# Developmental Evaluation Report Summary

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

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| **Name of provider:** | Ranfurly Care Society Inc. |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 17th – 18th August 2015 |
| **Name of Developmental Evaluation Agency:** | SAM (Standards and Monitoring Services) |

## General Overview

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| Ranfurly Care provides services including  • residential care  • short stay accommodation (respite)  • carer support  • Activity centre day programmes.  20 people currently share the home on a large property close to central Auckland. The people we met stated they were happy with their living situation and enjoyed the day programmes they were involved in. The living situation is described as homelike, with several lounges and garden spaces the people enjoy. Some of the people have chosen to live in apartments made within the home so they can live with more independence.  Ranfurly Care was established by parents who shared a vision for their intellectually disabled family members. Many of the staff we met are long standing and appear to know the people they support well.  The Evaluation Team received feedback from 11 family representatives; they all expressed a very high level of satisfaction with the service being provided by Ranfurly Care. They consider they are kept well informed and appreciate the open door policy of the service.  **Summary of the strengths include:**  • The people are happy.  • A high level of satisfaction was expressed by the families with a high level of positive family involvement.  • Flexible schedules are in place.  • There are long term staff who know the people well.  • A large variety of activities are available at the weekends and evenings.  • The service is offering new options for residential living. |

## 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:**  Eight personal files were reviewed, along with a similar number of lifestyle plan folders. Both contained information linked to goal setting, monitoring and achievement. The individual weekly highlights reflect comments on people’s everyday living. The written plans were complemented with photographs and certificates of achievement. The families we interviewed had participated in the annual meetings linked to lifestyle planning.  We reviewed the service’s policy on relationships and healthy lifestyles. The Ranfurly Care policy included wording and intent that appeared contrary to the Ministry of Health Service Specification 5.5 Support Services (k) regarding intimate relationships. Ranfurly Care representatives have been asked to review its policy so that it is line with the contract and to also consider providing information for the people on safe relationships.  **2 – Autonomy:**  The people and their families enjoy flexibility with the schedules at Ranfurly Care. We observed the people getting up in the morning when they were ready, having breakfast when they choose and going to the Activity Centre when they are organised.  We observed and read of the staff ‘doing for’ rather than ‘with’ the people and have identified this as an area for development. We consider there are ways in which the people could take on more responsibility in the running of their home, in addition to the identified tasks they are already involved in.  **3 – Affiliation:**  The people are involved in a large number of diverse recreational and social activities during the evenings or at weekends. Examples included fruit picking, attending a performance by the Philharmonic Orchestra, hikes, festivals, theatre, night markets, attending shows, an evening at the viaduct precinct and a ‘girls’ night out’. This diversity of options is appreciated by the people and their families.  **4 – Safeguards:**  Detailed risk assessments are in place along with a strong emphasis on keeping the people safe. We sighted and discussed with the people information on hazards and emergency procedures.  **5 – Rights:**  A poster is displayed on the Code of Health and Disability Services Consumers’ Rights. We recommended this be supplemented with regular discussions on people’s rights through forums, such as the Resident House Meetings. These meetings are facilitated by a family member.  The Manager is currently seeking legal advice on the process for formalising guardianship as issues have arisen with medical and dental consent for the people with no family involvement. Some of the people are linked with the Personal Advocacy Trust.  **6 – Health and Wellness:**  Access is made to specialist support and in some cases we were told the families prefer to manage this. The Evaluation Team was advised the District Health Board is responsive. Personal health information is kept up to date and is reviewed regularly. Safeguards are in place for infection control. |

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

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| **A Requirement was made related to:**  • A review of the policy and education linked to healthy and/or intimate relationships (SS 5.5 (k))  Evidence of meeting this requirement being met is due to be sent to the developmental evaluation team by 15 November 2015.  **Recommendations were made for service development to include:**  • Review strategies for the staff to encourage the people to increase opportunities to be active in the running of their home  • Review effective ways to remind the people of their consumer rights.  **Summary of areas for service development**  • The service is to promote the increase of people’s involvement in the running of their home.  • The service is encouraged to revisit the people’s understanding of consumer rights.  • The current policy linked to healthy relationships to be reviewed in line with SS 5 Individual Support Services (n), SS 8.4, HDSS 1.3.5. |

## 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)