

Disability Support Services

Putting People First

November 2015

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Disability Support Services

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A Review of Disability Support Services
Performance and Quality Management Processes
for Purchased Provider Services



Prepared for
Hon Minister Ryall, Minister of Health

November 2013

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Recommendation 1:

Embrace good performance and actively promote this, by:

- Clearly defining and communicating what constitutes good performance and expected outcomes – and monitor against these
- Supporting and encouraging best practice – and how this can be achieved
- Show-casing great examples – including how these were achieved.

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Recommendation 11:

Identify what drives exceptional performance and design organisational and personal KPIs around this to support positive behaviours and outcomes.

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Recommendation 5:

Encourage new providers of both residential services and other support options to enter the disability sector.

Recommendation 9:

Support the development of more flexible support options to better meet the needs of disabled people with high and complex needs.

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Recommendation 6:

Support good practice by encouraging and supporting providers to take part in peer reviews and communities of practice – particularly where providers are isolated.

Recommendation 36:

Ensure providers offer a consistently high standard of care and support.

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Recommendation 8:

Only contract with residential providers who support those with high and complex needs, if they have staff with the requisite skills and experience.

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Recommendation 10:

Attract, recruit, and retain appropriately skilled disabled people, and others with a high level of experience of disability and disability issues.

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Recommendation 13:

The Ministry of Health adopts a policy of having no tolerance for the abuse that is inflicted on disabled people.

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Recommendation 14:

Ensure those who cannot speak themselves – and their families – are fairly represented at forums that result in decisions affecting their future care needs and the future of the sector.

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Recommendation 16:

Set up a Panel of Experts to provide expert advice and support to the Ministry.

Membership on the panel should be based on the fit between the individual's specialist knowledge and expertise and the range of skills needed to respond to the serious incidents, complaints and issues that occur in the sector...

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Recommendation 17:

Conduct a timely, independent investigation into all serious complaints in a manner that is fair and equitable to all concerned. Those members of the Expert Panel who have the most appropriate skills undertake the investigation and report back to the Ministry.

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Recommendation 18:

Ensure the findings of the Panel are binding, so the Ministry has the power to effect change and hold providers to account for implementing the changes needed. This is essential to assuring the future safety of residents.

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Recommendation 32:

The Panel of Experts provides specialist knowledge, expertise and advice to support CRMs to resolve challenging or complex complaints and issues.

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Recommendation 19:

That the Ministry of Health work with the ministry of Justice to ensure the legislation covering disabled people provides the necessary protection to keep disabled people safe from serious harm.

Recommendation 20:

That the Ministry of Health work with Police to ensure there are sufficient police officers with the requisite skills and knowledge to capture all of the evidence needed to prosecute valid cases of abuse.

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Recommendation 21:

Enhance current memorandums of understanding between the Ministries and agencies involved in providing supports to the disability sector. Ensure these include formal protocols and clear roles and responsibilities around sharing information, making joint decisions, and designing the processes to be followed when working jointly on a case.

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Recommendation 26:

Replace the current Certification audit and developmental evaluation with an enhanced developmental evaluation⁹, which assesses *all* residences on average once every three years. This needs to be supplemented by the safety requirements in the Standards that relate to disabled people, including:

- Safe medication practices and procedures
- Quality food and nutrition
- Waste disposal and infection control...

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Recommendation 27:

The Ministry contract for the use of the best developmental evaluation tool and process available in the market place. It is recommended that this cover:

- Identity and autonomy
- Choice and control
- Relationship & partnership
- Belonging and personal networks...

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Recommendation 29:

Conduct no-notice issues based audits whenever there is sufficient concern that the safety or wellbeing of a disabled person is at risk.

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Recommendation 35:

Ensure the role NASCs play supports the well-being of disabled people. In particular, ensure there is transparency and consistency in information and decision making, and disabled people are supported to choose those services or provider(s) that best meets their needs, personal goals and preferences.

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