A Developmental Evaluation Report for Flexible Disability Supports (FDS) and Community Residential Services

**Contracts: 261705-15**

Provider name: Hōhepa Hawke Bay

An Enabling Good Lives (EGL) Principles based and outcomes focussed framework for Developmental Evaluation

## Report structure

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## General Information

* **Date evaluation completed:** 13 July 2022.
* **Date evaluation report sent to the provider:** 5 September 2022.
* **Date evaluation report signed off:** 16 September 2022
* **Names of evaluators/report writers:** Audrey Buel, Jennifer Donaldson

For guidance on the evaluation process and rating scale please, see Appendix 1.

About the provider

* **Provider number:** 918708
* **Provider address:** PO Box 3, Clive 4148
* **Evaluation venue: McCaskill**, 61 Burness Road, Hastings
* **Provider contract person:** Julia Sobkowiak**,** Director of Services
* **Brief description of service:** Hōhepa Hawkes Bay provides adults with learning disabilities with opportunities to live in more independent flatting accommodation in McCaskill Flat located in Hastings.
* **Number of disabled people:** Two women
* **Brief description of the disabled people (demographics):**  xxxx

# **Executive summary**

Hōhepa Hawkes Bay is one of four Hōhepa communities associated with the national Hōhepa Homes Trust. Hōhepa is founded on the teachings of Rudolf Steiner and the model reflects a special character of anthroposophy and holistic care. The Evaluation Team is encouraged to see that Hōhepa is striving to retain its philosophical beliefs while helping people become more integrated into the wider community, embracing best practices of the sector combined with ensuring Hōhepa is aligned with the Enabling Good Lives (EGL) Principles.

Hōhepa Hawkes Bay has become one of the few providers able to offer out-of-family residential options for children. Their offer of an educational environment to families of children who have been unsuccessful in schools in their local communities has resulted in children living some distance from their families at an early age. Many of these children go on to live in residential services offered by Hōhepa and some are included in this review.

Traditionally, Hōhepa Hawkes Bay has provided all services from a central hub in Clive. However, there has been a move to introduce living options in the wider Hawkes Bay community for those entering Hōhepa while also assisting people living in the Clive hub to transition into the wider community. Hōhepa’s aim is to move the remaining people residing in the Clive hub adult services to community locations by 2030. Not only will this move minimise the Tsunami/flood risk to services, it is a deliberate effort by Hōhepa to continue its desire to become community focused.

The families interviewed as part of this review support Hōhepa’s move into the community. Hōhep ’s alignment with the EGL Principles are working well supported by families and in some instances, it is working better than expected.

McCascill Flat is designed for people who have a desire to experience more independent living options. It is located on the same property of a Hōhepa group home, and the two women transitioned to the flat from having first lived in the home. One whānau member stated this move reassured them that their family member’s skills were being maintained and, in some instances, extended them further. It is noted that the women are currently enjoying a more ‘retired’ lifestyle than when they first shifted into the flat approximately 20 years ago.

**Strengths**

* The staff work as a team to provide the women with a quality lifestyles that meets their needs.
* The staff are willing to explore new ways to overcome barriers ensuring the skills / interests of the women are maintained.
* Despite restrictions re Covid, the staff have endeavoured to provide outcomes without compromising safety.
* The women have achieved goals identified in their IDP (Individual Development Plan).
* The families note that consistent staffing, including relievers, has given the women and their whānau security.
* The women have a variety of opportunities to socialise with their friends.

**Areas of Development/Recommendation**

* The service explores how the women can give feedback while maintaining privacy (2.2).
* Continue exploring how community participation can occur (3.1).
* The service continues to assist the women to manage their anxiety (4.2).

