

Annual Report 2015



Front cover painting by Margaret Fitzpatrick, service user in Activation.

Patrons

Bishop Alphonsus Cullinan
Superior General Bon Sauveur

Bishop Michael Burrows

Board of Directors (as at 31st December 2015)

Sr. Rita Higginbotham
Sr. Miranda Richards
Sr. Mary Fitzgerald
Dr. Elizabeth Walsh
Dr. Nan Ferrari
Ms. Margaret Browne

Mr. Eamonn Moore
Ms. Marie Dennehy
Ms. Marie Duffy
Mr. Michael Leo
Mr. Barry O'Brien

Company Secretary

Mr. Vincent O'Flynn

General Information

Company Registration Number

403466

Registered Office

Carriglea
Dungarvan
Co. Waterford
X35 Y950

Auditors

M.K. Brazil & Co.
O'Connell Court
64 O'Connell Street
Waterford

Solicitors

Peter O'Connor & Son
Wyse House
Adelphi Quay
Waterford

Bankers

Allied Irish Banks plc.
3 T.F. Meagher Street
Dungarvan
Co. Waterford

Charitable Exemption Number

CHY 16004

Bank of Ireland
19 Grattan Square
Dungarvan
Co. Waterford

Carriglea Cáirde Services is an equal opportunities employer.

Carriglea Cáirde Services is a member of the National Federation of Voluntary Bodies and The Wheel.

CHAIRMAN'S STATEMENT

I want to welcome you all to the Carriglea Cáirde Service's Annual Report 2015 and a particular welcome to all those who have supported the Services for many years. The last number of years have brought many new challenges including budget reductions, regulation, compliance and new and updated procedures. While focusing on these challenges the Board has also identified and focussed on establishing strong governance.

The annual report reviews activities and performance of our organisation and provides details and information on current services, developments and how funds were allocated and managed as Carriglea Cáirde Services continues to ensure its high level of accountability and transparency.

Considerable progress has been achieved in relation to:

- HIQA regulations and standards.
- Strengthening and safeguarding the welfare of the people who use our services.
- HSE compliance.
- The development of the 5 year strategic & operational plans through to the year 2020.

A number of new service developments were implemented in 2015 including the Gateway Day Service, Middlequarter residential setting and the Board decision to purchase and develop a further community house set for delivery in 2016. The many other initiatives introduced throughout and across the organisation are testimony to the commitment of Carriglea Cáirde Services to continuously enhance and improve services for people with an intellectual disability.

Throughout 2015, the focus of the organisation was on the maintenance of all existing services; the expansion of services in order to positively respond to changing needs of people who use our services, new referrals and the placement of all graduates from schools and rehabilitative training.

Throughout 2015 all of Carriglea Cáirde Services' six designated residential centres were registered with the Health Information and Quality Authority, which I believe enhances the lives of people who use our services. I am confident that our Service has in place the infrastructure through a person centred approach to deliver services in line with people's requirements and standards.

I wish to express my appreciation to the Health Services Executive for its continuing support. Carriglea Cáirde Services is committed to working in cooperation with state agencies, other service providers and representative organisations to ensure that service users and their families receive the highest quality service possible. The Service Level Arrangement agreed with the Health Service Executive sets out the quantum of service provided.

I am thankful to the Sisters of the Bon Sauveur for their contribution to the continued success of the Services. Carriglea Cáirde Services is committed to services based on the ethos of our founding origins.

My thanks to the Fundraising Committee for their continued and valued support of our Services.

Finally, I would like to acknowledge the work and commitment of fellow Board and committee members and pay thanks to service users, management, members of staff and volunteers for their efforts and their continued dedication towards the provision of quality services for people. We look forward to 2016 and beyond, knowing that there are challenges ahead but as with all challenges we have to try to turn them into opportunities for Carriglea Cáirde Services. By working together we can continue to expand the range of services to accomodate service users' needs and enhance the life of each and every person.

Barry O'Brien, Chairman

CHIEF EXECUTIVE'S REPORT & REVIEW OF SERVICES

The Services experienced another challenging year in 2015. The focus of the Board and Management Team was protecting frontline services and planning for changing and emerging needs of the people who use services. The impact of reductions in the Allocation in recent years is greatest on people on waiting lists for residential and respite supports and it remains extremely difficult to respond to people when emergencies arise.

Carriglea Cáirde Services support 170 people and their families. At the heart of our work is a set of core values that guide and inform every aspect of our services, policies and practises.

In 2015, ongoing revenue development funding in the amount of €288,000 full year was allocated by the HSE. Five Rehabilitative Training graduates were offered placements in day services and five school leavers joined the Rehabilitative Training programme (€91,000). Revenue funding of €197,000 was provided for the establishment of a new community based setting (Monksfield). Capital monies in the amount of €202,500 were allocated by the Department of the Environment under Congregated Settings' initiatives and plans for same were progressed in 2015 with the opening of Middlequarter Residential Setting now providing services for four people in the community.

