

Annual Report 2023



*Artwork by Marie Condon, Shepherds Wood Lodge – “Sunflower”
Issued May 2024*

Patrons

Bishop Alphonsus Cullinan
Diocese Waterford & Lismore

Superior General Missionary Sisters of the
Gospel

Board of Directors

Mr. Denis Herlihy (Chairperson)
Dr Isobel Brennock
Sr. Mary Fitzgerald
Michael Cullo (September 2023)
Dr Nan Ferrari
Ms. Margaret Browne (Retired March 2023)

Mr. Barry O'Brien
Mr Pat Phelan
Mr. Tomas Horgan
Sr. Rita Higginbotham (Retired Sep 2023)

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

CHAIRPERSONS' STATEMENT

On behalf of the Board of Directors I am pleased to introduce Carriglea Cáirde Services' Annual Report 2023. The report reviews the activities, development and performance of our organisation.

In 2023 service delivery emerged from the uncertain and reactive responses that prevailed throughout the Covid-19 pandemic. The Services continues to remain vigilant against Covid-19 and adheres to best public health guidelines.

The Service presented and commenced implementation of the Strategic Plan 2023-2027. The plan provides direction and is based on best practise across 7 key platforms including residential, day and respite, growth strategy and the capacity to operate, manage and enhance existing services and having strong and effective governance in place. A key underlying principle to the plan is continuing to listen to and learn from Services Users.

In 2023 the Services continued to meet the challenges presented including increasing level of demand for services, the aging profile of people supported and the difficulties in recruiting and retaining members of staff and despite the challenges the Services succeeded in delivering a wide range of services and supports.

Throughout 2023 some very positive developments were in evidence and people who use services at Carriglea Cáirde Services were and are supported to be active citizens and participate in the life of their communities. The Services continued to promote participation in community based educational, employment, training and social activities.

Carriglea Cáirde Services 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 established the Human Rights Committee in 2023 and its membership includes service user and independent external personnel. The role and purpose of the Committee is to promote inclusion, advocate for the human rights and provide recommendations to support the implementation of the provisions enshrined in the UN Convention on the rights of persons with disabilities.

The Services is operating in a time of unprecedented challenge on a number of fronts. The demand for new services and supports has increased further. As Carriglea Cáirde Services tries to respond to increased demands the Services are challenged with meeting the changing needs of the existing ageing residents. While some additional funding has been provided in recent years most notably €496k (once off) in early 2023 provided to meet and offset the impact of spiralling non-pay inflation further re-occurring funding is required to meet the challenges ahead.

The national policy and decisions included within Slainte Care, De-congregation, New Directions and the transfer of responsibility from the Department of Health and Children to the Department of Children, Equality, Disability, Integration & Youth will re-align and impact on services.

The substantial growth in regulation relevant to the sector has impacted service delivery, The relationship with the H.S.E while positive, has evolved with increased compliance, monitoring and reporting requirements impacting on the level of autonomy of the organisation. While accountability for the use of public funds is important it is essential that Carriglea Cairde Services retains its autonomy as a limited company in order to be a responsive local service for the people of Waterford. The Services continue to make progress on its journey towards better governance, meeting regulations and standards set by HIQA, HSE, Charities Regulator and the Housing Agency. As Chairperson of the Services and on behalf of the provider I met with the HIQA Regional Inspector in 2023 and this meeting was productive in the context of setting out deliverables.

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.

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, service providers and representative organisations to ensure service users and families receive the best 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 and post Covid-19, I welcome the new fundraising initiatives and ideas under implementation and development.

A voluntary Board of Directors, a number of whom are parents and siblings of service users, govern the organisation. I wish to take this opportunity to acknowledge their work and commitment to the Service and respective Board Committees. In 2023 two Directors, Margaret Browne and Sr Rita Higginbotham retired from the Board. I wish to take this opportunity to thank both for their commitment and dedication to service development and governance over many years.

In 2023, the Board welcomed Mr. Michael Culloo who joined as Director and member of the Quality, Risk, Services Committee. I consider that Michael's experience and knowledge of the public and education sector will be of great benefit and will provide a valued contribution towards the development and review of strong governance.