**Requirements N/A**

**Recommendations**

# **Outcomes for disabled people**

1. **My identity / Tuakiri**

High level outcome: My contribution is valued

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| --- | --- | --- |
| **Overall rating for outcome area[[1]](#footnote-1)** | | Good practice evident |
|  |  | |
| **1.1** | **My culture, beliefs and preferences are supported** | |
|  | Policies and procedures have been developed to support people from all cultures, including those who identify as Māori and Pacifika. A Culture and Development Manager has been employed to assist the people to stay connected with their personal whānau, iwi and hapu as well as helping Hōhepa connect with iwi in the local area. There is evidence of Te Reo Māori being woven into the special character and values of Hōhepa as was evidenced by the welcome provided by the kapa haka group.  Neither of the women in this review identifies as xxxx; however, it was evident that their religious preferences are well supported.  Hōhepa has invested resources in a training package which will support people to navigate the complexities surrounding relationships and sexuality as a way to respond to their individual situation. We understand this is the result of requests for this support. One of the women spoke of having a special relationship with another Hōhepa peer. | |
| **1.2** | **My family and whānau are valued** | |
|  | The women have active family involvement and make decisions about the contact they have with various whānau members. Both of the women have close family connections despite one living in another town. Whānau members expressed appreciation for receiving newsletters which keep them up-to-date with events at Hōhepa. The families believe the renewed commitment of the CEO and the Board Chair has had a positive impact on everyone associated with the service. | |
| **1.3** | **I am understood** | |
|  | The women are able to express themselves well, with both possessing extensive vocabularies. The women read simple sentences and one enjoys using visuals for additional support. As anxiety can impact on the women’s communication, the staff are aware of the need to repeat some information. The women, especially when anxious, may repeat themselves and stutter which can trigger a need to continue on a conversational theme after the conversation has concluded. The staff understand the importance of using positive strategies, such as distraction and reassurance, which can reduce anxiety nd in turn improves communication. | |
| **1.4** | **My mana is acknowledged, upheld and enhanced by my contact with support** | |
|  | Hōhepa’s vision, ‘every life fully lived’, combined with their mission statement [in] ‘supportive communities inspired by anthroposophy which celebrate the diverse ways of being human’ are pivotal to the core values from which Hōhepa operates. Encompassing Whakamana – gives strength to, and empowers individuals, creates a mana enhancing environment.  The rights of the women are reinforced through the *Code of Health and Disability Services Consumers’ Rights* and through home agreements which are agreed to by those using the service. House meetings provide opportunities for the women to exercise their rights. While neither of the women is part of the Community Leadership Group, it was encouraging to learn this group feeds back the views of others to the Hōhepa management team. The women are on the Electoral Roll, and we believe they took part in the last election.  The interaction between the women is reciprocal, nurturing and valuing of each other’s uniqueness. The interactions between the women and the staff demonstrate mutual respect and a sincere desire to help each other out.  Team Teach training (positive behaviour support and restraint) has been available to staff in the past. | |

1. **My authority / Te Rangatiratanga**

High level outcome: I can exercise choice and control

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| **Overall rating for outcome area** | | Good practice evident |
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| **2.1** | **I make choices about my life** | |
|  | The women make multiple choices which define their lifestyle. They participate in preferred activities, choosing vocational options, visiting family and friends, and engaging in paid and volunteer work. The staff know the women well, so adequate support is available should the women require support. | |
| **2.2** | **I choose and realise personal goals** | |
|  | An Individual Development Plan (IDP) is developed yearly with reviews occurring every six months. The families interviewed contributed to the development of the plan and believed the plans were an accurate representation of the life goals and achievements as identified by them.  IDP goals incorporate the physical/environment, emotional/relationship and autonomy/aspirations. These sit alongside anthroposophy’s relationship with the body/hands, the soul/heart and the spirit/head.  The women are being supported to achieve goals such as, to ‘make a cake/biscuits, to share at storytelling, have a holiday, and maintain independent skills, learning strategies to assist when unpredictable things occur, pursue art therapy and to make a notebook to assist people to understand my communication. The above list is just a few of the areas the women have identified that they would like to focus on.  The staff document aspects of the women’s lives in a monthly summary. This document provides a good overview; however, more information is desired by some families. The service is conscious of the need to respect the women’s privacy and is continuing to explore ways in which they could provide feedback while continuing to maintain their privacy (2.2).  We commend the service for respecting the finer aspects of true autonomy. | |
| **2.3** | **I** **make decisions about my daily life and funding** | |
|  | The way in which the service transitioned the women from the group home to the flatting accommodation was done with full consultation with each of the women and their whānau. We agree with the family member who acknowledged the move represented independent skills. The Evaluation Team believes the flexibility of being able to transition to more independent options shows the service is willing to react to each woman’s personal decision while giving further opportunities to explore / maintain skill development.  While increased independence has been the primary aim of life in the flat, the women have begun to live a more retired lifestyle as they have aged. This has meant that they are becoming more reliant on staff support for some aspects of daily living. The Covid lockdowns highlighted the benefits the women gained by experiencing a slower pace and this has led to a modification in their day programme.  The women have a Home Understanding Agreement which outlines their responsibilities and those of Hōhepa. These were signed by the families of the women themselves. We encourage the service to ensure the agreements are reviewed annually as the agreements the Evaluation Team viewed looked as though they may need updating. | |

**Recommendation:**

* continue to explore ways in which the women could provide feedback while continuing to maintain their privacy

