

Child, Youth and Family Residential Care Regulations Inspection 2016 Report – Summary of Findings

Whakatakapokai Care and Protection Residence

Whakatakapokai is a care and protection residence located in Auckland which provides 24-hour safe and secure care for up to 20 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 55 full-time permanent kaimahi work at Whakatakapokai, which is one of four care and protection residences run by Child, Youth and Family in New Zealand. The other three are Puketai in Dunedin, 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 December 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:

- the residence manager is committed to ensuring that services are delivered in accordance with the Regulations, and has provided resources to kaimahi to assist with this



- the senior management team functions at a high level and is supportive of the residence manager
- mokopuna are provided with welcome packs that contain a number of items intended to help them to settle in and support their wellbeing during their stay at the residence
- mokopuna in secure care are well managed by kaimahi, who impress with their commitment to ensuring a high level of service delivery in accordance with the Regulations and the CYP&F Act
- kaimahi are provided with a wide range of professional development opportunities and training, to equip them to effectively manage the complex needs of mokopuna in the residence (including mental health and developmental needs)
- there is an excellent range of services, activities and programmes available to mokopuna
- there are excellent on-site health services for mokopuna, to meet their medical, dental and mental health needs
- grievance investigations by kaimahi and the residence manager are thorough and fair
- mokopuna are receiving their education in the community and participate in community activities
- there are a high number of off-site activities for mokopuna and an enthusiastic community liaison community
- behaviour management system (BMS) programme rewards are age-appropriate and effective, BMS plans are individualised for mokopuna with complex needs, and the BMS poster has been translated into Māori (the BMS programme aims to motivate the positive behaviour of mokopuna and manage challenging behaviour)
- there are comprehensive security and emergency management plans in place
- on-site accommodation is utilised to provide mokopuna with opportunities to learn life skills before they transition to the community
- there is a commitment to using alternative and less intrusive approaches to searching mokopuna for unauthorised items (eg, items that could be harmful to the mokopuna or others, or may not lawfully be possessed by the mokopuna).

Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- care provided is consistent with the Regulations and the National Code of Practice standards, including that:
 - individual care plans (ICPs) are realistic, individualised and inform case management



- mokopuna and whānau are involved in the development of ICPs and their feedback incorporated and accurately recorded
- ICPs are reviewed at least monthly, and mokopuna are involved in the review
- secure care is used only when there are sufficient grounds
- mokopuna are provided with information on punishments and sanctions that may be applied to them so that they are aware of the consequences of not adhering to the BMS programme
- kaimahi receive training in the administration of medication and monitoring systems are further developed to identify any administration errors in a timely manner
- the Grievance Panel completes reviews and quarterly reports on time, and provides required details of reviews to the residence for recording in the complaints register
- the physical environment of the residence is redecorated and refurbished
- the daily log and secure care register contain all the legislatively-required detail.

Service delivery response

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

- The residence will identify opportunities to improve documentation, including case management documentation and ICPs, to ensure that documents reflect the work completed.
- Weekly planning and consultation will occur between Case Leaders and mokopuna and ICPs will be updated accordingly.
- Admission documents have been updated to ensure mokopuna have been informed of and understand the punishments and sanctions that may be applied to them during their stay, as a consequence of challenging behaviours.
- Kaimahi have received training on the administration of medicine and Team Leaders are working alongside kaimahi to monitor the medication process.
- A daily log requirements guide has been distributed to kaimahi to improve the standard of daily log entries.
- A refurbishment of the residence units has been confirmed to start in August 2017.
- Kaimahi have been reminded of the process regarding grounds for admission to secure care, especially regarding recording in the secure care register.
- Introduced a system to improve management of seized items, including accurate recording in the log book.

