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:** | Ryder-Cheshire Foundation |
| **No of houses (5 or more beds) visited and locations - suburb and town only:** | One home with five People – Hokowhitu, Palmerston North |
| **Date visit/s completed:** | 21 March 2024 |
| **Name of Developmental Evaluation Agency:** | SAMS (Standards and Monitoring Services) |

## General Overview

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| The home is located on a large property with nine other specially designed homes, housing 29 other People also supported by the service. There is a section of the property with staff offices, and there are other support services located in rooms nearby. The services provided to these People include personal support, life skills/social coaching, physical maintenance exercises, physical activities and activity programmes. There is 24-hour site supervision, on-call staff and an emergency call bell system in People's homes. The service also provides a programme of activities based in a hall on-site that People can opt into.  This home has five bedrooms and an open plan living / kitchen area and purpose-built accessible toilet and bathroom facilities. It is fenced for privacy and has a small green space and covered outdoor seating area that People can use. There are accessible pathways across the complex that link the areas together.  We met with the People in their home and in the meeting room located in the staff office area. We also met with whānau, staff across the service and management.  The People shared that they value the care and support provided that enables them to live as independently as possible. Whānau we spoke to acknowledged that things have changed under the new management, but are reassured that the care and support remains for their family members to continue to enjoy an independent life. |

## 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**   People like living at Ryder-Cheshire and are supported to live the way they wish to. Whānau said their loved ones are well cared for, but they would like clearer communication from the service. Staff understand the People well and know their preferred methods of communication. We heard staff speaking to People in a respectful and mana-enhancing way.   1. **My Authority / Te Rangatiratanga**   There is a team of Social Coaches who support People to participate in activities, explore new hobbies and make connections within the community. A few of the People we met opted-out of this support via a goal waiver as they didn’t understand the process and choices available to them. A couple of the People interviewed wanted to be more involved in the running of their home. Some home agreements were not up-to-date and did not include information regarding the allocation of WINZ benefits. People told the team that they would like the opportunity to participate in decision-making about new People moving into the community, as well as People living in their home.   1. **My Connections / Te Ao Hurihuri**   People spend time with friends, faith groups and others pursuing the same hobbies, as well as other People living at Ryder-Cheshire. We heard that People could keep in touch with those who are important to them, and that whānau and friends visit and call regularly. We noticed that the service employs a diverse staff team reflecting the community. The staff share their hobbies with People and introduce them to new interests. People can come and go as they choose. They can also arrange transport with Social Coaches using Ryder-Cheshire vehicles adapted for wheelchair use or access the local taxi service.   1. **My Wellbeing / Hauora**   We heard that Civil Defence plans are being reviewed and a link with Civil Defence Manawatū has been established. As part of planning, we encourage the service to practice proposed evacuations to ensure that routes and plans are manageable for all People. We recommend the service reviews the Code of Conduct with staff and People so that People know what they can expect from their relationships with staff. We heard that when People are admitted to hospital, staff continue to support them through daily visits, make sure they are well cared for and help friends they live with to visit too.   1. **My Contribution / Tāpaetanga**   The Evaluation Team noted that that People living at Ryder-Cheshire have varied experiences of disability. We recommend the service forges links with disabled-led groups in the community and supports People to grow their ability to self-advocate. We heard from People, whānau and staff that communication could be improved. We heard that regular meetings with staff have recently been reintroduced. We also heard that a previous ‘open door’ practice between management and other staff and People is much missed. We suggest consideration of a balanced approach of managers available at different times for drop-in conversations.   1. **My Support / Taupua**   The Evaluation Team heard that People expressed preferences about who supports them and where possible that is accommodated, such as a preference for female support workers to assist with personal care. People shared that they feel more secure when they know who is coming and going from their home. This was supported by conversations with whānau. We heard that meetings with People and the CEO took place so that they could express their views.   1. **My Resources / Nga Tūhonohono**   The Evaluation Team sighted up-to-date documents from Mana Whaikaha regarding funding. We heard that People had assigned connectors to work with them on this. |

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

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| My Authority / Te Rangatiratanga   * Review agreement between the service and individuals to include the portion of WINZ benefit that is paid to the service, what it covers, the portion of benefit that is kept by the person and what they are expected to pay for. (SS Tier 2, 6.9.1b)   My Wellbeing / Hauora   * Civil Defence supplies should be stocked and regularly updated, and emergency management and evacuation plans should be in place. (SS Tier 2, 6.11.2 c and d) |

## Recommendations

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| My Identity / Tuakiri   * Clarify points of contact for families defined by a role such as Team Leader or Primary Support Person so that they know who to contact even when personnel changes. * Include People and staff in policy review processes to support consistent, safe procedures and accountability to People.   My Authority / Te Rangatiratanga   * Explore ways for People to be more involved in the running of their home (e.g. meal planning, preparation and cooking). * Explore ways to personalise the experience of goal-setting so that it has meaning for People and they choose to participate. * Develop a way to review and prioritise compatibility of People and include them in the decision-making about who they live with.   My Wellbeing / Hauora   * Have Fire and Emergency New Zealand, or a similar service, undertake a review of the alarm system and recommend an alternative system such as a visual warning system. * Review Code of Conduct with staff and People so that People know what they can expect from their relationships with staff.   My Contribution / Tāpaetanga   * Forge links with disabled-led groups in your community and support People to grow their ability to self-advocate. * Consider how information can be more effectively shared with People, families and staff.   My Support / Taupua   * Endeavour to provide the People with clear information regarding rostered staffing. * Develop an Easy Read version of the complaints pamphlet to ensure that this is accessible to all People. |

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)