

Annual Report 2019



'The Bird House' - Part of the Garden Project – Creativity by the Residents' of St. Bridget's
(developed throughout the 2020 COVID 19 Pandemic)

Issued May 2020

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. Denis Herlihy (Vice Chairman) (*July 2019*)
Mr. Tomas Horgan
Mr. Pat Phelan (*May 2019*)

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

Carriglea Cairde Services has in place a public statement of Compliance with the Governance Code for Community Voluntary and Charity Organisations in Ireland and is process of registering with Charities Regulator who now hold the Governance oversight role for organisations.

CHAIRMAN'S STATEMENT

I am pleased to introduce Carriglea Cáirde Service's Annual Report 2019. The report reviews the activities, development and performance of our organisation.

Carriglea Cairde Services as an organisation is responsive to the needs of people and proactively looks creatively at developing opportunities to ensure that people are supported to lead fulfilling and positive lives in an environment that upholds the fundamental principle of 'zero tolerance to all forms of abuse'.

The Services is now four years through the current 5-year strategic plan cycle. Many of the initiatives set out back in 2016 have been achieved including four additional houses, residents not sharing bedrooms, residential building upgrades and community houses remaining open throughout holiday periods.

The Board of Directors along with management, input from services users, members of staff held a planning day in September 2019 the objective of which was and is to ensure the Services continued in its mission in the provision of effective, quality and safe services for people.

The outcome of the planning day included implementation of the information communication technology platform, improved communication with stakeholders and in the most person centred way to provide for the closure of St Bridget's residential setting. In addition to the planning day outcomes the waiting list for residential and respite services and changing needs remain priorities and key objectives for 2020 and beyond.

The Services continue to make progress on its journey towards better governance, meeting regulations and standards set by HIQA, HSE, Charities Regulator and the Department of Housing. There is room for joined up thinking amongst government agencies whereby a cohesive and collaborative approach to governance is in place thereby easing administrative workload and reducing duplication in meeting the similar requirements.

New service developments 2019 included completion of Acorn and Monksfield residential houses, day service commencement for 6 people and resumption of respite services from White Strand. In 2019 Euro-Route Restaurant was re-purposed as a Cafe in the context of disability service provision and New Directions.

I wish to express my appreciation to the Health Services Executive for its continuing support. The Services are committed to working in co-operation with state agencies, other service providers and representative organisations to ensure service users and families receive the best quality service possible.

I am thankful to the Missionary Sisters of the Gospel for their contribution to the continued success of services. Carriglea Cáirde Services remains committed to services based on the values and 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. I wish to introduce and welcome Denis Herlihy (Vice Chairman) & Pat Phelan who joined as Directors of the Board in 2019. I consider that their experience and knowledge of the service will be of great benefit and will enable both to provide a valued contribution towards the development of services.

My thanks to members of Carriglea Community Project for their on-going commitment to the development of the Campus and I look forward to future developments.

I wish to 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. By working together, we can continue to ensure, with a collaborative approach between service users, families, volunteers and staff that we enhance the lives of all service users.

Barry O'Brien, Chairman

CHIEF EXECUTIVE'S REPORT

Carriglea Cairde Services has grown significantly over the past year, increasing the range of services it provides, employing more people and using increased funds to underpin its work. The HSE continues to allocate significant funds to support the work of the Services.

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 supports, the global pandemic, the need to reconfigure services to ensure safety, physical distancing, best value, consistency with emerging national policy and the challenges of meeting the regulatory and governance environment.

There are many challenges ahead and the cost of standing still, of maintaining current levels of service at a time when the changing needs of an aging population requires a level of investment that Services cannot secure.

The legacy of impact of reductions in the allocation in recent years is greatest on people on waiting lists for residential and respite supports and it remains extremely difficult to respond to people when emergencies arise.

Carriglea Cairde Services supports 180 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.

The level of support provided varies among service users and is determined by each individual's person centred plan. Residential services were provided to 87 adults with 35% of people residing in campus based settings and 65% of people residing in houses in and around Dungarvan Town.

Day services are provided to 180 adults (including residents) from 10 different day service settings. In these settings a comprehensive programme of day activities and supports are

provided which are in line with the needs and wishes identified through each individual's person centred plans.

In 2019 respite services re-commenced initially from Monksfield and in September 2019 respite provision permanently returned to the White Strand Respite House. In excess of 1,000 nights of respite was provided in 2019.

