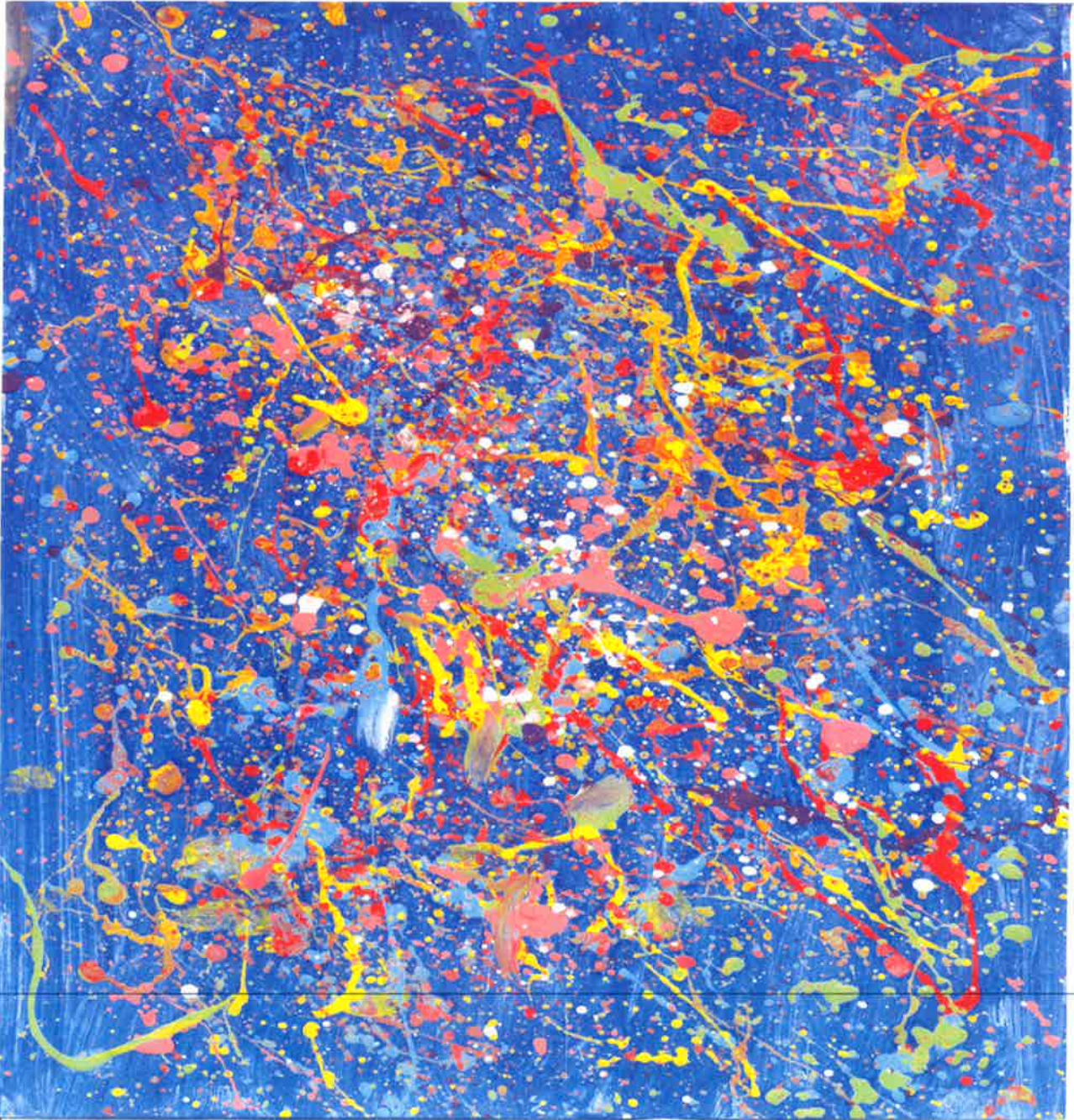


## **Annual Report 2016**



Front cover painting "*Colours of day*" By Kathleen McGrath – Resident, St. Bridget's.

