Research to Action Guide to Good Group Homes

Evidence about what makes the most difference to the quality of group homes

For many years, group homes have been the principle supported accommodation option for people with intellectual disability who are no longer able to live at home with their parents. The funding options under the NDIS will help to support new, more flexible and potentially individualised options that separate housing and support. In 2017, approximately 16,500 people live in group homes, most of whom have an intellectual disability. While it is possible to have a good quality of life in a group home, they are not all the same. Many things can make a noticeable difference to the quality of group homes but research evidence strongly suggests that two factors; how staff act and whether they use Active Support are the most significant factors that make a difference to quality.

How staff act is influenced by practice leadership (the support they receive from a frontline manager), and the culture in the group home. There is also strong evidence that managers, auditors and potential consumers should not rely on paperwork or second-hand reports to judge the quality of a group home. Rather, it is important to observe what actually happens in the home. This guide should help you know what to look for in making a judgement about the quality of a group home.

This guide summarises an extensive review of the research literature published in 2016\(^1\). It examines propositions (suggestions) about what makes a difference to the quality of group homes and the quality of life of the people with intellectual disability

who live there. The strength of research evidence for these propositions has been reviewed and conclusions reached about the factors that are most important to quality.

The guide uses practice examples from papers published as a part of the research program on group homes led by Professor Christine Bigby since 2004\(^2\). More details about the method and links to the research papers are in the appendix.

**Quality of life and group homes**

In considering quality, this review draws on the eight Quality of Life domains identified by Schalock et al help to think about the different things that make up a ‘good life’\(^3\). Some of these domains are objective and easily identified; such as rights and material wellbeing. However, some are subjective and depend on a person’s own views of what is important to them. Emotional wellbeing can look very different from person to person. For example, some people like being tidy and ordered, whilst others enjoy being creative and disorganised. This emphasises the importance of knowing a person, understanding what is important to them and what things like ‘homeliness’, ‘meaningful’ or ‘exciting’ mean to them.

The quality of life of people with more severe or profound intellectual disability is closely tied to the support they receive. Position descriptions for staff in group homes show that they are expected to support people across all domains of quality of life. Their role is not restricted to what happens in the house and extends to things such


as supporting people to maintain family relationships or building connections with people in the local community.

There is strong evidence of considerable variation in the quality of group homes, even among those with similar funding. The quality of support provided to people living in a group home can vary from day to day, between group homes managed by different organisations and between group homes in the same organisation. It also shows that people with more severe levels of disability consistently receive poorer quality of support compared to other people. These are the reasons why it is important to understand what makes a difference to the quality of a group home and how to identify what a good one looks like.

Table 1 describes what each of the eight Quality of Life domains might look like for people with more severe and profound intellectual disability. It has been adapted from a paper titled “Identifying good group homes for people with severe intellectual disability.”


<table>
<thead>
<tr>
<th>Domain of QoL</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Inclusion</td>
<td>People are present in their local community. They generally use the same services as other community members and are recognised and known by other people in the community where they live. They take part in activities with other people who do not have disabilities and have a sense of belonging to one or more of their communities.</td>
</tr>
<tr>
<td>Interpersonal Relations</td>
<td>People are valued as equals by the staff who support them. They have positive interactions with staff and a variety of social relationships with people outside their home. They are supported to have regular contact with family members where applicable and with friends.</td>
</tr>
<tr>
<td>Self-Determination</td>
<td>People are regarded by staff and feel like individuals, and they are supported to make choices and express preferences. Their choices are respected, and they are supported to make decisions or included in decision making processes about services and plans about their goals.</td>
</tr>
<tr>
<td>Rights</td>
<td>People are treated with dignity and respect, they have privacy for personal care and other times when they want it. They have a sense of ownership of their home. They have someone outside the group home who advocates for them and represents their interests. There are arrangements in place for support with decision making and there are clear processes to make complaints.</td>
</tr>
<tr>
<td>Personal Development</td>
<td>People are supported to be engaged and participate in meaningful activities and social relationships. The activities they carry out reflect their preferences, but they are also supported to try out new things. People are supported to exercise choice and control on how they spend their time.</td>
</tr>
<tr>
<td>Emotional Wellbeing</td>
<td>People appear content and at ease in their home and with the staff who support them. They are comfortable with the level of stimulation</td>
</tr>
<tr>
<td>Domain of QoL</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Physical Wellbeing</td>
<td>People feel safe and pain-free. Their health is regularly monitored, and expert advice and medical care sought when necessary. They are encouraged to eat well and exercise and are in the best possible health. They have personalised and respectful support with all aspects of personal care.</td>
</tr>
<tr>
<td>Material Wellbeing</td>
<td>People live in a house that is adapted to their needs, can access transport so they can be in their community and have their own money and possessions.</td>
</tr>
</tbody>
</table>

**Propositions and types of evidence about good group homes**

This review identified many propositions about what makes good quality group homes.

