

FINAL VERSION	OUTCOME FOCUSED DEVELOPMENTAL EVALUATION REPORT FOR THE MINISTRY OF HEALTH DEVELOPMENTAL EVALUATION OF TAUTOKO SUPPORT SERVICES	EVALUATION 29 SEPT 2020
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Locality:	Southern	Service Type:	Supported Independent Living		
Provider Number:		Name of Service:	Tautoko - Options	Legal Name:	Tautoko Support Services
Venue for Evaluation:	1 Braemar Place, Nelson	Postal Address:	1 Braemar Place, Nelson South, Nelson 7010		
Date of Evaluation:	29 Sept – 1 Oct 2020	Contract No.:			
Description of Clients:	Seventy-one people living in the Nelson region currently access the Supported Living service offered by Tautoko-Options.				
Facility Liaison Person:	Marie Calderbank	Designation:	Service Steward		
Date Evaluation Report Sent:	9 Oct 2020				
Date Evaluation Report Signed Off:	20 Oct 2020				
Evaluation Team Members:	Tina Lincoln, Marianne Rolfe, Lianne Clarke				
Report Prepared By:	Lianne Clarke				
Findings:	Number of Requirements: 1			Number of Recommendations: 0	

Developmental Evaluation report based on the general Provider Quality Specifications and Service Specification – Supported Independent Living (DSSL 2620), October 2004. Confidential to the Ministry of Health and Tautoko Support Services. Subject to the provisions of the Official Information Act 1982. 1

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DEVELOPMENTAL EVALUATION METHODOLOGY

The evaluation utilises the Ministry of Health Developmental Evaluation Tool based on the Provider's National Contract (DSS 1031) and the New Zealand Health & Disability Sector Standards. The evaluation aims to provide information about service practices and the quality of life of people using services. It identifies positive and innovative approaches occurring within the service, and provides a catalyst for ongoing learning and continuous improvement. This evaluative approach will include the perspectives of a range of stakeholders and take into account wider influences within the community and the health and disability sector.

During the visit the Evaluation Team interviewed four people using the service, a family member, five Team Members, three Team Leaders, the Administrator and the Service Steward.

NB, PRS (People Receiving Support) is the terminology for people using the service.

EXECUTIVE SUMMARY

Tautoko - Options (Options) has been long established in the Nelson area and was previously known by the PRS (People Receiving Support) as Neighbourhood Connections. In 2014 Neighbourhood Connections merged with Options in Community Living, Palmerston North. Both services were described to the Evaluation Team as having an alignment of values and a focus on delivering person centred services. The service is now known as Options. Tautoko Services is the governance board and it has a Charitable Trust status.

The values of Options are:

Te Kauri

Layer upon layer, the rings of the Kauri represent the age and growth of our experiences

Whakapapa

Understanding, empathy, to walk alongside

Whanaungatanga

Inclusion to bring people together

Manaakitanga

Builds on the strengths, abilities and skills of the person and of the people in their lives

Whakaaroaro

Ponder, give thought, to reflect on

Ahurutanga

Creating a safe place to be a part of

<http://www.tautoko.org.nz/Our-Purpose#19308245-te-kauri>

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The Evaluation Team heard consistent feedback from the PRS and families interviewed. This feedback included:

- a very high level of satisfaction
- person directed service delivery
- open communication
- choice and control with the PRS of who supports them and when
- recruitment matches the values of the organisation
- boundaries are respected.

Reflective practice is evident in the service delivery at Options. The staff meet regularly and trusting relationships exist within the organisation. An interviewee said *there is a real investment in the people they support and what matters to the person.*

Team Members understand the values and skills required to deliver a person centred service; one Team Member interviewed said: *we understand our role is one of the passenger, we are not the driver.*

At the time of the evaluation Options was working towards Team Members being self-managing with increased access options to the Client Management System (Webcare); we encourage this to occur with a planned approach for each member for the staff team. It was reported, and evidence was sighted, of there being variations in record keeping including handwritten notes that may include references to PRS. A requirement has been raised linked to the Privacy Principles Options refers to in its Confidentiality and Privacy Act Policy along with the Reporting and Documentation Policy. This is likely to be addressed with the access to and use of Webcare by Team Members.

