

Service Specification

DESCRIPTION: Community Day Activity Programmes PURCHASE UNIT CODE DSSR255

DSD PHILOSOPHY

The aim of the Disability Services Directorate is to build on the vision contained in the New Zealand Disability Strategy (NZDS) of a fully inclusive society. New Zealand will be inclusive when people with impairments can say they live in:

‘A society that highly values our lives and continually enhances our full participation.’

With this vision in mind, disability support services aim to promote a person’s quality of life and enable community participation and maximum independence. Services should create linkages that allow a person’s needs to be addressed holistically, in an environment most appropriate to the person with a disability.

Disability support services should ensure that people with impairments have control over their own lives. Support options must be flexible, responsive and needs based. They must focus on the person and where relevant, their family and whanau, and enable people to make real decisions about their own lives.

1. Definition And Principles

The MOH wishes to purchase community day activity services for people with an intellectual disability.

The following service principles will be incorporated in the provision of support services by the Provider under this service specification:

- Service users are individuals who have the inherent right to respect for their human worth and dignity
- Service users have the right to live in and be part of the community
- Service users have the right to realise their individual capacities for physical, social, emotional and intellectual development
- Service users have the same rights as other members of society to services, which support their attaining a reasonable quality of life
- Service users have the right to make choices affecting their lives and to have access to information and services in a manner appropriate to their ability and culture
- Service users have the same rights as other members of society to participate in decisions which affect their lives

- Service users have the same rights as other members of society to receive services in a manner which results in the least restriction of their rights and opportunities
- Service users have the right to pursue any grievance in relation to services without fear of the services being discontinued or any form of recrimination.

2. Service Objectives

2.1 General

Day activity programmes will assist integration of service users into the community, enable service users to have regular meaningful social contact and improve their personal skills through provision of stimulating activities.

2.2 Maori Health

The MOH Maori Health Policy and requirements are outlined in the Standard Conditions and Provider Quality Specifications.

3. Service Users

Day activity services as described in this specification are for people with intellectual disabilities who have been referred to the Provider for service by a Needs Assessment Service Co-ordination Service (NASC) provider contracted by the MOH.

4. Access

4.1 Inclusions

Access to the day services described is by referral from the NASC Service following a formal individual needs assessment process. This specification relates particularly to the purchase of Day Activity programme services for people living in community settings.

4.2 Exclusions

Excluded from services under this Specification will be any individual whose primary need for support is not as a result of an intellectual disability or an individual who has a claim accepted by ACC or funded by Department of Work and Income NZ for vocational services.

4.3 Service Access

4.3.1 Entry

The NASC provider will make referral of a person requiring Day Activity programme services to the Provider. The referral will:

- Be for a specific number of half days of Day Activity programmes services per week
- Be in the format to be agreed between the NASC provider and the MOH

- Provide all the information required for the Provider to commence delivery of the Day Activity Programme Service

It is expected that the Provider will be able to exercise a degree of flexibility within the scope of the approved level of half days as service user's needs fluctuate week by week. However any permanent revision to the half days of Day Activity service delivered by the Provider must be authorised by the NASC Provider.

4.3.2 Exit

People may be discharged from the service if the service no longer meets their needs, or they reach retirement age and wish to retire, or move into other forms of day activity services. Any possible discharge will be managed by the NASC provider. It is expected that subject to the Health Information Privacy Code, appropriate information will be made available to the alternative service provider so that a smooth transition will be made into alternative services.

4.4 Prioritisation criteria

In order to equitably manage available resources the MOH may from time to time advise NASC Providers (and Providers of Day Activity services), of guidelines for maximum hours per week of Day Programmes available for people with intellectual disability, and protocols for prioritisation and organisation of any "waiting list" which may be required.

5. Service Components

5.1 Processes

5.1.1 Hours the Service is available

Day activity services will be open 49 weeks each year Monday to Friday (excluding public holidays) for an eight hour day between 0730 and 1700-hours. Activities are generally to be conducted through two sessions a day between 9-12 AM and 1-4 PM, though some flexibility will be required for outings and other activities.

5.1.2 Individual Day Service Plan

Providers of Day Activity services are responsible for maintaining and implementing an Individual Day Activity Service plan for each person. An initial programme plan must be developed within 28 days of receipt of referral information from the referring NASC Provider. The individual plan will be developed with the full involvement of the person and with support people/family/whanau of the service user's choice. The Plan will describe the range of Day Activity components required by the person, and the outcomes sought by the person through these activities. The Individual Day Service plan must be reviewed and updated by the Provider at least annually.

The Plan will integrate with the Individual Plan prepared by the Residential Service provider for each individual. This Plan will specify what programmes will benefit the service user and how this will be accessed. The Individual plan must be kept up to date as changes and developments occur for the

person, and should reflect progress made towards achieving the outcomes sought by the person.

All programmes must be based on the following principles:

- a) individual programmes
- b) group programmes for identified needs, ie socialisation skills
- c) community oriented
- d) normative routines
- e) include a blend of activity and be age, gender and culturally sensitive

5.1.3 Activities

Are to provide assistance to the service user in one or a combination of the following areas:

Recreation and Leisure

Where possible service users should be encouraged and supported to participate in recreation and leisure activities based in the community such as community groups, clubs and activities.

Other individual or group pursuit of recreational or leisure activities in a structured programmes which provide stimulation and interest to the service user outside of their residential environment, such as games, group or individual craft activities, hobbies, or outings to movies, recreational horse riding is able to be provided.

Socialisation

Interaction with other participants in the Day Activities Programmes which provides both meaningful and satisfying social interaction, as well as opportunity for development of social skills

Interaction with others in the community in the course of activities such as organised outings and visits to groups and places of interest to the service user

Motivation and help with socialising, getting into and participating in groups and community activities, and increasing personal networks

Fostering and encouraging the client's initiatives to maintain or re-establish supportive links with their family and friends.