New models of service to further support the integration of people were implemented with the development of the Gateway Day Service where 18 people are supported on a daily basis to integrate and participate in community mainstream settings, further development of community retirement options in Geal Gua allowing people to age in place, reduced numbers of residents in the houses in Carriglea further providing people with their own bedrooms and living space, the planned development of Monksfield residential setting and the proposed town centre (old cinema site) supported living residential accommodation. These developments in line with New Directions and the findings of the Congregated Settings Report provide individualised supports for people with opportunities to reach supported but self-directed outcomes.

Throughout 2015 some very positive developments were in evidence and people who use services at Carriglea Cáirde Services are supported to be active citizens and to participate in the life of their communities. The Services continued to promote participation in community based educational, employment, training and social activities. Initiatives developed to further progress social integration included individuals and groups accessing open employment and training and linking in volunteer capacity with residents of Care Choice, St. Joseph's Hospital and Deise Day Care Centre. Further integration was witnessed through the integration projects under the Art Work Project with exhibitions at both Friary College and Ard Scoil na nDéise and employment opportunities through the Job Shadow Day. The drama group and art production continues to provide meaningful avenues for people to develop and demonstrate creativity.

In 2015 the Services agreed the quantum of service provided for the funding received from the Health Service Executive and on this basis a Service Level Arrangement was entered into. The Services are in compliance with the new reporting requirements set out under the arrangement. The Services signed the Annual Compliance Statement in May 2015 for the year to December 2014.

The Services introduced the electronic time and attendance system in November 2014 and the full year effect of this development has and will further significantly assist the Services in planning and development and will reduce the reliance on manual records. My thanks to all members of staff for their commitment to introducing the system.

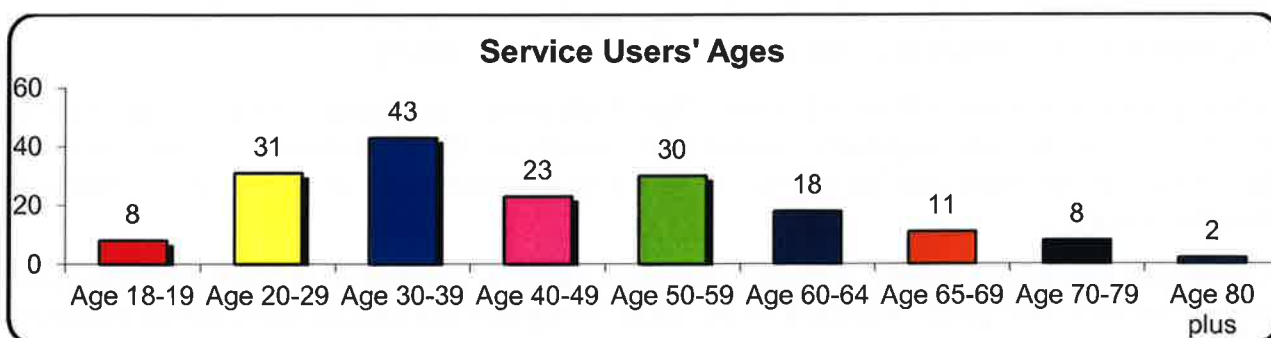
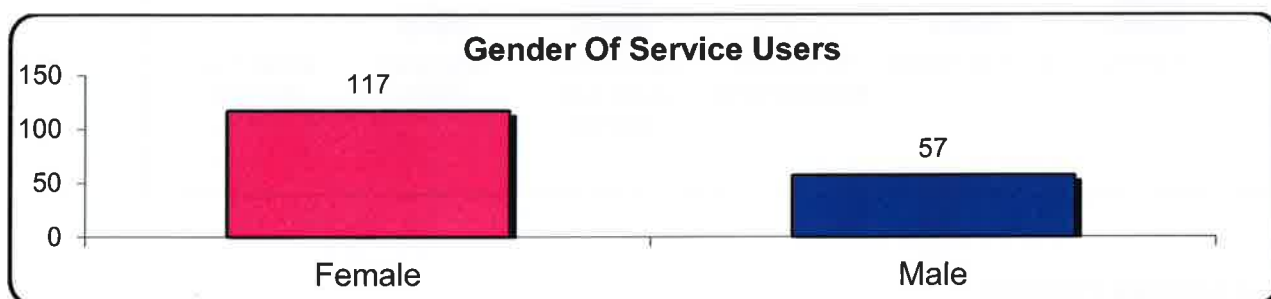
The Fundraising Committee continued to support the Services in particular in relation to the contribution towards the Middlequarter Development and transport provision. The Services recognise the huge effort of the fundraising volunteers. The further planning on the governance arrangements for the fundraising was progressed and implemented in 2015.

