

Annual Report 2017



Front cover painting titled *"Wild Flowers"* by Karen Connolly resident St Anne's and attends Activation Day Service.

Issued May 2018

Patrons

Bishop Alphonsus Cullinan
Superior General Missionary Sisters of the
Gospel

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. Barry O'Brien (Chairman)
Ms. Marie Dennehy
Ms. Marie Duffy
Mr. Tomas Horgan
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

Governance Code

In Compliance with the Code of
Governance for Community Voluntary &
Charitable Organisations In Ireland

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 Services' Annual Report 2017 which reviews the activities and performance of our organisation. I wish to express my sincere appreciation for all the excellent work carried out by colleagues, members of staff and volunteers throughout the Services.

Carriglea Cáirde 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 Service 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 2017 in relation to Governance, HIQA regulations and standards, supporting people with changing needs, and individualised models of service (New Directions). Throughout 2017 the Service continued to focus on the development of a strong safeguarding culture and development of safeguarding plans for people. This culture along with person centred planning and the building upgrade programme with emphasis on fire prevention and detection standards is meeting the vision of supporting people's independence through quality and safe services.

Throughout 2017 the Service continued to progress governance commitments and in this regard compliance and registration with the Governance Code for Community Voluntary and Charitable Sector in Ireland was achieved. The Service's website was further operationalised in 2017 and this development provides information, accountability and transparency on service provision.

A number of new service developments were implemented in 2017 including the establishment of the individualised day and residential setting based in Ormonde Square, additional services from Middlequarter and the decision to approve and proceed to develop a replacement new community house in Monksfield set for delivery in 2018.

Carriglea Cáirde Services' seven designated residential centres commenced the journey towards re-registration 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 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 founders.

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. I wish to take this opportunity 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 2018 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 our 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 Service experienced another busy and challenging year in 2017. This remains a time of unprecedented change for organisations providing and delivering services owing to increased and changing needs for the people in receipt of services and the need to reconfigure services to ensure person centred outcomes, safeguarding and best value are in place. The Services continue to prioritise consistency with existing and emerging national policy and also pro actively strives to enhance and develop best practise, accountability, transparency, regulatory and governance requirements.

The legacy 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 the founders, Carriglea Cáirde Services continues to provide services and supports to people with intellectual disabilities and/or autism and their families. It continues to be innovative and responsive with a range of supports that meet people's individual needs.

Carriglea Cáirde Services supports more than 175 people and their families. At the heart of our work is a set of core values that guide and inform every aspect of services, policies and practises.

In 2017 additional ongoing revenue development funding was allocated by the HSE. This funding resulted in the provision of additional day services for 8 people. The HSE €150k revenue allocated in 2016 for incremental multi-disciplinary inputs rolled over to 2017 and remains diverted towards supporting people with changing needs owing to aging presentations.

In addition once off funding in the amount of €150k provided by the HSE in 2017 resulted in the Services undertaking key infrastructure projects including upgrades and improvement of residential buildings on campus and Ormonde Square to meet fire prevention and detection regulations, and the development of the communal room for both the residential locations Beechview & Oaklands. Capital grant funding in the amount of €260k was provided by Waterford City & County Council in for the 2016 residential development 80 Monksfield.

New models of service to further support the integration of people were implemented with the development of the Ormonde Sqaure Day Service Setting for two people, an individualised day services consistent with new directions for a day attendee in West Waterford and the Gateway Day Service where 20 people are supported and empowered with the necessary skills to live full and satisfying lives as equal citizens of their local communities.

The further development of community retirement options in 11 Geal Gua, An Cluain & 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 2018 developments in Monksfield to facilitate the closure of 60 Silversprings and Ormonde Square 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 and self-directed outcomes.

Throughout 2017 people who use services were 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 a 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 in the Carriglea hall 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.

REVIEW OF OPERATIONS

Carriglea Cáirde 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 Cáirde Services provides a wide range of services and supports across West Waterford. In 2017 the Services as part of the Strategic Planning process put in place the vision statement '*supporting people's independence through the provision of quality and safe services*'. Supports, services and individual plans are provided based on the need of each person. Carriglea Cáirde Services promotes through person centred planning each individuals choice and this is achieved in collaboration with each person's immediate circle of support inclusive of family and friends.