A proposition is a statement that there is a connection between good quality and ‘doing something’ or ‘having something in place’. An example of a proposition might be “if there is strong practice leadership in a group home, the quality will be better.”

Factors that affect quality all work together, so each proposition should not be considered on its own. For example, having strong practice leadership on its own is not enough to deliver good quality services.

The propositions about what makes a difference to the quality of group homes can be split into five broad topics:

1. Practice: How staff and managers act
2. Culture: ‘How things are done around here’
3. Design and Resources: Small size and sufficient staff for people supported
4. Policy and Procedures: How the organisation organises itself
5. External: Government regulation and community attitudes
This review then rated the strength of the evidence for each proposition:

- **Strong** – Clear, strong and long-standing evidence
- **Emerging** – Some strong evidence but there has been little research.
- **Weak** – Research has shown there to be little evidence
- **Mixed** – Research has reached conflicting conclusions

**Propositions about Practice**

The proposition with the strongest evidence overall is that how staff communicate, interact and provide assistance to the people they support has an impact on the quality of a group home.

**Staff practice that reflects Active Support**

Active Support is a way of providing just the right amount of assistance to enable a person with intellectual disability to successfully take part in meaningful activities and social relationships. The evidence is strong that where staff use good Active Support, there are better outcomes for the people they support. This is true for all people with intellectual disability but particularly for those with complex needs and more severe disabilities.

Active Support can include people doing something practical with materials such as vacuum cleaning, hanging out washing, laying a table or washing up, or interacting with other people by talking or listening to them and paying attention to what they are doing. This could also include taking part in a group activity, such as playing a board game or being part of a cheer squad.

“The support worker asked Jo what she wanted to take for lunch tomorrow and showed her several options. Jo pointed to the chocolate cake. The support worker brought the cake over to Jo and supported her to hold the knife and cut a piece of cake. Then the support worker brought over some cling film and Jo wrapped the piece of cake.”

“The support worker sat on the floor next to Fred and read through the directions on the muffin mix packet. She said, “Do you want to come and help me make these?” showing him the picture on the front of the box. Fred showed no interest so the support worker said, “I’ll put all the ingredients in the bowl and you can help me stir – do you
want to do that?” She did this and took the bowl to Fred and sat down next to him. She placed Fred’s hand on the spoon, putting his hand on top and encouraged him to stir. She asked if he wanted to taste the mixture, putting a small amount on the spoon and offering it to him. Initially, he pulled away, but when asked again he tried it and took up the offer for another spoonful.

Learn more about Active Support and see videos of good practice on this online resource: www.activesupportresource.net.au/

Good practice leadership

There is strong emerging evidence that good practice leadership helps support workers to use Active Support. Practice leaders also need to be skilled at Active Support to set a good example for other staff.

Practice leadership has five elements.

1. **Coaching and modelling**: Spending time with staff providing them with feedback and demonstrating good practice.
   “I’m part of the actual goings on of the house. You set the standard. People model themselves on what they see you do.”

2. **Supervision**: Giving honest feedback to staff about their support. Informal supervision is often preferred but the evidence suggests regular planned individual supervision is important.
   “That’s a bit of a skill, to get people to the point where they can sit down and say, ‘Oh yes, was doing this but I didn’t think I was doing as well as I could have been.’ Supervision is not just you sitting there telling people a list of jobs they’ve got to do.”

3. **Leading team meetings**: Providing regular forums where staff can share knowledge about the people they support and ideas about opportunities for them to be engaged.

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7 We use direct quotes from research interviews and field notes to illustrate abstract ideas. All of these quotes come from published or unpublished research data collected as part of the Living with Disability Research Centre’s program of research about group homes (see appendix for more details).
“The meeting is where you can bring all your concerns. If we’ve got an issue with our client’s autistic behaviours, [which] are always changing, then as a team, we’ll go, ‘Look, I’ve tried this, I’ve tried that, that worked, that didn’t’ and then we come up with a plan.”

4. **Staff allocations for every shift:** Ensuring staff receive clear directions about who they are supporting and what their particular needs are on that day. There is never just the ‘usual routine’.

   “You have a shift plan on a Thursday that tells staff exactly what they are expected to do when they get into the service and the people we support can also know what they are going to do on a Thursday…Clearly, this is only a guide and may be altered on the day at the beginning of the shift depending on what’s been happening that day.”

