# Child, Youth and Family Residential Care Regulations Inspection Report: 2012

## Te Oranga Residence

Te Oranga is a care and protection residence located in Christchurch which provides 24-hour safe and secure care for up to 10 children and young people aged from 10–16 years.

Staff at the residence aim to provide children and young people 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 our planning and interventions to meet the individual needs of each child and young person
* practice and relationships that are informed by the values, beliefs and protocols of family and whānau
* interventions that engage children and young people in a supportive, constructive process of change
* a comprehensive plan to transition children and young people successfully back into education, training or employment opportunities and to permanent and stable care.

Thirty full-time permanent staff work at Te Oranga, which is one of four care and protection residences run by Child, Youth and Family operating within New Zealand. The other three are Whakatakapokai in Auckland, Puketai in Dunedin and Epuni in Wellington.

### Background

Child, Youth and Family provides residential care for a number of children and young people under section 364 of the Children, Young Persons, and Their Families Act 1989.

Staff provide 24-hour care and custody for some of the most challenging and vulnerable children and young people 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 Children, Young Persons, and Their Families Act 1989
* the provision of safe, appropriate care for children and young people.

A report is produced summarising the findings of the inspection that focuses on any non-compliance identified, and residences are required to develop a response to the report that addresses these areas for improvement.

## Inspection summary as at March 2012

### Scope

The residential care regulations are about the safety and wellbeing, and upholding of the rights of, children and young people 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.

In 2012 Te Oranga achieved an 81.56 percent rate of compliance across the six parts of the regulations, for those provisions tested on the inspection.

### Overall

* Not all provisions of the residential care regulations and section 384 of the Children, Young Persons, and Their Families Act 1989 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.
* The inspection identified areas of strength as well as areas for improvement for Te Oranga.
* An improvement plan was developed to address the identified areas of improvement and the result of this plan is outlined below.

### Areas of strength

Areas where the inspection found evidence of good practices and processes that were promoting the wellbeing and safety of children and young people included:

* a multi-agency approach to care planning and ongoing case management
* involvement of family and whānau in ongoing case management
* comprehensive, timely and effective health services
* transition planning that involved family and whānau and other providers
* a well-managed grievance process
* the involvement of the education provider in the overall package of care delivered to children and young people.

### Areas for improvement

Areas where improvement was required included:

* the management of secure care processes and use of the secure care area
* completing the initial care plan in a timely and comprehensive manner and in consultation with family and whānau
* ensuring children and young people were fully informed about residence rules, regulations and grievance procedures
* increasing the range of programmes and activities available to children and young people, including those in the secure care unit
* ensuring that approaches taken to managing children and young people’s challenging behaviour involved no more than the minimum amount of physical intervention necessary
* maintaining sufficient staffing levels on shifts at all times
* the management of staff training and development
* improving communication and relationships between the various staff groups within the residence to ensure children and young people experienced a consistency and quality of care
* reviewing and updating the emergency management plan
* frequency of community liaison committee meetings
* ensuring recording practices were consistent across the residence
* strengthening the compliance monitoring system.

### Service delivery response

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

* provided staff with refresher training on all secure care management practices, and implemented a daily monitoring process
* implemented a system to monitor the timeliness, content and consultation processes undertaken in preparing initial care plans so that any potential for delay is responded to swiftly
* ensured that on admission young people are provided with all relevant information, both verbally and in writing via an admission booklet, and provided staff refresher training in this area
* provided staff with refresher training on the behaviour management system
* reviewed and increased the range of programmes and activities available to young people
* appointed two instructors in non-violent crisis intervention to ensure all staff have completed refresher training and support enhanced knowledge and awareness of techniques for managing challenging behaviour
* implemented regular advertising for additional short-term staffing positions, to address the need for increased support to effectively manage challenges around the particular mix and complexity of young people in the residence at that time
* strengthened its staff training and supervision processes, and increased the delivery of both training and supervision
* engaged with local community representatives to reinstate the community liaison committee meetings that had been suspended following the earthquakes
* provided staff with refresher training on recording practices and allocated a staff member to routinely review logs
* reviewed and strengthened the compliance monitoring system
* enhanced the system for scheduling and completing routine fire and evacuation drills.