*Issued May 2017*

## **Patrons**

Bishop Alphonsus Cullinan  
Superior General Bon Sauveur

Bishop Michael Burrows

## **Board of Directors**

Sr. Rita Higginbotham  
Sr. Miranda Richards  
Sr. Mary Fitzgerald  
Dr. Elizabeth Walsh  
Dr. Nan Ferrari  
Ms. Margaret Browne  
Mr. Michael Leo  
(resigned 31<sup>st</sup> August 2016)

Mr. Barry O'Brien (Chairman)  
Ms. Marie Dennehy  
Ms. Marie Duffy  
Mr. Tomas Horgan  
(Appointed 18<sup>th</sup> January 2017 )  
Mr. Eamonn Moore

## **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

### **Registered Charity Number**

20056650

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 am pleased to introduce Carriglea Cáirde Service's Annual Report 2016 which reviews the activities and performance of our organisation. The report provides details and information on developments and allocation of funds as Carriglea Cairde Services aims to meet best practise in accountability, transparency and governance.

Carriglea Cairde Services over the last number of years dealt with many new challenges including budget reductions, regulation, compliance and implementation of new and updated procedures. While cognisant of meeting these challenges the Services promotes an environment where the collective focus of stakeholders is organised towards development of appropriate person centred services in line with the needs of people with disability in environments that uphold the fundamental principle of 'zero tolerance to all forms of abuse'.

Considerable progress was achieved in 2016 in relation to HIQA regulations and standards, supporting people with changing needs, new models of service (New Directions), further awareness and reporting on safeguarding and development of safeguarding plans, HSE compliance, upgrades to buildings and the implementation of the 5 year strategic & operational plans to the year 2020.

A number of new service developments have been implemented in 2016 including the new Hub Day Service, the establishment of Monksfield residential setting, additional services from Middlequarter and the decision to approve and proceed to develop a replacement and new community house set for delivery in 2017 & 2018.

Carriglea Cáirde Services' six designated residential centres are now registered by 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 the 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 with the HSE sets out the quantum of service.

I am thankful to the Sisters of the Bon Sauveur for their contribution to the continued success of 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.

A voluntary Board of Directors, a number of whom are parents of service users, govern the organisation. 2016 saw the retirement of Michael Leo from the Board and I would like to take this opportunity to thank Michael for his role in development of services and also for his role as Chairman of the Audit & Finance Committee. I would like to welcome Tomas Horgan as a new Board Member and 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 2017 and beyond knowing there are lots of changes ahead but as with all changes we will adapt our business model to ensure the survival of our services. We will turn them into opportunities for Services. By working together, we can continue to ensure, with a collaborative approach between service users, families, volunteers and staff that we accommodate service users' needs and enhance the life of all service users and their families. *Barry O'Brien, Chairman*

## **CHIEF EXECUTIVE'S REPORT**

The Services experienced another busy and challenging year in 2016. This is a time of unprecedented change for organisations providing and delivering services owing to increased and changing needs for the people in receipt of supports, the need to reconfigure services to ensure best value, consistency with emerging national policy and the challenges of meeting the regulatory and governance environment.

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.

Building on the vision of its founders, Carriglea Cairde Services continues to provide services and supports to people with intellectual disabilities and/or autism and their families. It continues to be innovative. It continues to develop and respond with a range of supports that meet people's individual needs.

Carriglea Cáirde Services supports more 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 2016 for the first year in a many years additional on-going revenue development funding was allocated by the HSE. This funding resulted in the development of and opening of the Monksfield Residential Setting (€197k) with 3 people receiving residential places, the addition of 2 part time residential places in the Middlequarter Residential Setting and the provision of additional multi-disciplinary resources (€150k) which has has been temporarily diverted towards supporting people with changing needs and a further resources of inputs (€150k) for community house openings during holiday periods. On-going revenue funding (€64k) was provided by the HSE for school leavers and rehabilitative training exits.

In addition once off funding provided by the HSE in 2016 (€260k) resulted in the Services undertaking key infrastructure projects including upgrades and improvement of residential buildings on Campus, and the commencement, design and planning of the project for completion in 2017 to create the additional communal room for Beechview & Oaklands.