In conclusion I would like to thank members of staff and volunteers for their dedication and commitment to the people supported. On behalf of the Board, I wish to express condolences to

families and friends of members of staff and people we support who have passed away in the past year may they rest in peace.

Denis Herlihy, Chairperson

CHIEF EXECUTIVE REPORT

Carriglea Cáirde Services focus for 2023 has been the provision of quality, safe and effective services. The Services supports and enables people to access employment / training, to socialise, to access health care and to engage with mainstream supports and services in the community. The Services must continue to strive and advocate for peoples' rights as equal citizens in society.

In 2023 Carriglea Cáirde Services faced some challenging times which we responded to in a person centred and proactive manner. The Services will continue to place the people we support and their families at the centre and heart of what we do.

The Service's five year strategic plan 2023 to 2027 was approved by the Board, posted on the website and presented to families and members of staff. The objective of the Plan is to ensure the Services continued in its mission / vision in the provision of effective, quality and safe services for people. The plan is structured on 7 pillars and has an accompanying operational plan that sets out ambitious timeframes on residential and day service targets including development of housing, de-congregation and increased respite provision. Annually the Services will benchmark against the operational targets set.

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 further reconfigure services to ensure safety, best value, adherence to supports in line with peoples wishes with emerging national policy and the challenges of meeting and delivering on the regulatory and governance environment.

The HSE continues to allocate significant funds in 2023 (€15.3m) to support the work of the Services and the special once off funding provided in the amount of €496k was a welcome injection of funds to support the Services and was beneficial in mitigating the impact of non-pay inflation. This funding allowed the Services to develop the White Strand Respite Apartment, replace 5 motor vehicles and meet increase in costs across the Services in 2023.

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 is a significant challenge.

In 2023 and consistent with meeting de-congregation commitments the Services closed off the options for residents returning to campus owing to changing needs. This change in service delivery required adequate resources to be in place to support people safely in community settings who previously returned to campus residential settings.

In 2023 Carriglea Cairde Services risk funded this new model of service of supporting residents with increased needs in the community on the basis that the closure of a campus residential setting in 2024 would release sufficient resources for 2024 and beyond to support people to continue to reside in the community Accordingly in the case of the Geal Gua houses significant resources have been deployed to meet changing needs of 6 residents and the benefits of this decision will be in better quality of life allowing people to age in place.

At the end of 2023 Carriglea Cáirde Services supported 193 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. At the close of 2023 residential services were provided to 79 adults with 32% of people residing in campus based settings and 68% of people residing in houses in and around Dungarvan Town.

Day services are provided to 114 adults (non-resident) from 11 different day service settings. Post Pandemic resumption of full day services returned in 2022 and continued uninterrupted throughout 2023. The new individualised day service location was developed in 2023 and the Enterprise Centre provides individualised supports in line with peoples' choices.

In 2023 respite services were provided from the White Strand Respite Services. In excess of 500 nights of respite were provided in 2023 which compared to over 800 nights in 2019. The reduction in respite provision 2023 is directly attributable to the requirement for increased individualised respite and to a lesser extent reduced groups sizes on account of Covid-19.

In 2024 the planned opening of the individualised respite apartment will positively impact and allow the Services to provide a greater quantum of group based respite and return to closer to 900 nights of respite for day attendees. In line with the Strategic Plan 2023 -2027 a further respite house is to be sourced and this will meet the respite requirements for increased day attendees.

In December 2023 respite attendees' and families were notified that due to an operational requirement in early 2024 that the respite house in White Strand was to be temporarily closed and an alternative campus based location was to be sourced. The expectation is that the quantum of respite provided to each person will increase beyond 2023 levels on the basis of the new apartment and temporary respite location.

In 2023 the new respite models including supports tailored to people's needs including evening only respite and weekend day respite were further developed. Additional once off funds were provided by the HSE to commence the individualised respite in 2021 and not all of this allocation was fully utilised owing to timing differences in recruitment. This funding will be held over for 2024 and additional respite is to be offered.