5. **Focus on quality of life outcomes:** Ensuring that every aspect of the work that staff do is focused on providing the best possible support for every person in the group home.

   “We want to encourage and support people to have a quality of life. And it’s our challenge to actually support the person so that that can actually happen.”

**Staff practice considers differences in individual support needs**

Responding to individual differences and enabling communication, choice and control is at the core of Active Support. There is emerging evidence about the use of Positive Behaviour Support with people who have challenging behaviour, particularly when used in combination with Active Support.

There is relatively weak evidence about other types of practice. These include the SPELL framework to support people with autism and intensive interactions with people with severe or profound intellectual disability.

**Propositions about culture – ‘How things are done around here’**

Everyone has a sense of what is meant by ‘culture’ but it can be hard to define and measure. Embedded in culture are the hidden assumptions about the generally accepted ‘way we do things around here’. Culture represents shared values, attitudes and expected behaviours.
Some aspects of culture are easy to see. For example, some group homes have separate crockery or toilets for staff. Think about the values this represents.

The way staff talk to or about people with disability can also illustrate culture. For example, consider the contrasting attitudes these staff have about the people they support:

- “They are all grabbers or shitters in this house”
- “We just call them people, like I would call you a person”

Culture can also be observed in the way staff behave and what they expect of each other. If the way staff work is organised around the needs and preferences of the people they support, then culture may be person-centred. In contrast, support workers might organise their work to suit their own preferences or needs, such as in the choices they make about the type of outings they organise or TV programs on in the living room. This might indicate a more ‘staff-centred’ culture.

There is emerging evidence that culture impacts on the quality of group homes. Figure 1 illustrates the differences between culture in better and poorer quality group homes.
Figure 1. Difference between culture in better and poorer quality group homes

<table>
<thead>
<tr>
<th>Likely to be found in underperforming homes</th>
<th>Dimensions of Culture</th>
<th>Likely to be found in better homes</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-groups may be powerful or the values of the frontline manager may not reflect those of the organisation.</td>
<td>Alignment of power-holders values</td>
<td>Cohesive, Respectful, Enabling, Motivating</td>
</tr>
<tr>
<td>People supported seen as “other,” fundamentally different, “too disabled,” lacking skills, or as able to watch but not be involved.</td>
<td>Regard for residents</td>
<td>The values of frontline managers are the same as the organisation. They are strong leaders and there is shared responsibility among staff and teamwork.</td>
</tr>
<tr>
<td>Staff role is doing things for people not with them – such as looking after people and taking them on group outings.</td>
<td>Perceived purpose</td>
<td>Positive regard for people supported as being equal but staff recognise and attend to their differences.</td>
</tr>
<tr>
<td>Practice is staff-centred and staff needs are prioritised. People supported are not seen as individuals.</td>
<td>Working practices</td>
<td>Staff role is centred around helping each person live the life they want, recognising and respecting preferences, being inclusive and engaging, and ensuring care dignity and comfort.</td>
</tr>
<tr>
<td>Resistance to external influences and ideas.</td>
<td>Orientation to change and new ideas</td>
<td>Open to ideas and outsiders.</td>
</tr>
</tbody>
</table>
The culture in better group homes can be characterised in the following ways.

1. Enabling

People are supported to be included in their home, engaged, have their choices and dignity respected and staff practice is attentive, based on relationships and includes moments of fun.

“Bruno leads a conversation about where Seth wants to go. It is worked out that they will go to City Mall, where Seth will get a haircut, get something to eat, and have a head massage. Bruno tells me that although the mall is further than some of the local shopping centres it is one that Seth prefers.”

2. Motivating

There is strong leadership, shared values and shared responsibility between staff for the quality of their support. Staff are an effective team and are open to new ideas and collaborating with those outside the team.

“There’s a standard the practice leader expects from everyone that works here and if you’re not doing it, believe me! But she treats everyone the same. [How do you know you are doing a good job?] Madge would tell us if we were not.”

3. Respectful

People with intellectual disability are positively regarded by staff and seen as part of the same diverse humanity as themselves. Staff acknowledge and attend to individual differences.

“If the residents are not ready the bus has to wait, says Hetty. He relies on my judgement a lot I suppose; what we do and where we go, which is okay, because the basic fact is that Hank can’t tell me exactly what he wants to do, but we try and find stuff that he likes to do.”

4. Cohesive

All the staff are on the same page and there are no cliques of staff working on their own agendas.
“We all share the same work ethic …that’s why we have all these notes and communication things going on, so that it's passed on and handed over.”

Propositions about policy and procedures – How the Organisation Organises Itself

There are many propositions that the policies and procedures of organisations influence the quality of group homes. However, there is very little evidence or even research about these, and the evidence that does exist is weak or mixed.