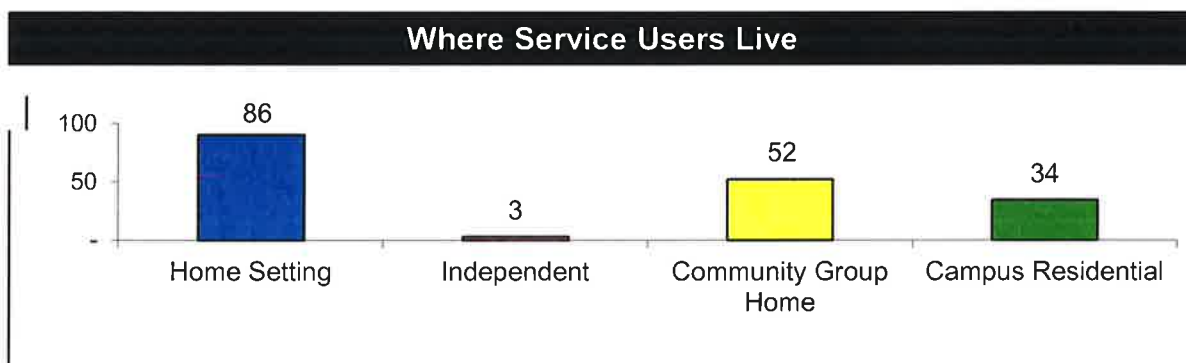
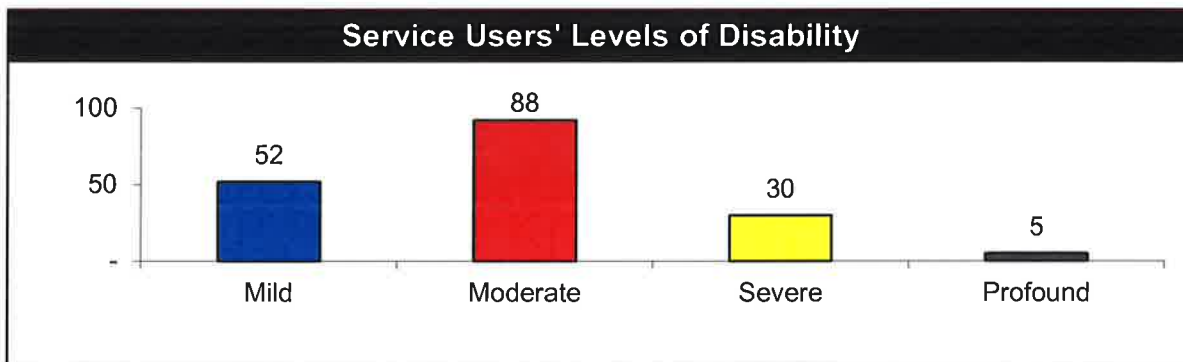
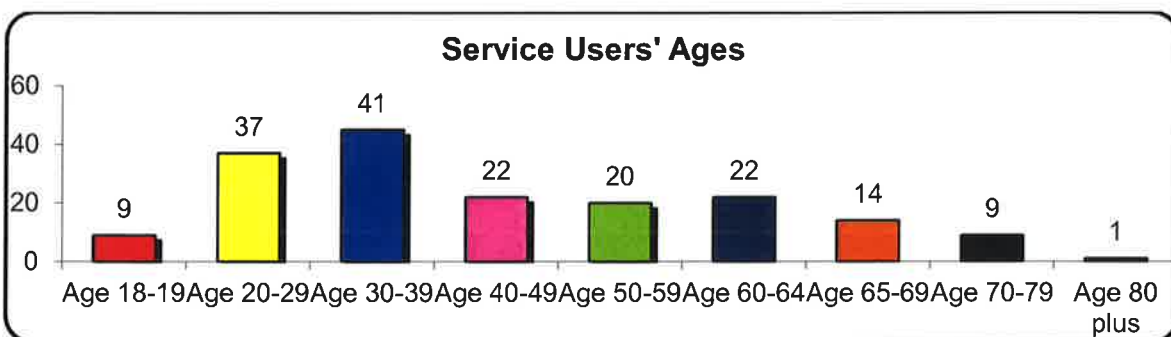
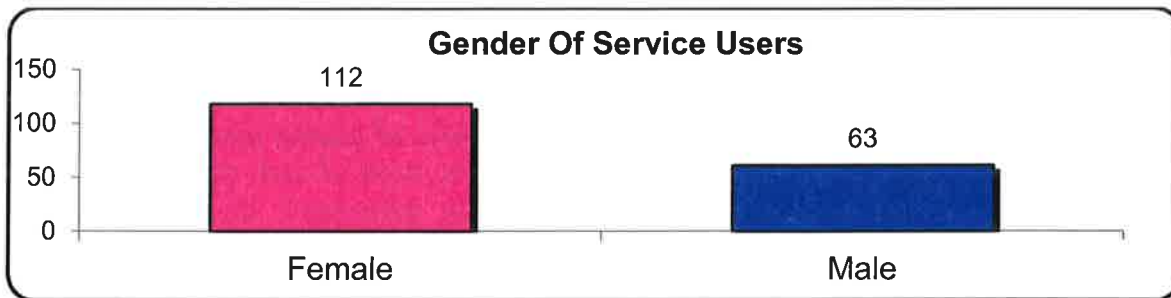
In 2017 the Services agreed the quantum of service provided for the funding received from the Health Service Executive and on this basis a Service Level Arrangement was entered into. The Services are in compliance with the new reporting requirements set out under the arrangement. The Service signed the Annual Compliance Statement in May 2017 for the Year 2016. The Service completed and submitted the Annual Financial Monitoring Return for the year ended 31st December 2016 in May 2017.