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'. In 2023 a new Safeguarding Officer Ms. Carol Walsh was appointed by the Service. Carol brings considerable experience and knowledge to the role and the Services wish her well.

In 2023 the work of the Admission Discharge and Transfer Committee included 6 new applicants for services provided with day services and a further 4 people graduated from rehabilitative

training to day services in Marquis Drive and the HUB. In 2023, 3 people were offered residential places and 2 people voluntarily exited from services.

Sadly 5 residents, most of whom had resided with the Services for more than 40 years, passed away and each will be dearly remembered. The Services wish to express its sincere condolence to each bereaved family for their loss.

Carriglea Cáirde Services is committed to services based on the ethos of our founders the Missionary Sisters of the Gospel formerly (Sisters of the Bon Sauveur). Pastoral Care Services continued throughout 2023 and with upcoming changes and retirements imminent in 2024 a further strategy will be developed to ensure continuity of service.

Throughout 2023 a number of key capital and revenue projects were either planned for or completed including the upgrade of bathroom facilities, providing for enhancements to the Geal Gua's buildings for greater wheelchair accessibility and emergency exit, 5 additional motor vehicles for residential settings were added to the fleet, the extension to the respite house, and the development of individualised day service Woodland View and the Enterprise Centre,

In the context of Governance and Compliance, Carriglea Cáirde Services submitted the Service Level Arrangement, HSE Annual Compliance Statement, Housing Agency Return and declared compliance with the Charities Regulator Code of Governance. The HSE Internal Audit Division audited the Services Governance and Management in 2022. The 8 findings were in the low to moderate risk category and the recommendations were implemented in 2023. I would like to thank the Board of Directors and Chairperson Denis Herlihy for their commitment to continuity and quality of service delivery and to the strong leadership and governance structures provided.

The independent internal audit function established in 2018 was paused in 2022 with the HSE Internal Audit taking precedence and covered many of the relevant topics that were to be examined by Crowleys DFK. The independent audits resumed in 2023 with the audit of the Single Service Public Pension Scheme.

In 2023 Carriglea Cáirde Services prioritised the re-registration of designated centres with Health Information and Quality Authority including the creation of a second centre on campus - Willow Residential Services and by the end of 2023 all 9 Designated Centres remain registered and plans are in place to address non-compliances.

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 services for people who are on the waiting list for services.

I would like to thank the members of staff of Carriglea Cairde Services for their dedication and commitment to the services and to the people supported. I consider that the members of staff are motivated, committed and hard working in at times difficult circumstances. On a personal level I feel enormously proud of all of my colleagues who strive daily to provide the best quality service and support to the people we provide services to across West Waterford.

Finally, a special thanks to the people who use 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 or Vision

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 2023 many of the community based activities that people enjoy and participate re-commenced uninterrupted at pre pandemic levels.

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 2023 the Services agreed the quantum of service provided for through the funding €15.3m received from the Health Service Executive and on this basis a Service Level Arrangement was entered into. The Services are in compliance with the new reporting requirements set out under the arrangement. The Services migrated onto the HSE national reporting system IMR – Integrated Management Report. This though challenging in the context of resource is providing the Services with better management on cash flow and timely information.

The Service signed the Annual Compliance Statement in May 2023 for the Year 2022. The Service completed and submitted the Annual Financial Monitoring Return for the year ended 31st December 2022 in May 2023.