Policies about training in Active Support, workshops and hands-on

There is strong evidence that training in Active Support, which includes both classroom workshops and hands-on mentoring in the home by an experienced trainer, has the strongest link to improved staff practice. This means all staff in a group home should expect to attend at least a one or two-day workshop and have on-the-job mentoring from an experienced trainer where they work.

Human Resources (HR) policies and procedures

There is some emerging evidence about the importance of strong HR practices on the quality of staff practice and culture. This research points to the positive influence of having:

- Disciplinary procedures that support frontline managers in holding staff responsible for the quality of their practice.
- Recruitment processes that include ways of finding out the values of potential staff, and use of probation to ensure the approach of new staff is consistent with the values of the organisation.
- Expectations that are clearly conveyed to staff through orientation, training, and performance management.
- Processes in place to help new staff become familiar with the people supported in a group home, such as the use of shadow shifts and working alongside experienced staff.
Procedures to guide staff in planning for the people they support

There is mixed evidence about the impact of individual planning systems on the quality of group homes.

Staff characteristics and turnover
There is weak evidence that staff characteristics such as satisfaction, stress levels, professional qualifications or experience impact on the quality of group homes. There is also weak evidence about the influence of staff stability or turnover on quality.

Propositions about Design and Resources

There is strong evidence about the design and resources necessary for quality group homes. However, these are not enough to lead to good outcomes. For example, a carefully designed and well-resourced home without a strong practice leader and staff skilled in Active Support will not be a good quality home.

Size and location

There is strong evidence that group homes should be small in size with no more than six people, be similar to other houses in the local area and dispersed throughout a community rather than clustered together in one place.

Staffing levels

There is strong evidence that there must be sufficient staff. However, there is no formula for working this out. The number of staff needed depends on the nature and severity of disability, as well as the required needs of the people being supported. There is evidence that having more staff does not lead to better outcomes.
Mix of people

There is strong evidence that when the people supported in a group home have a mix of abilities and support needs, this leads to better outcomes. In particular, people with complex support needs associated with challenging behaviour should not be grouped together in a house.

Propositions about external factors

Group homes are subject to state and federal laws that regulate service standards. There is almost no evidence about the impact of the external environment or actions of inspectors, standards or regulations on quality. There is emerging evidence from the UK that conclusions reached through inspection processes do not match those found through research. Standards are often judged by looking at paperwork and processes rather than observing the way staff work, and the everyday life of people living in group homes. Evidence shows that staff overestimate how good their practice is, and that paperwork is not a reliable indicator of what staff have done or what has happened in a group home.

Closing statement

This review has summarised several decades of research that has tried to better understand how to support people who live in group homes to have a better quality of life. A small sized house in the community and sufficient staff resources are necessary but not sufficient for a good quality group home. What staff do, how they support the people who live in the house, how they work together in a team and whether there is a competent practice leader are what really makes a difference.

Choosing a group home can be a difficult and challenging task that may have to be done in a hurry. Not all group homes are the same quality and the best way to make a judgement is by going to have a look, watching how staff interact with the people who live there and talking to them about how they understand their role. This review and the accompanying guide should prepare you for what to look for and what to ask staff and managers about.
Table 2 outlines what makes the most difference to the quality of a group home.

<table>
<thead>
<tr>
<th>Proposition</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice of frontline staff and managers</td>
<td>Staff use Active Support - they do things with people rather than for them.</td>
</tr>
<tr>
<td></td>
<td>Staff adapt their communication and support to each individual.</td>
</tr>
<tr>
<td></td>
<td>Staff use positive behaviour support to promote quality of life for the individual.</td>
</tr>
<tr>
<td></td>
<td>Frontline managers lead practice. They often observe the way staff work, demonstrate good practice, coach staff, lead the team and supervise individual staff.</td>
</tr>
<tr>
<td>Culture</td>
<td>Service culture is clear, enabling the people supported, motivating staff and being respectful of the people supported by regarding them as equal and recognising their need for support.</td>
</tr>
<tr>
<td>Policy and procedures</td>
<td>Staff are trained in Active Support both in the classroom and in the home while they work.</td>
</tr>
<tr>
<td></td>
<td>The organisation hires staff who put the quality of life of people first.</td>
</tr>
<tr>
<td></td>
<td>There are strong HR policies around recruitment of staff and holding staff responsible for the quality of their support.</td>
</tr>
<tr>
<td></td>
<td>The staff are skilled to support the needs of the people in the house.</td>
</tr>
<tr>
<td>Design</td>
<td>The group home is small with no more than six people, similar to houses in the local area. There are enough staff for the needs of the people who live there. There is a mix of people in terms of the severity</td>
</tr>
<tr>
<td>Proposition</td>
<td>Examples</td>
</tr>
<tr>
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</tr>
<tr>
<td>of their disability and they do not all have challenging behaviour (e.g. aggressive or destructive type behaviours).</td>
<td></td>
</tr>
</tbody>
</table>
References