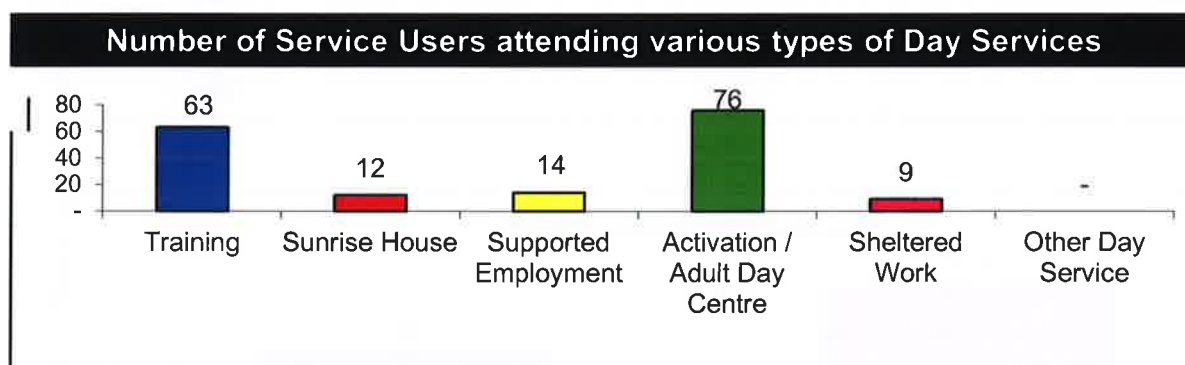
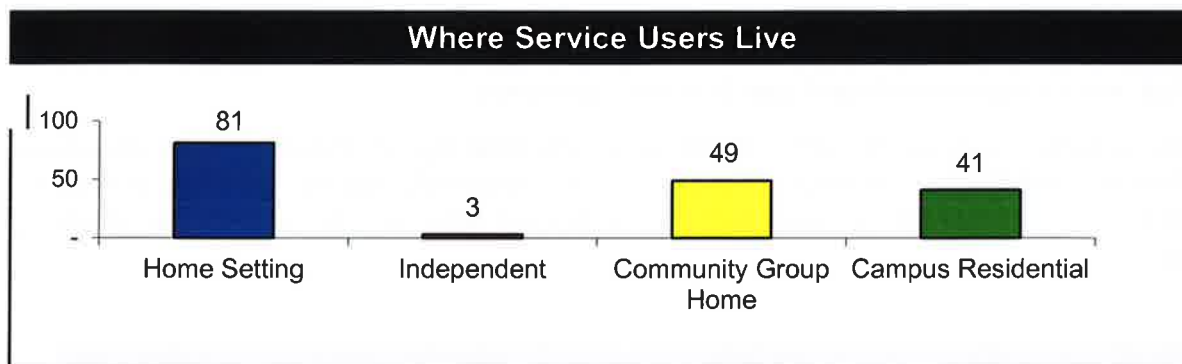
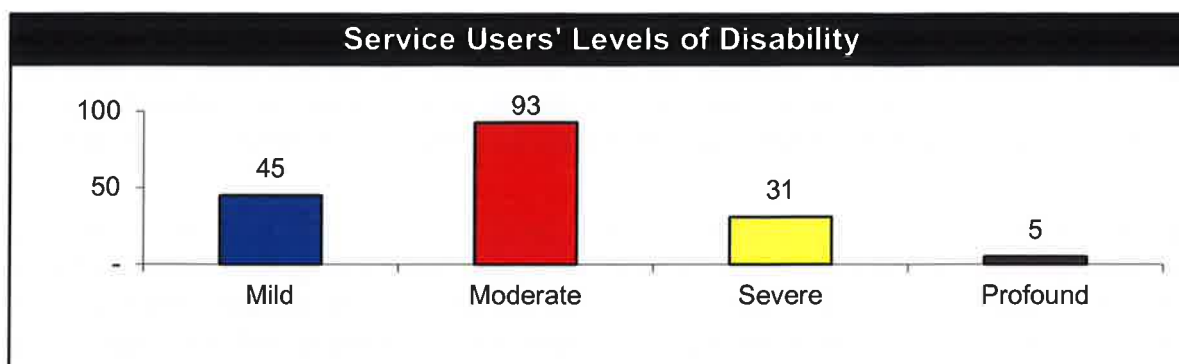
Pastoral Care continued its work in the provision of greater accompaniment for people in their search for meaning. The programmes for 2015 included supports and retreats for service users. The May day celebrations, church choir and other music events provide regular opportunities and outlets for people to meaningfully participate. The core values and mindfulness awareness for members of staff and was rolled out in 2015.

The findings and recommendations from the HSE commissioned report 'A Time to Move on from Congregated Settings' continue to inform the Services on future transitioning to community based living. Other reports including the National Review Group on Sheltered Workshops, the Value for Money Review and the National Housing Strategy for People with a Disability will also shape future policy. New monies are required to face the challenges of implementing recommendations on Congregated Settings and New Directions. Our Services continue to highlight the range of unmet needs and changing needs with the Health Service Executive (HSE). Developing and enhancing of information gathering for the National Intellectual Disability Database remains a key focus in order to quantify future service requirements and gaps in service provision.

The Services continue to invest in staff training under the headings of mandatory and designated courses including Mind Care – Enhancing Your Behaviour Approach, manual handling, medication update, food hygiene, epilepsy & administration of stesolid and older people with learning disability and dementia.

