

# Innovation in Dual Disability Residential Services – increasing participant's choice and control over their community and home life

# Presentation

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**Dual Disability**

**Mind's Western Dual Disability Residential Services –  
Victoria**

**Service model**

**Evaluation – what we did and what we learnt**

**Davo's recovery story**

**The future challenges**



# Dual disability?

*Dual disability refers to the co-existence of mental ill-health and:  
an intellectual disability, or  
an acquired brain injury, or  
autism spectrum disorder.*



People with intellectual disabilities are at least 2 to 3 times more likely to experience mental ill-health than the rest of the population

About 50% of adults with autism spectrum disorder will develop mental health issues

# Barriers and challenges



# Mind's Western Dual Disability Residential Services – Victoria (WDDRS)



Over 18 years-experience in the delivery of specialist dual disability residential support services in Victoria. Our supported accommodation service in Sunshine (McPherson) began in 1998. Our second service was established in Werribee in 2014 (Prouse).

McPherson

Prouse

The people

# Dominant approach in mental health



Our prime goal is to support people in their personal recovery.

**Personal recovery is about reclaiming the**  
***“right to a safe, dignified and personally meaningful***  
***and gratifying life in the community”***  
**with or with-out symptoms of mental ill-health.**

(Davidson, L et al. 2009, A practical guide to recovery-oriented practice, Oxford University press: New York).

# Framework / model at WDDRS



# Consumer evaluation



The service entered into a partnership with Deakin University in late 2014 with the aim of designing an accessible and effective consumer evaluation tool.

In February 2015 Deakin University outlined an inclusive evaluation approach for Mind's WDDS to consider (Wilson E and Campain R, Mind Dual Disability Residential Service – Evaluation Guidance, Deakin University, February 2015).



The principle of consumer participation was central to this proposal.

***“Dominant service models in both disability and mental health emphasise consumer participation in service design, delivery and improvement. This requires the development of methods to engage consumers and enable them to report their experiences and preferences”***

The approach gives its primary focus to the self-report of residents:

The outcomes they are achieving in life resulting from supports provided via WDDs,  
and

The processes or practices of support provided by the Dual Disability Practitioners of the service.

# The domains

## A good place to live

Physical health

Mental Health – dealing with bad patches

Skills to look after myself

Relationships, friends and connections

Community life

Empowerment – feeling good about myself, making my own choices, respecting privacy, able to make complaints easily without fear, self-determination

Staff support – spending time, listening, helping me learn new things, caring about my health and safety

# Evaluation @ Mind – what and how











Easy English format












Undertaken by an independent person residents felt comfortable with

Residents introduced to survey prior to it occurring

Resident encouraged to have key worker or support person present

Surveyor briefed to be flexible, and be ready to present information in a range of ways

<p>Has the service made your life better in these following areas?</p> 	<p>YES</p> 	<p>NO</p> 	<p>SOMETIMES</p> 	<p>UNABLE TO ANSWER</p> 	<p>Comments and examples of things that have changed</p> 
<p>A good place to live</p> 					
<p>Physical health</p> 					

How well do staff work with you in the following areas?	YES 	NO 	SOMETIMES 	UNABLE TO ANSWER 	Comments and examples of things that have changed 
					
Staff help me choose my goals 					
Staff treat me the way I like to be treated 					
Staff help make this a good place for me to live 					
I can trust staff to give me support when I want it  					
Staff help me stay calm and fix my problems in a good way  					

# Evaluation – summary of findings

Overall, the survey results demonstrate that residents feel a reasonably high level of satisfaction with the outcomes they have achieved whilst living at WDDRS and the support they receive. There were some really positive comments and ratings. Only one resident gave a 'no' response on any question. Most residents are clearly happy at WDDRS and demonstrate high regard and trust in the staff that support them.

An issue worth pondering on relates to three themes that came through the surveys:

- Conflict experienced between residents
- Sense of friendship and community felt across the two sites
- The love residents express for having their own units, own space and doing things for themselves



# Evaluation – learning

Need to be flexible and use a range of evaluation methods

One to one interviews less structured in nature – right time, right place, right person, a bit at a time

Need to add a rating “Most of the time”

Other important evidence

- Attainment of individual goals
- Capturing stories of individual journeys

# Davos' recovery story

