# Developmental Evaluation Report Summary

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

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| **Name of provider:** | Hohepa Hawkes Bay |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 09/04/18 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| Hohepa Hawkes Bay is one of four other Hohepa communities associated with the national Hohepa Homes Trust. Hohepa is founded on the teachings of Rudolf Steiner, and the model reflects a special character of anthroposophy and holistic care. The Evaluation Team is encouraged to see that Hohepa is striving to retain its philosophical beliefs while helping people participate in a range of activities.  Traditionally Hohepa Hawkes Bay has provided all services from a central hub, serving those who have come through the Hohepa School; however, in recent years there has begun an introduction of living options in the wider Hawkes Bay community. The cottage is a large home which is located in the XXXXX XXX, and nestled amongst other homes which are used by other people.  Several of the people have been associated with Hohepa for some time, although at least one has joined the service in the last 12 months. Trusting relationships have developed between the people/their families and the staff associated with the home. One staff member who has worked for some time in various Hohepa services began working at this home three months ago. The House Leader has also worked for Hohepa for considerable time, and has been in their position for two years. Two of the people participate in vocational activities related to the ‘estate team’, two people participate in the talent group and one person attends a local high school. |

## 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) IDENTITY  Hohepa has an Individual Developmental Plan (IDP) process which defines the person’s goals and the staff responsible for supporting the achievement of identified goals. The plans viewed identified goals closely linked with what the person needs help with instead of the person’s aspiration. When reviewing the plans, the service is encouraged to identify the overall aspiration of the person and clearly define them separately from other areas of daily living the person requires support with. The plans were up-to-date, regularly reviewed and monthly *Summary Reports* often described the progress being made towards the achievement of goals.  Changes to the staff team occurred recently, and three members of staff on the current roster having been employed by Hohepa for five months or less. The House Leader is supported by an experienced Cluster Leader who provides hands-on mentoring to all of the staff.  Despite Hohepa expanding its housing options into the wider community, communal living is still prevalent. This home represents a common model usually associated with Hohepa. The home is part of the xxxxx xxx and is within walking distance to many other Hohepa amenities. The xxxxx xxx is located some distance from wider community facilities such as libraries and shops, so transport to these services is necessary.  The people appear to live well together and demonstrated a sense of belonging. The atmosphere was relaxed, and the people carried on with their preferred activities despite having extra visitors in their home. The newest person to move into the home did so after a gradual transition.  The home provides each person with a private bedroom and the large farm-house kitchen is part of the open plan lounge/dining area. Much of the home has been recently painted with each of the people choosing areas which are designated ‘men’s’ and ‘women’s’. We were surprised to learn that there is a specific toilet that is used by the staff which is kept locked. We encourage the service to discuss the reasoning for having segregated facilities for the staff and the people.  For the most part the home is accessible; however, the use of locks on the refrigerator and cupboards is required for some people’s safety and well-being, so makes parts of the home inaccessible to others.  The *Residential Agreements* include the responsibilities of Hohepa and the individual; however, it is yet to state the portion of the WINZ benefit to be retained by the person. The service is encouraged to ensure all of the people have a current agreement which is in line with the MOH Service Specifications.  One person is in their last year of school, two others participate in activities linked to the talent group and two others spend most of their time with the ‘estate team’. The recent changes made in April 2017 which enables staff to work in both vocational and residential services makes it possible for a staff member to support the person in home-based activities for part of their day. The newly acquired building in Napier which will see some vocational activities move off-site will be particularly relevant for those in the talent group. It is anticipated that the people will have greater access to other community amenities, thus increasing integration. It is agreed that this initiative demonstrates a desire to move forward, and is in keeping with increased community participation.  Hohepa strives to provide the people with a way of life which places an emphasis on desired outcomes. Comments made by the families described how quickly their family member settled into the home, and how impressed they were with the standard of staff support.  A long- serving staff member who is known to the people began working at this home about three months ago, and the House Leader has supported the home for about two years. During our visit, two relieving staff filled in when two other staff were on leave. It was clear the people were unfazed by the need for relieving staff to support them, and we were pleased to see the continuity of support maintained regardless.  The interactions between the people and the staff were respectful and the way the staff described the people’s individual challenges, reinforced their abilities instead of their deficiencies.    2) AUTONOMY  The people communicate their needs in a variety of ways. The people benefit from staff interpreting on their behalf, and being given time to process information and ‘next step’ instructions as a way to minimise anxiety.  