# Developmental Evaluation Report Summary

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

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| **Name of provider:** | Nelson Marlborough District Health Board Disability Support Services |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 25-27 Sept 2018 |
| **Name of Developmental Evaluation Agency:** | Standards and Monitoring Services |

## General Overview

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| The Evaluation Team was provided with an overview of the structure of Nelson Marlborough DHB (NM DHB) Disability Support Services (DSS).  DSS is presently working towards increasing the connection with the people it supports, families/whānau and with its staff. The General Manager also described increasing the DSS presence within the local disability, provider networks and with Housing New Zealand. DSS, with the direction of the General Manager, has a goal to increase the understanding of disability within the DHB with an intention of moving the culture away from a patient model.  xxx men currently share the home which is a private rental property.  Key areas identified during the evaluation include:  •documented staff meetings specific to the home  •a review of safeguards and protocols linked to personal safety for the people sharing the home.  The people are very satisfied with their current support; this view was also relayed by family and friends. |

## Quality of Life – evaluative comment on how well the service is contributing to high quality support for young people and their families/whānau

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| **IDENTITY**  The men who live in the home are happy with their personalised lifestyles. One staff person is rostered to support the men five days a week in their home. She knows the men well and we observed an easy rapport between them. The staff person is well supported by the Team Leader; a cohesive approach was evident. The men spoke clearly with us about being able to make choices and decisions themselves; they will seek support from their key staff person and/or family and friends if needed.  The home is located not far from one man’s place of work and the other man easily walks into town which suits him. The staff have access to a DSS vehicle one day of the week and this is when medical appointments and grocery shopping is generally managed.  **AUTONOMY**  The men are encouraged to make choices about their day and are involved in the general running of their home. They share household chores including shopping, cooking, and laundry and vacuuming the home.  The entrance to the home is via a carport with a few steps to the front door; there is a handrail but neither man uses it at this time. During our visit an outdoor table and chairs set was being assembled in the carport in readiness for the summer. There is a large lawn and garden at the back of the home.  **AFFILIATION**  The men make different choices in how they use their leisure time and access universal services including hairdressers, banks, doctors and other health services.  **SAFEGUARDS**  The families and friends are welcome to visit the home.  Risk Management Plans identify the risk, its cause and the best management strategies. A recommendation has been made to review safeguard strategies with the men to assist them to continue to live with a high level of independence.  This includes:  • protocols in case of an emergency  • identify personal safety risks.  Evacuation drills are discussed verbally with the men occasionally but there are no drill practices. It was recommended that the DSS risk management process identifying the need for regular drills is adhered to and that the DSS’s clarify expectations of the assistance of neighbours in case of an emergency.  **RIGHTS**  The men are encouraged to self-advocate; friends, family and staff support this process when the men need encouragement.  **HEALTH AND WELLBEING**  The staff and service are committed to the men remaining independent and living in their own home for as long as possible .This was stated several times during the evaluation of the men’s service. The men have Health Passports and attend regular medical reviews. |

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

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| There are no requirements |

## Recommendations

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| 1. A review of staff meeting processes and the format of information recorded. 2. Review evacuation protocols for the home and asses the current Risk Management Forms. |

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)