A PRS interviewed summed up a description reflected in many other comments made to the Evaluation Team during the onsite visit: *this place has a lot of aroha, there is mana here and it is about the wairoa.*

INTRODUCTION/BACKGROUND/GENERAL OBSERVATIONS

Since the formation of Tautoko – Options the service has grown and is now available for eligible people in Palmerston North, Horowhenua, Kapiti, Wairarapa, Nelson and Marlborough. A range of services are offered in different regions; currently a number of ACC clients are supported by Options in Nelson.

Options offers the following services:

- *individual planned support to live in your own home*
- *support to students to think and plan for life after school*
- *coaching to make life changes*
- *support to get involved in community activities, organisations, events and develop new social connections*
- *assistance to obtain and retain employment*
- *assistance to develop self-employment initiatives and micro business.*

<http://www.tautoko.org.nz/What-We-Offer/Options>

The Team Members interviewed have a diverse skill and experience base; this was viewed as a strength by many of the PRS. Options has recently begun offering a Supported Employment Service in Nelson and this is viewed as a suitable addition to the choices offered to PRS, specifically those PRS who have goals linked to employment.

It was reported recruitment following the initial Covid 19 lockdown period has been difficult and consequently a number of staff, including Team Leaders, cover as relief when required. Several Team Members commented on the increased need to ensure good communication with their peers and Team Leaders. Often this, and documentation, is being done outside of work hours. As noted in the Executive Summary, Options is intending to move access to Webcare for all Team Members so records can be uploaded in 'real time' and will be retained in line with the Confidentiality and Privacy Act Policy.

FINDINGS RELATIVE TO DEVELOPMENTAL EVALUATION TOOL

SECTION 1: IDENTITY

1.1 The PRS interviewed outlined their current goals and spoke about the support provided to progress goal achievement. In some cases PRS have selected a team rather than a single Team Member to provide the support. Some PRS like the diversity this offers, for others skills have been identified in a Team Member that will aid the progress towards goals being met. Where appropriate natural networks and community organisations may be involved in the planning. Examples of goals discussed include:

- *finding a job at Kmart*
- *monitor my emotional wellbeing and ways of coping*
- *to encourage me to be as independent as I can in my community.*

Copies of individual goal plans were sighted on Webcare. Meetings are scheduled every six weeks and include the PRS, family/whānau if requested by the PRS and the whole support team (Team Members and Team Leader). A format described as what's working/what's not working is used to discuss goals and general feedback. A PRS said: *it's a bit like a working group about how I'm doing.*

1.2 Needs Assessments and Service Authorisations are in place and those sighted were all current. PRS appreciate the transparency given to them by Options on how their funding may be used; this was both verbal and in writing and refers to direct support hours and any portion used for administration.

Options staff provided flexibility during the Covid 19 response. PRS spoke of being supported by telephone, text and apps including Messenger and FaceTime on a more regular basis than they would typically have face to face support. This worked well and several PRS would like this flexibility of support to continue in line with a person centred approach. It was reported the Needs Assessment and Service Co-ordination (NASC) do not view this form of support as 'direct'; we encourage Options to discuss this further with the NASC.

There were many examples of a collaborative approach to service delivery between the PRS and Options. These include the single page profile used by everyone, including the Tautoko Lead. The profile refers to:

- *What people appreciate about me*

- *What is important to me*
- *How to support me.*

PRS receive information about the service in writing and verbally when entering the service. Several PRS also detailed their decision to swap providers offering Supported Living and the ease with which NASC had supported the move.

Options has a Maori Policy for Service Delivery which follows the key principles of the Treaty of Waitangi which are as follows:

Partnership: Options is committed to promoting partnership in decision making at all levels.

Participation: Options is committed to acknowledging and protecting the needs and aspirations of Maori.

Protection: Options is committed to involving participation of Maori to ensure equality of outcomes and opportunities.

A PRS told the Evaluation Team of his involvement as a kaumatua for Options; he values the role and a Team Member had hoped for an opportunity to be taught Te Reo by the PRS.