The people require significant support for all aspects of personal care and daily living.  Because the service occasionally operates with three staff, the number of staff needed is significant and a vacancy is currently being filled. The Cluster Leader supports the service through making regular visits to the home and by attending staff meetings. The team-work demonstrated by the staff indicates a willingness to ‘work through’ areas which may improve the person’s lifestyle.  The people choose how to spend their time when they come home from their day activities. All of the people require significant support to engage in daily living activities, and to maintain their personal care.  Minutes of the people’s house meetings indicate a number of the topics reflect the staff’s view of the support the people require. Additional work to ensure this forum is used as a way for the people to raise issues of relevance to them is worth consideration. The service is encouraged to revisit the way house meetings are conducted, with the aim of using a format which includes specific topics relevant to the people.  A range of documents were viewed, including the people’s Progress Notes which were clearly written and used valuing language.  3) AFFILIATION  The people occasionally take part in activities in the wider community such as attending community events and becoming involved in activities associated with Hohepa. Several of the people require 1:1 support when accessing the wider community, as they are yet to understand some of the dangers and boundaries expected.  The people have access to dentists and to doctors with an anthropological background if desired. Alternative methods of treatment are often considered alongside other medical options.  There is evidence of the involvement of Behaviour Support Specialists, physiotherapists, occupational therapists, and mental health groups have been contacted in the past.  The people are known to other residents of the Hohepa community, and the location of the home gives them daily access to their peers who live nearby.  4) SAFEGUARDS  The people have regular contact with their family through visits, phone calls and emails. The relaxed way the people responded to our visit gives the impression they are welcoming of visitors.  In the *Orientation Manual,* related to the topic of the complaints process, it refers the reader back to Hohepa’s Policy and Procedure Manual. Including the process (or summary) more closely at hand, eg in the *Orientation Manual* could be of benefit. While there are avenues for the people as well as their families to make a complaint, the avenue for staff to raise grievances was less evident. Hohepa is encouraged to consider further developing the process so everyone has easy access to raising issues of concern.  Several of the people require additional support so Risk Management Plans, Crisis Intervention strategies, PRN Protocols and Behaviour Support Plans are developed.  The staff have opportunities to participate in training which promotes positive strategies when supporting the people. Some people become anxious which can lead to unwanted behaviour. It seems Hohepa ensures that debriefing is available for all those involved, and is seen as a tool which is used to support staff and learn new ways of tackling challenges.  An unexpected evacuation occurring in the early hours of the morning tested everyone’s ability, and reinforced the value of regularly practiced evacuation drills.    5) RIGHTS  The people’s rights are reinforced through training, staff meetings and various documents used by Hohepa. The staff focus on the people’s attributes and see the areas they require support in as a unique part of their character.  Hohepa has extensive procedures about *Restraint Minimisation* and reviews the use of any restraint with the aim of using preventive approaches. Locks on the refrigerator and cupboard are used because one person is yet to learn the importance of hygiene around food, and another person finds it difficult to judge portions and quantities, so it is important that the staff assist them when handling and accessing food. We encourage Hohepa to ensure appropriate referral, approval and review processes are followed when restraints are used.  The philosophy of ‘least restrictive option’ is evident in a number of ways.  6)HEALTH AND WELLNESS  The people maintain good health and are supported to eat healthily and engage in some form of exercise. In addition to medical interventions, the wellbeing of the people is also supported by therapies including art, music and eurhythmy  As the staff roster is stabilised, it is likely the people will experience greater continuity. It was encouraging to find staff mentoring occurring and the frequent presence of the Cluster Leader.  The service currently has an internal audit process used to self-monitor aspects of the service. Hohepa is encouraged to consider the effectiveness of the process with the aim of ensuring impartiality while capturing the desired outcome. |

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

**Requirement**

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| The service ensures all of the people have a current agreement which is in line with the Service Specifications.  Hohepa ensures appropriate restraint processes are followed when locks on refrigerators and cupboards are used. |

It is noted that since the evaluation visit, Hohepa has undertaken considerable work to meet the Requirements and Recommendations in this report.

## Recommendations

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| Hohepa revisit the way house meetings are conducted with the aim of using a format which includes specific topics relevant to the people and not necessarily related to the support they need from the perspective of the staff.  Hohepa considers further developing the complaints process so everyone has easy access to raising issues of concern and this has the potential to create an improved process.  Hohepa considers the effectiveness of the internal audit process with the aim of ensuring impartiality while capturing the desired outcome. |

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)