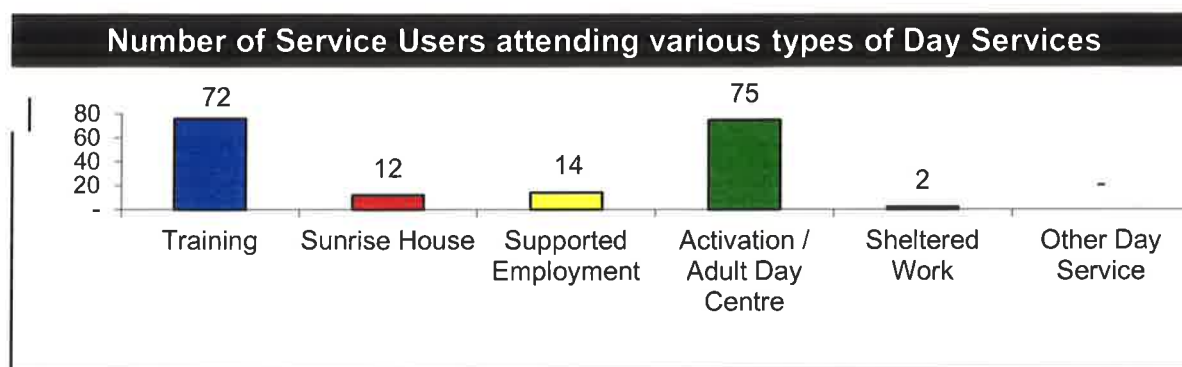
The Fundraising Committee continued to raise funds to support the Services. The Services recognise the huge effort of the fundraising volunteers and donors. New exterior signs were erected on the second-hand clothes shop "Second Edition". In addition to making the shop more prominent, the signs also inform the public that the shop is being run as part of and for the benefit of a registered charity, Carriglea Cáirde Services.

Pastoral Care continued its work in the provision of greater accompaniment for people in their search for meaning. The programmes for 2017 led by the Chaplin included visits to the homes and day services, retreats for service users, the May Day procession, church choir and other music events provide regular opportunities and outlets for people to meaningfully participate. The core values for members of staff was further rolled out in 2017.

