# Developmental Evaluation Report Summary

Disability Support Services (DSS) in the Ministry of Social Development (MSD) contracted disability support providers are independently evaluated to ensure they are meeting their contractual requirements to deliver quality supports and improve outcomes for disabled people.

This document summarises a report for a developmental evaluation of a DSS contracted provider. It provides information about the quality and effectiveness of the service, and its progress towards making its services more accessible and inclusive, and giving disabled people more choice and control.

Summary reports are published on the DSS website. Identifiable and personal information is removed to protect individuals’ privacy. If you require the full report, please email [OIA\_Request@msd.govt.nz](mailto:OIA_Request@msd.govt.nz) and request it under the Official Information Act (OIA).

## General information

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| --- | --- |
| **Evaluation Information** | **Description** |
| Name of the service provider | Solway Vision Limited |
| Date evaluation completed | 17 July 2025 |
| Type of evaluation | Midpoint |
| Service type | Community residential |
| Region or city | Southern Auckland and Northern Waikato regions |
| Brief description of the organisation providing the service being evaluated and their vision and approach to disability support | Solway Vision Limited is a family-owned and operated company that was founded in 2006. The organisation’s philosophy is love, dignity and respect.  Their vision is to be an outstanding provider for people with high and complex needs with a mission to offer the people they support the opportunity to live their lives in a safe environment filled with love, laughter and happiness. |
| Number of services/houses visited as part of this evaluation | One home |
| The evaluation was done by | SAMS – Standards and Monitoring Services |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Number of people interviewed** | | **11** | | |
| Disabled people | Families/Whānau | | Staff | Management |
| **3** | **3** | | **2** | **3** |

1. **Outcomes for disabled people**

This evaluation is based on the findings and information provided by disabled people, tāngata whaikaha Māori, their families/whānau, staff and management, review of documentation and through observations made by the Evaluation team. The outcomes evaluated below are based on the outcomes identified in the Outcome-Focused Evaluation Tool.

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| --- | --- |
| **Outcomes for disabled people** | **Rating\*** |
| My identity / Tuakiri | Good practice evident |
| My authority / Te Rangatiratanga | Development desirable |
| My connections / Te Ao Hurihuri | Good practice evident |
| My wellbeing / Hauora | Development desirable |
| My contribution / Tāpaetanga | Good practice evident |
| My support / Taupua | Good practice evident |
| My resources / Nga Tūhonohono | Development desirable |
| Organisational health | Good practice evident |
| Value for money | Good practice evident |
| Equity (including service responsiveness to te ao Māori) | Good practice evident |
| Enabling Good Lives | Development desirable |
| **Overall rating** | Good practice evident |

\* Rating guidance:

|  |  |
| --- | --- |
| Good practice evident | Many examples of good 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 |

1. **Is this service certified under** [**Ngā Paerewa**](https://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/services-standard/resources-nga-paerewa-health-and-disability-services-standard) **(Health and Disability Services Standard NZS 8134:2021)?**

Yes, however the November 2023 certification audit completed by BSI Group New Zealand Ltd found Solway Vision had no areas of improvement identified.

1. **Recommendations and requirements**
   1. **Recommendations**

* We recommend exploring options for further external community engagement while also celebrating the external engagement that already exists.
* We recommend the goal-setting process is reviewed to ensure goals are appropriately tracked and broken down into achievable steps. An opportunity also exists to use visual boards and other person-centred forms of communication to show progress toward goals.
  1. **Areas of development**
* There is an opportunity to include information around Enabling Good Lives (EGL) in practice as part of the induction process. This would allow People to link EGL thinking to work prior to taking on shifts. The Evaluation Team were told following the evaluation that an independent organisation has been engaged with to provide EGL focused training.
  1. **Agreed actions**
* Engage with an independent advocate to further protect the organisation and the People, especially when directly handling personal finances.
* Update the current Home Agreements to include a tenancy agreement where the service directly or indirectly owns the property.
* Provide training to ensure staff have a greater understanding of supported decision-making, aspirational goal setting and language, with a practical and applicable approach (Behaviour Support Plans indicating PRN use to be reviewed).
* Continue to explore ways privacy can be ensured via Webcare and MediMap. The service is working to ensure the platforms can only be accessed via internal networks. Following the evaluation, management have engaged with both platforms and have provided IP addresses to limit remote access.
  1. **Requirements (contractually required)**

No requirements were identified.

1. **Evaluator reflection on the provider’s strengths**

* Staff and whānau consistently commented on feeling heard and well supported by management, which includes being able to take concerns and complaints to management freely.
* High satisfaction from whānau who acknowledged that their family members are safe and well cared for.
* Robust examples of relationships with other community services such as the District Health Board (DHB), local GPs and Hospice.
* Solway ensures socialisation and engagement via The Stables Day Service, which is an opportunity that may not otherwise be available to all the People the service supports.
* Solway ensures regular house and House Leader meetings are in place and that these are outcomes focused.