See further references in appendix to this review, and the Living with Disability Research Centre website Latrobe.edu.au/living-with-disability or La Trobe University Research Repository http://arrow.latrobe.edu.au:8080/vital/access/manager/Index


Appendix

Methodology

This Research to Action guide has been developed for the NDS Centre for Applied Disability Research. It summarises an extensive review of the research literature published by the La Trobe University in 2016. This examined propositions (suggestions) about what makes a difference to the quality of group homes and thus the quality of life of the people with intellectual disabilities who live there.

The strength of research evidence for these was reviewed and conclusions reached about the factors that are most important to quality.

This guide uses practice examples from papers published as a part of the research program on group homes led by Professor Christine Bigby since 2004.

More details about the method and links to the research papers are included at the end of this appendix.

Background

Most people who live in group homes have intellectual disability. They may also have health or mental health problems, or physical or sensory difficulties. Some group homes support people with severe physical disabilities or traumatic brain injury but very little research has looked at the quality of services for these specific groups.

Group homes have been the principle accommodation option for people with disability for many years. This means people with very different severities of intellectual disability live in group homes. Some people have severe or profound disabilities and very high support

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needs, others have a mild intellectual disability and lower support needs. Some people just need support to manage their money, make decisions or manage unexpected circumstances while others may need support 24 hours a day to ensure their safety. They may also need help with self-care tasks like showering or dressing themselves.

Research in Victoria shows that about a third of the people who live in group homes have similar support needs to people who live more independently in supported living.9

The age of people who live in group homes is also very varied. Some people are aged in their 60s or older. There is no reason that people cannot remain in a group home as they get older. There are no rules about moving when a person reaches a particular age.

Terms used

Different words are used in Australia to describe the same things when people talk about group homes. Here are some of the common words, who might use them and the terms we will use throughout the associated Practice Guide.

Types of supported accommodation

Group homes are one type of supported accommodation. In this guide ‘group homes’ means:

- An average looking house in an ordinary street that does not look different from others around it.
- A place close to transport and local amenities like shops, libraries and cultural venues.
- A house where between one to six people live together, with their own rooms and shared living spaces.
- A place where housing and support usually go together. The house is usually owned by government or a non-government organisation.

• A house where people pay rent and household costs are shared.
• A place that has 24-hour support from paid staff, shared between the people who live there. Staff are responsible for supporting all aspects of people’s lives including facilitating access to health services, enabling community participation and safeguarding rights
• In addition to group home staff, people living there may also get support for social inclusion from other programs or other specialist support or health services.

Sometimes group homes are referred to as ‘residential support services’ or ‘community residential units’. Similar terms are also used by different countries to refer to quite different types of services. For example, in Sweden, a group home may be a group of self-contained apartments each with their own front door but some shared living space as well.

There are other types of supported accommodation for people with intellectual disability who chose to live away from their family home. They can be described in the following ways.

• Supported living normally means between one to three people sharing their own home or a rented property with drop-in support. In this type of supported accommodation housing and support are usually separated.
• Cluster accommodation normally means a cluster of individual units on one site, which may resemble individual group homes or supported accommodation. The distinguishing feature is the cluster is often distinctly separate from the surrounding houses. Increasingly however, new developments ‘salt and peppering’ where for example, a ‘cluster’ of apartments for supported living are scattered across one floor of an apartment block. While each is separate, there may be some on call or shared support across apartments.
• An institution normally refers to a large service with more than 20 people under one roof on the same site.

The NDIS is introducing new models of supported accommodation and new words to describe disability support services and accommodation. Terms are evolving, for example, specialist disability accommodation may refer to a service like a group home or
supported living while supported independent living may refer only to support for daily
tasks, not the accommodation itself.

More information about these types of services can be found on the NDIS website:

- **SIL - Supported Independent Living** – assistance with and/or supervising tasks
  of daily life to develop the skills of individuals to live as autonomously as possible.

- **SDA - Specialist Disability Accommodation** – accommodation for people who
  require specialist housing solutions, including to assist with the delivery of
  supports that cater for their extreme functional impairment or very high support

**People who work in or visit group homes**

Organisations use different terms to refer to similar organisational roles, staff or
residents. Below are some of these which are used in this guide.

- **Support Worker**: Frontline staff, disability support workers, disability support
  professionals, direct support workers. Support workers are responsible for direct
  support of people supported by the service.

