# Child, Youth and Family Residential Care Regulations Inspection Report: 2014

## 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 aged from 10–16 years.

Staff at the residence aim to provide children and young people 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 our planning and interventions to meet the individual needs of each child and young person
* practice and relationships that are informed by the values, beliefs and protocols of family and whānau
* interventions that engage children and young people in a supportive constructive process of change
* a comprehensive plan to transition children and young people successfully back into education, training or employment opportunities and to permanent and stable care.

Over 23 full-time permanent staff work at Puketai, which is one of four care and protection residences run by Child, Youth and Family operating within 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 children and young people under section 364 of the Children, Young Persons, and Their Families Act 1989.

Staff provide 24-hour care and custody for some of the most challenging and vulnerable children and young people 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 Children, Young Persons, and Their Families Act 1989
* the provision of safe, appropriate care for children and young people.

A report is produced summarising the findings of the inspection that focuses on any non-compliance identified, and residences are required to develop a response to the report that addresses these areas for improvement.

## Inspection summary as at May 2014

### Scope

The residential care regulations are about the safety and wellbeing, and upholding of the rights of, children and young people 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.

In 2014 Puketai achieved a 97.6 percent rate of compliance across the six parts of the regulations, for those provisions tested on the inspection.

### Overall

* Not all provisions of the residential care regulations and section 384 of the Children, Young Persons, and Their Families Act 1989 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.
* The inspection identified areas of strength as well as areas for improvement for Puketai.
* An improvement plan was developed to address the identified areas of improvement and the result of this plan is outlined below.

### Areas of strength

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

* The welcome to Puketai information booklet
* A systematic approach to the completion of individual care plans with the involvement of family / whānau in both the care planning and delivery
* An evident commitment to supporting children and young people’s relationships with their family / whānau
* The monthly young person’s forum
* The developing clinical practice framework
* A well-structured educational provision
* The provision of external supervision for staff
* Secure care recording
* The grievance process inclusive of access to advocates
* The community liaison committee – integration of the residence within the community

### Areas for improvement

Areas where improvement was required included:

* Ensuring only approved punishments and sanctions were applied in the management of children and young people’s challenging behaviour.
* Improving the recording of the administration of medication.
* Further strengthening of the compliance monitoring process.

### Service delivery response

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

* Training and regular practice forum sessions will cover the use of punishments, sanctions and natural consequences for managing young people’s challenging behaviour.
* Implemented a certified system for signing and dispensing medication.
* Provided refresher training for staff on compliance monitoring and implemented a weekly quality assurance process to support effective compliance monitoring.