# Developmental Evaluation Report Summary

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

|  |  |
| --- | --- |
| **Name of provider:** | Rosewood Limited |
| **Number of locations visited by region** | 1 |
| **Date visit/s completed:** | 2nd – 3rd September |
| **Name of Developmental Evaluation Agency:** | SAMS (Standards and Monitoring Services) |

## General Overview

|  |
| --- |
| Rosewood Limited’s mission statement is ‘to create and foster a harmonious family orientated residential home for the intellectually disabled that provides an environment for individuals to achieve their full potential’.  Rosewood provides support to nine people in Parklands, Christchurch within an environment described as an extended family. The service was established nearly 20 years ago by a couple who continue to be a part of the Rosewood staff team and they also live on the property. Their son and daughter-in-law are now raising their own family within this unique, homelike environment. The staff we met are committed to meeting the mission statement; the Evaluation Team was advised of several factors that have assisted this. They include a focus on compatibility of the people, an individualised approach and on positive outcomes being achieved for each person.  **Summary of The Strengths Include:**  • a person centred service  • people are empowered to follow their life choices  • a flexible approach to service delivery  • staff who are well known to the people  The Evaluation Team sighted evidence of significant improvements in the people’s challenging behaviour and the removal of restraints that had been in place. Recent changes to some policies and procedures have been made following consultation with the people living in the home. Many of the processes linked to the policies included in the Quality Manual are presented in either a visual format and/or plain language text so they are more easily understood by all stakeholders.  The families the Evaluation Team interviewed, along with the people living in the home, all expressed a very high level of satisfaction in the service provided by Rosewood. |

## Quality of Life Domains – evaluative comment on how well the service is contributing to people achieving the quality of life they seek

|  |
| --- |
| **1 – Identity:**  Following meetings with the people living at Ferngrove Place several changes have been made to the personal planning process. These include changes to the format and a name change to Life Choice Goals. The Evaluation Team sighted four plans that had been developed using the new format. These people spoke with us about their goals; they are very engaged with their plans.  Rosewood is committed to prioritise the compatibility of anyone new moving into Fergrove Place. The staff and management aim for the people to live together harmoniously and currently this has been achieved.  Home meetings are held weekly and minutes were made available to us. In the House Meeting Minute Book we noted each person has a time to speak, the menu is discussed along with any general comments. Any concerns discussed at the house meetings were raised at the staff meetings for further conversation and action.  **2 – Autonomy:**  Our observations in the home showed the people participating in their activities or tasks at their own pace. The staff spoke about adapting their support style to meet the individual’s need; examples included the number of steps or language used to encourage the people in their independence.  The staff were consistent in the way they support individuals; it was in line with the support plans and conversations we had with the staff team. The people told us they were confident their needs could be met by any member of the staff team.  **3 – Affiliation:**  The interests of the people living at Ferngrove Place are varied, as are the activities they choose to attend.  **4 – Safeguards:**  The staff told us of the significant positive changes in one person’s behaviour following an assessment and the development of a Behaviour Support Plan. We read, “after X was assessed by PSAID and the Clinical Psychologist …. We noted huge change’s in X’s behaviours and the fact that they were no longer escalating into violent and abusive outbursts. We still see his behaviour often but our management of him is completely different which, in effect, has made the difference”. A restraint protocol that had been in place is no longer required.  **5 – Rights:**  Information about the people’s expectations of being treated fairly, with respect and of their rights being upheld is included in the home agreement we sighted. Visual formats complement the written information.  In consultation with a man living in the home an independent advocate is being sought outside his family network. This is being treated in line with the man’s choices.  **6 – Health and Wellness:**  The people have access to specialists and therapists according to their needs. Therapy professionals were engaged to assess the need for some home modifications for a person who was becoming less stable on her feet. These were successfully completed.  An independent lawyer oversees the financial records of Rosewood Limited; a community based accountant is also engaged for services. |

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

|  |
| --- |
| There were no requirements made.  The recommendation linked to advocacy has been actioned prior to the finalising of the report. |

## Recommendations

|  |
| --- |
|  |

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)