# 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:** | Matea Trust |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 13-15 February 2018 |
| **Name of Developmental Evaluation Agency:** | Standards and Monitoring Services |

## General Overview

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| Matea Trust was established over 25 years ago to provide residential support to people with disability. The home is located in the rural setting of xxxxx xxxx between xxxxxxxxxx and xxxxxx on the North Shore of Auckland. The Trust also operates a vocational service on the xx-xxxx property which employs 10-12 men to carry out tasks related to a firewood business enterprise. Currently xxx men share this nine-bedroom home, some of whom have lived here for a number of years. Two men recently joined the service in the last year. The Trust and the families describe the environment as one like that of a ‘family’. Three of the men in this review participate in the Trust’s vocational service Monday to Friday and two men work at an external vocational recycling service. One man divides his week between the on-site vocational service and an external vocational provider.  There have been a number of changes to the staff team in the last eighteen months which has staff vacancies in the home. There have been additional changes to the role of the Administrator (as described in the Constitution)/Manager/Office Manager). We were advised that the lack of clarification surrounding this role has caused confusion amongst the staff, disruption to the flow of work between/amongst the staff and caused some of the men to feel anxious and uncertain. Despite the changes, we were advised that in the last few months the situation has settled down and a cohesive team is emerging.  During this time of change, a number of processes have been delayed. The lack of sufficient staff appears to have led to consequences which are detracting from the quality service desired by the Trust. The service will need to focus on ensuring these processes are well managed so they complement the positive attributes of the Trust and ensure employment and health and safety requirements are met.  The men are able to express themselves verbally and most have clear ideas about what they want. They have regular contact with their families and one man has been reconnected with his family who live overseas. The families advocate strongly on behalf of their family member. The men are supported to manage their personal care and household routines. |

## 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** - Each of the men have a plan which includes a range of information which is more commonly associated with a Care Plan. The plans viewed were developed with input from the men, the team leader and the support worker and in some instances their family. Work is needed to ensure Matea has a greater understanding of aspiration-based goal setting and how this is reflected in the service’s practices. Matea is encouraged to develop and implement a personal planning process that clearly identifies individual goals/aspirations/dreams including steps to achieve the goal, the resources needed, who will be responsible for actioning the plan and documentation of progress.  As the Trust focuses on establishing a permanent team to fill the rostered hours, a cohesive staff team will continue to emerge.  The Evaluation Team saw Home Agreements and it would be helpful to ensure they are up-to-date and include specific details related to their Work and Income Benefit.  Most of the men are regularly in touch with their families, have opportunities to make friends through their vocational programmes and attend social events associated with the Trust.  The Evaluation Team heard mixed experiences related to the effectiveness of communicating with the service and believe, it is essential for the Trust Board to clarify the management structure of the service as clarifying the roles will ensure the families are clear about who to discuss issues with, the men are reassured and the work between/amongst staff flows smoothly.  How Matea prepares for Service Transformation, will help it to fulfil its aim of providing ‘a quality service that helps maintain maximum independence and an optimum quality of life for residents’.  **2) AUTONOMY -** The men take responsibility for some household tasks and meal planning.  Due to the staff changes, the remaining two staff are currently working exorbitant hours to fill the shortfall. It is essential that the Trust ensures there are sufficient staff to fill the roster, minimising risk and vulnerability of the service.  Each man has his own bedroom and there are two bedrooms which are used for respite.  The current way files are kept is awkward with information being separated into numerous folders and we encourage the Trust to develop a filing system which incorporates clear, relevant, up-to-date aspects of the men’s information.  Some of the patterns and routines the men engage in are similar to others in the wider community. They go to work, negotiate what TV programmes to watch, participate in household routines, and socialise with family and friends.  **3) AFFILIATION -** The service supports the men to participate in a range of activities. Several of the men participate in Special Olympics and have excelled in their particular sport. The men occasionally go out for meals, visit the movies and go grocery shopping.  The men visit doctors and dentists when required and specialists such as dietitians, audiologists, behaviour support teams, a neurosurgeon, and the Orthopaedic Department of the hospital provides input when necessary.  **4) SAFEGUARDS -** The men have regular contact with their families via email and phone and visits.  A Risk Analysis has been completed for each man, including steps necessary to manage the risk. We understand a referral has been submitted to the behaviour support service when required but are unclear about how long it will take to get a response.  One staff member holds a Level 2 National/NZ Certificate in Health, Disability and Aged Support qualification. The senior staff orientate the newer staff into the job. A 2018 training programme was provided to the Evaluation Team and several topics are planned. Providing the staff with opportunities for training will give them additional resources to carry out their role and provide clarity about person-centred service delivery.  **5) RIGHTS -** The *Code of Health and Disability Services Consumers’ Rights* is reinforced and rights posters are displayed in the home and  Families know they can make a complaint, and some had done so in the past, although the recent changes in roles within the service have cause some confusion regarding the channels of communication.  The Evaluation Team believe the staff recognise the men’s strengths and for the most part promote them in a positive light. There is evidence that the staff would benefit from training about how to ensure information documented is reflected in a constructive and dignified way.  The service practices reflect a philosophy of ‘least restrictive option’.  **6)HEALTH AND WELLNESS -** The men are supported to maintain optimum health. Most of the men appeared comfortable in their home and some demonstrate a sense of belonging.  Due to the changes within Matea, the Board have stepped in to carry out some roles of management. We encourage Matea to clarify the governance/management roles and continue to increase board membership in line with its constitution.  The Evaluation Team notes that staff performance appraisals were conducted in the past and these were up dated in line with the Corrective Actions of the DAA report. However, due to the changes to the management roles they again require updating. |

**Progress on meeting the most recent certification audit requirements – summary of findings**

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| **Finding 1.2.3.7 –**   * The quality and risk plan requires updating to better describe the systems in place for managing quality and risk. The current documents do not clearly identify how service delivery is monitored for improvement and there are no stated measurements to compare achievement against.   **Action –** Update the quality plan to describe how the service ensures that risks are prevented and improvements occur. Identify and document the systems in place for monitoring all aspects of service delivery and how this is measured to determine whether or not improvement is required.  **Progress** – An Internal Audit system and report has been developed whereby service provisions, systems, records and policies will all progressively be selected for internal review.  **Finding 1.2.7.5** –   * A regular and reliable review and formal evaluation of staff performance is not occurring. * Develop a system for reviewing staff performance at regular intervals and implement this.   **Action –** Develop a system for reviewing staff performance at regular intervals and implement this.  **Progress –** Staff appraisals were up to date as of August 2016 (two employees have since resigned). Sighted2016 copy of one staff’s performance appraisal. 2017 staff appraisal for current staff have not been conducted. |

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

**Requirements**

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| The Trust Board to clarify the management structure of the service.  The Trust ensures there are sufficient staff to fill the roster, minimising risk and vulnerability of the men and the service.  Trust develops a filing system which incorporates clear, relevant, up-to-date aspects of the men’s information. |

## Recommendations

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| Matea develops and implements a personal planning process which identifies the aspirations and dreams of each man including steps to achieve the goal, the resources needed, who will be responsible for actioning the plan and documentation of progress.  Matea explores how it prepares for the new direction of DSS, eg, Service Transformation.  The service continues to revisit a process of learning about where people want to live and with whom they may wish to live with.  Matea provide the staff with training related, but not exclusive, to: choice-making, aspiration-based planning, writing documentation, relationships and sexuality, informed consent.  Matea clarifies the governance/management roles and continues to increase the board membership in line with its constitution.  Matea complies with the Corrective Actions as described in the DAA Report. |

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)