

Child, Youth and Family Residential Care Regulations Inspection 2017 Report – Summary of Findings

Puketai Residence

Puketai is a care and protection residence located in Dunedin which provides 24-hour safe and secure care for up to eight children and young people (mokopuna) aged from 10–16 years.

Staff (kaimahi) at the residence aim to provide mokopuna with the best possible opportunities to improve their life outcomes and realise their potential. To help achieve this, Child, Youth and Family provides:

- a safe, structured environment which maximises learning opportunities
- evidence-based programmes to stabilise and address behaviour
- assessments which inform planning and interventions to meet the individual needs of each mokopuna
- practice and relationships that are informed by the values, beliefs and protocols of family and whānau
- interventions that engage mokopuna in a supportive, constructive process of change
- a comprehensive plan to successfully transition mokopuna back into education, training or employment opportunities and to permanent and stable care.

Over 23 full-time permanent kaimahi work at Puketai, which is one of four care and protection residences run by Child, Youth and Family in New Zealand. The other three are Whakatakapokai in Auckland, Te Oranga in Christchurch and Epuni in Wellington.

Background

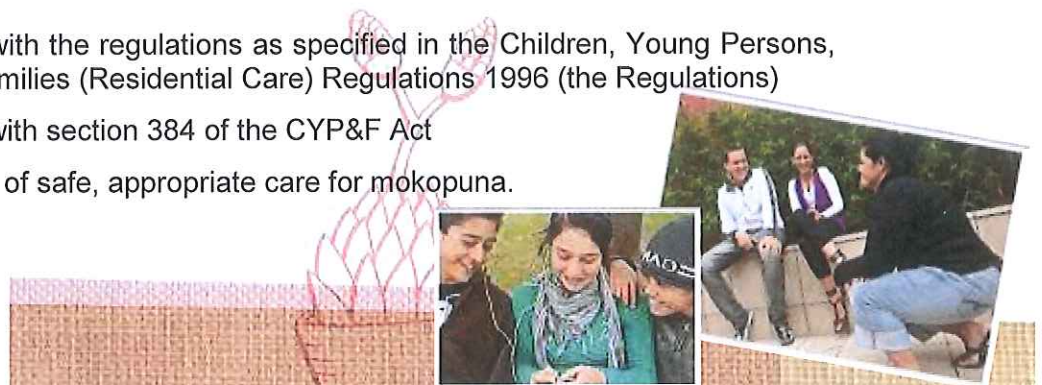
Child, Youth and Family provides residential care for a number of mokopuna under section 364 of the Children, Young Persons, and Their Families Act 1989 (the CYP&F Act).

Kaimahi provide 24-hour care and custody for some of the most challenging and vulnerable mokopuna who are admitted when there is a concern for their safety, or if their continued behaviour in the community is putting themselves or other people around them at significant risk.

Inspection Reports

Each residence is 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 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 March 2017

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 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 our service delivery early, effectively and at the right level.

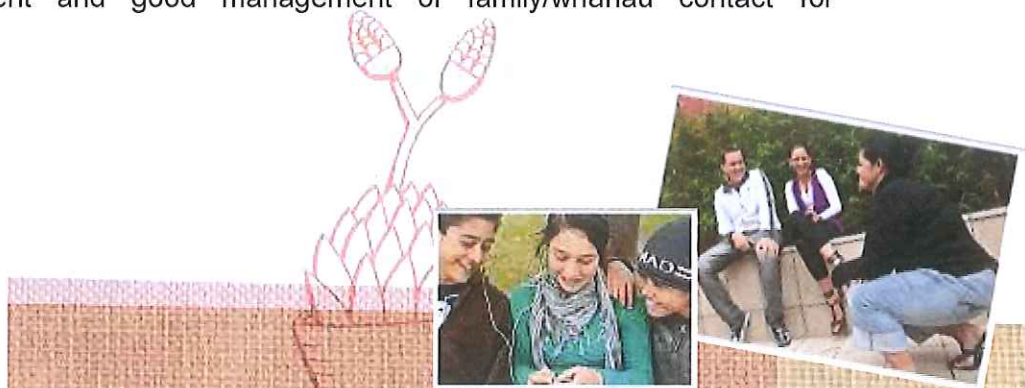
There are a total of 328 provisions within the Regulations and section 384 of the CYP&F Act. Two of these provisions are deemed not applicable across all residences. The remaining 326 provisions will not apply to every residence on every occasion.

