

Child, Youth and Family Residential Care Regulations Inspection 2015 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

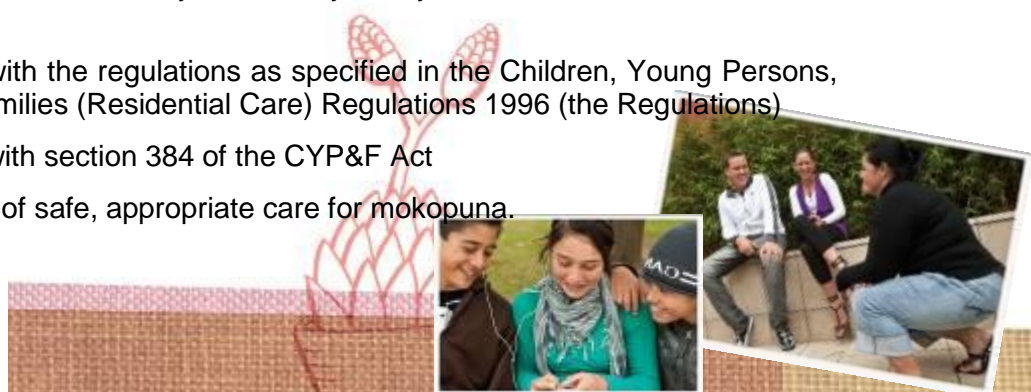
Child, Youth and Family provides residential care for a number of mokopuna under section 364 of the Children, Young Persons, and Their Families Act 1989 (the CYP&F Act).

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 November 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, Whakatakapokai achieved a 92.9% 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:

- welcome packs for new mokopuna arriving at the residence
- consistent use of Non-Violent Crisis Intervention (NVC) de-escalation techniques and language to manage the challenging behaviour of mokopuna
- evident endeavours to support mokopuna through crises and to utilise such incidents as learning opportunities
- the about-to-be-introduced 'tuck-shop' style Rewards Room provides mokopuna with a creative rewards menu that enables their active involvement
- personal files are well ordered and systematically maintained.



Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- the use of individual care plans (ICPs) is reviewed to ensure they are being used as a living, working tool for case management, are based on the needs of, and involve contribution from, the mokopuna and whānau, contain all the necessary information, and mokopuna are aware of the content of their ICPs and are involved in monthly discussions about them with case leaders
- information on the behaviour management system (BMS) programme is up-to-date and available in a variety of formats to ensure mokopuna clearly understand the BMS programme and what is expected of them (the BMS programme aims to motivate the positive behaviour of mokopuna and manage challenging behaviour)
- the physical environment of the residence is refurbished so that it is comfortable, has appropriate and sufficient furnishings and provides an environment conducive to its purpose
- kaimahi are provided with additional training and support to ensure that they are fully enabled to carry out their functions and duties under the Regulations, and to meet the needs of mokopuna at the residence
- all kaimahi understand the practice requirements inherent in the National Code of Practice, including recognition of triggers and the use of de-escalation techniques
- the residence's current compliance monitoring system continues to be developed and enhanced to ensure that services are delivered in accordance with the Regulations
- kaimahi are aware of the requirements of daily log recording and all required details are accurately recorded
- kaimahi endeavour to gather all relevant information for personal files at the earliest opportunity, in order to ensure continuity of care
- a chairperson is appointed to the grievance panel to ensure a consistent process and strong advocacy is provided
- the content of security and emergency management plans is revised to ensure they are easily understood.

Service delivery response

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

- The Residence team is working to establish a more robust monitoring system to ensure that services are delivered in accordance with the Regulations.
- Team leaders have reminded kaimahi of the importance of ICPs as living documents (including the importance of consulting with mokopuna and whānau, routinely reflecting existing needs, and sharing ICPs with mokopuna) and will monitor ICP quality through the supervision process.



- The residence team has discussed the importance of case-noting each contact with whānau and amended the process for procuring contact details for whānau members.
- Updates have been made to the “Guidelines to the Rules and Regulations” document to include reference to the BMS programme, the BMS has been translated into Māori and kaimahi have received training on the process.
- Refurbishments are planned for the residence.
- Kaimahi have received structured day training and an adolescent training package, and further training on Non-Violent Crisis Intervention and operational practice is planned.
- Team Leaders have reminded kaimahi about their responsibilities for recording in the daily log and will oversee entries to ensure the required detail is completed.

