# 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

|  |  |
| --- | --- |
| **Evaluation Information** | **Description** |
| Name of the service provider | Mount Cargill Trust |
| Date evaluation completed | 22nd May 2025 |
| Type of evaluation | Mid-Point Evaluation |
| Service type | Community Residential |
| Region or city | Dunedin |
| Brief description of the organisation providing the service being evaluated and their vision and approach to disability support | Mount Cargill Trust (MCT) provides support for children, young people and adults in a residential setting (and adults in supported living arrangements).  It provides a personalised, culturally aware, and person-centred service that fosters relationships between the people they support, families, and the community.  The services evaluated offer a safe environment that respects and promotes the well-being and independence of the people they support.  The residential services reviewed focus on supporting individuals with high behaviour support needs, employing specialists and collaborating with organisations such as Explore and Community and Adult Mental Health.  The homes are designed to meet the specific needs for people and provide a comfortable and supportive environment. |
| Number of services/houses visited as part of this evaluation | Four (this summary focuses on one of the homes) |
| The evaluation was done by | Whakanui: Elevate Learn Transform Ltd |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Number of people interviewed (visited)** | |  | | |
| Disabled people | Families/Whānau | | Staff | Management |
| 4 | 3\* | | 4 | 7\*\* |

## \*interviews were carried out by phone

## \*\*Including the Service Manager, Team Leader, Residential Coordinator, Independent Living Coordinator, Behaviour Support Specialist, and Quality Coordinator

## 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.

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

\* Rating guidance:

|  |  |
| --- | --- |
| Best/Good practice evident | Best practice or many examples of Good practice evident |
| Development desirable / recommended | some examples of Good practice evident; development is desirable or recommended |
| Action required | Immediate or significant action is 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)?**

Select one option: **Yes** / ~~No~~

**Corrective Actions Report**

There was one corrective action following the Certification Process undertaken with the DAA Group Audit late in 2023.

**Finding**

The Corrective Action was based on the observations that:

I. Not all risk registers are reviewed annually, and the Board risk register does not include all relevant risks, including infections and restraint.

II. Not all teams meetings have quality information and data reviewed, actions recorded and follow ups included in the minutes.

III. A number of policies have yet to be fully up-graded to meet the Nga Paerewa Health and Disability Standard 2021.

**Corrective Action**

The Corrective Action relates to Criterion 2.2.2 (low risk) and states:

I. Ensure all risk registers are reviewed as per policy and infections and restraint in the governance risk register.

II. Ensure all meetings have information regarding quality data and the associated actions included in the minutes.

III. Ensure all policies reflect current standards and legislation.

**Response from the Provider June 2024**

The provider responding by the due date of 18 the June 2024 with the following:

I. The risk register was reviewed to include infection control and restraint risks. These were reviewed at Board/governance meetings. The service provider BSI with a copy of the risk register and Board meeting minutes.

II. The service reported that team meeting set agendas were changed to include data for health and safety put up for discussion. The service provided copies of team meeting minutes.

III. The service reported review of Policies and Procedures that reflect the Nga Paerewa Health and Disability Standard 2021. The service provides copies of the following policies: Abuse and Neglect, Restraint Minimisation and Safe Practice.

**No further actions relating to the Corrective Action was indicated following this review.**

**Recommendations and requirements**

* 1. **Recommendations for areas of development**

There were no recommendations in this report

**Requirements (contractually required)**

There were no requirements for this report.

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

The Mount Cargill Trust (MCT) is a not-for-profit charitable organisation that focuses on ensuring people receive care and support appropriate to their age, needs and aspirations (including the expectations of family/whānau).

There are eight people residents in this two-storey building located close to South Dunedin shops. The building consists of two flats with two people each, three flats with one person in each, and the eighth flat serves as both the staff flat and the residence of one person under the age of 18, to enable good supervision.

The staff and the people supported at this property of the Mount Cargill Trust indicated it felt like a large family. This was also reflected in feedback from discussions with whānau members. Whānau were very engaged in their relative’s life and had good interactions and communication with staff.

The people either attend school, work during the day, or are looking for work or community engagement options.

The staff demonstrated that they had a detailed familiarity with each person in the home. They knew the personality of each person; their activities; their goals (and challenges); and the strategies that have evolved to support each person in their choices. Staff also described and showed the easy way they worked with other, working to accommodate each other’s work and lifestyle needs.

There is every indication the service was proactively responsive to the people they support. Incidents and complaints were investigated and resolved, regular access to a behaviour specialist sourced, and there was constant attention to people’s changing needs and preferences.

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