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. The further development of community retirement options in 11 Geal Gua, An Clauin & Ard Na Mara 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 the replacement of Silversprings and the new 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 2016 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.

## **ORGANISATION REPORT**

Carriglea Cairde Services is a not for profit organisation, established in 2006, to continue the works of the Bon Sauveur Services to provide supports and services to adults with intellectual disabilities and/or autism, and their families, in West Waterford

In doing its work, Carriglea Cairde Services provides a wide range of services and supports across West Waterford. In 2016 the Services as part of the Strategic Planning process put in place and approved the vision statement '*supporting peoples independence through the provision of quality and safe services*'. Supports and services are provided based on the need of each person. Carriglea Cairde Services fully supports and promotes through person centred planning that the primary supports people receive are from the persons immediate circle of support through families and friends.

In 2016 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 2016 for the year to December 2015.

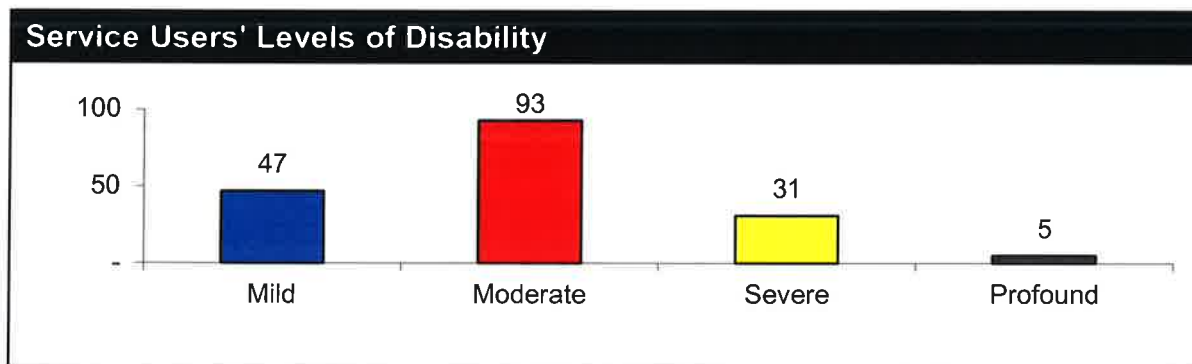
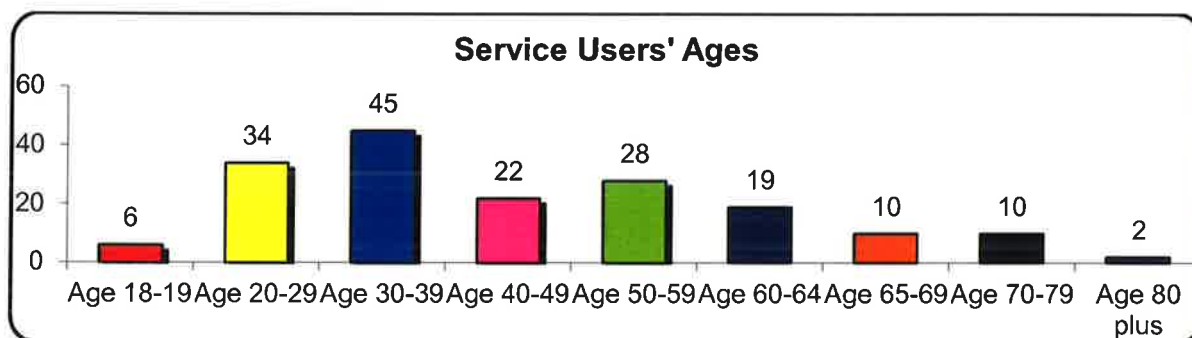
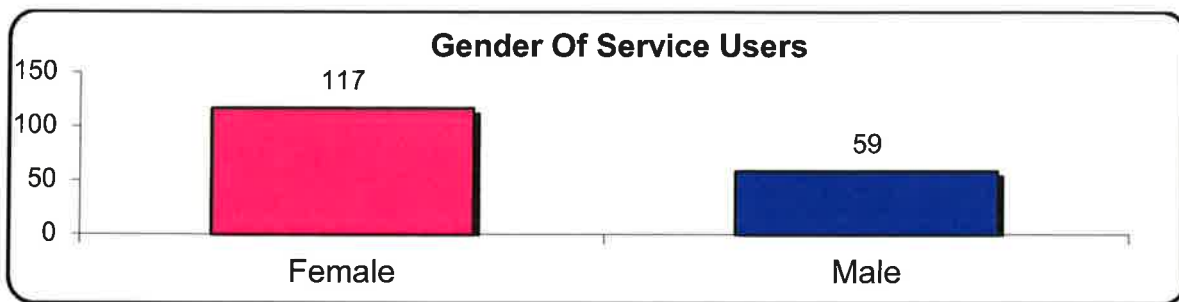
The Fundraising Committee continued to support the Services throughout 2016 in particular in relation to the contribution towards the Monksfield Development. The Services recognise the huge effort of the fundraising volunteers. The further planning on the governance arrangements for the fundraising was progressed and implemented in 2015.

