

## CARRIGLEA CAIRDE SERVICES

### Communications Strategy

The communications strategy is established to ensure Carriglea Cairde Services communicate effectively and meets strategic, management and operational objectives. The communication strategy and process is intended to develop an appropriate communication system in order to ensure that all relevant stakeholders of Carriglea Cairde Services are appropriately informed of developments in a timely format.

#### ***1. The communications strategy shows how effective communications can:***

- Set Out and communicate overall Services objectives
- Engage effectively with stakeholders
- Demonstrate the achievement and the strategic planning
- Ensure people understand what the Services are setting out to achieve
- Change behaviour and perceptions where necessary."

#### **2. The Mission of Carriglea Cairde Services**

*The Mission of Carriglea Cáirde Services is to continue the work of the Bon Sauveur Congregation and to provide a comprehensive quality service for persons with an intellectual disability in accordance with Christian Values and the principles of the Congregation.*

#### *Carriglea Cáirde Services aim:*

*To enable and empower persons with an intellectual disability to integrate into society and to reach their full potential in a just and caring environment*

*To ensure that each person is granted as full a life as possible, including healthcare, education, training, housing, work and leisure*

*It is the mission of Carriglea Cáirde Services to provide an individual and holistic service to each person availing of the Services insofar as funding levels will permit. To achieve this objective, the work of Carriglea Cáirde Services is undertaken collaboratively with families, personnel, the relevant agencies, the wider voluntary sector and the local community.*

### ***Service Users***

Annual Review of Person Centred Plans  
Annual A 1 Health Check  
Monthly Residential Meeting  
Access and Support to Advocacy  
Key Worker Link Worker  
Training, Social, Employment & Life Skills

### ***Board Of Directors***

Monthly Meeting CEO & Chairman – Weekly Updates & as required  
Bi-Monthly Board Meetings  
By- Monthly Committee Meetings - Strategic, Risk/Quality/ Services, Audit & Finance  
Annual Report & Bi Monthly CEO Report, Bi Monthly Accounts & Cash Flow  
Organisation Website

### ***Parents & Families***

Annual Family Forum – Carriglea Cairde Services & Anne Le Roy Centre  
Correspondence pertaining to relevant residential day and respite issues  
Organisation Website

### ***Senior Managers***

Twice Monthly Management Meetings  
Individual Weekly Meeting between Senior Managers & CEO

### ***Members of Staff***

Training on Health & Safety, Human Resources, Governance & Service Delivery  
Annual Report  
Direct Correspondence from CEO on significant matters  
Annual Performance Appraisal  
Organisation Website

## HSE

Regular Service Update Meetings with Disability Services Co-ordinator

Annual Reviews as set out under the Service Level Arrangement

Submission of quarterly and monthly key performance indicators including performance and service level information

Notifications on disclosures and allegations and of abuse and outcomes pertaining to Service Users

## HIQA

3 Day, Quarterly, Monthly reporting of notifiable events

Provider Reports by Designated Centre

## Media Enquiries

Responded through the Office of the CEO following Consultation with the Chairman

## Freedom of Information

Responded through the Freedom of Information Officer

Objective 1: To provide the best standards of care and support for people using our services

### Communications objectives

#### Operational or policy objectives

To ensure all staff know and understand the standards the objectives of the Service and quality and standard of service & care required. Through good formal and informal communication with members of staff from management, team meetings, website, mandatory training, work with service users & To feedback from on committees Quality, Health & Safety. To clearly *Inform members of staff of* communicate annually the objectives of the Service and the Strategic *developments across the* and Management objectives. To provide all staff members with a copy of the annual report and individualised copies of the CARED4 model of service under Governance & Service Delivery, Human Resource & Health & Safety.

To *develop effective standards and quality services* To ensure service users know the quality and standard of service they should expect from Carriglea Cairde Services. Through the residential Services agreement, through the person centred plan, through weekly service user residential meetings.

## Communications objectives

### Operational or policy objectives

*To provide opportunities for service users to enter education, training or employment* To ensure service users have opportunities to communicate their needs within the organisation – through Advocacy, Person Centred Planning, or Key & Link Workers. To regularly gather feedback to evaluate the standards of service under headings of care and support. To openly communicate with Service Users. To provide and communicate the feedback.

Objective 2: To play a key role in the community as a valued provider of services for vulnerable people who use Services In Carriglea Cairde Services

### Operational or policy objectives

### Communications objectives

*To build strong relationships with the funding authorities including the HSE, Department of Health, Health Information & Quality Authority, Department of the Environment and other funders.* To provide a regular flow of information to the relevant sections of the HSE including monthly, quarterly and annual reporting including the Key Performance Indicators, monthly employment census, returns on congregated settings, annual pension returns. To provide the HSE with copies of the Services annual report

To review requirements and reporting commitments set out in the arrangements and to ensure commitments are delivered upon.

*To fulfil obligations under the Service Level Arrangement. To manage requests for ad-hoc information and to communicate effectively on issues relevant to the funding authority.*

To communicate with the regulatory authority on reporting requirements including 3 day and quarterly requirements. To hold formal and informal meetings with the authority. To communicate via email, telephone and post but and by conversation.

### Operational or policy objectives

### Communications objectives

*To communicate effectively with Service Users parents / next of kin friends and to build effective communication.*

To provide a regular flow of information to parents, next of kin and friends. To establish a parents forum and meet with the forum at least twice yearly. To receive feedback on Service Quality through feedback and surveys and to communicate feedback. To communicate annually with families on Services Required under the National Intellectual Disability Database. To establish parents view for the Strategic Plan and on new models of service.

### Operational or policy objectives

### Communications objectives

*To Communicate and provide feedback to the fundraising Volunteers*

To communicate at least ½ yearly with the committee on Services objectives for fundraising monies. To formally recognise the works of the committee through the committee and volunteers attending events to mark the handover of funds.

Objective 3: To provide strong governance across the Services and thereby fulfilling best standards of care and support for people using services

**Operational or policy objectives**

**Communications objectives**

*To fully inform the Board of Directors of the activities of the Services.*

To ensure all Directors are aware and appropriately informed of the activities of the organisation. Through the Board Of Directors Induction Pack. Through good formal and informal communication with the CEO through the bi-monthly reporting and through the sub committees of the Board. Ensuring Board members are in receipt of timely information on financial, health & safety and quality reports. To provide all Board Members with a copy of the annual report. The Chairman meets with and communicates with the CEO on a monthly basis.

*Strategic Planning*

Board Members are informed of new models of Service, through formal and informal presentations.

*Compliance*

Board Members are communicated with on HSE Compliance requirements and requirements as set under the Service Level Arrangement.

**Operational or policy objectives**      **Communications objectives**

*That The Senior Management Team Collaborate Effectively for the provision of quality services throughout Carriglea Cairde Services*

Senior Managers meet as a team twice monthly generally the first Wednesday and Third Friday of each Month. Senior Managers report on functional activities for respective areas for information purpose and decision making purposes.

Senior managers communicate with one another separate to the monthly meetings but also to meet with one another for peer support to share and develop on issues as required and the CEO to meet with and communicates with Managers on a formal & informal basis on weekly basis.

The management team will collaborate on strategic planning, management and operational and communicate across the Services accordingly.