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

## Te Puna Wai ō Tuhinapo Residence

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 aged from 12–17 years. In addition, the residence also provides six placements for young people subject to District Court custodial sentences.

Staff at the residence aim to provide young people with the best possible opportunities to turn their lives around. 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 including programmes focused on reducing re-offending
* assessments which inform our planning and interventions to meet the individual needs of each young person
* interventions that engage young people in a supportive, constructive process of change
* a comprehensive plan to transition young people successfully back into education, training or employment opportunities and to permanent and stable care.

117 full-time permanent staff work at Te Puna Wai ō Tuhinapo, which is one of four youth justice residences operating within 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

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.

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

### 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 November 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 Puna Wai ō Tuhinapo achieved an 89.1 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 Puna Wai o Tuhinapo.
* 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 young people included:

* the continued provision of comprehensive health services and medication administration
* a high standard of educational and vocational training programmes for young people at the residence
* accuracy and completeness of the admission register
* engagement with young people in the completion of care plans
* well-managed search procedures.

### Areas for improvement

Areas where improvement was required included:

* ensuring care plans contained details about young people’s contact with their family and whānau
* ensuring the residence manager met with young people who had made a complaint via the grievance process, to discuss findings and actions planned to address the grievance
* ensuring only approved punishments and sanctions were applied in the management of young people’s challenging behaviour
* ensuring that approaches taken to managing young people’s challenging behaviour involved no more than the minimum amount of physical intervention necessary, and that the full range of options for managing this behaviour were utilised
* the management of secure care processes, including ensuring appropriate grounds existed for admissions to the secure care unit and that placements were reviewed as required, with the outcomes recorded in the secure care register
* maintaining staffing levels in the residence
* ensuring six monthly reviews of the security and emergency management plans
* enhanced recording in the daily log and personal files
* ensuring that staff understood the regulations, and 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 Te Puna Wai ō Tuhinapo:

* ensured that reviews of the quality of individual care plans are a regular agenda item during supervision between the team leader of clinical practice (TLCP) and case leaders, implemented a template for reviewing care plans to ensure they meet regulations requirements, and developed a system to monitor the completion of such reviews
* the residence manager will meet with young people who have raised grievances that are found to be justified, and discuss the actions that will be taken to address the grievance
* training and regular practice forum sessions will cover the use of punishments, sanctions and natural consequences for managing young people’s challenging behaviour
* practice forum sessions will also cover the use of physical interventions to manage challenging behaviour, and debrief sessions will be held following incidents involving the use of such interventions
* regular refresher training on non-violent crisis intervention will be timetabled into team office days
* office day practice forum sessions will regularly review the regulations, code of practice standards and key indicators to support further understanding of the practice requirements
* training for operations team leaders, acting team leaders and night staff will be undertaken regarding the grounds for admission into the secure care unit, and team office day practice forums on secure care will also be held
* an audit of secure care registers will be completed to monitor the grounds for admission of young people into the unit, with feedback provided to individual team leaders if further information is required to clearly demonstrate that grounds for admission exist
* ongoing recruitment of both permanent and casual staff has continued, with the assistance of a recruitment consultant, to ensure adequate resourcing of the residence
* reviews of the security and emergency management plans have been undertaken, and will now occur every six months
* an enhanced focus on documentation and recording has been implemented with monitoring by senior staff, with a particular focus on young people’s personal files, ensuring religious beliefs are fully recorded in care plans, and the accurate recording of daily log entries.