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 we found evidence of good practices and processes that are promoting the wellbeing and safety of mokopuna included:

- Individual Care Plans (ICPs) developed for mokopuna in the residence were of a high standard
- the availability of comprehensive health and education services for mokopuna
- well-managed administration of medication to mokopuna
- mokopuna understood and were positive about the residence's behaviour management system (BMS) programme (the BMS programme aims to motivate the positive behaviour of mokopuna and manage challenging behaviour)
- encouragement and good management of family/whānau contact for mokopuna



- healthy meals and a menu that was responsive to the individual dietary requirements of mokopuna
- engaged and caring kaimahi working with mokopuna in the residence
- a proactive and well-functioning community liaison committee
- a well-functioning grievance process (Whaia Te Maramatanga)
- well-managed recording in the daily logs
- well-maintained personal files and admission, complaints and secure care registers
- provision of training and professional development opportunities for kaimahi, including external supervision.

Areas for improvement

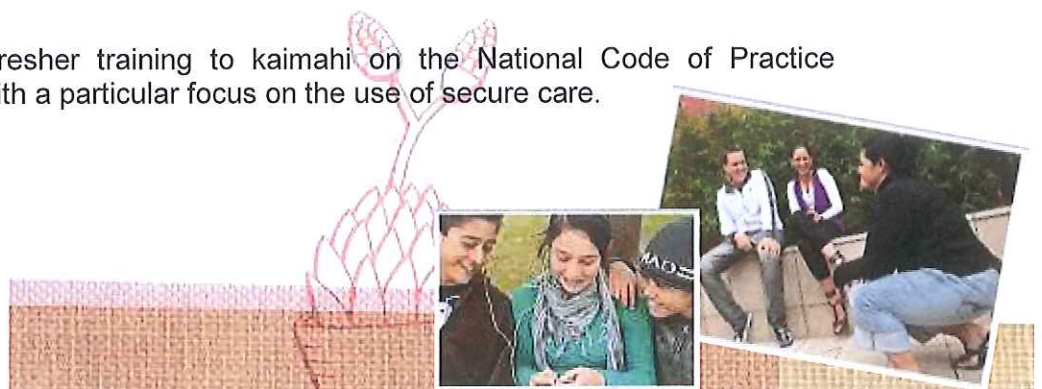
Areas for improvement identified during the inspection included ensuring that:

- care provided is consistent with the National Code of Practice, including that:
 - grounds for secure care are met for all mokopuna placed in the secure care unit
 - the findings of initial assessments completed during admission to the residence are included in updated assessments and plans for the transition or discharge of mokopuna from the residence
- recording of the grounds for confinement of mokopuna to their rooms in secure care (for example in the event of illness, injury or emergency) are evident in the secure care daily log, and that alternative options for managing mokopuna with challenging behaviour are explored
- the individualised plans developed for mokopuna on admittance to secure care provide details of planned and purposeful activities to be offered during their stay in secure care, and that details of these activities are documented in the secure care daily log. These include activities that ensure the cultural, recreational, sporting, social and educational needs of mokopuna are met
- the residence's compliance monitoring system continues to be developed and enhanced to ensure that any areas for improvement are identified and addressed in a timely manner.

Service delivery response

In response to the identified areas for improvement, Child, Youth and Family has taken the following actions at Puketai:

- Developed processes and tools that allow the residence's leadership team to monitor and support good practice in the use of secure care.
- Reviewed and refreshed the residence's secure care facilities, including the resources and tools that are used to support mokopuna while they are in secure care.
- Provided refresher training to kaimahi on the National Code of Practice standards, with a particular focus on the use of secure care.



- Utilised 'Relational Learning Frameworks' (a framework to bring together participants' perspectives of mokopuna) to better understand the needs of mokopuna in the residence.
- Commenced exploring other resources in the community that can provide supportive accommodation for at-risk mokopuna.

