# Developmental Evaluation Report Summary

## For residential services – sensory, learning and physical disability

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| **Name of provider:** | Henderson Homes |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 7-9 February 2018 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| Xxx men share this home in Christchurch, and receive support from Henderson Homes Community Homes. The home is located on a typical suburban street in the suburb of Xxxx Xxx in Christchurch and is next door to another community home, an office, a day base and a facility where 27 people are supported, all owned by Henderson Homes. The home is also surrounded by other typical homes on Xxxxxxxxxx Road. The single storied home provides the men with opportunities for interacting with family and friends including a lounge, dining area and some outdoor spaces around the home as well as at the day base buildings which are directly behind the men’s home.  The men are encouraged and supported to lead the lifestyle that they choose and have access to various community activities, services and opportunities according to their preferences. The men access services in the community including dentists, barbers and banks. The men have the same general practitioner (GP) who is well known to the service. Family and friends are welcome to visit the men at any time and a pool of three vehicles is available to assist the men with transportation as required. |

## 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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| **Identity**  The men have personalised lifestyle and care plans that identify their support needs and the assistance they require. The men have a key worker who is responsible for ensuring that they have everything they need including clothing and toiletries as well as maintaining contact with family and friends. The men had up-to-date needs assessments and service authorisations. The men are able to enjoy spending time in the home together in the lounge, dining and kitchen areas and also have sufficient room in their bedrooms to pursue hobbies, read, watch television or listen to music. The men did not have home agreements in their personal files. Home agreements need to be put in place for both of the men and include details of the proportion of the men’s WINZ benefit that would be paid to Henderson Homes and the amount that would be retained by them.    The men are supported as much as they want to develop friendships with other people they work with or who they meet. The families of the men living in the home that the Evaluation Team spoke to or corresponded with are satisfied with the support that the men receive and the communication with the manager. The men are assisted to get out and about every day of the week if they wish. The staff appeared to know the men well and were observed to use very respectful support techniques and language when assisting them.  **Autonomy**  The men have weekly activity schedules that detail the activities they participate in and the things they do around their home. The men have opportunities for privacy in a number of indoor and outdoor settings around the home. The men have good sized bedrooms where they can enjoy quiet times for reading, listening to music or watching television. The men can sit at the dining table or relax in the lounge whenever they wish. The men’s personal files contained consent forms for sharing of health information, photographs of the men and outings, and indemnity.  **Affiliation**  The men are supported to be included in their community at every opportunity and according to what they wish to do. The staff are aware of events around Christchurch and their local community through looking in the newspaper and doing internet searches. The manager will also let the men and the staff know of things happening. The men are assisted to do their own personal shopping and help out with grocery shopping for the home. The men have a good relationship with their neighbours.  **Safeguards**  The men go to their families for special occasions such as birthdays and for Christmas. The family members spoken to felt welcome to call or visit the home at any time and said that they were always made to feel welcome. Medication for the men is blister packed and checked by the registered nurse before being taken into the men’s home. Henderson Homes has a comprehensive medication policy and staff receive ongoing training and competency testing on medication administration.    The home has appropriate civil defence emergency supplies, and these are checked regularly by the health and safety officer on the staff. Fire evacuations are practised in the home once every six months. They are timed, and the men are aware of what they have to do in the event of an evacuation.  **Rights**  The men and their families were supplied with the Code of Health and Disability Services Consumers’ Rights information when they joined the service. The information booklet (which is currently being revamped) supplied by Henderson Homes also refers to the Code as well as independent advocacy services for those who may require this support.    The staff who support and assist the men are very respectful of the men as demonstrated through the supportive and respectful support practices used and recording of information made about the men. The staff have a good understanding of the challenges experienced by the men and provide support in a manner that enables them to do as much as they can for themselves.  **Health and Wellness**  The men access their own dentists or dental services. The home has appropriate civil defence emergency supplies in addition to specific supplies that the men may need in the event of an emergency, eg, medication. The home environment is clean and tidy with appropriate medication and infection control practices in place to ensure the health and welfare of the men and their staff. Henderson Homes has a policy on neglect and abuse and this is referred to by the staff to ensure that the men are not subjected to any form of neglect and abuse within the service and that the staff are able to recognise any signs of potential abuse happening elsewhere. The men have comprehensive property inventories detailing all the things that they own. |

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

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| * That individual home agreements are developed for the men and that these agreements are reviewed and signed off by the person or their authorised representative at least once every 12 months. |

## Recommendations

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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)