In 2019 new respite models have been developed and are tailored to people's needs including evening only respite and weekend day respite. In 2019 the Services commenced the provision of high support respite from the community and increased respite services were provided in 2019 in part to mitigate for the period respite when respite wasn't available in 2018 due to the respite house diverted temporarily towards residential provision

The Services promotes an environment where the collective focus of stakeholders is organised towards the development of appropriate person centred services in line with the needs of people with disability in an environment that upholds the fundamental principle of 'zero tolerance to all forms of abuse'. The services continue to work with the people who use services and their families in order to provide and facilitate day, respite and residential services.

In 2019, 6 new applicants for services were provided with day services and 2 people commenced residential services and a further 2 people graduated from rehabilitative training to day services in the HUB.

Carriglea Cairde Services is committed to services based on the ethos of our founders the Sisters of the Bon Sauveur and resumption of Pastoral Care Services was prioritised throughout 2019 and return of the service is phased for early 2020.

Throughout 2019 a number of key capital projects were completed including completion of Acorn and Monksfield residential houses, redevelopment and re-purposing of the Euro-Route Restaurant as a Cafe in the context of disability service provision and New Directions Three motor vehicles were purchased and the treatment plant Boherard was redeveloped.

The developments provide for individualised services and created the infrastructure to allow for the Service's remaining two-storey house to close, thereby allowing the residents to reside in appropriate accommodation and also creates the further infrastructure to meet requirements for residents' changing needs.

In the context of Governance and Compliance, Carriglea Cáirde Services submitted the Service Level Arrangement, HSE Annual Compliance Statement, the Housing Agency Regulatory Return and commenced the compliance process with the Charitable Regulator while remaining in compliance with the Voluntary Code of Governance for Community and Voluntary Organisations. The independent internal audit function established in 2018 completed and commenced further audits in 2019 including quality and risk management, resident's funds management and fundraising activities.

In 2019 Carriglea Cáirde Services prioritised the re-registration of designated centres with Health Information and Quality Authority and by the end of 2019 all 8 Designated Centres remain registered and relevant non-compliances have been addressed.

The Board of Directors along with management, input from services users, members of staff held a planning day in September 2019 the objective of which was and is to ensure the Services continued in its mission in the provision of effective, quality and safe services for people.

The outcome of the planning day concluded that implementation of the information communication technology platform, improved communication with stakeholders and in the most person centred way provide for the closure of St Bridget's residential setting are to be prioritised.

There are many challenges ahead and particularly to fund and develop new services for the people on the waiting list for residential or additional respite services. The key focus and objective for the Service now and into the future remains the provision of quality and safe services for people in receipt of services and planning for people who are on the waiting list for services

Throughout 2019 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 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.

Vincent O'Flynn, Chief Executive

ORGANISATION REPORT

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 2019 the Services vision statement '***supporting people's independence through the provision of quality and safe services***' remained central to activities Supports and services are provided based on the need of each person. Carriglea Cáirde Services fully supports and promotes through person centred planning that the primary supports people receive are from the person's immediate circle of support through families and friends.

In 2019 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 2019 for the Year 2018. The Service completed and submitted the Annual Financial Monitoring Return for the year ended 31st December 2018 in May 2019.

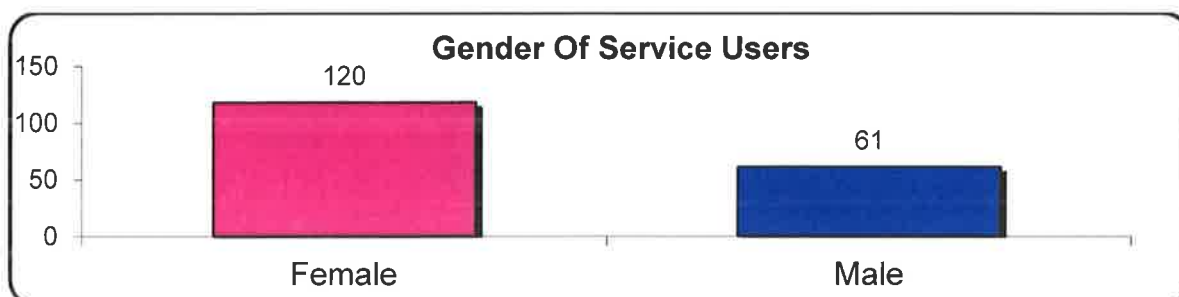
The Fundraising Committee continued to raise funds to support the Services and earmarked €30k throughout 2019 for the furnishings Acorn Residential Services and a further €30k for upgrades and mobility supports for the Anne Le Roy redevelopment.