- **Practice Leader**: Home manager, house supervisor, team leader or frontline
  manager. A practice leader is a frontline manager of staff who has a key role in
  maintaining a high quality of practice by support workers.

- **Regional Manager**: Operational manager, cluster manager, district manager or
  group manager. A regional manager is the manager of the practice leader.

**People who live in group homes**

- **The people we support**: Client, resident, tenant or service user. In this guide the
  people who live in group homes are referred to as either 'people we support' or
  'resident'.
Reference Material

The key research papers that formed the basis for this review of the literature are listed below. The review was primarily based on *Improving quality of life outcomes in supported accommodation for people with intellectual disability: What makes a difference?*; which was an extensive review of the academic literature.

As such that paper refers to many other journal articles. Some of the key publications from the group home research program at La Trobe are listed along with those that have informed work in this field.

Many of these articles are available as open access via the link provided. Pre-publication versions of non-open access papers are available in the La Trobe University research repository (follow link and search for ‘Bigby’).

http://arrow.latrobe.edu.au:8080/vital/access/manager/Index


Books


[http://hdl.handle.net/1959.9/522703]
Guide to Good Group Homes for people with disability

Illustrated Plain English Guide

This is a simplified version of the checklist.

It has features of a good group home that can be discussed with a person with intellectual disability.

The House

<table>
<thead>
<tr>
<th>The house</th>
<th>Picture</th>
</tr>
</thead>
<tbody>
<tr>
<td>The house should not look different to other houses in the street.</td>
<td></td>
</tr>
<tr>
<td>There will be other people living there, but no more than five other people.</td>
<td></td>
</tr>
<tr>
<td>Inside, you should see the people living there doing everyday things – It’s not a hotel.</td>
<td></td>
</tr>
<tr>
<td>The house</td>
<td>Picture</td>
</tr>
<tr>
<td>--------------------</td>
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</tr>
<tr>
<td>You should be able to go into most places in the house.</td>
<td><img src="image1.jpg" alt="Image" /></td>
</tr>
<tr>
<td>You should have your own bedroom, with your things in it.</td>
<td><img src="image2.jpg" alt="Image" /></td>
</tr>
</tbody>
</table>

### The Staff

<table>
<thead>
<tr>
<th>The Staff</th>
<th>Picture</th>
</tr>
</thead>
<tbody>
<tr>
<td>The staff should treat you well. You feel that you can tell them if there is anything you are not happy about.</td>
<td><img src="image3.jpg" alt="Image" /></td>
</tr>
<tr>
<td>The Staff</td>
<td>Picture</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>The staff should help you to be involved in cooking, cleaning, laundry and other things that have to be done in a home. They should help you do things for yourself, help you do things you find difficult, and help you with new things you want to try.</td>
<td><img src="image1.jpg" alt="Picture" /></td>
</tr>
<tr>
<td>You should be able to say what you want and what you want to do. Staff should pay attention to what you want and not ignore you.</td>
<td><img src="image2.jpg" alt="Picture" /></td>
</tr>
<tr>
<td>You should know the staff and they should know you. They should know how you get your message across. They should know what you like to do and what you don’t like to do.</td>
<td><img src="image3.jpg" alt="Picture" /></td>
</tr>
<tr>
<td>You should be able to try new things and meet new people in the neighbourhood.</td>
<td><img src="image4.jpg" alt="Picture" /></td>
</tr>
<tr>
<td>The Staff</td>
<td>Picture</td>
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<tr>
<td>-----------</td>
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</tr>
<tr>
<td>The staff will have had training and are always thinking about how to make things as good as possible. They talk to each other and their manager about how to provide better support.</td>
<td><img src="image1.jpg" alt="Staff Picture" /></td>
</tr>
<tr>
<td>The manager is good at providing support and helps the other staff to be as good as they can be.</td>
<td><img src="image2.jpg" alt="Manager Picture" /></td>
</tr>
<tr>
<td>You should know what you are doing every day and which staff are going to be there. You should be able to change your mind about what you want to do at any time. The staff should also know what they are going to do while working in the house.</td>
<td><img src="image3.jpg" alt="Staff Picture" /></td>
</tr>
</tbody>
</table>

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Guide to Good Group Homes: What to look for and things to ask

Introduction

People with disability have the right to live anywhere in the community. People can live on their own, with family and friends, or share with others.

Many people with disability – especially people with intellectual disability – live with other people with disability in group homes. The quality of group homes can be very different from home to home.

Choosing where to live is an important decision. It can be fun but it can also be difficult. For people with disability and families, choosing where to live can be a stressful time. It can mean big changes.

