

ORANGA TAMARIKI RESIDENTIAL CARE REGULATIONS INSPECTION 2017 REPORT



EXTERNAL SUMMARY

Te Puna Wai ō Tuhinapo

Te Puna Wai ō Tuhinapo is a youth justice residence located in Christchurch which provides 24-hour safe and secure care for up to 40 young people (mokopuna) aged from 12–17 years.

Staff (kaimahi) at the residence aim to provide mokopuna with the best possible opportunities to improve their life outcomes and realise their potential. To help achieve this, Oranga Tamariki 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 planning and interventions to meet the individual needs of each mokopuna
- practice and relationships that are informed by the values, beliefs and protocols of family and whānau
- interventions that engage mokopuna in a supportive, constructive process of change
- a comprehensive plan to successfully transition mokopuna back into education, training or employment opportunities and to permanent and stable care.

Over 130 full-time permanent kaimahi work at Te Puna Wai ō Tuhinapo, which is one of four Oranga Tamariki youth justice residences in New Zealand. The other three are Te Maioha o Parekarangi in Rotorua, Te Au rere a te Tonga in Palmerston North, and Korowai Manaaki in Auckland.

Background

Oranga Tamariki provides residential care for a number of mokopuna under section 364 of the Oranga Tamariki Act 1989 (the Oranga Tamariki Act).

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



Inspection Reports

Each residence is assessed each calendar year by the Office of the Chief Social Worker/Director Professional Practice to ensure:

- compliance with the regulations as specified in the Oranga Tamariki (Residential Care) Regulations 1996 (the Regulations)
- compliance with section 384 of the Oranga Tamariki Act
- the provision of safe, appropriate care for mokopuna.

A report is produced summarising the findings of the inspection. The report focuses on the strengths and areas for improvement identified, and residences are required to develop a response to the report that addresses the inspection findings (the Quality Improvement Plan, or QIP)

Inspection summary as at September 2017

Scope

The Regulations are about the safety and wellbeing, and upholding of the rights, of mokopuna placed in an Oranga Tamariki 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.

Oranga Tamariki expects that its services operate professionally and comply with its legal and regulatory obligations. As an organisation, we continuously seek opportunities to do things better, and enhance the quality of services for mokopuna. This includes identifying and managing any risks to our service delivery early, effectively and at the right level.

There are a total of 328 provisions within the Regulations and section 384 of the Oranga Tamariki Act. Two of these provisions are deemed not applicable across all residences. The remaining 326 provisions will not 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.



Areas of strength

Areas where we found evidence of good practices and processes that are promoting the wellbeing and safety of mokopuna included:

- kaimahi were positive about their work and felt that the environment was improving especially in regard to the recent recruitment of new kaimahi
- external supervision is provided to care team members through a clinical psychologist
- relationships between the residence, health and education teams are strong and collaborative, which is supporting health and education services for mokopuna
- off-site health appointments are being kept on a more regular basis as the increase in kaimahi numbers allows mokopuna to attend these important appointments
- there is a wide range of programmes and activities is available for mokopuna
- individual care plans are completed within the required time frames
- mokopuna understand the Whaia Te Maramatanga process and the grievance register is well maintained
- relationships between mokopuna and their whānau are maintained, with the residence advocating for contact to occur through regular phone calls and visits.

Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- training on the Regulations and Code of Practice standards is provided to all kaimahi on a regular basis
- the residence's monitoring system is enhanced to provide accurate and timely information on the extent to which services are meeting the requirements of the Regulations and Code of Practice standards, and to include the areas for improvement identified in the 2017 inspection
- any punishment or sanction applied to mokopuna is reasonable and is administered in accordance with Code of Practice standards
- where kaimahi consider the use of physical force is reasonably necessary (for example, to protect mokopuna or others from injury, or prevent mokopuna from absconding), any force applied and the circumstances giving rise to its use are recorded in the daily log
- actions are implemented to improve practice in the use of secure care, with a particular focus on ensuring that:
 - daily reviews of mokopuna in secure care are completed and the register clearly records the grounds for the mokopuna remaining in secure care
 - when mokopuna are confined to their rooms, the details of this including the grounds, are recorded in the daily log, including when they are first admitted to secure care



- mokopuna are able to communicate freely with others while in secure care.
- the rights of mokopuna to personal privacy are upheld by ensuring that:
 - kaimahi clearly document pat or scanner searches prior to a strip search
 - pat and strip searches are completed by two kaimahi of the same gender as the mokopuna
 - kaimahi provide clear written evidence to show the items seized are either harmful or illegal.

Other observations

The inspection team made some other observations during the course of their inspection, as set out below. These areas are not considered to be non-compliant for the purposes of the inspection and therefore the residence is not required to address them in their QIP:

- Individual care plans tended to be generic and very rarely contained goals that were individualised and specific to the mokopuna whom the plan was for
- Although mokopuna were able to have some photos and posters in their bedrooms, most of their other belongings are removed from bedrooms at night. We would encourage the residence leadership team to consider the therapeutic benefits to mokopuna of having personal items in their rooms and to undertake individual risk assessments, rather than having a general rule that no personal items are allowed in bedrooms.



Service delivery response

In response to the identified areas for improvement, Oranga Tamariki has taken the following actions at Te Puna Wai ō Tuhinapo, as set out in the residence's QIP:

- Staff of the Secure Unit have received training in the legal, process and record keeping requirements for secure care necessary to achieve compliance
- A process has been set in place for Team Leader Operations to ensure accurate documentation both in search reports and log books. This will assist to more clearly document how particular articles or items can be used by young people to harm themselves to better demonstrate reasonable grounds for belief
- Staff have regulations training in the areas of sanctions, use of force, confinement to room, behaviour management and the use of time out
- Staff have received training in regulation 54 requirements in relation to the keeping daily log documentation
- Staff have received further training in incident reporting to ensure that report contain as fuller detailed and accurate and information as possible
- Improved process and training has been set in place around medication administration and documentation
- Staff have received training in the regulatory requirements for the admissions of young people into residence including record keeping and file maintenance.

