

Child, Youth and Family Residential Care Regulations Inspection 2016 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 Whakatakopokai 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 April 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 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 the inspection found evidence of good practices and processes that were promoting the wellbeing and safety of mokopuna included:

- strong leadership and direction from the senior management team with a clear focus on quality practice



- ensuring that placements in secure care are short-term and mokopuna are only confined to their rooms in secure care between the hours of 8am and 8pm in the event of illness, injury or emergency
- the provision of comprehensive health and education services for mokopuna in the residence
- well-managed administration of medication to mokopuna
- a robust compliance monitoring system to ensure services are delivered in accordance with the Regulations
- a proactive and well-functioning community liaison committee
- well-maintained daily logs, and admission, complaints, and secure care registers.

Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- the quality of individual care plans (ICPs) is consistent, evidence of mokopuna and whānau involvement in the development of ICPs is recorded and their contribution to the success of ICPs is articulated
- care provided is consistent with National Code of Practice standards, in particular those standards relating to ICPs (clearly recording the views of mokopuna and whānau in ICPs) and isolation (ensuring there are appropriate grounds to place mokopuna in secure care)
- the current compliance monitoring system is enhanced and continuously monitored, and all kaimahi understand their role in achieving the requirements of the Regulations, so 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:

- Implemented a system to ensure there is closer monitoring and oversight of ICPs by the senior management team, to ensure every ICP contains all the relevant information and views of mokopuna and whānau are clearly recorded.
- Provided refresher training to support kaimahi to achieve the National Code of Practice standards, specifically focusing on ensuring there are sufficient and appropriate grounds to place mokopuna in secure care.
- Reviewed and strengthened the compliance monitoring system, to ensure timely identification and resolution of any areas for improvement.