This guide will help you think about what makes a good group home. It has some ideas of things to look for when you visit a group home and questions to ask staff. It is useful for people with disability, family, advocates and even disability staff.

See for yourself

It is important to visit a group home to see what happens there. Websites, adverts and brochures can help you think about different group homes, but it is best to look for yourself before you make any decisions.

Everyone involved in the decision should try and visit, especially the person considering living in the group home. Visit several times, on different days and at different times of the day. Ask the permission of the people who live in the home if you can visit, and take care not to invade their privacy.

Spend some time seeing what happens. Watch how staff interact with the people who live there. Are they helping people make choices? Does it feel like a home where
everyone is taking part? Are staff are doing things with people, or is it like a hotel where people are sitting around and staff do everything for them.

Ask questions

Not all aspects of quality are easy to see. Asking staff and managers questions can help you find out what is important to them in the way they work with the people who live there.

It can be hard asking tricky questions. It might help to take someone else with you who knows the person who is thinking about living there, or someone who has experience of group homes.

What makes a difference?

This guide is based on research about what makes the most difference to the quality of group homes\textsuperscript{2}. You can read a summary of this research at www.cadr.org.au and finding the Research to Action Guides. The research tells us that the things that make the most difference are:

- Practice of front-line staff and managers (how they act)
- Culture (expectations about how things are done in the home)
- Policy and procedures (how the organisation organises itself)
- Design (physical aspects, how many people, and who lives there)

Table 1. What makes most difference to quality?
| Practice of frontline staff and managers | • Staff do things *with* people rather than *for* them. (This is called Active Support.)  
• Staff adapt their communication and support for each individual.  
• Staff use positive behaviour support - to promote quality of life for the individual.  
• Frontline managers watch how staff work; demonstrate good practice; coach staff; lead the team; and supervise individual staff.  
• Staff are on the same page about how they support people and what is expected of them. |
| Policy and procedures | • The organisation hires staff who put the quality of life of people who live there first.  
• There are strong policies around recruitment of staff and holding staff responsible for the quality of their support.  
• Staff are trained in Active Support. They have had classroom as well as on-the-job training. |
| Design and resources | • The group home is small, housing no more than six people.  
• The house looks similar to other houses in the local area.  
• There are enough staff for the people who live there.  
• People in the house have different support needs.  
• Not everyone has challenging behaviour (e.g. aggressive or destructive behaviours). |
## Things to look for – Questions to ask

### Practice of frontline staff and culture

**How do the staff interact with you and the people they support?**

All communication in the house by staff should be warm and respectful. Here are some examples of respectful and not-so-respectful behaviour.

<table>
<thead>
<tr>
<th>Respectful</th>
<th>Not Respectful</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff introduce you to the people who live there.</td>
<td>Staff talk about people in front of them.</td>
</tr>
<tr>
<td>Staff talk about people as adults who can make choices and decisions about their own lives.</td>
<td>Staff use derogatory terms when talking about the people who live in the house.</td>
</tr>
<tr>
<td>Staff see people as individuals and use their names.</td>
<td>Staff regard people as part of a group – they simply say ‘the guys’, ‘our guys’ or ‘the residents’.</td>
</tr>
<tr>
<td>Staff knock on bedroom doors before they enter.</td>
<td>Staff talk about people as objects – for example, ‘loading the bus’; ‘doing personal care’; ‘feeding’; ‘showering’.</td>
</tr>
<tr>
<td>For people who use wheelchairs, staff check with the person and let them know what is happening before they start to wheel them somewhere.</td>
<td>Staff seem to be talking to each other more than the people they are supporting.</td>
</tr>
</tbody>
</table>
Communication styles

You should see staff using different ways of communicating with each person they support. This should be right for each person’s level of understanding and ways of communicating.

If people do not use or understand words to communicate, staff should use communication aids to talk with people. Examples include electronic devices, pictures, pointing, symbols and chat books.

How do staff act and what type of support do they provide – What to look for

Do you see staff do things with people so they can be involved in meaningful activities around the house - e.g. washing up or cooking? This is called Active Support.

Here are some examples that staff are using Active Support:

- Someone who lives in the house opens the front door to you.
- People are not sitting doing nothing for long periods of time.
- Staff talk with the people who live there – they do not only respond when people ask for attention, perhaps through their behaviour.
- All people are getting similar attention from staff – staff are not spending more time with people who are more able, have lower support needs and communicate using words.
- Staff are attentive – they notice when a person is trying to communicate with them and respond to them.
- Staff are responsive – they take notice and act on the choices or preferences that people express rather than ignore or override them.
- Staff offer choices to people they support. This means not everyone eats the same meal or does the same thing at the same time. Everyone spends time doing the things that they choose.
- People get the type and amount of support they need to successfully take part in activities – this may be anything from hand over hand assistance from staff to a verbal prompt depending on the person’s needs.
When people are invited to participate in an activity, it is clear from visual or non-verbal cues what they are being invited to do.