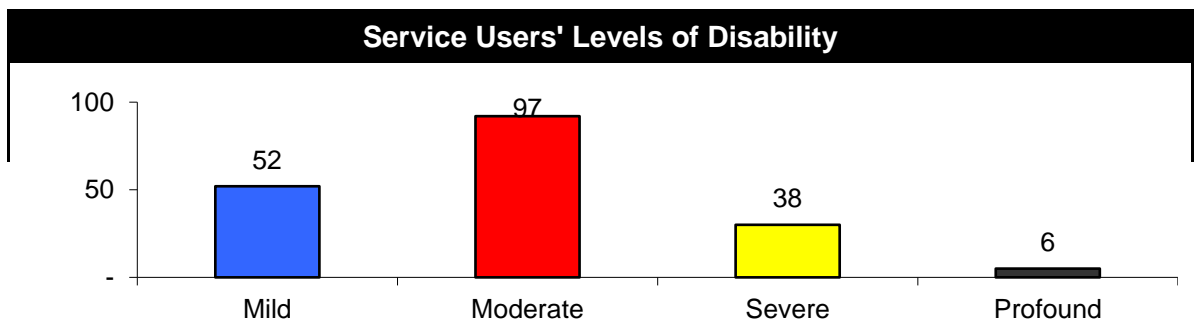
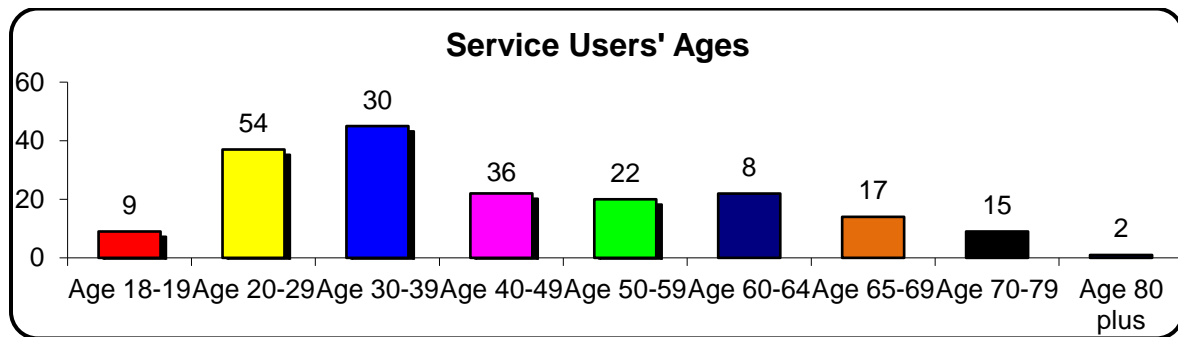
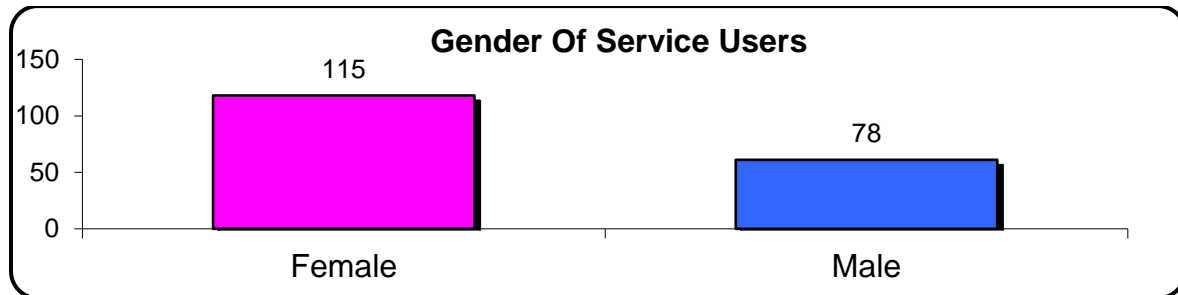
Pastoral Care continued its work in the provision of greater accompaniment for people in their search for meaning. The Missionary Sisters of the Gospel provided supports and the Chaplain visits has been a positive experience for residents and day attendees. Online services were provided and a link from the Church continued to be made available. A pastoral care plan for 2024 in relation to future structures on Pastoral Care Services is to be developed following recent announcements and retirements.

