

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

Epuni Residence

Epuni is a care and protection residence located in Wellington which provides 24-hour safe and secure care for up to ten 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.

Approximately 80 kaimahi work at Epuni, which is one of four care and protection residences run by Child, Youth and Family in New Zealand. The other three are Whakatakapokai in Auckland, Puketai in Dunedin and Te Oranga in Christchurch.

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 July 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 are promoting the wellbeing and safety of mokopuna included:

- contact between mokopuna and their whānau being encouraged and enabled
- mental health services providing counselling services to mokopuna and providing advice to kaimahi to support their engagement with mokopuna
- the facilitation of off-site visits and outings for mokopuna to support their engagement with the community
- the functioning of the leadership team, including engagement with health and education providers
- the residence manager's use of HR processes to effectively manage performance concerns
- the provision of training, coaching and mentoring for kaimahi.



Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- care is consistent with the Regulations and National Code of Practice standards
- individual care plans (ICPs) are developed in consultation with mokopuna and whānau and have an individual focus, to include personal objectives, responsibilities and details around contact arrangements for mokopuna
- structured, planned and meaningful activities are delivered to mokopuna throughout the week and free time is limited to ensure it does not occur in place of planned activities
- a robust system is developed for administration of medication to mokopuna and consents for treatment are documented
- the Behaviour Management System (BMS) programme documentation provides explanations that both kaimahi and mokopuna can understand, and case note recording evidences when BMS programme information has been shared verbally (the BMS programme aims to motivate the positive behaviour of mokopuna and manage challenging behaviour)
- in relation to secure care:
 - admissions to secure care are strongly evidenced and linked to grounds set out in the Act, and that kaimahi are clear about the grounds to confine mokopuna to rooms in secure care and their responsibility to record the grounds accurately
 - the use of cleaning programmes in secure care ceases
 - 'my space' is used as intended (as a self-selecting choice for mokopuna to manage their own behaviour)
 - there are seven day manager reviews of placements in secure care as well as confinement to bedrooms
 - mokopuna are provided with planned, purposeful and varied cultural, recreational, social, sporting and educational activities in secure care
- the residence manager routinely reviews CCTV footage when a restraint has been used to confirm the use of Non-Violent Crisis Intervention-approved techniques. This oversight will ensure there is a level of accountability when kaimahi restrain mokopuna and that kaimahi are aware of the legal restrictions of using force to move mokopuna
- a plan is developed to support effective staffing of the residence
- a robust compliance monitoring system is established, to ensure that all kaimahi understand their role in achieving the requirements of the Regulations and the CYP&F Act, and that the leadership team routinely discusses the areas for improvement



- the Security Management Plan is reviewed on a six-monthly basis
- the Emergency Management Plan has a prioritised list of hazards and is reviewed on a six-monthly basis
- a functioning Community Liaison Committee is established and the leadership team explores ways to engage with and encourage members of the community to be part of the committee
- all required details are recorded in the daily log, secure care register and complaints register.

Service delivery response

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

- Ensured all kaimahi are aware of the inspection findings and understand their role in achieving the requirements of the Regulations, National Code of Practice and the CYP&F Act.
- Prioritised supervision and leadership within its Team Leader roles.
- Introduced routine and regular compliance monitoring of the administration of medication, and routine audits to ensure consents for medical examinations are recorded in medical notes. The medical team is now also represented in the leadership team.
- Implemented changes to the BMS Programme to ensure punishments and sanctions are fair and reasonable.
- Implemented a new process that requires Team Leaders to approve all secure care admissions and ensure kaimahi are familiar with the grounds for confining mokopuna to their rooms in secure care. The use of cleaning programmes for mokopuna in secure care has ceased.
- Delivered training to kaimahi on understanding and de-escalating challenging behaviour. Kaimahi have completed Management of Actual or Potential Aggression (MAPA) training. A return visit to the residence in March 2017 identified a decrease in the use of restraints and secure care, as kaimahi are attempting to intervene early and de-escalate incidents.
- Provided kaimahi with external supervision and support from a clinical psychologist, including assisting kaimahi to set expectations for their practice and facilitating debriefs.
- Implemented an employee recognition and rewards system to identify outstanding kaimahi.

