# 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 | Hōhepa Wellington |
| Date evaluation completed | 4th July 2025 |
| Type of evaluation | Routine |
| Service type | Community Residential |
| Region or city | Paraparaumu |
| Brief description of the organisation providing the service being evaluated and their vision and approach to disability support | Hōhepa Wellington is part of the wider Hōhepa group of communities. It provides support based on a anthroposophical approach and has a vision of “every life fully lived”. The Wellington group is based in Paraparaumu and provide accommodation to a range of young people, most with very high behaviour support needs. |
| Number of services/houses visited as part of this evaluation | One |
| The evaluation was done by | Whakanui: Elevate Learn Transform Ltd |

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

## \* The evaluation team met with and observed the young men in their home.

\*\* One in person

**\*\***Including the General Manager, Director of Services, Service Manager, House Lead

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.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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**

If yes, summary of progress to meet the most recent certification audit findings:

**n/a**

**Recommendations and requirements**

* 1. **Recommendations for areas of development**
* The service completes their review of the Restrictive Practices and Restraint Minimisation Policy be completed as soon as possible and include definitions of all forms of restraint (including emergency restraint) and the Hōhepa Wellington policy on personal restraint.
* More focused consideration on how to approach personal planning is suggested to explore person directed and aspirational goals and progress reporting. Separating personal planning goals from the Support Plan and making them more accessible to the person may be helpful.
* The service reviews how home agreements (residential agreement) under the residential contract specifications are expected to look during the process of reviewing their documentation.
* The service moves the medication cupboard to a quieter environment and consider review the list of drugs stored for controlled substances (that require special consideration in terms of recording and storage).
* The service expediates repair and refurbishment of the driveway and paths to and from the houses on site.
* The service considers the number of people occupying the current space in the home and considers methods of improving the size living spaces.
  1. **Requirements (contractually required)**

**There were no requirements.**

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

Three of the young men living at this home have lived together for some time. The men appear to live almost in parallel but compatible lives. Some have one-to-one staff and there are both active and sleepover staff at night. The men’s families were all very satisfied with the and identified keyworkers and lead personnel (including the house Manager who is well respected by both family and staff).

The service provides very detailed and care support plans that incorporate risk and behaviour support details for each person. Parts of these plans are reviewed regularly through discussion with the staff team and managers. The men get out into the community with their various support workers. They use a local day service, visit second hand and other community shops, take rides in the van, go to the recycle centre, engage in beach clean ups and visit park. They also variously help around the village (the Pitoitoi campus) especially with the gardener who has worked very effectively with some of these men. The service strives to make the lives of each person interesting and varied.