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 the number of residents residing on campus now stands at 34 people across 6 houses. 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 also shape and inform the Services 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.

Number of Service Users	
Residents	86
Day Attenders	89
TOTAL	175





Person Centred Planning

Carriglea Cáirde Services promotes a person centred approach to service provision which ensures that people are actively involved in determining the services and supports they receive and they are empowered to exercise their rights. 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 file which provides full details of the service and supports which 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. During 2017 the Person Centred Planning template and policy document were reviewed and updated. 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. One service user is a member of the National Platform which supports people nationally to develop self-advocacy skills. Representatives from the Advocacy Committee meet with the Board of Directors at least once per year.

Information is made available to service users and family members with regard to how to access the National Advocacy Service. The local representative of the National Advocacy visits the services and supports service users who wish to use her services to progress their goals.

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 2017 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 Service.
- Reviewing matters identified on the risk register.
- Reviewing and updating the Statement of Purpose for residential and respite designated centres.
- Carrying out a range of internal audits throughout the Service.
- Consulting with service user and their relatives/representatives via annual satisfaction surveys, family information /consultation meetings and suggestion boxes. Reports on the outcome of the Relatives' Satisfaction Survey and the Service User Satisfaction Survey are available on request. Suggestions for improvement of services which are identified via the satisfaction surveys inform delivery and development of services.
- Reviewing reports following HIQA inspection, 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 information meetings are held to provide information on service developments and to receive feedback on service delivery. Two meetings were held during 2017 – the first on 26th January and the second on 16th November. The formation of a family forum was progressed via these information meetings. Updates are provided to those in attendance on topics such as Carriglea Cáirde Services' website, the Strategic Plan, safeguarding procedures and other developments in residential, day and respite services.

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.

The Services has a Health & Safety Committee which meets every two months. This committee provides input into identification, assessment and control of hazards and makes recommendations to senior management on Health & Safety issues identified by staff members. An annual report on the work of the Health & Safety Committee during 2017 is available on request.

Safeguarding

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 Cáirde 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 Service 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

The 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.

During 2017, the State Claims Agency introduced the General Indemnity Scheme whereby the state provides indemnity for public liability, employer liability and motor accidents. In conjunction with this indemnity scheme, the Services commenced reporting all accidents and incidents to the HSE electronically via the National Incident Management System (NIMS). Building assets are insured privately and incidents involving damage to property are reported to the insurance company.

Serious incidents are reported to the HSE and all incidents are also reported to the State Claims Agency via NIMS (National Incident Management System). In the event of injury to a resident or any other notifiable event, the relevant three day or quarterly report is made to HIQA.

Carriglea Cáirde Services adheres to the national policy on Open Disclosure and is committed to open communication with service users and their families in the event of the occurrence of an adverse event involving their care and support.

Complaints & Compliments

All complaints are viewed as an opportunity to continuously improve the quality of the services that we provide, and to learn lessons preventing similar occurrences in the future. A Comments and Complaints Policy and Procedures are in place. Complaints forms are readily available and are provided to all service users and family members. A complaints log is in place in all day and residential services. In as far as possible, complaints are dealt with at local level. The data from all complaints logs is collated six-monthly and the relevant report sent to the HSE. 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 2017, all complaints were managed at a local level and no formal complaints were referred to a complaints officer. 13 Complaints were received for the full year

to December 2017. Many compliments are received verbally across the Services from the families of people who are supported.

Individualised Services

In recent years the movement towards individualised supports - '*Next Steps and New Directions*' has and continues to be progressed. Developments including 'The Hub' in 2014, full residential independence for an individual with some supports from Carriglea Cáirde Services 2015, the Gateway Services 2016 and the Ormonde Square in 2017 along with new direction styled day service for a further participant. These developments are consistent with the transition from sheltered group services and activities to models of services that focuses on individual community based activities.