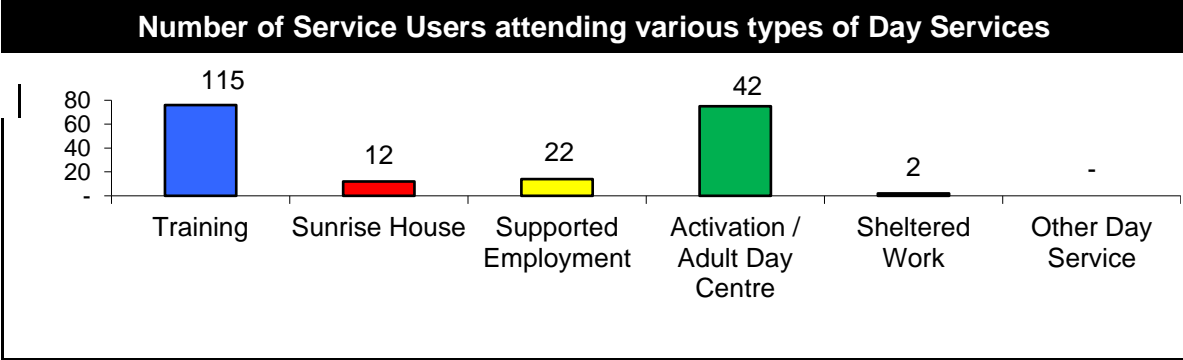
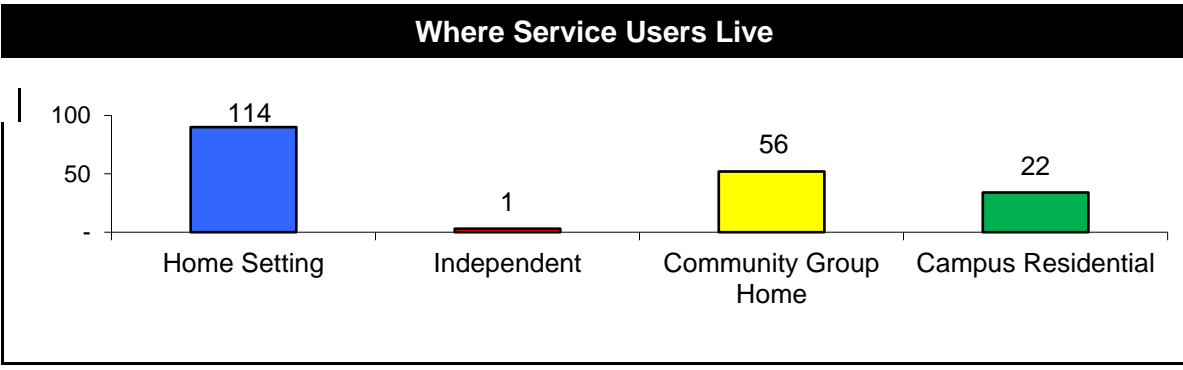
The findings and recommendations from the HSE commissioned report ‘A Time to Move on from Congregated Settings’ continue to inform the Services on future transitioning to community based living. The number of residents currently residing on Campus is 22 (28%) and a 4 residents are due to transition to Seabreeze in 2024,

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 Ability Supports System 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. An increased amount of e-learning was undertaken particularly in areas of PPE and breaking the chain of infection.

Number of Service Users	
Residents	79
Day Attenders	114
TOTAL	193





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.

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 and for one person who uses services is a member of the National Platform which supports people nationally to develop self-advocacy skills. Advocacy committee meetings with the Board of Directors resumed in 2023 and issues were presented to Board and Directors responded to specific issues including new vehicles, wheelchair accessibility and number of projects are to be prioritised for 2024.

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 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 2023 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.

Communication with Families

Carriglea Cáirde Services encourages good communication and engagement with the families of people who use services. Family representatives were met in person at an information evening in 2023 and the presentations on the Strategic Plan and Assisted Decision Making were provided.

Engagement with families 2023 has also been progressed through feedback received through the satisfaction surveys and in turn this feedback is communicated to the Board.

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.

In 2023 there were a number of visits from the Health & Safety Authority both announced and unannounced and relevant recommendation have and are being implemented.

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 2023 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.

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 new designated officer has been appointed in 2023 Ms, Carol Walsh. In this regard Carol brings to the role great knowledge of the Service and has considerable experience on safe services.