1.3 Options has a comprehensive recruitment process referred to as *matching*. PRS are involved in the selection of Team Members, and two people said they have made a change within their team when they felt they would like to *mix things up a bit*.

PRS take a central role in the relationship with Options. A family member said: *Options provide what he needs, when he needs it and how he needs it; this may be physical, social or emotional support.*

1.4 Community activities along with building positive relationships with others are often components in the plans the Evaluation Team sighted. Options staff have diverse backgrounds and skills and have community networks providing varied choices for PRS.

As noted, Options are now able to offer Supported Employment via a Ministry of Social Development contract for PRS keen to seek employment.

1.5 Two PRS interviewed spoke about a social group established by the PRS accessing Options in Nelson. Members of the organising committee are voted on by their peers. Planning is underway for a summer barbeque with the menu taking high priority to ensure there is enough food for everyone. Team Members are only involved if invited to do so by the PRS group and Options has approached Volunteer Nelson for input.

The Evaluation Team also heard about the Girls' Group which meets regularly for social outings. The PRS attend if they wish to and friendships have developed over time.

1.6 The principles, mission and values of Options are stated in many of the documents sighted and via the website <http://www.tautoko.org.nz/> .

There was a clear reflection of these guidelines in the manner in which the PRS describe being supported. The PRS take the lead in the service delivery and there was evidence of trusting relationships, person centred decision making along with accountability. Refer to 1.2.

There is move towards increasing self-managing teams focussing on strengths, responsibilities and learning. We read *it's about better lives, not better paper*.

Surveys are conducted and at the time of the onsite visit the service was seeking feedback from PRS on how it performed during the Covid 19 lockdown period. A copy of the completed 2019 survey outcomes was viewed with 48 respondents. Forty-four of these reported a very high level of satisfaction and 36 PRS responded they felt listened to. The social group referred to in section 1.4 was established following the last survey as PRS stated they would like more opportunities to get together.

1.7 The PRS have confidence that Options will be responsive to meeting their requests either via goals, planning, support or linking with external agencies. Comments that were made repeatedly to the Evaluation Team included respect for personal boundaries, the ability to change Team Members providing support and Options staff always answer the phone. These are noted as exceptions to the previous experiences of many of the PRS we met.

A PRS and a member of the person's team told the Evaluation Team about the person's journey in researching their whakapapa. Support by the team has been sensitive and supportive when providing support in connecting with iwi.

Options will support PRS who identify they need assistance outside the expertise of Options and/or the scope of the contract. This may include Te Korowai for budgeting support, Community Law for legal support and an independent advocate.

Requirements: N/A

Recommendations: N/A

SECTION 2: AUTONOMY

2.1 Refer to 1.2 and 1.6.

As noted in the Introduction, recruitment for new staff was reported to be difficult post the Covid 19 lockdown. Team Members are described as needing to have *a joint purpose and set of values* (Tautoko – Options Handbook). In addition we read:

Everyone is part of a self-managing team. Team members share tasks and roles amongst themselves, plan how to support the PRS, have personal goals, review their own progress and the team's progress together.

The Evaluation Team observed a team meeting at which people are encouraged to speak openly with each other, to listen and reflect. Team Members said there is a need to be effective communicators, especially at a time when there is a need to provide relief cover until new Team Members have been recruited and trained. They report there is little time to ensure documentation and information is shared between members of a PRS support team. This is often managed either between visits with PRS or outside work hours. Team Members are supported by Team Leaders who are also assisting in providing direct support at this time.

Teams are skilled at working alongside a PRS and are clear on their role in the PRS achieving a life he/she values. The process for seeking reassessment via NASC is known.