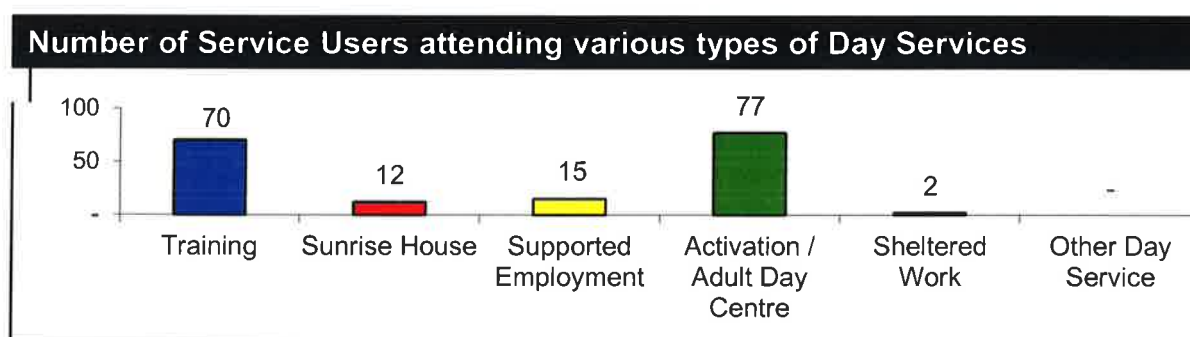
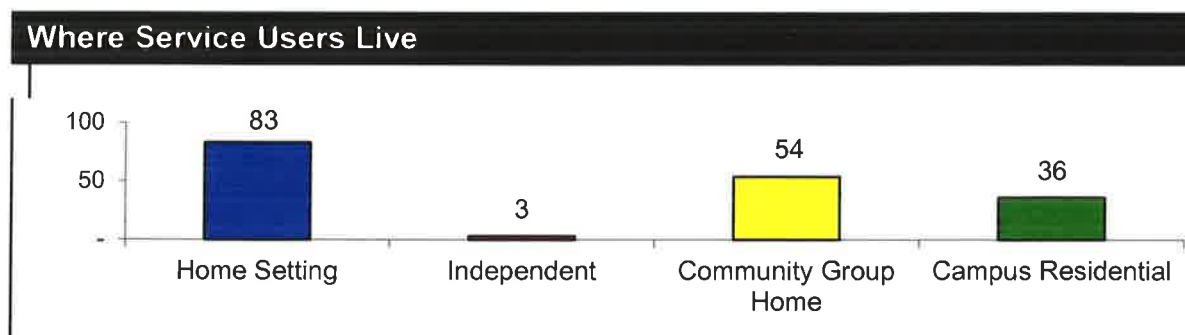
Pastoral Care continued its work in the provision of greater accompaniment for people in their search for meaning. The programmes for 2016 included supports and retreats for service users. The May day celebrations, church choir and other music events provide regular opportunities and outlets for people to meaningfully participate. The core values and mindfulness awareness for members of staff and was further rolled out in 2016.

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 and two people transitioned in 2016 to community based settings. 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 – Enhancing Your Behaviour Approach, manual handling, abuse awareness, medication update, food hygiene, epilepsy & administration of stesolid and older people with learning disability and dementia.