Number of Service Users	
Residents	90
Day Attenders	84
TOTAL	174





Person Centred Planning

Carriglea Cáirde Services delivery of services is underpinned by the person centred approach which ensures that people are actively involved in determining the services and supports they receive and they are empowered to exercise their rights and preferences. We do this by:

- Offering each individual a Person Centred Plan. Each person is allocated a key-worker who is drawn from those who regularly support the person in their residential or day services. Residential service users also have a link-worker who is generally an employee who is based in their day service.
- All service users have a 'Circle of Support' of their choice to promote their interests and support them to achieve their goals. Members of the circle of support can include staff, family members and friends.
- Comprehensive documentation is maintained on all aspects of each person's life. This information is contained in the Person Centred Plan which provides full details of the service and supports that the person requires to have a good quality of life and to achieve his/her personal goals.

- The Person Centred Plan is constantly updated and formally reviewed annually with a planning meeting involving the person and his/her Circle of Support.

Policies and procedures are in place which provide full details of the person centred planning and key working process. Person Centred Planning training is provided to all staff and regular auditing of person centred plans is carried out.

Advocacy

Carriglea Cáirde Services actively promotes self-advocacy for service users and a policy and structures are in place whereby all service users have access to advocacy meetings. The development of advocacy within the Services has given service users the confidence to reach their full potential. Service users elect representatives to attend 'Seasamh' meetings and one service user is now a member of the National Platform which supports people nationally to develop self-advocacy skills. Representatives from the Advocacy Committee met with the Board of Directors at the September 2015 Board Meeting and set out a range of issues including the need for improved transport provision. Two new vehicles are now been added to the fleet as a result.

Information is made available on how to access the National Advocacy Service and the local representative of the National Advocacy visits the services.

In October 2015 people who use services, with minimal support of staff members, organised and presented a very successful conferences entitled 'All for One' in The Park Hotel, Dungarvan. External advocacy speakers for throughout the country, as well as speakers from Carriglea Cáirde Services' Advocacy Committee shared their experiences with members of the local community and fellow service users. During the conference new individualised models of service which have been developed in response to meeting the government policy "New Directions" were showcased. Some participants had been part of the 'Next Steps' project, facilitated by the National Federation of Voluntary Bodies, to share learning on the movement to individualised supports.

Quality

Carriglea Cáirde Services is committed to offering the highest possible quality supports to those who avail of services. The Service operates the Cared 4 Quality Management System. This system consists of a suite of policy and procedures documents which are made available to staff in all areas of the Services. These policies and procedures are reviewed by the Quality Committee which meets monthly. During 2015 the work of the Quality Committee focused on:

- Overseeing compliance with relevant regulations under the Health Act 2007, HIQA National Standards for Adults with a Disability and other relevant standards and regulations which are applicable to the Services.
- Drafting, approving and reviewing policy documents and procedures for the Services.
- Carrying out a range of internal audits and evaluation throughout the Services.
- Consulting with service user and their relatives/representatives via annual satisfaction surveys, feedback from the Service Users' Advocacy Committee, family information / consultation meetings and suggestion boxes.
- Reviewing and implementing recommendations of HIQA inspection reports, internal audits, comments and complaints records, satisfaction surveys, accident/incident statistics and any other relevant quality and safety related reports.

Information Meetings with Families

Carriglea Cáirde Services encourages good communication and engagement with the families of people who use services. Family forum meetings are held to provide information on service developments and to receive feedback on service delivery. Two family forum meetings were held in 2015 and information / presentations was provided on 'New Directions', 'Time to Move on from Congregated Settings' and other service developments. Feedback from same was incorporated within the Services' strategic planning process.

Health & Safety

Carriglea Cáirde Services promotes a high standard and best practice with regard to Health & Safety throughout the Services and ensures compliance with the Safety, Health and Welfare at Work Act 2005 and associated legislation. The respective responsibilities of the employer, managers and staff are clearly set out in the Safety Statement and other health and safety related policies and procedures. Health & Safety records are maintained including a Fire Register, fire drills and maintenance of fire safety equipment. Training is provided to staff in all aspects of maintaining health and safety.

Throughout 2015 the Services' Health & Safety Committee convened bi-monthly and identified and recommended on Health & Safety issues identified by staff members.

Safeguarding

Carriglea Cáirde Services adopts a 'No Tolerance' approach to any form of abuse and promotes a culture which supports this ethos.

The Designated Officer role within Carriglea Cáirde Services continues to improve the protection and welfare of adults which results in improved quality of service for the people who use services. Training for all staff on abuse awareness and reporting was completed and the programme for service users pertaining to awareness of abuse, bullying and complaints was developed and rolled out in 2015.

Measures to protect service users from being harmed or suffering abuse are in place and appropriate action is taken in response to allegations, disclosures or suspected abuse. Service users are assisted and supported to develop the knowledge, understanding and skills needed for self-care and protection. A restraint-free environment is promoted and staff receive training in the management of behaviours of concern including de-escalation techniques. The Services' Admissions, Transfer and Discharge Policy takes account of the need to protect service users from abuse by their peers.