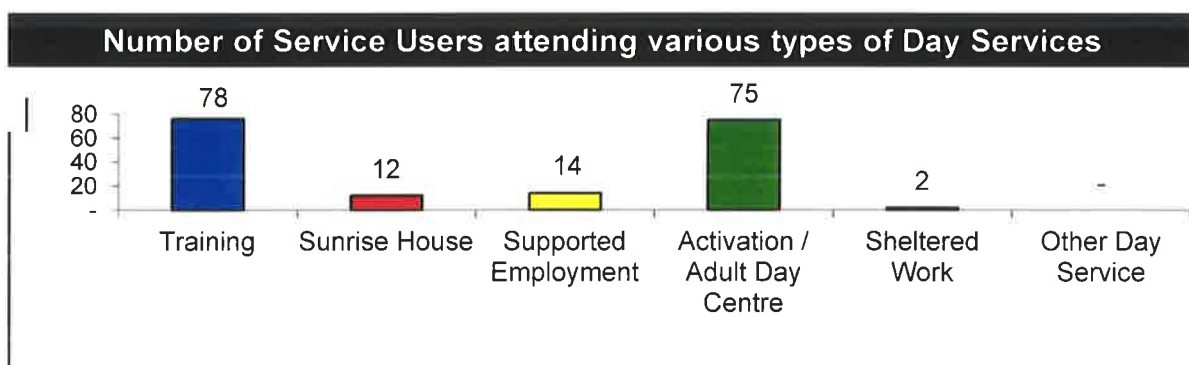
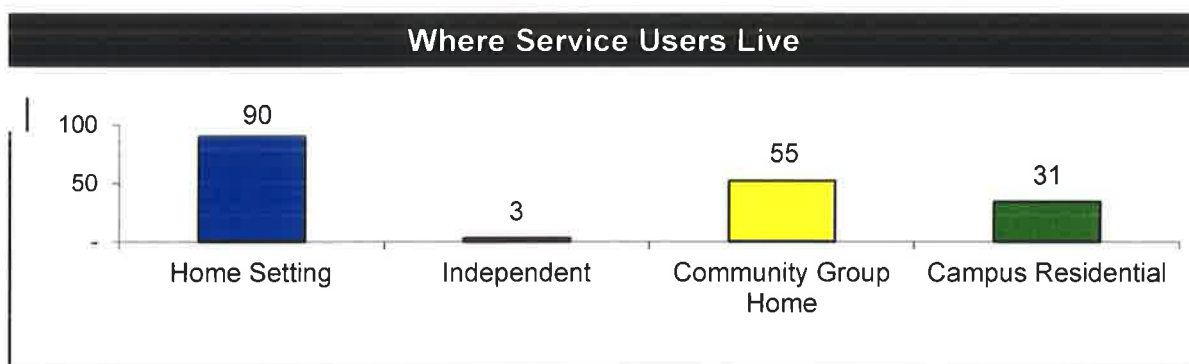
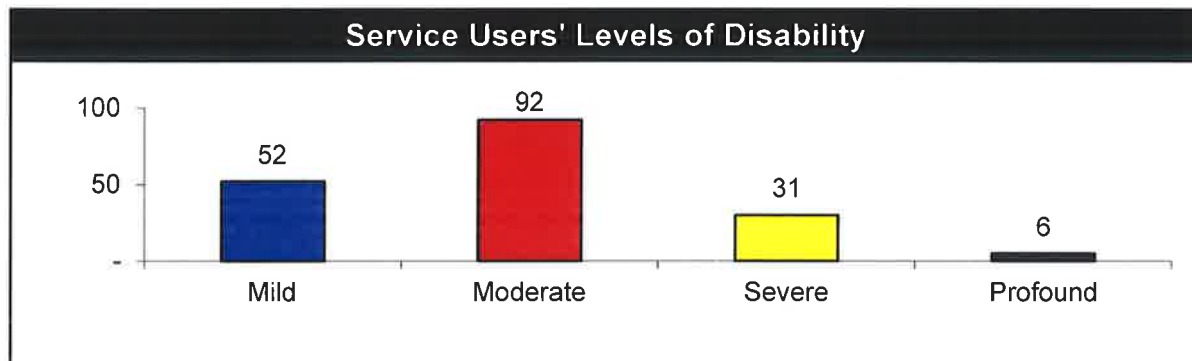
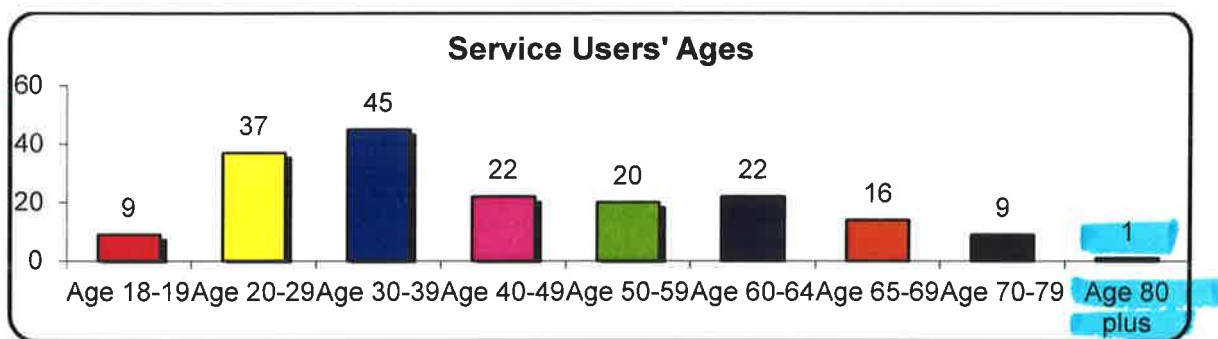
Pastoral Care continued its work in the provision of greater accompaniment for people in their search for meaning. The programmes for 2019 were curtailed owing to the vacant chaplain post from May 2019 onwards, however the Missionary Sisters of the Gospel provided supports and retreats for service users, house visits, the May Day celebrations, church choir and other music events and provided regular opportunities and outlets for people to meaningfully participate. The recruitment of vacant Chaplain hours was prioritised throughout 2019 and the appointment is now in place and commencement is expected in 2020.