Number of Service Users	
Residents	90
Day Attenders	86
<b>TOTAL</b>	<b>176</b>





## 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**

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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**

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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**

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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.

A respite family forum meetings was held in 2016 and information / presentations were developed and provided on Safeguarding and the Strategic Plan in early 2017. The feedback from families is the development of family / friends association and the Services are to facilitate same by Q II 2017.

## **Health & Safety**

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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 2016 the Services' Health & Safety Committee convened bi-monthly and identified and recommended on Health & Safety issues identified by staff members.

## **Safeguarding**

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Carriglea Cáirde Services adopts a 'Zero Tolerance' approach to any form of abuse and promotes a culture which supports this ethos.

The new National Safeguarding Policy was introduced in late 2014 and a particular emphasis was placed on the work of Carriglea Cairde Services throughout 2015 & 2016 ensuring that we were compliant and consistent with the expectations of this Policy and that key staff are trained up in the area of responding to concerns, expectations of preliminary screening including an interim safeguarding plan and the requirement for a final safeguarding plan that would ensure the overall wellbeing and protection of the individual.

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 2016.

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**

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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](mailto:leigh.gath@hse.ie)

More information outlining the role of the Confidential Recipient is available on the website at [www.hse.ie/confidential](http://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**

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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**

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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**

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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**

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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 Cairde 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 2016 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 2016, all complaints were managed at a local level and no formal complaints were referred to a complaints officer.

## **Next Steps**

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During 2016, 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 Cairde Services. Building on the success of The Hub, a further development 'Gateway' was progressed in 2015 / 2016 in order to move away from the sheltered work model and focus on individual community based activities.

## **Health Information and Quality Authority (HIQA)**

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Carriglea Cairde 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**

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The residents of the designated centre are supported in a community house in Stradbally, Monksfield and in Middlequarter. The Monksfield residential setting planned for in 2015 and a house was purchased from capital reserves / fundraising and three people took 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 with one resident receiving day services in the Anne Le Roy and one resident in Shepherds Wood Lodge.

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.

HIQA undertook a registration and monitoring visit in the COVE Residential Service in June 2016.

### **Carriglea Residential Services**

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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.

In 2016 the residential settings St. Bridgets, Oaklands & Beechview were upgraded Carriglea Residential Service

HIQA undertook a monitoring visit in Carriglea Residential Services in October 2016.

### **Comeragh View Residential Services**

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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 11 & 12 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**

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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**

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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 2016. Weekly and monthly support is provided for people in employment and local employment opportunities are beginning to emerge again.

### **White Strand Respite**

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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 2016 the approximately 300 nights of respite was provided to people from the location up to October 2016. Respite Services were not offered from October 2016 through to March 2017 owing to residents of Oaklands using the facility for the duration of refurbishment works in Carriglea Cairde Services campus. Normal respite services resumed in March 2017.

## **Sports & Recreation**

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People across the services participate in sports & recreation. The swimmers participated in swimming galas and 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.

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**

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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 Monksfield**

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Work was completed during 2014 on a four bed-roomed residence at Monksfield located in Abbeyside, Dungarvan. This house provides purpose built accommodation to meet the needs of three residents. This residential service forms part of 'Cove Residential Services'.

## **Carriglea Cáirde Services' Housing Association**

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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 Corporate Governance**

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There were six Board Meetings during 2016. The number of Board Meetings attended by each director during 2016 is as follows:

Barry O'Brien	6	Michael Leo	4
Sr. Rita Higginbotham	5	Marie Dennehy	6
Sr. Miranda Richards	6	Marie Duffy	6
Sr. Mary Fitzgerald	6	Margaret Browne	5
Dr. Elizabeth Walsh	6	Eamonn Moore	5
Dr. Nan Ferrari	5	Tomas Horgan (Commenced January 2017)	1

There are a number of committees of the board that provide oversight of the Services' governance and compliance across the range of activities of the Services. The Board and committees of the Board oversee and review the work of the CEO and Management Team and ensure that systems and internal controls are in place to include strategic planning, financial controls, quality services for people who use services and risk management. The committees of the Board:

- Audit & Finance
- Governance
- Strategic Planning
- Quality & Safety / Risk
- Remuneration
- Nominations

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

In 2016 the Services approved the 5-year strategic plan for the years 2016 – 2020. The plan identifies the key strategic objectives for the 5 year period. In May 2016 the Board approved an operational plan which identifies, timeframes implementation of the key performance indicators.