The Services has an effective process for recruitment, vetting, induction, supervision and training of all staff and volunteers who have direct contact with service users. In 2015 Carriglea Cáirde Services adopted the HSE National Policy & Procedures for Safeguarding Vulnerable Persons at Risk of Abuse. All staff receive appropriate training in relation to safeguarding residents and prevention, detection and responding to abuse. A designated officer is in place to whom all concerns or reports of suspected abuse are reported. All incidents, concerns, allegations or suspicions of abuse are screened and where relevant investigated and appropriate action taken to ensure the safety of services users is maintained. All relevant reports are made to the HSE and HIQA with regard to concerns or allegations of abuse.

Confidential Recipient

The HSE has recently formally communicated the contact details for Leigh Gath, the Confidential Recipient. She will operate independently of the HSE to address any complaints or concerns that are raised with her office in relation to any HSE or HSE funded facility. Ms. Gath can be contacted as follows: -

By post to: Confidential Recipient for Vulnerable Persons,
Training Services Centre,
Dooradoyle,
Limerick.

By telephone: Lo Call 1890 100 014 or mobile 087 6657 269

By e-mail: leigh.gath@hse.ie

More information outlining the role of the Confidential Recipient is available on the website at www.hse.ie/confidential.

In 2015 contact details of the Confidential Recipient for Vulnerable Persons were made available to service users and staff.

Protected Disclosures

Protected Disclosure of Information in the Workplace policy is in place whereby staff can independently report any concerns of poor practice to the HSE Authorised Person if they feel their concerns on confidential basis are not being satisfactorily addressed by management of Carriglea Cáirde Services.

Risk Management

As part of Carriglea Cáirde Services health & safety process, all risks are assessed and controls put in place to mitigate identified risks. Policy and procedures documents are in place on risk assessment and emergency planning. A full environmental risk assessment of each area/building is carried out at least annually.

A risk register is in place which is reviewed by the Quality Committee and the Risk/Services committee of the Board. Individual risk assessments are in place for service users with regard to their various activities.

Incident Management

There is a comprehensive system in place for reporting all incidents and accidents. These are reviewed regularly and measure put in place to reduce the risk of re-occurrence.

Serious incidents are reported to the HSE and relevant incidents are also reported to the State Claims Agency and/or our insurance company. In the event of injury to a resident or any other notifiable event, the relevant three day or quarterly report is made to HIQA.

Complaints Management

Carriglea Cairde Services is committed to providing a quality service for service users and their families. Complaints are an important source of information for improving services. Complaints data is analysed on a bi-annual basis and is reviewed by Carriglea Cáirde Services Board of Directors and Management Team. Also, under our Service Level Arrangement with the HSE, we are required to submit statistical information on complaints to them on a bi-annual basis. This information includes the numbers of complaints received, the categories under which complaints were made and whether time limits on addressing these were met. In 2015 Complaints Forms are readily available and are provided to all service users and family members. Complaint logs are in place in all day and residential services. In as far as possible, complaints are dealt with at local level. Complaints Officers are in place and the identity of these officers is displayed in an accessible format in all day and residential areas of the services. During 2015, all complaints were managed at a local level and no formal complaints were referred to a complaints officer.

Next Steps

During 2014 and 2015, the Services was part of the Federation of Voluntary Bodies' initiative to share the learning on the movement towards individualised supports- '*Next Steps*'. The contribution from Carriglea to that project centred on the development of 'The Hub' and service users who have benefited from this new model of service gave a presentation to fellow Federation members on the success of the project.

In 2015 one participant achieved full independence resulting from participation in the project and is now living independently with supports from Carriglea Cáirde Services. Building on the success of The Hub, a further development 'Gateway' was opened in 2015 in order to move away from the sheltered work model and focus on individual community based activities.

Visit of Minister Kathleen Lynch to Carriglea Cáirde Services

In November 2015 Minister of State at the Department of Health, Ms. Kathleen Lynch, visited Carriglea Cáirde Services. Minister Lynch's visit was organised in conjunction with staff of the Health Research Board (HRB) who produce an annual report of statistical information based on the National Intellectual Disability Database. Carmel Curran, who avails of services at Carriglea Cáirde Services, won the art competition to design the cover of the Annual Report for 2014. Carmel's entry entitled 'Surge of Colour' was selected from over 300 entries nationwide.

Minister Lynch presented Carmel with her prizes which included a trophy and a framed copy of the cover. This was a wonderful achievement for Carmel who was joined at the event by her family and fellow service users and staff from Carriglea Cáirde Services. Teachers and students from Ard Scoil na nDeise were also present as Carmel completed the painting during an integrated art class with transition year students at Ard Scoil na nDeise. Two representatives from the HRB, Ms. Sarah Craig and Ms. Anne O'Donoghue along with Ms. Grainne Duffy from the Department of Health and Ms. Fiona O'Neill representing the National Federation of Voluntary Bodies were present to formally launch the 2014 Annual Report, which is now available on the HRB website.

Health Information and Quality Authority (HIQA)

Carriglea Cáirde Services' 6 residential designated centres were registered with HIQA in 2014/'15. Three day and quarterly notifications are submitted to HIQA as required and the provider nominee carries out unannounced visits at least 6 monthly as required by regulation.

An action plan is in place to address all non-compliances noted during HIQA inspections. The Statement of Purpose for each Designated Centre is updated annually and a report on quality and safety is produced annually.

