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

## Puketai Residence

Puketai is a care and protection residence located in Dunedin which provides 24-hour safe and secure care for up to eight 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.

Over 23 full-time permanent staff work at Puketai, 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, Te Oranga in Christchurch 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 June 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 Puketai achieved a 97.96 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 Puketai.
* 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:

* the provision of comprehensive health and education services
* the standard of care provided to children and young people when placed in secure care
* an effective and cohesive senior management team
* positive interventions by staff to manage challenging behaviour
* the integration of the residence within the community
* strong case planning for children and young people transitioning from the residence
* an excellent standard of nutrition.

### Areas for improvement

### Areas where improvement was required included:

* ensuring care plans addressed all issues that were relevant to a child or young person
* medication administration recording systems
* 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 Puketai:

* provided refresher training for all staff in relation to individualised care planning and the associated care plan, strengthened the case leader role, and introduced a peer review process for all completed care plans
* implemented robust medication administration and recording processes, with daily audits undertaken by the practice nurse and operations team leader
* reviewed and implemented a stronger compliance monitoring system with early escalation to the residence manager to support prompt follow-up of any required remedial actions.