Health Information and Quality Authority (HIQA)

Carriglea Cáirde Services has seven residential designated centres – six of which provide full-time residential services and one provides residential respite services: These centres are:

1. Cove Residential Services
2. Carriglea Residential Services
3. Comeragh View Residential Services
4. Dungarvan Residential Services
5. Deise Residential Services
6. White Strand Respite Services
7. Ormonde Square Residential Service

All seven designated centres have successfully been registered by HIQA to operate as designated centres and the three year re-registration journey commenced in 2017. Three day and quarterly notifications are submitted to HIQA as necessary and the provider representative carries out unannounced visits at least six 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.

The inspection reports for all designated centres are available on request and they are also posted on the HIQA website.

Cove Residential Services

The residents of the designated centre are supported in community houses in Stradbally, Monksfield and Middlequarter. 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 Centre and another 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.

The Designated Centre was re-registered in 2017.

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. In 2017 the residential buildings were upgraded to meet best practise in fire prevention and detection and additional communal space was created through the development of the new sitting room which now links Beechview and Oaklands residential settings. 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 provided from Carriglea Residential Services and many of the day attenders of Sunrise House day service availed of it.

HIQA undertook a monitoring visit in Carriglea Residential Services in October 2016 and re-registration is scheduled for in early 2018.

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 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. St Francis' Residential Setting was upgraded in late 2017 to meet best practise standards in fire prevention and detection. HIQA re-registration is scheduled for in early 2018.

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. Re-Registration of the Designated Services by the Health & Information and Quality Authority is scheduled for early 2018.

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. HIQA re-registration is scheduled for in early 2018.

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. The residents of Silversprings community house are due to relocate to single storey setting in 2018.

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** is a registered centre with the National Adult Literacy Agency (NALA) and future FETAC accreditation will 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 2017. Weekly and monthly support is provided for people in employment and local employment opportunities are beginning to emerge again. Participation in Social Farming was progressed in 2017. HIQA re-registration is scheduled for in early 2018.

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 2017 approximately 300 nights of respite was provided to people from the location up to December 2017.

White Strand Respite House was fully deployed in 2017 owing to residents from Carriglea Residential Services (Oakland) and Comeragh View Residential Services (St Francis) temporarily relocating to the house for periods of renovations to houses within these designated centres. The renovations were primarily for upgrades for best practise in fire prevention and detection standards. Normal respite services resumed / was provided from March 2017 through to mid-September 2017 and from mid-October onwards to the end of 2017.

Sports & Recreation

People across the services participate in sports and 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 Dungarvan Sports Centre and played several cup matches throughout the year.

Preparation for Special Olympics Ireland Games to be held in June of 2018 commenced. 15 athletes from Carriglea Cairde Services were selected for the Munster Team in Basketball (4), Aquatics (5), Athletics (1) and Motor Activities (5). Training commenced and preparation commenced in 2017.

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 Monksfield

A new residential setting was approved for development in 2017 to be based in Monksfield and work on the 6 bed-roomed house commenced in early 2018. This house provides purpose-built accommodation to meet the needs of residents. This residential service will be part of 'Dungarvan Residential Services' designated centre.

Carriglea Cáirde Services' Housing Association

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

Board of Directors and Corporate Governance

The members of the Board of Directors serve on a voluntary basis and encompass a wide range of skills, expertise, backgrounds and experience to ensure effective leadership, direction, and control is in place.

The Board and Executive Management are committed to maintaining a high standard of corporate governance in accordance with the Organisation's Governance Code and the Code of Practice for the Governance of State Bodies.

All Directors receive Induction Training on the Service and Corporate Governance. A Code of Conduct outlines the responsibility of each Director to the Group and includes procedures for dealing with any potential conflict of interest.

The Chairman sets the agenda for each Board meeting. Executive management attend a number of Board meetings and make regular presentations on the strategies and operations of the organisation.

There are a number of matters specifically reserved for decision by the Board of Directors including corporate governance, strategy setting, approval of procurement procedures, and disposal and acquisition of major assets.

The Board has formally reviewed its collective and individual performance for year 2017 and is satisfied that it met its duties and obligations as set out in the Organisation's Corporate Governance Policy.