2.2 Informed consent was discussed with PRS and copies of completed instructions were sighted on Webcare.

Options has two policies we wish to refer to – the Reporting and Documentation and the Confidentiality and Privacy Act Policies. Contained in these policies are the following statements:

- *Team members are to be made aware of their responsibilities under the Privacy Act during orientation.*
- *All PRS information will be stored in compliance with the Privacy Act in a locked room in locked file cabinets.*
- *No records/information of Options business or the PRS will be held personally by any Options team members either electronically or physically.*
- *Additional case notes, meeting minutes and planning notes are held for PRS in the organisation's secure database Webcare.*

In addition, Options refers to the Privacy Principles (Privacy Commissioner, January 2016). Principle 5 states *agencies must ensure that there are reasonable safeguards in place to prevent loss, misuse or disclosure of personal information*. The Evaluation Team sighted records on Webcare, hard copy files and additional hand written notes. Team Members described the methods used to record information from PRS visits; these are varied as is the method of storing the information before it is transcribed at the office. Currently the Team Members do not have access to Webcare. Options is in the early stages of introducing service mobile phones and increased staff access to Webcare. The Evaluation Team viewed records on Webcare during the onsite visit; the Client Management System is username and password protected.

The service policies referred to do not appear to be complied with at this time. Until information can be uploaded directly to Webcare and paper recording is replaced, there do not appear to be adequate safeguards in place regarding privacy of information. The Evaluation Team has noted this as a requirement (PQS 1.1).

2.3 and 2.4 Many of the interviewees raised the issue of limited rental properties in Nelson and this being problematic for those wishing to move away from the family home or shift from their existing rental home.

Refer 1.4, 1.5 and 1.7. Some PRS have lost volunteer roles because of Covid 19 but it is hoped with the establishment of the Supported Employment service alternative options may be found.

Requirements:

- Review the handling and storage of documentation in line with Options' policy (PQS 1.1) (paragraph 2.2).

Recommendations: N/A

SECTION 3: SAFEGUARDS

3.1 Independent advocacy is accessed when requested but several PRS said they are very happy with the encouragement from Options Team Members in strengthening relationships with others. It was also appreciated that personal boundaries are respected; family/whānau engagement is only with the consent of the PRS.

3.2 Risk Management Plans are in place when required and referral to specialist services, such as Explore, may be made.

PRS identified trusting relationships with Options as a provider and with its team, including the Service Steward.

PRS receive a copy of the Options booklet, *How our Supported Living Service Works*. The booklet outlines how support is provided, an introduction to building a support plan, what to do if unhappy with the support from Options, changing scheduled support times, and a list of what Options can and cannot do. Options uses person centred thinking tools in underpinning its commitment to supporting people – *Your Life, Your Choice*.

Civil Defence and Household Emergency Plans had been completed by many of the PRS we met. Scanned copies have been uploaded to the Client Management System and can be accessed in case of an emergency. One PRS had declined to complete a plan. During the Covid 19 response *Vulnerability Logs* were drawn up of those PRS without family support or strong natural networks. This allowed Options to ensure those people had more regular contact.

The health and safety needs of the PRS are reviewed regularly in consultation with the person.

Requirements: N/A

Recommendations: N/A

SECTION 4: RIGHTS

4.1 Service is delivered in compliance with the Code of Health and Disability Services Consumers' Rights and PRS choices are respected.

PRS consider they can direct their concerns to Team Leaders and an outcome will follow. Examples of this include when PRS decide they would like to change the Team Members supporting them. PRS and Team Members agreed this is managed in an open and collaborative manner. Options staff understand their role is to change what's not working for the best outcome for the PRS.

4.2 PRS said what matters to them is key to how Options provides support; one person said sometimes he feels overwhelmed when dealing with WINZ and appreciates the way the team talk through what has happened, allow time for a debrief before planning what needs to happen next.

Team Members are clear on their professional boundaries – what they are able to do and not able to do as part of their support role. One Team Member said: *we keep in mind what are the challenges, what resources we need to source and check if professional input may be required in this situation.*

Requirements: N/A

Recommendations: N/A

SECTION 5: HEALTH AND WELLNESS

5.1 If a PRS is unwell or there are new challenges presenting, the team will meet fortnightly to draw on knowledge and problem solve. This was reported to be effective.

Sometimes a PRS may request support by a Team Member at a medical appointment. One PRS said: *it's good to have another ear (listening) sometimes*. A Team Member said: *a PRS may request we ask a question on their behalf if they feel uncomfortable about doing so themselves*. For example, a PRS recently diagnosed as a Type 2 Diabetic at a medical appointment was unclear about menu planning and grocery shopping. The Team Member was able to provide assistance and access resources with the PRS following the medical appointment.