1. **My Connections / Te Ao Hurihuri**

High level outcome: I have positive relationships

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| **Overall rating for outcome area** | | Good practice evident |
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| **3.1** | **I associate with people and networks of my choosing** | |
|  | The women participate in a number of routine activities and some of these are linked to the wider Hawkes Bay community, eg, frequenting cafés, going for walks, playing indoor bowls, participating in Shake Rattle N’ Roll, and attending fairs and theatre productions. The women attend church and other Hōhepa events. We encourage the service to continue exploring how community participation can occur.  The women have access to a range of therapies offered through Hōhepa as well as extensive activities at the Clive farm and the Creative Works site located in downtown Napier. Activities including but are not limited to cheese making, weaving and candle-making.  The new role of Community Facilitator has the potential to create additional experiences for the women which enhance their lifestyle. The focus on providing 1:1 support reinforces the EGL Principle of ‘mainstream first’. | |
| **3.2** | **I am part of the community** | |
|  | The women make choices about the people they associate with. The women’s flat is adjacent to a Hōhepa residential service with a connecting door which leads into the women’s dining/lounge area. They often share meals with the people in the house. Despite living in such close proximity, the people in the house are respectful of the women’s privacy.  Hōhepa has a strong belief that developing healthy, positive relationships with each other is an important part of life. The Evaluation Team was encouraged to learn about the recent investment by Hōhepa to support people when faced with issues related to relationships and sexuality. We were advised that this development came about as a response to requests for support. We believe that the families and staff will also be offered the training. Anyone participating in the training gives consent prior to enrolment.  The women are supported by a network of family and friends who encourage them to live their dreams. Additionally, the women associate with their peers and have many occasions to visit and socialise. The location of the service means that visiting their peers is able to be done safely. | |

**Recommendation**

* We encourage the service to continue exploring how community participation can occur.

1. **My Wellbeing** **/ Hauora**

High level outcome: I am happy and healthy; I have rights and protection

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| **Overall rating for outcome area** | | Good practice evident |
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| **4.1** | **I am safe** | |
|  | Hōhepa has extensive policies to ensure any detection of and response to signs of abuse and neglect are acted upon. The women’s files include Risk Management Plans which provide additional safeguards and proactive strategies to minimise risks.  Documentation related to needs assessments, guardianship, consent and electoral role status provides additional clarification about how Hōhepa responds to the individual needs of each woman. | |
| **4.2** | **I have the best possible health and wellbeing**  Maintaining good health is important for the women so visits to doctors and dentists occur regularly. Access to specialists is available if required. Medical records are maintained and regular health checks are place. Medication files include the women’s photo, known allergies and PRN medication if required. The women enjoy a range of food without dietary restrictions.  One of the women’s IDP goals identifies a desire to bake cakes and biscuits. During our visit one of the women was receiving a hand massage using copper oil which assists with circulation challenges associated with her disability. Therapies are used to help the women maintain good health.  Hōhepa has employs a Positive Behaviour Support (PBS) Team Leader who is able to provide more immediate support should there be a need to gain support from Explore. Three staff share the 115 rostered hours with the people next door and additional cover is available if required. We encourage the service to continue to assist the women to manage their anxiety.  The staff have ample training opportunities to complete Level 2 certificate requirements and many have tertiary level qualifications. Hōhepa provides comprehensive in-house training related to topics such as medication, first aid, cultural awareness, rights, informed consent to name but a few. Most recent topics have included EGL Principles and aspects of Hōhepa’s special character.  The women described what to do in an emergency, although emergency situations can cause one of the women to become unnecessarily anxious. There are back-up supplies should these be required during an emergency and first aid and civil defence Kits are kept up to date. | |
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Recommendation:

* The service to continue to assist the women to manage their anxiety.

1. **My Contribution** **/ Tāpaetanga**

High level outcome: I belong, contribute and am valued

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| **Overall rating for outcome area** | | Good practice evident |
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| **5.1** | **I can contribute to my community and society** | |
|  | Holding valued roles is one way in which the women’s contributions are recognised and valued. The women in this review hold roles such sister, daughter, club member, artist, church member, sports competitor, and pet owner. | |
| **5.2** | **I am involved in service development** | |
|  | The women participate in house meetings where they share their views. Topics raised can be taken to the Community Leadership Group (CLG) which provides further opportunity for discussion. Topics raised through the CLG are passed onto the Board of Trustees.  Hōhepa has a Board of Trustees that include family representation of the people who use the service. Hōhepa invites families and whānau to provide feedback about their views through surveys which occur every few years. Those returning the survey indicate their satisfaction rate has being extremely high. The Board Chair indicated features of the *Strategic Plan* are to strengthen training related to Hōhepa’s special character as the organisation prepares for the EGL roll-out. | |

