisting them.  **Autonomy**  The people all have their own daily routines and are assisted to follow these. Recordings by the staff in the home communication book were very respectful of the people as was the observed behaviour of the staff. Staffing levels and qualifications are appropriate to enable the delivery of safe and appropriate services to the people at all times. The manager has good relationships with the people’s doctors, the NASC and allied health professionals that could be called upon at any time.  The layout of the home affords the people plenty of opportunity for privacy in a number of indoor and outdoor settings. All information about the people is written in a respectful manner and is stored in a manner that protects their privacy and confidentiality. The people are supported by the staff to lead a lifestyle that mirrors that of others in the community. Shore Trust believes in supporting the people to participate in their community as much as possible. The people are assisted to follow the usual routines of everyday life, eg, meal times, household chores, community participation and doing voluntary work.  **Affiliation**  The people are supported to be involved in their community as much as possible according to the extent they desire. All the people in the home have access to their own doctors, hairdressers and banks. The people have a good relationship with their neighbours, inviting them to BBQs and participating with them in community initiatives such as a recent cake baking day.  **Safeguards**  The people are actively encouraged by the staff to maintain relationships with their family and friends wherever possible. The family members spoken to all felt welcome to call or visit the home at any time and said that they were always made to feel welcome.  All the people have up-to-date needs assessments completed by the NASC and specific support needs around behaviour identified. Additional risk management and behaviour support plans have been developed for people who may require assistance in these aspects of their life. The behaviour support plans viewed by the Evaluation Team were of a high standard, very positive and valuing of the people who required them.  The trust has a comprehensive medication policy and staff receive ongoing training and competency testing on medication administration. Staff new to the trust receive a thorough orientation which includes being buddied up with more experienced staff before they support the people on their own. Fire evacuations are practised every six months. They are timed, and the people spoken to were aware of what they have to do in the event of an evacuation.  **Rights**  The people and families were supplied with the Code of Health and Disability Services Consumers’ Rights information when they entered the service. An independent advocate visits the home from time to time or as requested. The family members spoken to are 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 xxx people are shown a deep level of respect by the staff through the use of supportive and respectful support practices and recordings. The language used is respectful and non-judgemental.  **Health and Wellness**  The people’s health is monitored closely by staff who contact GPs and allied health professionals should they become concerned about a person’s health or a person expresses concern about their own health. The people access their own dentists or the dental services through the local hospital should they require specialised assistance. The trust has a policy on neglect and abuse aimed at ensuring that the  people are not subjected to any form of neglect and abuse within the trust and that staff are able to recognise if such actions are happening elsewhere. 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 when doing so. The people 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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| That an agenda be developed for the residents’ meetings that encourages and enables the people to express their opinions on the support being provided, eg, menu choices, activities, staff performance, and that this feedback is conveyed to the manager as appropriate.  That the people be assisted to attend some advocacy forums, such as those held by People First, to encourage them to articulate their feelings, thoughts and opinions in a safe and positive manner. |

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)