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:** | The Supported Life Style Hauraki Trust |
| **No of houses (5 or more beds) visited and locations - suburb and town only:** | One home with five People –Thames |
| **Date visit/s completed:** | 18 April 2024 |
| **Name of Developmental Evaluation Agency:** | SAMS (Standards and Monitoring Services) |

## General Overview

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| The home is owned by the Trust and is located within a cluster of properties that make up the bulk of homes supported by the service. The main administration building is directly across the road. This accommodates the Senior Management Team, other senior staff and shared meeting rooms. There are a range of vocational programmes and social opportunities provided by the Trust. These include EquiLibrium, Artsider, OriginalWorx, Music Monday and the Café.The home, built in the 1890s, is typical of its era. There are four bedrooms in the main house and an additional external sleep-out with a covered walkway to the main house. There is a small open plan living, dining and kitchen area, and one small bathroom with a dated shower and toilet. We heard that the current bathroom facilities are not ideal considering the number of People living in the home, including one who lives in the external sleep-out.People shared that they were comfortable living with their house mates but lead lifestyles independent of each other. They shared that they enjoy regular catch-ups with friends living nearby, visiting the Café, going shopping, attending events in the community, mowing lawns and attending the vocational programmes run by the service.The Evaluation Team saw and heard that, overall, People were happy in their home and were meaningfully engaged in a range of activities and opportunities. We also heard that, generally, there was a high level of whānau satisfaction with the support and opportunities provided by the service. However, there were some inconsistencies in communication and the clarity of the various roles that staff had in supporting their loved ones. |

## 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**

The Evaluation Team heard that People are supported to engage with their culture and their hobbies and interests. We also heard that People maintain regular contact with whānau and friends in a way that suits them. This includes discussing their supports and being involved in their goal-setting process. The team observed staff prompting and supporting People when they were having trouble expressing themselves. We also observed People’s unique characteristics being acknowledged and respected in their interactions with staff. 1. **My Authority / Te Rangatiratanga**

People’s bedrooms are personalised to reflect their interests and things that are important to them. The shared living, dining and kitchen area is small but comfortable and the décor and furnishings reflect the People well. The Evaluation Team noted that the shower was showing signs of disrepair and was difficult to clean. At the time of the evaluation, the People in this home were waiting to transition to the new Enabling Good Lives (EGL)-aligned goal-setting process. We observed People getting out and about in the nearby community, including popping into see visit friends at the Café and attending activities.1. **My Connections / Te Ao Hurihuri**

The Evaluation Team heard that People have a wide network of support. They connect with others as and when they choose. This includes other People within the close-knit Trust community, the wider team of staff and others in the Thames community. They attend community events and activities in line with their interests and preferences. 1. **My Wellbeing / Hauora**

We heard that People know what to do in an emergency and have well-stocked Grab and Go bags to take with them. They are supported by staff to access doctors, dentists and other appointments in the community as required. Staff also pay close attention to changes in their health and can refer People to the on-site Nursing Team if needed. Appointments with specialist health professionals are accessed as required.1. **My Contribution / Tāpaetanga**

People are involved in a range of community-based activities, some of which are provided by the Trust including Artsider, Music Monday and OriginalWorx. We heard that the Trust is developing some Easy Read information and resources to increase the involvement of People they support. We encourage the service to prioritise this work. We heard that staff have recently participated in EGL training, and this is being embedded within the ideology of the Wayfinder model that incorporates Support Plans and the goal-setting process.1. **My Support / Taupua**

People shared that are happy with the support they receive and get on well with staff. People and staff appreciate that support is flexible, allowing them to have choice and make changes. We heard that People can express their views and know who to talk to if they have any complaints or concerns. We heard from staff that house meetings were not as regular as they could be. Instead, People would have individual catch-ups and conversations with support staff and the Team Leader.1. **My Resources / Nga Tūhonohono**

The Evaluation Team heard that the Trust fully utilises the resources available to provide the supports identified for People in their Support Plans. Management shared that People First delivered ‘Money Smart’ training for People two years ago. We were told that they received positive feedback on the training. We encourage the Trust to explore the possibility of accessing this training again. |

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

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| There were no requirements associated with this evaluation.  |

## Recommendations

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| My Authority / Te Rangatiratanga* Consideration be given to upgrading the bathroom facilities to better meet the needs of the People.
* Continue to be vigilant in supporting the People to remain active in participating in the tasks required in the running of their home as part of their ordinary daily life.
* Prioritise the roll-out of new Home Agreement format ‘Entry to Service’*.*

My Contribution / Tāpaetanga* Share information early and in multiple formats so that it is accessible to all.
* Prioritise work in developing Easy Read information and resources.

My Support / Taupua* House meetings need to be consistently regular.
* Reflect on the ways to build on developing communication pathways outside of the main administration office, and keep People, whānau and staff informed of actions in response to issues raised.

My Resources / Nga Tūhonohono* Explore the availability of accessing a repeat of the ‘Money Smart’ training.
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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)