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 formally communicated the contact details for Ms. Grainne Cunningham the Confidential Recipient who was appointed in November 2022 and who replaced MS. Leigh Gatt.

Ms Grainne Cunningham 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 and will 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: grainne.cunningham@crhealth.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.

Human Resources

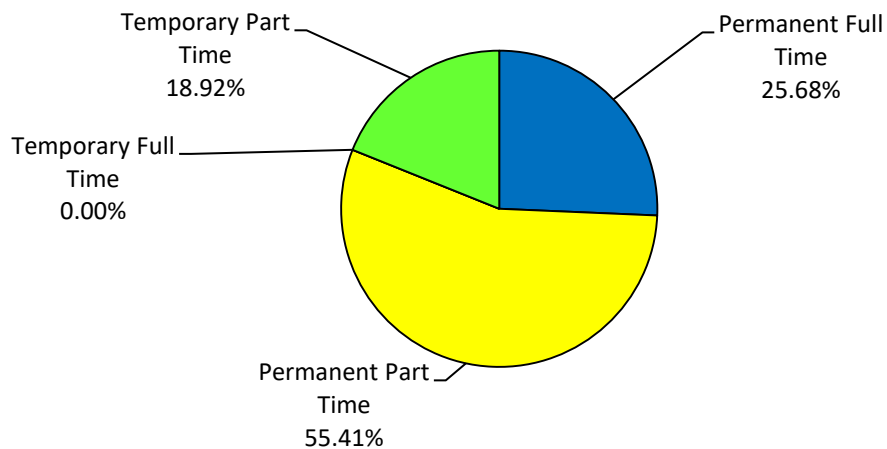
The challenges in recruiting staff at a time when full employment is evident in an improving economy The Human Resources Department provides advice and support in relation to all aspects of Human Resources including:

- Resource planning, recruitment and selection practices to support the delivery of services.
- Publication on the Website of the Gender Pay Gap Report 2023
- 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 2023 was €117,846 (€112,367 2021).

Staff Occupational Categories

	<u>No.</u>	<u>W.T.E.</u>
Administration	13	11.53
Paramedical	2	1.79
Nursing	48	37.88
Social Care	33	25.53
Care Assistants	82	70.00
Catering & Laundry	7	6.02
Maintenance	2	1.38
Instructors / Supervisors	77	64.00
TOTAL	260	214.87

Employee Job Status



Gender Breakdown of Female / Male Staff 87% / 13%

Permanent Full Time	64
Permanent Part Time	152.8
Temporary Full Time	0
Temporary Part Time	7.6
TOTAL STAFF	256
TOTAL W.T.E.	214.70

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 2023, complaints were managed at a local level and no formal complaints were referred to a complaints officer and resolved.

Individualised Services

In recent years the movement towards individualised supports - *'Next Steps and New Directions'* has and continues to be progressed at an increased pace. School leaver funding 2023 has again been allocated on an individualised basis. This is a welcome development become more individualised which is a welcome development.

The opening of reduced size developments including 'The Hub' in 2014, full residential independence setting 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
Board of Directors and Corporate Governance

There were eight Board Meetings during 2023. The number of Board Meetings attended by each director during 2023 is as follows:

Denis Herlihy	8	Thomas Horgan	4
Barry O'Brien	8	SR. Rita Higginbotham (Retired)	2
Dr. Nan Ferrari	5	Sr. Mary Fitzgerald	7
Dr. Isobel Brennock	6	Margaret Browne (Retired)	2
Michael Culloo (Appointed)	5		
Pat Phelan	8		

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:

1. Audit & Finance Committee – there were 7 meetings held in 2023 and minutes of the meetings are distributed to all Directors in advance of Board Meetings. The Chairperson of the Committee is Pat Phelan and membership includes Barry O'Brien, Denis Herlihy and Tomas Horgan. The Committee have in place terms of reference which was reviewed in 2023. The main focus of the Committee for 2023 was the review of Management and Financial Accounts, Annual Budgets, migration to IMR and review / transfer of Service User funds to the HSE PPA. The Committee reviews and considered the outcomes of the Annual Audit and HSE Audit 2022 of Governance and Management.
2. Governance Committee - there were 2 meetings of the committee throughout 2023 and minutes of meetings were distributed to all Directors in advance of Board Meetings. The Chairperson of the Committee Margaret Browne now retired 2023 and membership includes Directors Barry O'Brien and Denis Herlihy'. The main business of the committee in 2023 was to maintain the Services registration with the Charities Regulator and included the review of the Self Declaration of Compliance..