Cove Residential Services

The residents of the designated centre are supported in a community house in Stradbally and in Middlequarter. A further residential setting was planned for in 2015 and a house was purchased with three people due to take up residency in 2016. Residents are supported on an individual basis to achieve goals in line with person centred plans including integration, participation and health care requirements. The majority of residents attend Sunrise House and Saoirse day services.

The residents of the designated centre and people who live at home with family who attend **Sunrise House** day service avail of programmes that are built around the strengths and needs of each service user. Programmes are determined by concepts of dignity, choice, growth, contribution and community inclusion.

The residents of the designated centre and people who live at home with family who attend **Saoirse** day service have a particular interest in pottery, arts and crafts. Integration with the art project in the local school and participation in the swimming pool provided the opportunity to participate in social events. Many daily social experiences including library trips, garden centre outings and clothes shopping are common occurrences for the Saoirse attendees. The group availed of sound therapy and benefitted from same.

Carriglea Residential Services

The residents of the designated centre are supported in five houses based in Carriglea. Residents are supported on an individual basis and care plans specific to each resident's health care needs are in place through the person centred planning process and residents are supported to achieve goals including integration and participation. Providing residents with additional communal space and single bedrooms remains a priority for the Services. Residents are supported by the **Activation** day service.

Residents in the designated centre are supported by members of staff from residential settings, Activation day service and volunteers to socialise in Dungarvan and enjoy lunches, birthday trips and shopping trips. Weekly pet therapy and visits to an open farm are particularly enjoyed. People enjoy artwork and flower arrangement. People are supported from Activation day service and the residential settings in Carriglea to attend concerts and shows in Dungarvan and beyond through person centred planning and individual goals are being achieved.

High support respite is also provided from Carriglea Residential Services and many of the day attenders of Sunrise House day service availed of it.

Comeragh View Residential Services

The residents of the designated centre are supported in three houses with two in the community and one in Carriglea. Residents are supported on an individual basis and care plans specific to each

resident's health care needs are in place through person centred planning and residents are supported to achieve goals including integration and participation. The development of community retirement options for residents in Geal Gua is providing a person centred approach allowing people to age in place while still retaining links with day services. The majority of residents attend Shepherds Wood Lodge day service.

Dungarvan Residential Services

The residents of the designated centre are supported in three houses based in the community. Residents are supported on an individual basis and care plans specific to each resident's health care needs are in place through person centred planning and residents are supported to achieve goals including integration and participation. The majority of residents attend Shepherds Wood Lodge day service. The registration inspection by the Health & Information and Quality Authority is now complete.

The residents of the designated centre and people who live at home with family who attend **Shepherds Wood Lodge** are supported in many aspects of their lives in accordance with their wishes and needs and the supports include hosting advocacy and service user meetings, provision of information on rights and responsibilities, New Directions, local elections and the right to vote. Integrating with local community groups including Dungarvan Day Care Centre, Knit and Knatter Group Dungarvan, Yoga classes in the Park Hotel, Horse Grooming in Cappagh, Ard Scoil Art Project, Age Active Exercise Classes in Conjunction with Waterford Sports Partnership, Ceramics Classes in Youghal, visiting the elderly and social outings have been key integration developments. Under personal and social development self-esteem, social skills, confidence building, independent living skills including healthy eating, cookery, money management and domestic skills have been progressed. Drama, music, arts and crafts, Camera Club, pottery/ceramics, Fun Drums and gardening are some of the many activities undertaken.

Deise Residential Services

The residents of the designated centre are supported in three houses based in the community. Residents are supported on an individual basis and care plans specific to each resident's health care needs are in place through the person centred planning and residents are supported to achieve goals including integration and participation. Residents are supported by the Anne Le Roy Centre, the Hub and Gateway day services.

People who reside at home with family and residents of the designated centre attend the Hub, Gateway and the Anne Le Roy Centre where they avail of individualised community based supports including employment, training and health care needs. **The Hub** support service developed as part of a case study under the National Federation of Voluntary Bodies '*Next Steps Project*'. This project is coordinated by the Federation to promote and show-case new models of service which are in keeping with national policy including '*New Directions-Personal Support Services for Adults with Disabilities*'.

The outcomes achieved for people supported include rehabilitative training, FETAC and City & Guilds certification. The **Anne Le Roy Centre** became a registered centre with the National Adult Literacy Agency (NALA) and future FETAC accreditation will now be achieved through NALA.

People who use services in the Anne Le Roy Centre hosted a variety of fundraising events for the benefit of a number of charities. People who use service users participated in the National Spring Clean with An Taisce and helped with the beach clean-up in Clonea and Abbeyside.

The Hub continued to provide support to 34 service users in part time paid employment throughout 2014. Weekly and monthly support is provided for people in employment and local employment opportunities are beginning to emerge again.

White Strand Respite

The designated centre based in White Strand supports people who use services to avail of respite in a community based setting. Respite breaks are provided for groups of between 3 and 5 people who socialise and integrate in local community activities. People in enjoy short breaks in White Strand whilst continuing to attend day services. In 2015 the approximately 417 nights of respite was provided to people from the location.

