

Child, Youth and Family Residential Care Regulations Inspection 2016 Report - Summary of Findings

Te Poutama Arahi Rangatahi Residence

Te Poutama Ārahi Rangatahi is a specialist residential treatment facility located in Christchurch. The service, which is managed by Barnardos under contract from Child, Youth and Family, provides residential treatment for young men (mokopuna) aged from 12–17 years who have engaged in harmful sexual behaviour and can no longer be safely treated within their own communities.

Te Poutama Ārahi Rangatahi provides a safe, secure and therapeutic environment to assist mokopuna to engage in their individualised treatment programmes in a positive and responsive way. Community-based treatment providers and clinical staff (kaimahi) also work alongside whānau prior to, during and throughout the reintegration phase of the treatment of mokopuna.

The Ministry of Education provides an on-site school which all mokopuna attend on a daily basis. External activities and educational and vocational opportunities are also provided, based on the individualised education plan for each mokopuna.

Treatment, which ranges from nine months to two years, is provided to mokopuna until they are deemed ready and able to be reintegrated safely back into the community.

Inspection Reports

Te Poutama Ārahi Rangatahi and the eight residences run by Child, Youth and Family are assessed every calendar year by the Office of the Chief Social Worker to ensure:

- compliance with the regulations as specified in the Children, Young Persons, and Their Families (Residential Care) Regulations 1996 (the Regulations)
- compliance with section 384 of the Children, Young Persons, and Their Families Act 1989 (the CYP&F Act)
- the provision of safe, appropriate care for mokopuna.

A report is produced summarising the findings of the inspection. The report focuses on the strengths and areas for improvement identified, and residences are required to develop a response to the report that addresses the inspection findings.

Inspection summary as at November 2016

Scope

The Regulations are about the safety and wellbeing, and upholding of the rights, of mokopuna placed in a Child, Youth and Family residence. They also outline expectations about management and inspection of the residences.

Each inspection covers the six parts of the Regulations, namely:

- Part 1: Rights of children and young persons in residences
- Part 2: Limitations on powers of punishment and discipline



- Part 3: Management and inspection of residences
- Part 4: Searches
- Part 5: Secure care
- Part 6: Records.

Child, Youth and Family expects that its services (including contracted services) operate professionally and comply with its legal and regulatory obligations. As an organisation, we continuously seek opportunities to do things better, and enhance the quality of services for mokopuna. This includes identifying and managing any risks to service delivery early, effectively and at the right level.

There are a total of 328 provisions within the Regulations and section 384 of the CYP&F Act. Two of these provisions are deemed not applicable across all residences. The remaining 326 provisions will not apply to every residence on every occasion.

Due to the nature of some regulations, non-compliance in one area can mean automatic non-compliance with other regulations, as they are inherently linked.

Areas of strength

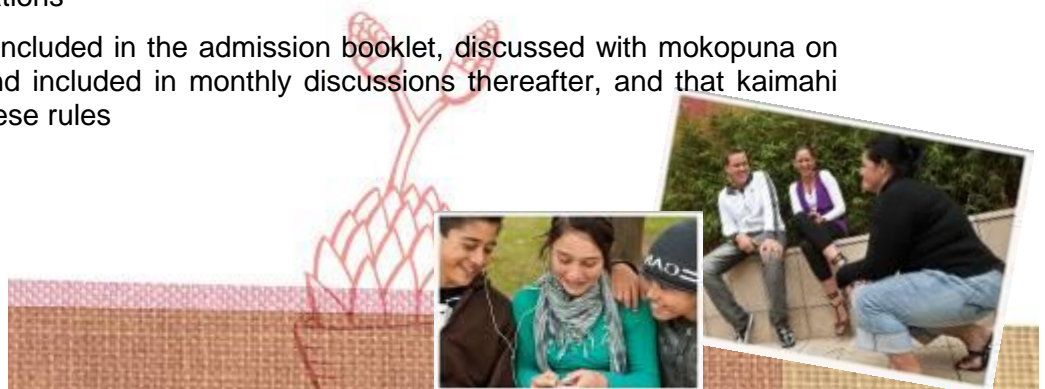
Areas where the inspection found evidence of good practices and processes that were promoting the wellbeing and safety of mokopuna included:

- a cohesive leadership team that provides kaimahi with clear direction
- mokopuna spoke positively about the care they receive at Te Poutama Ārahi Rangatahi
- kaimahi spoke positively of their work and improvements made in recent months, including more regular supervision
- an effective compliance monitoring system
- bedrooms are personalised for mokopuna
- search processes are robust, resulting in full achievement of the requirements of the regulations
- daily log recording is of a high standard, resulting in full achievement of the requirements of the regulations, and personal files are neat and orderly
- comprehensive education services are provided to mokopuna
- security and emergency management plans are well-maintained.

Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- the residence manager and leadership team develop and implement training on the National Code of Practice standards, to ensure that areas for improvement are addressed, and that the required systems, processes, training and monitoring occur to support kaimahi to achieve the requirements of the Regulations
- all rules are included in the admission booklet, discussed with mokopuna on admission and included in monthly discussions thereafter, and that kaimahi apply only these rules



- mokopuna are not required to eat meals separately from others unless ill or injured
- the residence manager informs kaimahi that mokopuna have the right to freely communicate with whānau and, if there are concerns about this communication, contact can be supervised/monitored
- the residence manager meets with mokopuna as required by the grievance procedure
- with regard to the behaviour management system (BMS) programme, the residence manager continues with the programme of implementing restorative practice principles (the BMS programme aims to motivate the positive behaviour of mokopuna and manage challenging behaviour)
- the residence manager ensures that any punishment or sanction applied to mokopuna is reasonable, and that kaimahi refer any objections to punishments or sanctions to the residence manager for investigation
- the format of the current complaints register is reviewed so that all required detail can be entered.

Service delivery response

In response to the identified areas for improvement, Barnardos has implemented the following actions:

- The residence manager and leadership team have reviewed their training approach and have enhanced the training provided to staff. Staff have been trained in a trauma-informed approach to care, re-trained in the restorative approach, and the therapeutic behaviour matrix developed in the education programme has been embedded across the whole residence. An update of the National Code of Practice is an action for Child, Youth and Family to complete.
- The induction booklet for new youth has been reviewed and updated to include the rules, and these are regularly discussed at community meetings.
- The residence manager and leadership team have reviewed the protocols around the need for young people to receive specialist intensive support and this is no longer being used. Staff ensure all youth eat meals with other youth.
- The residence manager has increased the frequency and amount of time spent with mokopuna. He has spoken with mokopuna and reminded them that they have the right to freely communicate with whānau and that if there are concerns with any individual then contact would be supervised and monitored. The Child, Youth and Family social worker advises the residence if there are any contacts that are restricted and their direction is complied with.
- Restorative practice has been implemented.
- Training around the use of punishment and sanctions has occurred for staff and their use is monitored and reviewed by the residence manager.
- The complaints register has been reviewed to ensure a sufficient level of detail when updating the register.

