

Child, Youth and Family Residential Care Regulations Inspection 2015 Report – Summary of Findings

Te Oranga Residence

Te Oranga is a care and protection residence located in Christchurch which provides 24-hour safe and secure care for up to ten 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 63 full-time permanent kaimahi work at Te Oranga, 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, Puketai in Dunedin 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 October 2015

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. Five of these provisions are deemed not applicable across all residences. The remaining 323 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.

In 2015, Te Oranga achieved a 89.5% rate of compliance across the six parts of the Regulations, for those provisions tested on the inspection.

Areas of strength

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

- strong leadership and a focus on quality practice from the residence manager
- short stays for mokopuna in secure care
- comprehensive health and education services for mokopuna during their stay at the residence
- a robust process for administration of medication to mokopuna
- strong relationships between the residence, field staff, and external agencies, including the school, mental health services and programme providers
- a well-run grievance process, including a pro-active grievance panel
- well-maintained security and emergency management plans



- a broad range of services and activities provided for mokopuna, both at the residence and in the community.

Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- practice is always consistent with the National Code of Practice, including that all individual care plans (ICPs) contain specific details of the contact mokopuna will have with whānau while at the residence
- kaimahi receive training on the National Code of Practice standards and the Regulations
- the residence's compliance monitoring system continues to be developed and enhanced to ensure services are provided in accordance with the Regulations
- mokopuna are not denied contact with whānau as a punishment for challenging behaviour, and any punishment or sanction is administered in accordance with the National Code of Practice standards
- kaimahi receive training and regular practice forum sessions on use of force criteria (ie, physical force is only to be used when a kaimahi believes it is reasonably necessary, for example to protect themselves, the mokopuna or other person from injury or to prevent a mokopuna from absconding), and Non-Violent Crisis Intervention (NVCI) practice is strengthened, particularly in relation to engagement, recognition of triggers, use of de-escalation techniques and consistent application in all crisis situations
- incident reports are regularly reviewed and analysed and the analysis fed back to the residence leadership team, to ensure themes and emerging practice issues are identified and addressed early
- in relation to secure care:
 - only mokopuna who meet the grounds are admitted to secure care
 - kaimahi are aware of their responsibilities for ensuring mokopuna are managed in secure care in a way that upholds their rights in respect of confinement to their rooms
 - mokopuna in secure care do not eat meals on their own unless they meet the grounds under Regulation 8(1)(a)(b) (illness or injury)
 - a range of activities are offered to mokopuna while in secure care
 - a system is developed to ensure that all reviews of mokopuna in secure care are recorded in the secure care register, and kaimahi are aware of the recording requirements for the secure care register
- the community liaison committee has a chairperson and meets four times a year, and monitors the effectiveness of the security management plan
- mokopuna provide details of the person they want notified of significant matters and, if necessary, kaimahi follow up with the mokopuna, and the site social worker if required, to get this information



- kaimahi are aware of the requirements of daily log recording and all the required details are recorded in the daily log
- the grievance register contains details of 'action taken by the manager' for every grievance.

Service delivery response

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

- Developed and implemented a thorough compliance monitoring system that will cover the secure care register, daily log and ICPs, to ensure services are provided in accordance with the Regulations and National Code of Practice standards.
- Developed and implemented a review system for incident reports, to include debriefs for kaimahi when areas for improvement are identified in regards to punishments and sanctions.
- Developed and implemented monitoring systems, feedback sessions and training for kaimahi, to strengthen practice around use of force and ensure areas for improvement are identified early.
- Kaimahi have taken part in site-wide activities to strengthen their knowledge of the Regulations and National Code of Practice standards, particularly those relating to use of force, punishments and sanctions, and secure care.
- The Night Team now ensures that recording in the secure care daily log and register is in accordance with the Regulations, and raises any areas for improvement in management meetings.
- When kaimahi from other residences are using Te Oranga's secure care unit, clear accountabilities are now in place for making them aware of the legal requirements around mokopuna eating meals separately from others.
- The Residence Manager now oversees the functions of the community liaison committee to ensure the regulatory requirements are met.