Sports & Recreation

People across the services participate in sports & recreation. The swimmers participated in swimming galas and 14 people competed in the National Special Olympics Games.

Service users participate in swimming, boccia and social soccer in Waterford, basketball, keep-fit, walking group and bowling. Links are established with Waterford Sports Partnership and service users participate monthly in social soccer in Waterford. Some service users participate in boccia and multi games in Waterford also and on alternate months.

The Anne Le Roy Centre's basketball team trained weekly in the Dungarvan Sports Centre and played several cup matches throughout the year. In November the team along with their coach and support staff attended an awards night in the Silversprings Hotel in Cork where they received medals for their third place finish in the league.

People who use services attend Finnisk Valley Riding Centre for horse riding lessons and some also attended a variety of Finnisk River Riders Equestrian Special Olympics events.

Horticulture & Grounds Maintenance

A number of residents and people who live at home with family attend the Horticulture and Grounds Maintenance day service. The horticulture programme is service user centred with projects providing a meaningful role to people to gain and retain skills. Participation in the programme also assists with the maintenance and upkeep of the grounds. Employment opportunities for people are sourced in local businesses and the farm co-operatives. Participation in the Men's Shed is a further activity along with external training with the Dungarvan Adult Education Centre.

New Community House at Middlequarter

Work was completed during 2014 on a six bed-roomed residence at Middlequarter, approximately 3 km outside Dungarvan town. This house provides purpose built accommodation to meet the needs of four residents with high support requirements. This residential service forms part of 'Cove Residential Services'.

Carriglea Cáirde Services' Housing Association

Carriglea Cáirde Services is an approved Housing Body with the Department of the Environment, Community & Local Government. The Services subscribes to the principles of the Voluntary Regulation Code for Approved Housing Bodies in Ireland.

Board of Directors and Governance

There were six board meetings during 2015. The number of board meetings attended by each director during 2015 is as follows:

Barry O'Brien	6	Michael Leo	5
Sr. Rita Higginbotham	5	Marie Dennehy	6
Sr. Miranda Richards	6	Marie Duffy	4
Sr. Mary Fitzgerald	6	Margaret Browne	6
Dr. Elizabeth Walsh	6	Eamonn Moore	6
Dr. Nan Ferrari	5		

There are a number of sub-committees of the board that provide an oversight of the Services' governance and compliance across its activities. The sub-committees are:

- Audit & Finance
- Strategic Planning
- Quality / Risk / Services
- Remuneration
- Nominations

The directors are non-executive and act in a voluntary capacity.

In 2015 the Services developed a 5-year strategic plan for the years 2016 – 2020. The process included two workshops attended by the Board of Directors and the Management Team. The July 2015 workshop identified the key strategic objectives for inclusion in the plan and the November 2015 workshop considered and recommended on the draft plan to be brought through for approval by the Board in 2016.

Human Resources

The Human Resources Department provides advice and support in relation to all aspects of Human Resources including:

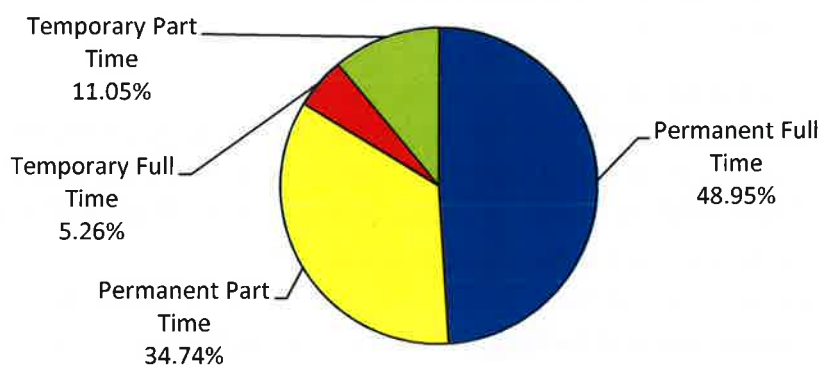
- Resource planning, recruitment and selection practices to support the delivery of services.
- Implementation of nationally agreed changes to staff terms and conditions.
- Policy and Procedure development and the implementation of same.
- Engagement and negotiations with trade unions on various staff related issues and change projects.
- Participation in third party referrals to Rights Commissioners and other external bodies where relevant.

Employment Welfare is an important aspect of HR Work and Carriglea Cáirde Services provides staff with access to an Employee Assistance Programme.

Staff Occupational Categories

	<u>No.</u>	<u>W.T.E.</u>
Administration	15	12.50
Paramedical	2	2.00
Nursing	42	34.54
Social Care	21	19.77
Care Assistants	54	47.96
Catering & Housekeeping	9	6.28
Maintenance	2	2.00
Instructors / Supervisors	45	35.69
TOTAL	190	160.74

Employee Job Status



Gender Breakdown of Female / Male Staff 89% / 11%

Permanent Full Time	93
Permanent Part Time	66
Temporary Full Time	10
Temporary Part Time	21
TOTAL STAFF	190
TOTAL W.T.E.	160.74

Employees on Career Breaks

Number of Employees	Grades
3	Nurses
1	Care Assistant
1	Supervisor / Instructor

Energy Consumption and Environmental Impact

1. Overview of annual Energy Usage

Carriglea Cáirde Services uses a variety of energy types to power facilities and transport. Buildings are used for residential services, day services, and support services including administration, catering and laundry. The 2015 energy usage is set out in the table below.

