# Child, Youth and Family Residential Care Regulations Inspection Report: 2013

## Korowai Manaaki Residence

Korowai Manaaki is a youth justice residence located in Auckland which provides 24-hour safe and secure care for up to 40 young people aged from 14–17 years. In addition, the residence also provides six placements for young people subject to District Court custodial sentences.

Staff at the residence aim to provide 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 young person
* interventions that engage young people in a supportive, constructive process of change
* a comprehensive plan to transition young people successfully back into education, training or employment opportunities and to permanent and stable care.

Over 130 full-time permanent staff work at Korowai Manaaki, which is one of four youth justice residences operating within New Zealand. The other three are Te Maioha o Parekarangi in Rotorua, 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 October 2013

### 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 2013 Korowai Manaaki achieved an 89.9 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 Korowai Manaaki.
* 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 young people included:

* individual care and education plans completed on time for all young people
* a representative from the education provider attending senior management team meetings resulting in strong multi-agency team work
* well-managed grievance processes
* the health provider delivering both alcohol and drug programmes and mental health services
* all young people’s health needs being reviewed on a weekly basis
* a strong anti-bullying programme for young people.

### Areas for improvement

Areas where improvement was required included:

* ensuring care plans addressed all issues that were relevant to a young person
* the management of young people in secure care, including ensuring secure care was only used where appropriate grounds for admission existed, that programmes and activities were available to young people, and that reviews of secure care placements were completed in a timely manner
* improving the medication administration and recording systems
* ensuring only approved sanctions were applied in the management of young people’s challenging behaviour
* ensuring that approaches taken to managing young people’s challenging behaviour involved no more than the minimum amount of physical intervention necessary, and that full details were recorded in the daily log
* assessment on a case-by-case basis of the need for family visits to be supervised
* the staffing of the residence, including prompt filling of vacancies
* programmes to address offending behaviour
* meals provided to young people
* ensuring that young people experienced a wide range of activities in addition to education on a daily basis
* training for staff on the identification and management of mental health issues
* further strengthening of the compliance monitoring process.

### Service delivery response

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

* implemented a system which monitors care plans and personal files to ensure they contain all relevant details
* provided refresher training for all staff on secure care management practice including daily and weekly reviews of secure care placements, room confinements and the provision of varied activities
* the health provider has reviewed its medication management procedures, and staff refresher training on medication administration has been completed
* provided refresher training on the behaviour management programme, including the use and recording of sanctions
* ensured an appropriate level of detail is recorded in the daily log on the use of any physical interventions to manage challenging behaviour
* implemented programmes which address offending behaviour
* ensured senior staff have oversight of the content of the structured day programme and that activities are recorded in the daily log
* developed and implemented a training package for staff on the identification and management of mental health issues
* implemented an enhanced compliance focus and a robust monitoring system for professional standards of care, with a particular focus on use of physical interventions to manage challenging behaviour, family contact (both supervised and unsupervised), isolation and confinement of young people to their rooms, staffing levels, and nutrition.