The Governace Committee reviewed the Constitution of the Services and proposed to the members a number of recommendations including in line with the Congregation of Missionary Sisters of Gospel request removal of nomination rights by the Congregation of members and directors. These recommendations were adopted at a Extraordinary Meeting of Carriglea Cairde Services in September 2023..

The Strategic Committee – there were two meeting in 2023 and minutes of meetings are distributed to all Directors in advance of Board Meetings. The Chairperson of the Committee is Barry O'Brien and membership includes Denis Herlihy, Margaret Browne (retired 2023), Sr Mary Fitzgerald, Sr, Rita Higginbotham (retired 2023). The main business of the committee in 2023 was the approval and presentation of the 5- year strategic plan 2023 – 2027. The Strategic Plan 2023-2027 is based on best practise across 7 key pillars including listening to and learning from Services Users, having best practise across residential, day and respite services, having a strategy for growth together with the capacity to operate, manage and enhance existing services and having strong and effective governance in place.

3. There were 5 meetings of the Risk Services Quality Committee throughout 2023 and minutes of meetings were distributed to all Directors in advance of Board Meetings and the membership of the committee includes: Dr. Nan Ferrari - Chairperson, Sr. Rita Higginbotham (retired 2023), Sr. Mary Fitzgerald, Margaret Browne (resigned as Chairperson of the Committee 2022 and Board Member 2023) & Michael Culloo and Dr. Isobel Brennock. The committee reviewed its Terms of Reference and agreed amendments. Agenda items and matters discussed during meetings included review of the quality management system and the various audits which are carried out across the services including a financial & governance audit carried out by the HSE and HIQA inspections. Also, audits carried out by managers within the Services including audits of Quality & Compliance with HIQA Standards, Medication, Person Centred Plans, and Restrictive Practice. The committee reviewed the Risk Register and discussed further actions identified to increase controls and reduce risk. This included risks relating to the COVID 19 pandemic. The accident and incident report for 2022 was reviewed and discussed. Human Rights and the implications of the Assisted Decision Making (Capacity) Act. 2015. Seven policy documents were reviewed i.e. Service User Human Rights, Risk Management, Epilepsy Management, Medication Management, Use of Services Facilities, Respite Services and Transport (Use of Service Vehicles).

The agenda for each meeting included an update on Pastoral Care / Core Values and consultation with stakeholders

Other matters discussed included recruitment of volunteers, the outcome of the Relatives Satisfaction Survey and safety for service users walking on the grounds of Carriglea.

4. Remuneration – there were two meeting of the committee in 2023. The Chairman of the Committee is Thomas Horgan and membership of the committee includes Dr Nan Ferrari. The terms of reference were reviewed at the May 2023 meeting. The CEO through the Annual Compliance Statement 2022 provided assurances to the Board that salary payments and pay and conditions are compliant as per the consolidated salary scales. The Committee were informed all relevant pay awards 2023 including unsocial hours awards, and 2023 salary scale awards.
5. Nominations Committee - there was 3 meetings of the committee throughout 2023 and minutes of meetings were distributed to all Directors in advance of Board Meetings. In 2023 following the resignation of Margaret Browne and Sr. Rita Higginbotham from both the Board of Directors and the Risk Quality Services Committee of Carriglea Cairde Services the main business of the Nominations Committee was to source suitable new Directors. In July 2023 the Nominations Committee recommended to the Board of Directors of Carriglea Cairde Services the appointment Mr. Michael Culloo as new Director.

participant in 2018 and this continued in 2021 with the opening Marquis Drive and 2023 The Enterprise Centre.. In 2023 carry over funding is in place for the development of individualised respite and individualised day service infrastructure on campus. These developments are consistent with the transition

from sheltered group services and activities to models of services that focuses on individual community based activities.