## **Human Resources**

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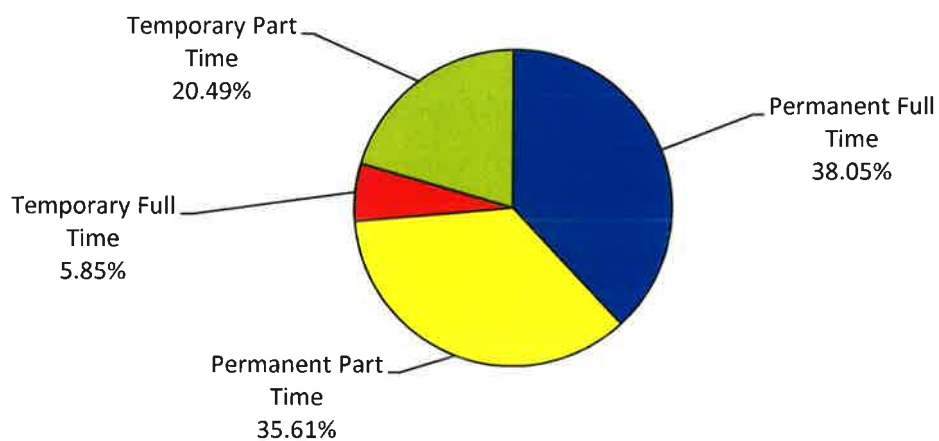
The Human Resources Department provides advice and support in relation to all aspects of Human Resources including:

- 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 Human Resources Work and Carriglea Cáirde Services provides staff with access to an Employee Assistance Programme.
- Carriglea Cáirde Services is accountable to the HSE for the use of the funding provided for the purposes of providing services. On this basis, Carriglea Cáirde Services confirms that :
  1. All staff employed are paid salaries in line with HSE salary scales associated with the post they are employed
  2. No staff is in receipt of any top-up or unapproved payment
  3. Carriglea Cáirde Services has provided all information on salaries to the HSE when required to do so
  4. The Chief Executive Officer Salary throughout 2016 is €98,526.

## Staff Occupational Categories

	<u>No.</u>	<u>W.T.E.</u>
Administration	15	12.68
Paramedical	2	1.86
Nursing	42	34.98
Social Care	31	25.89
Care Assistants	58	48.85
Catering & Housekeeping	9	5.79
Maintenance	2	2.00
Instructors / Supervisors	46	37.98
<b>TOTAL</b>	<b>205</b>	<b>170.03</b>

## Employee Job Status



### Gender Breakdown of Female / Male Staff

	<b>87% / 13%</b>
Permanent Full Time	78
Permanent Part Time	73
Temporary Full Time	12
Temporary Part Time	42
<b>TOTAL STAFF</b>	<b>205</b>
<b>TOTAL W.T.E.</b>	<b>170.03</b>

## Carriglea Cáirde Services' Energy Consumption and Environmental Impact

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### 1. Overview of annual Energy Usage

Annual consumption of energy is reported to the SEAI (Sustainable Energy Authority of Ireland) under their Public Sector Monitoring and Reporting programme. Carriglea Cáirde Services is working towards meeting its 33% efficiency savings by 2020. The 2016 energy usage is set out in the table below.

Energy Type	Unit	Quantity
Electricity	KWh	709,126
Kerosene	Litre	158,803
LPG	Litre	40,983
Road Diesel (DERV)	Litre	36,099
Petrol	Litre	4,050
Marked Gas Oil	Litre	1,000

### 2. Actions undertaken during the year

- i. A new house opened has air-to-water heating which increases efficiency and places less reliance on fossil fuels.
- ii. As part of upgrade works carried out in three houses in Carriglea, building fabric improvements were made.
- iii. Digital electric radiators were installed in a number of areas to replace less efficient electric heaters or to provide zoned heating with reduced heating to other less occupied areas.
- iv. Completion of SEAI's Energy Management Action Plan training programme which will help develop strategies to improve energy efficiency.