There were seven Board Meetings during 2017 including the Annual General Meeting and an Extra-Ordinary General Meeting. The Extra-Ordinary General Meeting for the purposes of reviewing the Memorandum and Articles of Association.

The number of Board Meetings attended by each director during 2017 is set out as follows:

Barry O'Brien	7	Marie Dennehy	6
Sr. Rita Higginbotham	4	Marie Duffy	7
Sr. Miranda Richards	7	Margaret Browne	7
Sr. Mary Fitzgerald	7	Eamonn Moore	7
Dr. Elizabeth Walsh	7	Tomas Horgan	5
Dr. Nan Ferrari	6		

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

Key Performance Indicators

In 2017 the Services approved benchmarked achievements against the 5-year strategic plan for the years 2016 – 2020. The plan identifies the key strategic objectives for the 5 year period. In May 2017 the Board approved an operational plan which identifies, timeframes implementation of the key performance indicators.

Throughout 2017 the Services continued to progress governance commitments and in this regard compliance and registration with the Governance Code for Community Voluntary and Charitable Sector in Ireland was achieved. The Services website was further operationalised in 2017 and this development provides information, accountability and transparency on service provision and activities.

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.
- Carriglea Cáirde Services provides staff with access to an Employee Assistance Programme.
- Throughout 2017 in excess of 100 group training events were provided to members of staff. Training supports members of staff to undertake their work safely, effectively, consistent with policy and importantly with greater awareness of the needs of people who use services. The volume of training provided and the associated requirement to release staff for training sessions challenges the Services in the context of resources to meet daily roster requirements.
- Training Modules provided include Fire Safety, Manual Handling & Patient Lifting, Best Practise Medication, Heart-safer CPR & FA, Enhance your Behaviour Approach, Abuse Awareness, Human Resource Policy, Food Safety, Health & Safety & Risk Assessment, HIQA, Service User Accounts, Person Centred Planning, Wheelchair Clamping, Governance and Service Delivery.
- As a respected service provider in the field of intellectual disability, Carriglea Cairde Services provides as a fieldwork placement site for students pursuing nursing and social studies and social care education.

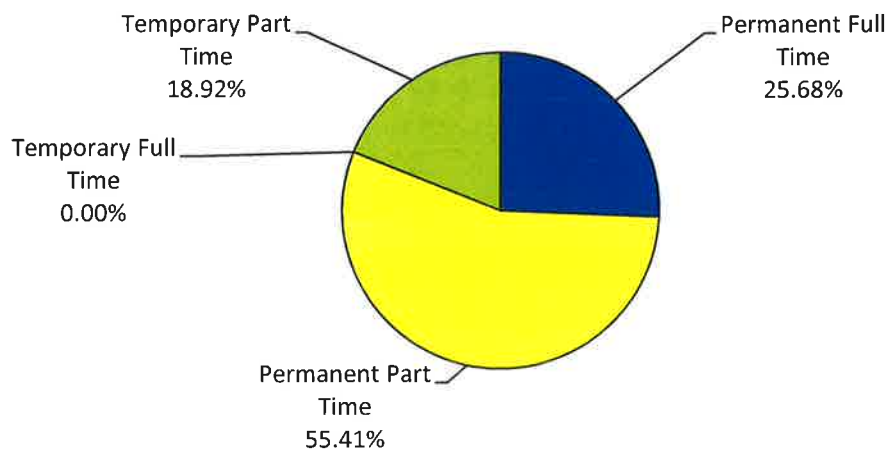
Carriglea Cáirde Services is accountable to the HSE for the use of the funding provided for the purposes of providing services. On this basis, Carriglea Cáirde Services confirms that:

1. All staff employed are paid salaries in line with Department of Health Consolidated Salary Scales and red-circled HSE approvals associated with the post they hold.
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's salary for 2017 is €100,864.