Daily Living Skills

Empowering the service user to live as independently as possible.

Improving the quality of life for the service user, or maintaining an appropriate level of functioning.

Education and Learning

For both individuals and groups provision of opportunities to pursue educational opportunities and experiences of interest to the service user

Motivation and help to get started with chosen training or educational opportunities.

Exercise and Fitness

Provision of opportunities for basic levels of exercise, and to pursue individual goals for achieving and maintaining levels of fitness. Activities such as individual gym programmes, swimming, aerobic groups or walking should be referred to in the Day Service individual plan.

Vocational and Work experience

For service users who would clearly benefit from such opportunities provided that:

- all avenues for accessing vocational and work related services through Department of Work and Income NZ funding have been thoroughly researched and have proved to be unavailable
- the Provider does not receive funding from both Community Funding Agency and the MOH for the same programme components.

5.3 Key Inputs

Staff

Staff will be appropriately qualified to meet the needs of the service users and demonstrate a clear understanding of the need for meaningful occupation for people with intellectual disability.

Staff training

The Provider will be required to provide for their staff:

- an appropriate orientation programme
- Appropriate ongoing training and development
- Supervision

Risk Management

The Provider is required to:

- Develop and maintain a Risk Management Plan relative to the level of needs of the client group. The Plan should address matters such as:
 - The safety and security of service users and staff while at Day Activity Services
 - Dealing with challenging behaviours – when and how to access support services
 - Management of crises and incidents - incidents and crisis situations should be documented, which includes an Incident Register. Documentation should differentiate between situations where the Behaviour Support Team/Dual Diagnosis service have been

involved, and where they have not. This includes review and implementation of corrective actions

- Relationships and communication with staff in crisis situations
- Development and maintenance of positive relationships with the immediate neighbouring community

Behavioural Management

The Provider will:

- Ensure that behavioural management is addressed in a service user's individual Plan when behavioural support needs are identified for that individual.
- Work cooperatively with the contracted Behaviour Support Service or Dual Diagnosis/ Assessment Treatment & Rehabilitation Services to develop and implement any Behavioural Support Plan for a service user.
- Ensure staff participate in training provided by the Behaviour Support team and Dual Diagnosis team.
- Incorporate strategies into the behavioural management plans for other service users utilising the knowledge gained through individual training, so to form the basis of upskilling of all staff.
- Ensure appropriate staffing to service user ratio dependent upon the activity and location.
- Operates a non aversive policy for managing challenging behaviour which adopts the principle that a person's freedom should be restricted only to ensure the safety of the person or others.

5.4 Settings

Day activity programmes can be delivered in a variety of settings in the larger community. Examples include: community facilities and environments, including shared community buildings, specially designated recreational facilities or industrial type units.

5.5 Facilities

Providers will be expected to provide appropriate facilities and equipment to cater for the number of people taken on, and for the range of activities provided. In the interests of increasing community integration Providers are encouraged to arrange to use community facilities as much as possible. Accessing a variety of facilities to meet the specific needs of individuals is anticipated rather than relying on a central base to meet all programme needs.

The following matters are to be addressed by Providers:

Accessibility and movement

- Premises located within reasonable access of residences of service users
- Premises provide barrier free access to the building, toilets and areas to be used for programmes for people with physical disabilities

- A safe physical environment for service users given the range and type of activities offered
- A warm, inviting/welcoming and aesthetically pleasing environment.

Appropriateness

- Sufficient rooms, sizes of rooms, arrangements to allow for a variety of activities to be carried on at the same time
- Rooms for service users to undertake individual activities or activities one to one with staff.

Security and Privacy

- Appropriate staff offices with provision for secure storage of services user's records, privacy in interviews between staff and service users, and in business phone calls.

5.6 Equipment

The Provider is responsible for the provision of equipment that is appropriate, safe and accessible to undertake the range of community day activities that are being provided.

6. Linkages

Effective working relationships between Providers of Day Programmes and Providers of Residential Services/ people's homes are essential to ensure co-ordination and integration of services to meet each service user's particular needs and interests in accordance with the individual's plan.

In addition service providers must maintain and demonstrate appropriate linkages and relationships with:

- NASC Providers
- Providers of support services for Service Users- Behavioural Support, Therapy Services, Dual Diagnosis service, Equipment Management Service and Assessment Treatment & Rehabilitation Service
- GP and other community health services
- Family/whanau
- Residential, educational, vocational and income support services
- Iwi/Maori social and community support services
- Department of Corrections and Police

7. Exclusions

N/A

8. Quality Requirements

The service is required to comply with the MOH General Contract Terms and Conditions and the MOH Provider Quality Specifications. The following specific quality requirements also apply.

8.1 Access

Services must be:

- Age and gender appropriate
- Culturally appropriate

8.2 Staffing

- Staff to be reference checked pre employment and may include a police check
- Staff to have skills and experience appropriate to the task/role
- Opportunities to develop and maintain their competencies
- Access to appropriate peer review

Client/Family/Whanau Involvement

Service user and family involvement is demonstrated in planning, provision, decision making, monitoring and evaluation.

8.3 Acceptability

Develop and review individual service/programme plans to monitor:

- Impact of service provided on quality of life
- Effectiveness (is the service provided achieving what was intended?)
- Personal development outcomes
- Identify unmet need

Regular service user satisfaction feedback is sought and dissatisfaction is acted on.

8.4 Safety

The Provider will have a set of documented policies/ protocols for the following aspects of service delivery:

- managing disruptive behaviour in the least restrictive way possible
- medication administration and review
- minimising potential risk to service users of abuse from others
- aspects of personal care support delivery