Staff rarely do household tasks on their own. They are not likely to be in the kitchen or laundry on their own.

Questions to ask staff about their work

Asking questions can help you get to know staff and the way they work.

Some questions may be harder to answer because staff must respect the privacy of people who live there.

Some examples of questions you could ask are:

- Do you know what people like and do not like?
- Do people all go to bed at the same time, or do they have individual routines according to their preferences?
- Do you know about the friends and relatives of people you support? How do you ensure they stay in regular contact?
- Are families welcome to visit the group home?
- Do families play any other roles in relation to the group home?
- How often do you offer new choices so people can try out new things?
- Do the people who live in the home know people in their neighbourhood?
- Do you know about the needs of each person you support - for example, their health, age, communication style or any challenging behaviours?
- Does each person have a support plan, including a behaviour support plan where necessary?
- Is anyone ever locked in a room or prevented from accessing a part of the house?
- Is anyone ever restrained, and what guidance is there about if and when you restrain a person?
• Are staff open to doing things differently and new ideas about support? For example, what do they know about the changes happening in the disability sector?

• Did staff share confidential information about the people in the house with you? Did they talk about people in front of them without including them in the conversation?

**Practice of frontline managers – What to look for**

Is there strong practice leadership in the house? Is there a motivating culture for staff? If so, you should see evidence that there is a manager or senior staff member - who is the leader in the house - who:

• Has confidence and is respected by all staff;

• Often spends time in the house;

• Is skilled at Active Support and sets a good example to staff about what is expected of them;

• Leads team meetings that all staff attend and in which practice, rather than housekeeping, is the main thing on the agenda;

• Often meets to provide supervision to each staff member; and

• Makes sure each staff member working in the house knows what they are going to be doing.

**You should expect to see:**

• Staff who are organised;

• A plan for what staff are going to do in the house each day;

• A plan for each person who lives in the house for what they are doing today;

• A plan that is accessible in pictures or easy words;

• The front line manager supports people who live in the house or works alongside staff, rather than sitting in the office for most of the time; and
• Flexible routines or plans for the day that allow people living in the house to change what they want to do if they choose.

**What to ask staff about practice leadership and culture:**

• When was their last supervision session with their frontline manager? What did they talk about?
• How do they know what they are expected to do in the house each day?
• When did they last attend a staff meeting? Did the staff share experiences with each other about supporting the people who live in the house?
• How does the frontline manager know about what happens in the house and the quality of staff practice?
• How often is the frontline manager at the house? When the manager is in the house, where do they spend most of their time?
• Does the frontline manager regularly observe you working with people in the house, and do they give you feedback?
• What have you learned about good practice from the frontline manager?
• How are decisions made about which staff work at which times? Decisions should reflect the preferences and needs of the people who live in the house rather than those of staff.

**Policies and Procedures – What to expect and ask about**

Organisations will have policies and procedures about what should happen in the group home and how staff are expected to behave.

Some policies make a difference to the quality of a group home, especially ones that help create expectations about staff behaviour. These include:

• Recruiting staff with values that are respectful of people with intellectual disability and their human rights.
• Staff skills - All staff have training in Active Support. That this training is both a workshop in a classroom and on-the-job training by an experienced trainer.

• Staff accountability - Staff are clear about the quality of support they are expected to provide and that they will be held responsible for it by their managers.

• Staff are known by the people they support. There are procedures to ensure new staff work alongside more experienced staff and staff who know the people being supported well.

Design and Resources – what to look for

Good group homes should look and feel like any other home in the community as much as possible. Things to look out for include: The house is like any other house in the neighbourhood.

• The house is close to transport and public amenities.

• The house is close to the family of the person who is thinking about living there.

• There are no signs at the gate or front door with the logo of the organisation or other things that might suggest this home is different from any other in the street.

• There are no more than six people living in the house.

• The people living in the house have differing support needs.

• There is private space - at least one bedroom for every person who lives there. Everyone can go into all other places in the house.

• The décor reflects the people who live there, including people’s photos or personal possessions in different parts of the house.

• You may see some specialist equipment to support people to engage in activities or be more independent. For example, a large switch that can be pressed to turn on a blender, a device that holds and tips water from a hot kettle, small jugs or containers for liquids so people can pour their own drinks.

• There is no separate crockery or cutlery for staff.

• There is no separate staff toilet or bathroom.