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

The Services continue to invest in staff training under the headings of mandatory and designated courses including – 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	86
Day Attenders	95
TOTAL	181





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 2019, the Person Centred Planning template and policy document were reviewed and updated. Person Centred Planning training is provided to all staff,

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 two Board Meetings in 2019.

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 2018 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
- 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 Services
- 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. The planning meeting in September 2020 identified that family information meetings are to be held to provide information on service developments and to receive feedback on service delivery. The formation of a family forum in 2020 will be progressed via these information meetings. Updates have been provided to on topics such as Carriglea Cáirde Services website, the Strategic Plan, Safeguarding procedures and other developments in residential, day and respite services. Engagement with families has been in place and feedback has been received through the satisfaction surveys.

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 bi-monthly. 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 2019 is available and published on the Services website.

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 and continued in 2019.

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

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

Confidential Recipient

The HSE has recently formally communicated the contact details for Leigh Gath, the Confidential

Recipient. She will operate independently of the HSE to address any complaints or concerns that are

raised with her office in relation to any HSE or HSE funded facility. Ms. Gath can be contacted as follows: -

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

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

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

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

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

Protected Disclosures

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

Risk Management

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

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

Incident Management

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

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

Complaints Management

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 2019, all complaints were managed at a local level and no formal complaints were referred to a complaints officer.

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 and Ard Na Greine along with new direction styled day service for a further participant in 2018. 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
8. Acorn Residential Services

All eight designated centres have successfully been registered by HIQA to operate as designated centres. 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 a community house in Stradbally, Monksfield and Middlequarter. The Monksfield residential setting was planned for in 2015 and a house was purchased from capital reserves / fundraising with three people taking 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.

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. Additional 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 also 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 the centre was re-registered in 2018 and the key action identified is the closure of St. Bridgets Residential Setting.

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. The Designated Centre was re-registered in 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 now scheduled for early 2019.

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. The Designated Centre was re-registered in 2019.

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 floor setting in 2019.

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. Participation in Social Farming was progressed in 2018. The Designated Centre was re-registered in 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 2018 the respite services were front loaded in the first 6 months of the year as the use of the respite house from July 2018 was temporarily diverted for residential services. Respite services resumed in November 2018 from the New Monksfield house respite provision remain from this location. Approximately 1,000 nights of respite was provided in 2019. In 2018 the merger of high and low support respite was implemented in 2019. Increased levels of respite were provided in 2029 over 2018 (700 nights) – 36 weeks of low support respite and 10 weeks of high support respite following new development funding in 2018.