1. **My Support** **/ Taupua**

High level outcome: I have what I need

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| --- | --- | --- |
| **Overall rating for outcome area** | | Good practice evident |
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| **6.1** | **I am able to choose my support, who supports me and how I am supported** | |
|  | The women are encouraged to exercise self-determination over their lives.  Hōhepa has used overseas volunteers in the past to further support the people they serve. Due to travel restrictions associated with the recent pandemic, the number of volunteers has noticeably reduced. Hōhepa’s ongoing recruitment focuses on employing the right staff member who will embrace its special character and support the fulfilment of its mission. We are uncertain whether either of the women participated in interviewing prospective staff although we understand this has happened in other areas of the service. Hōhepa ensures any relieving staff who fill vacant shifts are known by the women. | |
| **6.2** | **I can express my views and will have them listened to** | |
|  | Hōhepa focuses on listening to what the women and their whānau want. We heard about the respectful way in which Hōhepa responds to any concerns expressed by the women or their families. They believe addressing issues directly with the staff would easily resolve situations making the need to use the formal complaints process unnecessary | |
| **6.3** | **I monitor and evaluate the support provided** | |
|  | Time is allocated at the end of each shift for the staff to record any necessary information. The monthly progress report provides an accurate summary of the women’s lives. As already mentioned, Hōhepa is exploring how information can be made available to families about their adult children while continuing to support the autonomy and privacy of the person. | |

1. **My Resources** **/ Nga Tūhonohono**

High level outcome: I am developing and achieving

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| --- | --- | --- |
| **Overall rating for outcome area** | | Good practice evident |
|  |  | |
| **7.1** | **I am involved with my funding** | |
|  | Currently each woman’s support options have been assessed by the local NASC and the support contract (service authorisation) is provided to the service. All service authorisations are up-to-date.  As per the current system of service agreements, the amount of funding allocated to the service is unavailable to the families. | |

# **Organisational Health**

Measured against the Social Sector Accreditation Standards.[[2]](#footnote-2)

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| --- | --- | --- |
| **Overall rating for organisational health area** | | Good practice evident |
|  | The service reports having completed the Social Services Accreditation site visit with a representative from the Ministry of Social Development on 25 and 26 January 2021. The completed report is yet to be provided by the Senior Assessor. | |
| **8.1** | **The organisation has the staffing, capability and capacity to deliver services safely** | |
|  |  | |
| **8.2** | **The organisation ensures clients, staff and visitors are protected from risk** | |
|  |  | |
| **8.3** | **The organisation has a clearly defined and effective governance and management structure and systems, including:**  **8.3.1: Disabled people are fully involved at governance and management levels** | |
|  |  | |
| **8.4** | **The organisation is financially viable and manages its finances competently** | |
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| **8.5** | **The organisation uses an effective process to resolve complaints about service provision** | |
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# **Value for money**

Value for Money considers how well funding is targeted to achieving outcomes for disabled people and families.

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| --- | --- | --- |
| **Overall rating for value for money area** | | Good practice evident |
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| **9.1** | **Supports are targeted to improve outcomes for disabled people** | |
|  | Each of the women is supported within a community residential contract. The focus of Hōhepa is to improve each person’s life so they can experience ‘a life fully lived’. The support the women receive as outlined in their support plan emphasises increasing and / or maintaining skills, addressing specific needs and striving towards individual aspirations. | |
| **9.2** | **Supports are targeted to improve outcomes for Māori** | |
|  | None of the women in this review identify as xxxx however, Hōhepa has appropriate processes as outlined in section 1.1. | |
| **9.3** | **Supports are responsive to changing needs and intervening early** | |
|  | Hōhepa understands how and when to request reviews by the NASC, with whom they report to have a positive relationship, and when to seek additional supports such as EXPLORE. | |
| **9.4** | **Disabled people are supported to make decisions about changes to their support plan** | |
|  | Any variation to support agreements is discussed through the NASC and in consultation with the person concerned and their family. None of the women reviewed during this evaluation indicated any recent changes to their Support Plan. | |

# **Equity**

Considering all previous domains:

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| --- | --- | --- |
| **Overall rating for outcome area** | | Good practice evident |
|  |  | |
| **10.1** | **General observations on how the organisation demonstrates commitment to improving equity and the outcomes achieved** | |
|  | See Section 5.2 | |

# **Enabling Good Lives**

Considering all previous domains:

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| --- | --- | --- |
| **Overall rating for outcome area** | | Good practice evident |
|  | *Explanation of rating* | |
| **11.1** | **General observations on how the organisation delivers supports according to the vision and principles of Enabling Good Lives** | |
|  | Hōhepa’s proposed changes to its structure stated that they aspire to be truly person-centred, aligning themselves with EGL Principles while maintaining anthroposophical principles of inclusive social development.  Hōhepa has embraced the EGL Principles and have begun providing staff with training related to each principle and how they translate to day-to-day interactions and practice. As Hōhepa makes further changes to the services they offer, especially to its older adult population, there is careful consideration of the implications and futures opportunities. The involvement of families/whānau is understandably a key factor and understanding the person as a member of their own cultural community/family supports principles such as, person-centred, mana enhancing, and relationship building. | |

# **Response to the draft report from the provider**

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# **Appendix 1: Information about this report**

## Purpose

The developmental evaluation aims to provide information about service practices and the quality of life of people using services. It identifies positive and innovative approaches occurring within the service. It also promotes ongoing learning and continuous improvement. This evaluative approach will include the perspectives of a range of stakeholders, with the outcomes for disabled people being central, and take into account wider influences within the community and the health and disability sector.

## Methodology

The following standards, agreement and principles are utilised in developmental evaluation:

* the Ministry of Health Developmental Evaluation Tool based on the Enabling Good Lives Principles
* the 2018 Non-residential DSS Provider Quality and Service Specifications
* Whāia Te Ao Mārama 2018 to 2022: The Māori Disability Action Plan.

The methodology is consistent with:

* The Enabling Good Lives Principles
* Partnership
* Participatory citizenship
* Equity.

The Developmental Evaluation enables both a process and outcome focus allowing the Evaluation Team to equitably represent the different views of defined groups and compare the outcomes for the differing groups.

Evaluations are conducted by teams and normally each team includes at least one disabled person or family member as a Team Leader or Team Member.

Team Leaders and Team Members receive comprehensive training in developmental evaluation approaches, current expectations in the disability community and contractual requirements.

Information is gathered through:

* observation
* individual and group interviews
* review of documents.

**Evaluator recommendation for development scale**

A central objective of the developmental evaluation process is to assist disabled people, whānau and support systems to work together to enhance people’s current experience.

To make this easier, evaluators will provide a visual representation of their findings, so all stakeholders can quickly gather an impression of strengths and areas of development. Evaluators base these findings on observations, the review of documentation and confidential interviews to be held with disabled people, whānau, service facilitators / connectors, other staff and organisational management. The disability survey tool will be used to interview and gain feedback from people using services. Sampling methodology and rationale should be included in the report.

**Scale**

|  |  |
| --- | --- |
| Good practice evident | Many examples of great practice evident |
| Development desirable | Some examples of good practice evident / further development desirable |
| Action required | Immediate and significant action required for at least one component |

Before departing a service, initial feedback is presented to those involved in the evaluation process.

A draft report is prepared based on evaluation team consensus and circulated. This draft is then negotiated with the provider to determine a final document, including recommendations for development, which is then returned to the service and the funder.

## Definitions

**Whānau** may mean: family, whānau, spouse/partner, close friends, welfare guardian and advocates. Whānau should be defined by the person and who they consider them to be.

**Disabled people** refers topeople with a physical, intellectual or sensory impairment.

## Recommendation

Recommendations are made where there is no immediate concern about the quality of the service, or where developments are already under way towards meeting the requirements in the existing contract.

## Requirement

Requirements are made where there is a concern(s) about the quality of the service that pose risk to people. Each requirement has a risk rating and an attainment rating:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Risk rating** | | | **Attainment rating** | | |
| Risk to people | | Timeline for action | Attainment | | Achievement of standard or criteria |
| **Low** | Minimal | As soon as possible within one year | **CI** | Continued improvement | Achievement beyond the full attainment |
| **Moderate** | Moderate | As soon as possible within six months | **FA** | Fully attained | Full attainment and meets the requirements |
| **High** | Significant | As soon as possible within six weeks | **PA** | Partial attainment | Partial attainment and improvement required |
| **Critical** | Extreme | As soon as possible within 24 hours | **UA** | Unattained | Not met |
|  | | | **NA** | Not applicable | Standard or criterion not audited as it does not apply |

1. Change colour code to reflect your judgement of rating for each outcome area. See Appendix 1 for a description of the colour code definitions.

   |  |  |
   | --- | --- |
   | Good practice evident | Many examples of great practice evident |
   | Development desirable | Some examples of good practice evident / further development desirable |
   | Action required | Immediate and significant action required for at least one component |

   [↑](#footnote-ref-1)
2. *Note if another auditor/accreditor has recently completed an audit against these organisational health standards then you do not need to repeat here. Seek a copy of their findings for your report.* [↑](#footnote-ref-2)