# Developmental Evaluation Report Summary

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

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| **Name of provider:** | IDEA Services |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 10-13 April 2017 |
| **Name of Developmental Evaluation Agency:** | SAMS |

## General Overview

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| Five people between the ages of XX and XX years live in the home. Despite the wide age range of the people living in the home, the people appear to be compatible and get on well together. Four of the people access support during the day at IDEA Services run day bases and/or undertake voluntary work and attend the Nelson Marlborough Institute of Technology. One person bases themself from home during the week.  The home meets the needs of the people living there and enables them to enjoy the space and privacy they require. The home is situated in a typical suburb and is within a 10-minute walk to a dairy and a 20-minute walk to the nearest supermarket. The people living in the home have a vehicle that they are supported to use when needing to go places. There is a stable and consistent team of staff who know the people well and who provide support in a least restrictive way possible that empowers the people while at the same time ensures their safety.  The people are assisted to maintain contact with their families and friends. Family members know who to contact if they have any concerns and issues raised by the people are managed well by the staff. |

## 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 people in the home are supported by a team of stable and consistent staff who know the people well and have a good understanding of what each person’s interests and personal goals are. All the people have personal plans and although these haven’t been updated recently, the people continue to pursue their own interests and activities including delivering meals on wheels, shopping and cooking. One person enjoys tinkering in a small shed on the property and makes things from metal and wood like trailers for bicycles. The staff record the activities and events that the people take part in, in their personal diaries on a regular basis. The people are assisted to manage their finances and have good access to other supports and services including doctors, dentists, podiatrists and hairdressers.  The home is well decorated with the people’s pictures and art work. The people’s bedrooms are all decorated according to their personal tastes. The home is a 20-minute walk to the XXXX shops and the home has a vehicle that is used to assist the people with their transportation requirements. Some of the people have voluntary jobs in the community including assisting with meals on wheels, helping at an Op Shop and a Hospice Shop. Two people regularly attend church. Four of the people attend day bases that are run by IDEA Services. The people are encouraged and supported to help with household chores such as shopping, cooking and cleaning.  **Autonomy**  The people are encouraged and supported to do as much for themselves as they can around their home including helping with cooking, cleaning and grocery shopping. Some people find the use of pictorial prompts helps them to make choices about what they want to do and what they would like to cook. The people are supported with their personal care needs and activities of daily living in a manner that respects their dignity and assists them to lead a good life. The staff receive comprehensive training that ensures they are able to respond to the needs of the people appropriately.  Family members visit the people in their home. The people have access to a telephone in the home and one person has their own mobile phone. The layout of the house ensures that the people can be supported in a safe manner and can get around their home easily. The privacy and dignity of the people is respected when they are being assisted with their personal care as required. The people are assisted to wash and care for their clothing.  Confidential and personal information, including medication and associated documentation, is kept in a filing cabinet in the home office that is locked at all times.  **Affiliation**  The staff network with services in the community, mostly those associated with the people’s health and wellbeing. The people participate in monthly house meetings and feedback any concerns or issues they may have to management who will respond to their concerns. The people have been assisted to develop relationships with the neighbours but their neighbours choose to keep to themselves most of the time. One person assists with the delivery of meals on wheels, another assists at a local Op Shop and Hospice Shop. Two people are members of People First and regularly attend local meetings.  **Safeguards**  Most of the people have good connections with their families, some who visit from time to time and others who will keep in touch with the service via phone calls. All the people have friends who are also supported by IDEA Services and who they meet up with at the day bases they attend or at social functions. Family and friends are invited to shared meals/BBQs, either at the home or as part of general IDEA Services hosted functions. Risk assessments and behaviour support plans have been developed for some of the people in the past. Medication for the people is blister packed and is checked by the staff when it comes from the pharmacy. All medication records sighted were up-to-date and accurately completed. The staff are provided with comprehensive training including first aid and non-violent crisis intervention techniques.  **Rights**  Up-to-date information on the Code is available to the people and their families from the staff at the home, at the day base they attend and the Nelson office. Pictorial prompts are used to assist the people with their communication when necessary, eg, making choices about activities. Two of the people are members of People First in Nelson and regular house meetings are held. The staff encourage and support the people to do as much for themselves as they can. All recordings about the people are written in a respectful and valuing manner. The staff know the people well and are able to support them in ways that don’t restrict them but also ensures that they are appropriately safeguarded.  **Health and Wellness**  The people are supported to see their GPs whenever required, have regular medication reviews, attend annual health and dental checks. The people have comprehensive personal support plans that guide the staff on how to provide support. Changes in people’s health are monitored closely by the staff who will seek interventions as required. The staff have received neglect and abuse training and are able to recognise any signs of this happening for the people given that they know them very well. The people are assisted to manage their finances if they don’t have family to do this for them and the staff follow a robust set of policies and procedures to do so. Property inventories are current for the people including the items purchased and their cost. |

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

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## Recommendations

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| That priority is given to the updating and reviewing of the people’s personal plans once the Outcomes Facilitators position is reinstated.  That the people’s Home Agreements are reviewed and signed off by the person or their authorised representative at least once every 12 months.  That informed consent forms are filed and reviewed regularly for all the people. |

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)