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.

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.

Social Farming

Social farming is the practice of providing a placement on typical working farms as an option from Day Services. Social farming has been in existence in Europe and across the for a number of years.

Job Shadow

Carriglea Cairde Services participated in the Job Shadow Day 2019 and this day was a great success and created an awareness for people who use services in Carriglea Cairde Services of the many employment opportunities that exist in Dungarvan.

The aim of the Job Shadow Day is to create awareness through work experience within employment settings to promote equal employment opportunities for people with disabilities. Job shadowing is all about highlighting the valuable contribution people with disabilities make in employment. It also provides employers with the opportunity to express their commitment to inclusion in the workplace.

For West Waterford Job Shadow Day provides the opportunity for business, employers and people who use services in Carriglea Caride Services to develop links and pathways with the aim of creating employment opportunities now and in to the future. Employers gain first-hand knowledge and experience of the contribution that people with disability can make to their business. Equally the day offers the people who use services in Carriglea Cairde Services new experiences and opens up pathways for people to explore new employment and training options.

Carriglea Cáirde Services' Housing Association

Carriglea Cáirde Services is an approved Housing Body with the Department of Housing, Planning, Community and 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

There were six Board Meetings during 2019. The number of Board Meetings attended by each director during 2018 is as follows:

Barry O'Brien	6	Marie Dennehy	5
Sr. Rita Higginbotham	5	Patrick Phelan Commenced May 2019	3
Sr. Miranda Richards	5	Margaret Browne	6
Sr. Mary Fitzgerald	5	Denis Herlihy – Commenced July 2019	3
Dr. Elizabeth Walsh	5	Tomas Horgan	5
Dr. Nan Ferrari	5		

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
- Services Quality & Safety / Risk
- Remuneration
- Nominations

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

In 2019 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 2018 the Board approved an operational plan which identifies, timeframes implementation of the key performance indicators.

Human Resources

The challenges in recruiting staff at a time when fuller employment is evident in an improving economy The Human Resources Department provides advice and support in relation to all aspects of Human

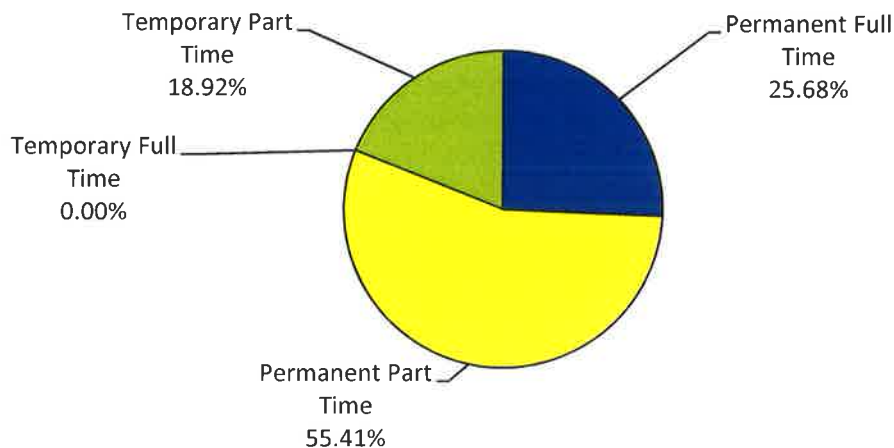
R sources including:

- 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 2019 was €107,611.

Staff Occupational Categories

	<u>No.</u>	<u>W.T.E.</u>
Administration	14	11.75
Paramedical	2	1.84
Nursing	46	38.00
Social Care	47	36.15
Care Assistants	80	72.10
Catering & Laundry	5	5.00
Maintenance	2	1.84
Instructors / Supervisors	60	48.24
TOTAL	256	214.92

Employee Job Status



Gender Breakdown of Female / Male Staff

87% / 13%

Permanent Full Time	64
Permanent Part Time	142.8
Temporary Full Time	0
Temporary Part Time	7.6
TOTAL STAFF	256
TOTAL W.T.E.	214.4

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 and it is cover every night, rather than just at weekends.
- ii. As part of upgrade works carried out in to 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. 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.

Acknowledgements

The work of Carriglea Cáirde Services in West Waterford has been supported and governed throughout 2019 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 Missionary Sisters of the Gospel (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.

