Developmental Evaluation Report Summary

**At midpoint of certification cycle for community residential services – sensory, intellectual and physical disability**

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| **Name of provider:** | Claddagh Haven Trust – Christchurch |
| **No of houses (5 or more beds) visited and locations - suburb and town only:** | 1 House – Christchurch |
| **Date visit/s completed:** | **16 – 19 July 2024** |
| **Name of Developmental Evaluation Agency:** | SAMS (Standards and Monitoring Services) |

## General Overview

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| Five people live in the house evaluated; the majority being linked with Claddagh Haven Trust for many years.  Interviews included meeting with the people in the home, discussions with family members, the staff, and management team members.  Each person has a needs assessment through the Needs Assessment Service Co-ordination (NASC). They participate in a range of activities either around their home, in the community or at various day programmes. The people in the house are supported by dedicated staff who know them well.  There were no requirements identified following the evaluation. |

## Number of people interviewed

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| --- | --- | --- | --- | --- |
|  | People | Families | Staff | Management |
| No | 4 |  | 2 | 2 |

## 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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| 1. **My Identity / Tuakiri** Current Needs Assessments and Service Authorisations are in place for all people. People’s bedrooms in the homes are personalised and reflect the personalities of the individuals. The people in the home have home agreements in place that meet the Service Specification. The people have individualised personal plans which are reviewed annually. Each house has access to a vehicle to assist the people with transportation. 2. **My Authority / Te Rangatiratanga** The people are supported to do as much for themselves around their homes as they can. Many of the people enjoy assisting with gardening and grounds maintenance. The people are able to indicate their preferences for the food they enjoy and are encouraged to assist with cooking. The staff are able to access specialist support personnel including general practitioners as and when required. 3. **My Connections / Te Ao Hurihuri** The people are supported to access a range of opportunities in the community according to their interests and wishes. The people are supported to be as active as they wish in the weekends. The home is situated within easy driving distance of shops and community services. 4. **My Wellbeing / Hauora** The people and staff have regular fire and emergency drills and family feedback reflected a high level of satisfaction in the support Claddagh Haven Trust provides to the people in respect to their health and well-being. 5. **My Contribution / Tāpaetanga** The People contribute to the health and well-being of people living in other homes being supported by Claddagh Haven Trust – the vegetables and fruit from the property’s gardens and orchard being shared among all homes. 6. **My Support / Taupua** Claddagh Haven Trust seeks input from people in the home during staff recruitment and there is a clear process for the people to provide feedback or complaints and to have these resolved. 7. **My Resources / Nga Tūhonohono** Signed and up-to-date home agreements were present and individual funds were managed effectively via a robust organisational process. |

## Outline of requirements and recommendations (not including those relevant to support for specific individuals)[[1]](#footnote-2)

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| Claddagh Haven meets the fulfilment of designated auditing agency (DAA) certification to the Health and Disability Services Standard as the requirement of two corrective action requests have been met. |

## Recommendations

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| * + Professional development to support staff with communication styles and similar topics, to ensure communication with People being supported promotes independence and personal choice. (1.3)   + Relocate staff desk / office area so that the dining room is a space for People. (1.4)   + Provide targeted professional development to increase staff understanding of aspirational goal-setting. (2.2)   + Consider ways to support People to grow their financial literacy and share financial information in accessible formats. (2.3)   + Consider ways to support access to a range of community activities and opportunities. (3.2)   + External facilitation for monthly house meetings (e.g. staff from another house). (5.2)   + Emails and/or other communications with NASC around service authorisations are included in individual files. (6.3)   + Provide plain language or Easy Read version of Home Agreements and other documentation to support People’s access to information. (7.1)   + Find ways to have more direct input from the People into wider governance and management processes that directly impact their lives. (8.3)   + Consider the use of external support with EGL training to build on the momentum achieved to date. (11.1) |

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-2)