# 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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| xxxx women live in this home situated 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 women are encouraged and assisted to lead the lifestyle that they choose and have access to various community activities, services and opportunities according to their preferences. The women have access to services in the community including dentists, hairdressers and shops. The women have the same general practitioner (GP) who is well known to the service. Family and friends are welcome to visit the women at any time and a pool of three vehicles is available to assist the women 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 women have personalised lifestyle plans that detail their goals and show the steps that need to be achieved for them to reach their goals. Progress notes are recorded by the staff in the women’s personal folders including the progress that they are making towards their goals. Personal goals are reviewed with the women once every six months and family members can be included if desired. The women appeared to get on well together and were happy living in the home together. The women had up-to-date needs assessments and service authorisations. The manager and the registered nurse can contact the NASC at any time should the women have a change in need or circumstance and require a reassessment.  Art work and photos are displayed throughout the home and the women’s bedrooms are decorated according to their personal taste.    The women did not have home agreements in their personal files. Home agreements need to be put in place for all the women and include details of the proportion of the women’s WINZ benefit that would be paid to Henderson Homes and the amount that would be retained by them.  The women have personalised daily activity schedules which include options for the weekend and some household chores. The women are supported as much as they want to develop friendships with other people they associate with. Family and friends are welcome to visit the women in their home at any time. Family members are notified when someone is unwell, is attending a medical appointment or when something significant has happened for them. The women have monthly house meetings where they are encouraged to provide feedback to the staff and management about their support which then influences service delivery.  **Autonomy**  The women have weekly activity schedules that detail the activities they participate in and the things they do around their home. The women are assisted to participate in the running of their home including cooking, cleaning, doing the laundry and grocery shopping.  The women have good sized bedrooms where they can enjoy quiet times for reading, listening to music or watching television. The women are assisted with their laundry and are encouraged to participate in this process as much as they can.  Recordings about the women written by the staff that the Evaluation Team saw were written in a respectful manner and are stored in a manner that protects their privacy and confidentiality. Consent forms are signed by the women and/or their representatives. Consent is discussed in the Henderson Homes welcome booklet that the people and their families are given when they join the service.  **Affiliation**  The women 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 women enjoy meeting up with friends who are also supported by Henderson Homes who attend the day base behind the women’s home. The women contribute to the running of their home including assisting with cooking, cleaning and grocery shopping.  **Safeguards**  The staff encourage the women to maintain relationships with their family and friends wherever possible. Some of the women have family who live nearby and who visit them regularly and the women visit them as well. Henderson Homes sends out an e-newsletter occasionally as well as having a closed membership Facebook page where photographs and updates are posted for families and friends to see. Medication for the women is blister packed and checked by the registered nurse before being taken into the women’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 women are aware of what they have to do in the event of an evacuation.  **Rights**  The women and their families were supplied with the Code of Health and Disability Services Consumers’ Rights information when they joined the service. The family members spoken to are aware of the complaints process and would have no hesitation in making their feelings known, and they told us that any concerns that they raised were dealt with promptly and that they always received a response. The staff who support and assist the women are very respectful of them as demonstrated through the use of supportive and respectful support practices and recording of information about the women.  **Health and Wellness**  The Henderson Homes registered nurse plays a key role in assisting the women to maintain good health and also supports the staff to ensure that they are supporting the women appropriately. The women access their own dentists or dental services. Henderson Homes has a robust set of policies and procedures that they follow when assisting with the management of the women’s finances to ensure that everything is accounted for. The women have comprehensive property inventories detailing all the things that they own. The women have a stable team of staff who support them and know them well. |

## 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 women 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)