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

## 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 10 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.

Thirty full-time permanent staff work at Te Oranga, 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, Puketai in Dunedin 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 April 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 Te Oranga achieved a 92.9 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 Te Oranga.
* 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:

* Plans for young people in secure care were well developed
* Daily reviews for the young people in secure care were recorded well
* Medication records were well maintained and overseen
* There was good access to health support for young people
* A comprehensive grievance process was in place that was well-used by the young people, with strong approaches from management to ensuring the young people’s voices were heard

### Areas for improvement

* ensuring young people always have access to regular social, recreational, sporting and cultural activities for at least two hours each day.
* ensuring that daily log recording is strengthened and meets all of the requirements of the regulations.
* providing the required training and monitoring to ensure all staff comply with the Code of Practice standards.
* strengthening the compliance monitoring system to ensure that areas of non-compliance are addressed in a timely manner.
* the management of secure care processes including ensuring all reviews are completed in a timely manner and that a range of planned, purposeful and varied activities are provided for young people.
* strengthening the recording of details in the admission and secure care registers, and ensuring that all records are kept confidential.

### 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 range of programmes and activities which are monitored fortnightly by the senior leadership team.
* provided practice forums for staff on daily log recording as required by the regulations
* developed and maintained a training matrix which ensures all staff attend core training programmes
* revised and strengthened the compliance monitoring system with said system now being monitored by the senior leadership team.
* provided site-wide training on care practices and secure care processes
* provided training for all staff on recording practices so as to ensure that the required detail is recorded in the admission and secure care registers and that all records are confidentially maintained and are only accessed by authorised personnel.