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

## 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 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 Te Oranga achieved a 92.5 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:

* timeliness of individual care plans
* a multi-agency approach to care planning and ongoing case management
* initial medicals completed on time
* involvement of family and whānau in care planning, including plans for transition from the residence
* the involvement of the education provider in the overall package of care delivered to children and young people.

### Areas for improvement

Though a number of the areas identified for improvement in 2013 mirrored those singled out during the 2012 assessment, it should be noted that the extent of compliance with the regulations improved in all areas. An additional focus on the below detailed areas was identified to ensure a consistency of compliance:

* consistent management of secure care processes
* further strengthening of the compliance monitoring and reporting system
* the recording, storage and administration of medication
* further increasing the range of activities and programmes available to children and young people
* ensuring only approved punishments and sanctions were applied in the management of children and young people’s challenging behaviour
* further work to maintain sufficient staffing levels on shifts
* ensuring that all staff at all times provided high standards of professional care, and that children and young people had full access to and understanding of the grievance process
* ensuring quarterly evacuation drills
* frequency of community liaison committee meetings
* ensuring the recording practices in the daily log and in search forms is consistent.

### Service delivery response

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

* further developed the package of training delivered to staff on secure care management practices and established a process for the monitoring of daily reviews and confinements of young people to their room
* continued to refine the compliance monitoring system, including the provision of staff training and implementation of routine compliance reporting
* provided refresher training for staff on medication practices, including to casual staff on fixed-term contracts
* implemented a schedule for the community liaison committee meetings
* further increased the range of activities and programmes available to young people
* continued to refine, develop and monitor staff recording practices including the documentation of items seized during searches
* provided regulations training for staff with a focus on the confinement of young people to their rooms and behaviour management processes, and implemented daily monitoring of practice in these areas
* progressed regular advertising and interviewing for new casual staff and enhanced staff induction processes
* implemented regular practice forums as part of team office days with a focus on supporting professional standards of care, effective operation of the grievance programme, management of staffing issues and admission of young people to secure care
* continued to enhance its processes for ensuring the scheduling of quarterly evacuation drills.