

# **Disability Support Services**

## **Tier Three Service Specification**

### **Facility Based Respite – 16 years or Younger**

#### **1. Introduction**

This Tier Three Service Specification details requirements for Facility Based Respite for People aged 16 and under.

This Service Specification must be read in conjunction with the Tier Two Facility Based Respite Service Specification.

#### **2. Service Definition**

Refer to Tier Two Facility Based Respite Service Specification.

##### **2.1 Key Terms**

<b>Term</b>	<b>Definition</b>
Child/Children	Child or Children refers to the eligible Person accessing these services
Young People/Person	Young People or Young Person refers to the eligible Person accessing these services

#### **3. Service Objectives**

Refer to Tier Two Facility Based Respite Service Specification.

In addition to the requirements of Tier Two Facility Based Respite Service Specification, the Provider will ensure services are delivered in accordance with the following principles from the Memorandum of Understanding between the Ministry of Health and the Ministry of Social Development (Child Youth and Family Services):

- the best interests of the Child or Young Person are the primary concern
- the rights of the Child or Young Person are recognised and are not diminished by the presence of a disability
- wherever possible, the Carer/s participates in decisions that affect the eligible Child or Young Person.

## 4. Service Performance Measures

Performance Measures form part of the Results Based Accountability (RBA) Framework. The Performance Measures in the table below represent key service areas the Purchasing Agency and the Provider will monitor to help assess service delivery. Full Reporting Requirements regarding these measures are detailed in Appendix 3 of the Outcome Agreement. It is anticipated the Performance Measures will evolve over time to reflect Ministry and Provider priorities.

The 'How much', 'How well' and 'Better off' headings relate to different types of RBA performance measures.

Measures below are detailed in the Data Dictionary, which defines what the Ministry means by certain key phrases.

	<b>How much</b>	<b>How well</b>	<b>Better off</b>
1.	# of bed days available		
2.	# of bed days used	% of bed days used	
3.	# of Personal plans	% Personal Plans completed with input from the Person and/or their family/whānau.	#/% of families/whānau who reported that they had support as agreed in the Person's Personal Plan.
4.		% of Personal Plans reviewed and signed-off at least once every 12 months.	
5.	# referrals received	% referrals accepted	
6.	Average number of days from then referrals are first received to when People receive the service.		
7.	# Carers providing input into service operations and development	% Carers providing input into service operations and development	
8.	# of satisfaction surveys sent.	% of satisfaction surveys returned.	#/% of families/whānau who reported satisfaction with the Person's placement.
9.	# of complaints that have been received.	% of complaints that have been resolved (i.e. a corrective action plan has	

	<b>How much</b>	<b>How well</b>	<b>Better off</b>
		been implemented)	
10.	# staff with and agreed training plan in place	% of staff assessed as completed training plan	

## **5. Children or Young People using Facility Based Respite Services**

### **5.1. Access/Entry Criteria**

In addition to the Tier Two Facility Based Respite Service Specification, Eligible People must be 16 years old or younger.

### **5.2 Exclusions**

Refer to Tier Two Facility Based Respite Service Specification.

## **6. Service Components**

### **6.1 Personal Plans**

Refer to Tier Two Facility Based Respite Service Specification.

### **6.2 Behaviour Support**

Refer to Tier Two Facility Based Respite Service Specification.

### **6.3 Residential Support**

In addition to the Tier Two Facility Based Respite Service Specification requirements, the environment will be positive and affirming of Children and Young People, with developmentally and age appropriate activities/outings, and interactions.

## **7. Key Inputs**

### **7.1 Staffing**

In addition to the Tier Two Facility Based Respite Service Specification requirements, staff training will include:

- delivering developmentally and age appropriate activities/outings, interactions and supports
- understanding the developmental needs of children with disabilities
- recognising risks to the Child's safety or instances of possible abuse and the organisation's prevention of abuse and neglect policy in relation to children

- competency in child protection and agency procedures and protocols for dealing with situations where abuse is either observed or suspected, including requirements under the Vulnerable Children’s Act (2013)
- competencies to ensure each Child or Young Person’s Personal Plan are developed, implemented and monitored so that Personal Plans are fully implemented and disability support needs are met.

## **8. Completing the Respite**

Refer to Tier Two Facility Based Respite Service Specification.

## **9. Linkages**

In addition to the Tier Two Facility Based Respite Service Specification requirements, any concerns about Child safety should follow Child protection and agency procedures for dealing with situations of abuse. The Provider must seek advice from the NASC to ensure the Child’s needs are managed in a timely way.

## **10. Items Excluded from Facility Based Respite**

Refer to Tier Two Facility Based Respite Service Specification.

## **11. Quality Requirements**

### **11.1 Risk Management**

In addition to the Tier Two Facility Based Respite Service Specification requirements, the Provider’s Risk Management Plan shall address the following matters:

- staff recruitment and supervision that emphasise the safety of the Child and Young Person
- staff rosters that ensure adequate supervision, particularly when staff are carrying out personal care for the Child and Young Person
- the compatibility of Children and Young People accessing the facility at the same time
- policy and procedures if abuse of a Child and Young Person is evident or suspected
- the safety of staff when working with Children and Young People with challenging behaviours.

### **11.2 Person/ Carer/s input**

Refer to Tier Two Facility Based Respite Service Specification.

### 11.3 Safety and Efficiency

In addition to the Tier Two Facility Based Respite Service Specification requirements, the Provider will have documented policies/protocols for the following aspects of service delivery:

- ensuring the safety of Children and Young People and the safety of staff from accusations of abuse, this is particularly important for staff involved in personal care
- where there is a suspected case of abuse, it is the provider's responsibility to notify the Police, the Person's NASC, the Ministry, and Child Youth and Family (CYF)
- any transfer to an alternative service that would be coordinated by CYF as the agency with statutory authority for care and protection. (Section 396 of the Children, Young Persons and their Families Act 1989).

## 12. Purchase Units

Purchase Units are defined in Ministry of Health's Nationwide Service Framework Purchase Unit Data Dictionary. The following table is a summary list of the tier three Facility Based Respite Purchase Unit Codes associated with this Service.

<b>Purchase Unit Code</b>	<b>Purchase Unit Description</b>	<b>Measure</b>	<b>Purchase Measure definition</b>
DSS213A2	Respite beds for Children & Young People	Bed days	Respite is provided to eligible Children and Young People who require short term and intermittent 24 hour residential support.

## 13. Reporting Requirements

Full Reporting Requirements (including any Provider specific reporting requirements) are included in Appendix 3 of the Outcome Agreement.