

ORANGA TAMARIKI RESIDENTIAL CARE REGULATIONS INSPECTION 2017 REPORT



EXTERNAL SUMMARY

Te Maioha o Parekarangi

Te Maioha o Parekarangi is a youth justice residence located in Rotorua which provides 24-hour safe and secure care for up to 30 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 95 full-time permanent kaimahi work at Te Maioha o Parekarangi, which is one of four Oranga Tamariki youth justice residences in New Zealand. The other three are Te Puna Wai ō Tuhinapo in Christchurch, 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 August 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:

- the senior leadership team provides clear direction to kaimahi
- the residence's grievance process is well-managed
- comprehensive health and education services are provided to mokopuna
- generally positive feedback from mokopuna and kaimahi spoken with as part of the inspection. Kaimahi reported that they are well-supported and provided with training opportunities for new initiatives
- mokopuna have access to a wide range of programmes, led by residence staff and external providers. The Programmes Co-ordinator has extensive knowledge of programmes available locally, and can source additional programmes to accommodate the individual needs of mokopuna
- a well-functioning and proactive community liaison committee. The committee works proactively with the residence and, through the Parekarangi Trust, provides opportunities for mokopuna to develop their farming skills. Their next project is to purchase a whare in need of renovation and engage tradespeople to tutor mokopuna who are keen to learn skills such as building and carpentry
- the residence's Behaviour Management System (BMS) is well-organised and its rewards are popular with mokopuna (the BMS aims to motivate the positive behaviour of mokopuna and manage challenging behaviour)
- the residence's security and emergency management plans are well-presented and contain all the detail required to ensure the safety of mokopuna
- personal files are neat, orderly and well-maintained.

Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- training on the Regulations is provided to all kaimahi on a regular basis, training is implemented on Code of Practice standards, and 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
- strategies are developed to ensure effective management of staffing
- 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
- regular training sessions on search processes are implemented to ensure that appropriate grounds exist for all searches and that the recording of searches contains all the required information
- actions are implemented to improve practice in the use of secure care, with a particular focus on ensuring that:
 - seven-day manager reviews of mokopuna in secure care are completed by the appropriate kaimahi and details entered in the secure care register
 - mokopuna are only confined to their rooms where there are sufficient grounds (for example, on account of illness, injury or extreme emotional disturbance, in case of emergency, or, in the case of a confinement between 5pm and 8pm, to enforce a sanction under the BMS) and, when they are confined, the details are recorded in the daily log
 - mokopuna are able to communicate freely with others while placed in secure care
 - actions are implemented to ensure that kaimahi are aware of daily log and secure care recording requirements and the current monitoring system is strengthened to enhance practice in this area.

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:

- Although the sample of Individual Care Plans (ICPs) tested during the inspection met the full range of regulatory requirements, the inspection team found that plans were not tailored to the individual needs and circumstances of each mokopuna. This was acknowledged by the residence as a key improvement opportunity and a new ICP format has been designed to assist in capturing the individual needs of mokopuna.
- Although evacuation drills were scheduled to occur every three months, they were undertaken late due to competing demands within the local fire service. The inspection team recommended that the residence manager engage with the fire service on how to ensure the requirement for three-monthly drills is met
- The inspection team found that daily reviews are being completed by the person in charge of secure care, and mokopuna are participating in them. While the outcomes of daily reviews are being entered in the secure care register, the inspection team recommended that kaimahi ensure that the grounds for continued placements are clearly recorded and that it is also noted that mokopuna are unable to be managed in the open side of the unit. In the main, applications for retentions are completed on time and outcomes recorded in the secure care register; however a monitoring system should be established to ensure that all applications are progressed in a timely manner.



Service delivery response

In response to the identified areas for improvement, Oranga Tamariki has taken the following actions at Te Maioha o Parekarangi, as set out in the residence's QIP:

- The Leadership Team meets weekly to discuss training needs for Care Team members, and develop a training plan for the coming weeks. This provides continuous training and awareness for staff around Core of practice standards and promotes effective practice
- Implemented a process to monitor the use of punishments and sanctions applied to mokopuna. Training, ongoing supervision, coaching and mentoring is provided by the Team Leader Operations. Additionally, night staff and the Team Leader Operations will regularly review the Daily Log, Secure Register and SOSHI incident reports, with individual practice issues identified and addressed
- The Leadership team has implemented a process to review all use of force incidents at weekly Leadership Meetings.
- Implemented a process to review all decisions to admit mokopuna to secure care. A mitigation plan has been prepared by the Team Leader Operations to reduce the use of secure care at the residence. Use of secure care is monitored by the Team Leader Operations on a monthly basis
- Implemented a process to ensure search procedures and recording are in accordance with the requirements of the Regulations. Kaimahi will receive training on search procedures and the Team Leader Operations will perform a monthly audit of all search forms to identify and resolve any ongoing issues.

