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

## Te Maioha o Parekarangi Residence

Te Maioha o Parekarangi is a youth justice residence located in Rotorua which provides 24-hour safe and secure care for up to 30 children and young people aged from 12–17 years.

Staff at the residence aim to provide children and young people with the best possible opportunities to turn their lives around. 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 including programmes focused on reducing re-offending
* assessments which inform our planning and interventions to meet the individual needs of each child and young person
* 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.

Over 95 full-time permanent staff work at Te Maioha o Parekarangi, which is one of four youth justice residences operating within New Zealand. The other three are Korowai Manaaki in Auckland, Te Au rere a te Tonga in Palmerston North and Te Puna Wai ō Tuhinapo in Christchurch.

### 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.

The majority of children and young people who commit offences are effectively dealt with in the community by the youth justice system. Youth justice residences provide services for children and young people whose offending behaviour is such that they pose a significant risk to themselves or others.

### 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 May 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 Maioha o Parekarangi achieved an 84.45 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.
* We have identified areas of strength as well as areas for improvement for Te Maioha o Parekarangi.
* An improvement plan was developed to address the identified areas of improvement and the result of this plan is outlined below in the business response.

### 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:

* individual care plans completed in a timely manner
* skilled management of challenging behaviour
* comprehensive on-site health services
* wide range of activities and programmes available to children and young people
* the quality of staff supervision and training
* admission register recording practices.

### Areas for improvement

Areas where improvement was required included:

* ensuring care plans addressed all issues that were relevant to a child or young person
* ensuring that children and young people received an explanation of the regulations and rules every month
* ensuring children and young people consistently received the required level of education and/or vocational training
* improving the medication administration and recording systems
* improving the administration of the grievance procedures
* ensuring that full details of any physical interventions used to manage children and young people’s challenging behaviour were recorded in the daily log
* ensuring that all staff at all times provided high standards of professional care, and that the physical environment of the residence was safe and secure for all children and young people
* updating the security and emergency management plans and undertaking quarterly emergency evacuation exercises
* ensuring that staff understood the regulations, and strengthening the compliance monitoring process
* daily log recording practices
* the management of children and young people in secure care, including ensuring that reviews of secure care placements were completed in a timely manner
* frequency of community liaison committee meetings.

### Service delivery response

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

* required all care plans to be signed off by a team leader to ensure all relevant and required information is addressed
* implemented a process for rules, regulations and grievance procedures to be explained to children and young people every three weeks as part of the programme schedule
* adjusted school attendance hours following discussion with the education provider
* implemented a staff training and monitoring system for the administration of medication
* updated the grievance processes and implemented a grievance monitoring system
* implemented a process for the daily monitoring of all instances of use of physical interventions to manage children and young people’s challenging behaviour, ensuring these are appropriately documented in the daily log
* commenced a programme of work to install safety glass in the residence
* reviewed and updated its security and emergency management plans
* reviewed and strengthened its compliance monitoring system
* provided staff with refresher training and desk files on daily log recording practices
* provided staff with refresher training on secure care processes, and established staff desk files and enhanced recording forms to further support effective practice in this area
* implemented a system to ensure that evacuation exercises are held regularly
* implemented a schedule of community liaison committee meetings.