Residential Services

Carriglea Cáirde Services has eight residential designated centres – seven 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 authorised signatory on behalf of the provider (previously provider representative) carries out unannounced visits at least six monthly and 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, community participation and health care requirements. Pre COVID 19 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. In 2022 a number of residents who had received their day services from the home throughout COVID 19 re-commenced day Services – LA Nua based in Shepherds Wood Lodge.

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. Residential buildings have been 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 and much of the activation in 2021 was centred on walks and outings on the grounds of Carriglea,

Following agreement with HSE and HIQA a revised de-congregation plan has been put in place for Carriglea Campus which has been developed and included within the Services 5 year plan.

Key actions identified is the closure of St. Bridget's Residential Setting and developing 2 residential settings in Dungarvan Town and these actions remains a key priority for 2023.

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. In 2022 residents received their day services from the home and retirement options were developed and this was achieved through the redeployment of day services staff across residential settings.

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.

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.

White Strand Respite

The designated centre based in White Strand supports people who use services to avail of respite in a community based setting. Throughout 2022 respite breaks were provided for groups to a maximum of 3 which is a reduction on pre-pandemic levels. People in enjoy short breaks in White Strand whilst continuing to attend day services.

Approximately 500 nights of respite was provided in 2023.

Acorn Residential Services

The resident of the designated centre is supported in individualised housing arrangement. The resident is supported to achieve goals in line with person centred plans including integration, community participation and health care requirements.

Ormonde Square Residential Services

The two residents of the designated centre are supported in individualised housing arrangement. The residents are supported to achieve goals in line with person centred plans including integration, community participation and health care requirements

Day Services

Full day services resumed and were maintained uninterrupted for up to 110 day attendees throughout 2023. Day service locations – Anne Le Roy, Shepherds Wood Lodge, Sunrise House, Saoirse, Horticulture, The HUB, Gateway and Marquis Drive, The Enterprise Centre and Ard Na Greine and sub-locations include TUS Nua (Anne Le Roy) and La Nua (Shepherds Wood Lodge).

The Anne Le Roy Restaurant was remodelled to a coffee shop in 2019 and temporarily closed throughout COVID 19 and the decision taken as part of the planning process 2023 to 2027 was not to re-open what was a sheltered work setting.

Increased community integration continues to be promoted including supporting people in settings equivalent to the Anne Le Roy Restaurant where people are now employed.

Many of the programs in place pre COVID 19 resumed including keep fit, yoga, VEC, fun-drums, horse riding, walks etc.

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.

In 2023 Waterford City & County Council agreed capital funding in the amount of €260k for the purchase of the Villierstown Development.

In December 2023 the annual compliance return to the Department of Housing was submitted,

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 2025 and as at 2023 the Services have attained a savings of 27.5% on baseline. The 2023 energy usage is set out in the table below.

The impact of closing the swimming pool for 2020 and other reduced activities in 2020 and 2021 all which are once off has led to reductions in consumption and increased performance – however 2023 has witnessed a reversal on this trend.

<u>Energy Type</u>	<u>Unit</u>	<u>Quantity</u>
Electricity	KWh	658,320
Kerosene	Litre	163,477
LPG	Litre	37,728
Road Diesel (DERV)	Litre	30,683
Petrol	Litre	600

Marked Gas Oil	Litre	0
----------------	-------	---

2. 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. Installation of heat pump technology similar to the Monksfields and Acorn Residential
 - iii. Launch a renewed energy awareness programme for staff and service users.
 - iv. To identify energy efficient projects and apply for funding.

Acknowledgements

The work of Carriglea Cáirde Services in West Waterford has been supported and governed throughout 2023 by the Board of Directors. For this I thank the Chairperson Denis Herlihy and each of the Directors for setting and providing the strategic direction and Governance and I 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 and throughout 2023 members of staff provided huge flexibility and commitment in challenging times, 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 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 or Vision.