### 3. Actions planned for the coming year

- i. Increased focus on Green Public Procurement including replacement of older vehicles and equipment with new, more efficient models.
- ii. To create a Register of Opportunities for Energy Savings and launch a renewed energy awareness programme for staff and service users.
- iii. To obtain support from SEAI under their AMA (Advice, Mentoring and Assessment) Programme.
- iv. To identify projects and apply for funding under SEAI's Better Energy Communities 2018 Scheme.
- v. To purchase a new cover for the swimming pool. The new cover will be easier to handle and put in place daily after the last group exits the pool.

**Carriglea Cáirde Services**

**Summary of the Accounts for the year ended 31st December 2015**

<b><u>Income</u></b>	<b><u>2015</u></b>	<b><u>2014</u></b>
	<b><u>€</u></b>	<b><u>€</u></b>
HSE Allocation	9,692,941	8,607,618
Other HSE Funding	183,999	187,102
Pension Levy	250,791	356,013
Payroll Deductions & Refunds	335,727	318,375
Contributions from Service Users	568,271	585,599
Other Income	242,483	242,946
<b>Total Income</b>	<b>11,274,212</b>	<b>10,297,653</b>

<b><u>Pay Expenditure</u></b>	<b><u>2015</u></b>	<b><u>2014</u></b>
	<b><u>€</u></b>	<b><u>€</u></b>
Administration	694,047	659,845
Fees & Sessions	175,665	183,672
Nursing	1,875,368	1,957,921
Care Assistants	2,254,353	2,097,924
Social Care	1,364,394	1,141,650
Para-Medical	87,613	86,790
Catering & Housekeeping	198,015	206,905
Maintenance	59,975	58,810
Supervisors & Instructors	1,237,879	1,198,552
Superannuation	382,699	229,659
Defined Benefits Pension Scheme	135,793	122,907
Employer's PRSI	765,355	733,068
<b>Total Pay Expenditure</b>	<b>9,231,156</b>	<b>8,677,703</b>

**Carriglea Cáirde Services****Summary of the Accounts for the year ended 31st December 2016**

<b><u>Non-Pay Expenditure</u></b>	<b><u>2016</u></b>	<b><u>2015</u></b>
	<b>€</b>	<b>€</b>
Medical	54,679	37,772
Food	265,805	259,963
Euroroute Cuisine Purchases	94,477	94,441
Workshop Purchases	14,868	14,380
Heat, Power & Light	217,871	252,982
Cleaning & Washing	109,067	99,163
Furniture, Crockery & Hardware	42,132	59,575
Bedding & Clothing	32,373	33,295
Garden & Grounds Maintenance	7,223	7,554
Transport & Travel	155,140	143,347
Motor Vehicle Additions	19,883	95,247
Office Equipment	6,595	4,493
Training Courses & Seminars	40,566	29,405
Training Allowance	20,589	20,041
Rent & Rates	75,481	54,102
Payments to Service Users	36,231	36,452
Insurance	58,099	59,110
Repairs & Maintenance	239,585	113,575
Land & Buildings - Major Works	6,425	10,000
Health & Safety	43,188	68,134
Postage, Stationery & Advertising	25,935	30,181
HIQA Fees & Other Subscriptions	25,378	23,462
Telephone	28,068	30,374
Computer Charges	38,297	29,890
Legal & Professional Fees	53,710	33,744
Audit	10,231	9,600
Bank Charges	5,566	5,718
General Expenses	25,262	21,772
<b>Total Non-Pay Expenditure</b>	<b>1,752,724</b>	<b>1,677,772</b>
 <b>Total Expenditure</b>	 <b>10,983,880</b>	 <b>10,355,475</b>
  <b>Surplus / (Deficit) for Year</b>	  <b>290,332</b>	  <b>(57,822)</b>

Note: The Accounts as presented have been compiled from the audited accounts but exclude FRS102 adjustments, depreciation and amortisation.

## **Acknowledgements**

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The work of Carriglea Cáirde Services in West Waterford has been supported and governed throughout 2016 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. 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.