Energy Type	Unit	Quantity
Electricity	KWh	710,298
Kerosene	Litre	167,856
Gasoil	Litre	500
LPG	Litre	34,805
Road Diesel (DERV)	Litre	34,601
Petrol	Litre	3,128

2. Actions undertaken during the year

These included replacement of a heating boiler with a new efficient condenser boiler in one house, replacement of some computers with thin clients, replacement of an older vehicle with a new more fuel efficient vehicle, lighting upgrades and other minor works.

3. Actions planned for the coming year

During 2016 the following will be undertaken:

- i. Replacement of some of the older vehicles in the fleet with more fuel efficient vehicles.
- ii. A review of the energy efficiency of buildings and development of a plan to improve the energy rating of less efficient buildings. A house leased from Waterford City & County Council will have the walls and attic insulated in early 2016.
- iii. Review of different forms of heating such as electric air to water heat pumps as an alternative to kerosene powered heating boilers for existing houses. A new house opening in mid-2016 will have air to water heating.
- iv. Servicing of heating boilers.
- v. Replacement of computers with thin clients in areas where thin clients are suitable.
- vi. An energy awareness programme.

Finance

Carriglea Cáirde Services
Summary of the Accounts for the year ended 31st December 2015

<u>Income</u>	<u>2015</u>	<u>2014</u>
	€	€
HSE Allocation	8,607,618	8,270,515
Other HSE Funding	187,102	186,006
Pension Levy	356,013	355,970
Payroll Deductions & Refunds	318,375	298,745
Contributions from Service Users	585,599	591,766
Other Income	242,946	260,331
Total Income	10,297,653	9,963,333

<u>Pay Expenditure</u>	<u>2015</u>	<u>2014</u>
	€	€
Administration	659,845	623,581
Fees & Sessions	183,672	168,817
Nursing	1,957,921	1,940,186
Care Assistants	2,097,924	2,047,680
Social Care	1,141,650	984,391
Para-Medical	86,790	82,839
Catering & Housekeeping	206,905	212,606
Maintenance	58,810	61,095
Supervisors & Instructors	1,198,552	1,148,355
Superannuation	229,659	253,666
Defined Benefits Pension Scheme	122,907	171,014
Employer's PRSI	733,068	705,220
Total Pay Expenditure	8,677,703	8,399,450

Carriglea Cáirde Services
Summary of the Accounts for the year ended 31st December 2015

<u>Non-Pay Expenditure</u>	<u>2015</u>	<u>2014</u>
	€	€
Medical	37,772	44,122
Food	259,963	262,050
Euroroute Cuisine Purchases	94,441	100,345
Workshop Purchases	14,380	14,151
Heat, Power & Light	252,982	279,934
Cleaning & Washing	99,163	98,880
Furniture, Crockery & Hardware	59,575	45,246
Bedding & Clothing	33,295	27,729
Garden & Grounds Maintenance	7,554	7,872
Transport & Travel	143,347	134,813
Motor Vehicle Additions	95,247	-
Office Equipment	4,493	2,435
Training Courses & Seminars	29,405	34,360
Training Allowance	20,041	18,850
Rent & Rates	54,102	41,313
Payments to Service Users	36,452	37,428
Insurance	59,110	62,579
Repairs & Maintenance	113,575	142,457
Land & Buildings - Major Works	10,000	908
Health & Safety	68,134	38,879
Postage, Stationery & Advertising	30,181	30,141
HIQA Fees & Other Subscriptions	23,462	23,287
Telephone	30,374	31,953
Computer Charges	29,890	29,200
Legal & Professional Fees	33,744	51,361
Audit	9,600	10,500
Bank Charges	5,718	5,275
General Expenses	21,772	26,882
Total Non-Pay Expenditure	1,677,772	1,602,950
 Total Expenditure	 10,355,475	 10,002,400
 Surplus / (Deficit) for Year	 (57,822)	 (39,067)

Note: The Accounts as presented have been compiled from the audited accounts but exclude FRS17 adjustments, depreciation and amortisation.

Acknowledgements

The work of Carriglea Cáirde Services in West Waterford has been supported and governed throughout 2015 by the Board of Directors. For this I thank the Directors and acknowledge the consistent support of the Board and the special contribution made by the Sisters of the Bon Sauveur to the Services.

The wide and varied work of Carriglea Cáirde Services demonstrated in this report is only possible due to the excellence of the staff working for the Services, the support of volunteers and the community, the HSE and all other community agencies. I wish to thank you for your continued dedication, skill and endeavour. Carriglea Cáirde Services is enhanced by the individual and collective efforts of each of you. Finally, a special thanks to the people who use our services and their families, for their ongoing trust and support. Carriglea Cáirde Services exists to be of support to you and without your trust in us, we would not be able to achieve our Mission.