5.2 Options has a clear statement – *Abuse or harm to others is NOT OK for anyone*. PRS receive information on how to report abuse and promote safety in their communities.

5.3 The Evaluation Team was told training opportunities previously provided did not align with the service's values and manner in which Team Members work. Research into more suitable training has been undertaken and an international online learning programme is now being undertaken by several of the staff we interviewed. Team Members also told us they add topics they would like training for to a whiteboard kept in the communal office area. Recently Positive Behaviour Support and Person Centred Thinking has been delivered and Options is exploring using specialist staff it already has within the organisation to deliver suitable training via zoom across its branches. External funding is being sought for requested training in mental health and compassionate communication.

Options may wish to consider extending training opportunities, either via participation or facilitation, to PRS and families/whānau where appropriate.

Requirements: N/A

Recommendations: N/A

SUMMARY OF THE STRENGTHS OF THIS SERVICE

- There is clear evidence of Options being a person centred service.
- A very high level of satisfaction was expressed by those accessing the service.
- Open and transparent communication exist between the PRS and the Options team.
- PRS consider they are the decision makers in how and when the service is delivered.
- Teams demonstrate the values of the service and work with PRS for positive outcomes.
- PRS are engaged in the goal planning process.

SUMMARY OF SIGNIFICANT FINDINGS

- Recruitment has been difficult following the initial Covid 19 lockdown period and as a consequence there is a need for teams to provide relief cover.
- The current policy regarding confidentiality and privacy of records is not being followed and until the Client Management System is accessed by Team Members alternative guidelines will be developed.
- The flexibility of how support was provided during the Covid 19 response was viewed as very successful by many PRS and they would like this to continue in conjunction with the face to face visits with Team Members. Clarity on guidelines for 'direct and indirect support' may be valuable.

SPECIFIC FINDINGS AND REQUIREMENTS

KEY TO ABBREVIATIONS USED IN THE REQUIREMENTS

RISK

Level	Consequence	Action Required
Low	Consequences of not meeting the standard would put consumers at minimal risk.	Negotiated plan to rectify the matter within a specified time frame, e.g. 1 year.
Mod	Consequences of not meeting the standard would put consumers at moderate risk.	Negotiated plan to rectify the matter within a specified time frame, e.g. within 6 months.
High	Consequences of not meeting the standard would put consumers at significant risk of harm.	Negotiated plan to rectify the matter within a specified time frame, e.g. 6 weeks.
Critical	Consequences of not meeting the standard would put consumers at extreme risk of harm or actual harm occurring.	Immediate corrective action necessary including documentation and sign off from evaluators within 24 hours to ensure consumer safety.

There is one requirement linked to this evaluation.

SPECIFIC FINDINGS AND REQUIREMENTS (continued)

AUTONOMY					
Contract Ref.	PQS 1.1	Criteria	People decide when to share personal information.		
Finding no.	Finding with Contract Reference	Requirement	Date for Action	Evidence to be Supplied for Verification of meeting requirement	
1	Privacy, security and confidentiality is respected regarding individual's personal information, and communication. Information is handled sensitively and in compliance with the Privacy Act 1993.	Review the handling and storage of documentation in line with Options' policies.	31 March 2021	<ul style="list-style-type: none"> • Policy review in line with Options' practices. • Team meeting minutes to discuss guidelines. • Plan to address security of personal information. • Timeline for Webcare introduction for Team Members. 	

APPENDIX 1

Documents Reviewed

<http://www.tautoko.org.nz/>

Webcare (Client Management System)

Policy and Procedures

Health and Safety Manual

Quality Plan

Tautoko – Options Handbook

Surveys

Staff Meeting Minutes

Catch Up Meeting Minutes

Goal Planning and Reviews

Needs Assessments and Service Authorisations

What's Working/ What's not Working

Welcome to Options Handbook

Civil Defence Plans – Individual

Consent Forms

Team Member Schedules

Accident and Incident Reporting

Risk Management Plans

Lockdown Questionnaire

Roles and Accountabilities of Staff

Referral Process

Recruitment Process

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Response to the Draft Evaluation Report

(Following the draft evaluation report being sent to the provider for comment)

Response from the Provider

Response from Evaluators

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