

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

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## Te Poutama Arahi Rangatahi Residence

Te Poutama Ārahi Rangatahi is a specialist residential treatment facility located in Christchurch. The service, which is managed by Barnardos under contract from Child, Youth and Family, provides residential treatment for young men (mokopuna) aged from 12–17 years who have engaged in harmful sexual behaviour and who can no longer be safely treated within their own communities.

Te Poutama Ārahi Rangatahi provides a safe, secure and therapeutic environment to assist mokopuna to engage in their individualised treatment programmes in a positive and responsive way. Community-based treatment providers and clinical staff (kaimahi) also work alongside families prior to, during and throughout the reintegration phase of the treatment of mokopuna.

The Ministry of Education provides an on-site school which all mokopuna attend on a daily basis. External activities and educational and vocational opportunities are also provided, based on the individualised education plan for each mokopuna.

Treatment, which ranges from nine months to two years, is provided to mokopuna until they are deemed ready and able to be reintegrated safely back into the community.

## Inspection Reports

Te Poutama Ārahi Rangatahi and the eight residences run by Child, Youth and Family are 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 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 (including contracted 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 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 Poutama Ārahi Rangatahi residence achieved a 92.2% 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 were promoting the wellbeing and safety of mokopuna included:

- mokopuna spoke honestly and freely about the care they receive at Te Poutama Ārahi Rangatahi, suggesting trust in relationships with kaimahi
- kaimahi were able to clearly articulate the purpose of their work and the ethos of the residence
- there is a good philosophy of empowering mokopuna to take personal responsibility and a robust system in place to secure the consent of mokopuna in respect of information sharing and health checks
- rooms are personalised for mokopuna
- individual care plans (ICPs) are well written, with clear guidance for kaimahi about the care of mokopuna
- the rationale and process around regulations for searches is robust and the residence has met all the requirements of the Regulations in this area
- recording has improved since the 2014 inspection and the records examined were in accordance with the Regulations
- the education provided was viewed positively by mokopuna, management and kaimahi
- there is a robust compliance monitoring system in place at the residence.



## Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- the practice of maintaining separate records (the dual case file system of separate personal files and clinical records) and multiple planning tools is revised, and a robust clinical quality assurance framework implemented
- ICPs are enhanced to be more individualised, and regularly reviewed and updated with the participation of mokopuna and whānau
- mokopuna are not required to eat meals separately from others unless ill or injured
- mokopuna are consulted about their wishes in respect of contact with whānau and requests are considered within the boundaries of the Regulations, the safety of the mokopuna and others, and the processes of the residence
- mokopuna are advised of their right to legal advice and advocacy, and kaimahi are made aware of the practical application of the Regulations in respect of access to advocates (both legal advocates and social workers)
- immediate steps are taken to ensure that the grievance process recording system and information sharing protocols are reviewed and appropriate access established
- the Quality Improvement Plan from 2014 is fully implemented, to ensure that a consistent Behaviour Management System (BMS) programme is established and maintained and to include regular team discussions on the BMS programme (the BMS programme aims to motivate the positive behaviour of mokopuna and manage challenging behaviour)
- kaimahi receive comprehensive training on Non-Violent Crisis Intervention (NVC), with emphasis on de-escalation, and refresher training is provided as appropriate
- mokopuna, including those on Intensive Support Plans, are not confined on their own in any area of the residence for periods longer than an hour, and the recording process for such confinement includes notifications to all individuals required by the Regulations
- there are a sufficient number of trained and experienced kaimahi available to ensure the effective management and support of mokopuna in the residence
- kaimahi are reminded that the regulatory framework should be used as a tool to guide their practice, and areas for improvement are addressed by the residence manager, to ensure that services are delivered in accordance with the Regulations and National Code of Practice standards.

## Service delivery response

In response to the identified areas for improvement, Barnardos has implemented the following actions at the residence:

- Established a clinical team and a review of clinical services.



- Implemented enhanced clinical assessment, planning and intervention practices.
- Clinical kaimahi now routinely attend shift handover meetings and provide support to care team shift leaders, to promote consistency and build relationships across the two areas of practice.
- Reviewed the group work programme and developed a detailed plan of activity.
- Introduced a weekly case review meeting to ensure ICPs are reviewed and updated on a monthly basis, and that they contain reference to clinical plans for mokopuna.
- Implemented a programme of NVCI training and introduced intervention plans designed to de-escalate challenging behaviour of mokopuna.
- Introduced a new case file management system to replace the dual case file system and ensure consistency across recording systems.
- Rearranged rooms to create a more positive living space for mokopuna.
- Introduced a site-wide restorative practice model of behaviour management.
- Implemented more considered and better managed use of Intensive Support Plans, including a routine daily risk assessment for mokopuna on such plans.
- Developed a supervision framework to ensure all kaimahi receive appropriate supervision and line management.