Staff Occupational Categories

	<u>No.</u>	<u>W.T.E.</u>
Administration	15	12.61
Paramedical	2	1.88
Nursing	42	34.53
Social Care	38	28.67
Care Assistants	65	49.59
Catering & Laundry	7	5.94
Maintenance	2	2.00
Instructors / Supervisors	51	36.99
TOTAL	222	172.21

Employee Job Status



Gender Breakdown of Female / Male Staff

87% / 13%

Permanent Full Time	57
Permanent Part Time	123
Temporary Full Time	0
Temporary Part Time	42
TOTAL STAFF	222
TOTAL W.T.E.	172.21

Energy Consumption and Environmental Impact

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 2017 energy usage is set out in the table below.

Energy Type	Unit	Quantity
Electricity	KWh	737,296
Kerosene	Litre	149,937
LPG	Litre	30,496
Road Diesel (DERV)	Litre	40,348
Petrol	Litre	2,940
Marked Gas Oil	Litre	1,351

2. Actions undertaken during the year

- i. A new cover was bought for the Swimming Pool. The pool is covered every night, rather than just at weekends.
- ii. As part of fire upgrade works carried out in to a number of houses, 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. New vehicles purchased are more fuel efficient than their older counterparts.

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 identify projects and apply for funding.

Carriglea Cáirde Services
Summary of the Accounts for the year ended 31st December 2017

<u>Income</u>	<u>2017</u>	<u>2016</u>
	€	€
HSE Allocation	9,989,361	9,692,941
Other HSE Funding	216,972	183,999
Pension Levy	205,366	250,791
Payroll Deductions & Refunds	395,739	335,727
Contributions from Service Users	585,076	568,271
Other Income	249,445	242,483
Total Income	11,641,959	11,274,212

Pay Expenditure

Administration	688,513	694,047
Fees & Sessions	165,327	175,665
Nursing	1,978,338	1,875,368
Care Assistants	2,188,419	2,254,353
Social Care	1,620,367	1,364,394
Para-Medical	91,696	87,613
Catering & Housekeeping	199,272	198,015
Maintenance	63,119	59,975
Supervisors & Instructors	1,332,409	1,237,879
Superannuation	531,956	382,699
Defined Benefits Pension Scheme	32,147	135,793
Employer's PRSI	819,388	765,355
Total Pay Expenditure	9,710,951	9,231,156

Carriglea Cáirde Services
Summary of the Accounts for the year ended 31st December 2017

<u>Non-Pay Expenditure</u>	<u>2017</u>	<u>2016</u>
	€	€
Medical	52,876	54,680
Food	280,861	265,805
Restaurant Purchases (Day Service)	99,679	94,477
Workshop Purchases	15,852	14,868
Heat, Power & Light	231,718	217,871
Cleaning & Washing	108,097	109,067
Furniture, Crockery & Hardware	56,529	42,132
Bedding & Clothing	24,596	32,373
Garden & Grounds Maintenance	7,371	7,223
Transport & Travel	149,074	155,140
Motor Vehicle Additions	100,715	19,883
Office Equipment	2,659	6,595
Training Courses & Seminars	32,019	40,566
Training Allowance	20,194	20,589
Rent & Rates	69,314	75,481
Payments to Service Users	36,053	36,231
Insurance	48,976	58,099
Repairs & Maintenance	339,115	239,585
Land & Buildings - Major Works	76,252	6,425
Fixtures, Fittings & Equipment	17,486	-
Health & Safety	48,489	43,188
Postage, Stationery & Advertising	42,592	25,935
HIQA Fees & Other Subscriptions	28,934	25,378
Telephone	32,146	28,068
Computer Charges	22,536	38,297
Legal & Professional Fees	28,892	53,710
Audit	10,701	10,231
Bank Charges	5,666	5,566
General Expenses	31,867	25,262
Total Non-Pay Expenditure	2,021,259	1,752,724
 Total Expenditure	 11,732,210	 10,983,880
 Surplus / (Deficit) for Year	 (90,251)	 290,332

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

Acknowledgements

The work of Carriglea Cáirde Services in West Waterford has been supported and governed throughout 2017 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 directors, 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 and this is evident every day across the Services in routine activities or in times of emergency such as storm Ophelia and put simply everybody wants the best outcome for the people who use services.

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.

