

Carriglea Cairde Services

**Supporting Peoples Independence
Through Quality & Safe Services**

Family & Friends of Service Users Forum

06/11/2025

Carriglea Cairde Services Family / Friends Forum

1. Service Overview
2. Feedback Family & Friends Surveys 2024 & 2025
3. Advocacy Committee Outcomes (All 4 1)
4. Service Developments
5. Planning Day Outputs May 2025
6. Day Service Structures

CARRIGLEA CAIRDE SERVICES

Service Overview

- 1. Governance - 9 Voluntary Directors - Chairperson Denis Herlihy**
- 2. Missionary Sisters of the Gospel (Sisters of the Bon Saviour) retired**
- 3. Budget of €17m**
- 4. Residential, Day & Respite Services Provided**
- 5. 80 Residents across 20 Houses – 5 Campus 15 Community**
- 6. 124 Day Attendees across 10 Day Service Locations**
- 7. 240 Members of Staff - Administration, Residential, Respite & Day**
- 8. Regulation – HIQA, HSE, Health & Safety Authority, Housing Agency**

CARRIGLEA CAIRDE SERVICES

Service Overview

1. The Services has a Zero Tolerance to all forms of abuse
2. Safeguarding Vulnerable Adults at Risk of Abuse National Policy
3. Carriglea Cairde Services Website - www.carrigleaservices.com
4. Details of the Services Structure, Board Members, Governance Policies, Annual Reports, Financial Statements, Safety Statement on the website.
5. HIQA reports of inspections of residential & respite Carriglea Cairde Services centres available on the HIQA WEBSITE www.hiqa.ie
6. Day Services Standards are based on HSE New Directions and self evaluation is undertaken by Carriglea Cairde Services

CARRIGLEA CAIRDE SERVICES

Feedback from Family & Friends Surveys

- 1. Providing more respite for people and new models of respite**
- 2. Better Planning for Day Services new entrants**
- 3. Better Transport & New Vehicles**
- 4. School Leavers to commence services in the beginning of September not at the end of September**
- 5. More activities and greater activation**
- 6. Consistent staff should be rostered less agency staff**
- 7. The Services should have better Information Technology.**
- 8. Improvements to residential services are influenced by HIQA**

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Feedback from Family & Friends Surveys

- 1. Better Communication with all stakeholders**
- 2. More feedback to be provided**
- 3. Greater Independent living options and extra residential places to be created**
- 4. More residential services for people from the waiting list**
- 5. Create an autism / individualised services in Carriglea Cairde Services**
- 6. Listen to Service Users and even if this differs from Carriglea Cairde Services**
- 7. Be supportive on friendships – help support social activities**
- 8. More hands on training – bring back woodwork**
- 9. Bring back the Restaurant / Coffee Shop**

CARRIGLEA CAIRDE SERVICES

Feedback from Advocacy Committee – (All 4 1)

- 1. Improve Access to building - provide automatic doors**
- 2. Footpaths to be widened to allow improved access**
- 3. Canteen for Day Attendees Anne Le Roy**
- 4. Develop the Car Park for Parking for buses Anne Le Roy**
- 5. Develop Canopy for Shelter to allow for better access to Day Services, Swimming Pool and the Residential Houses**
- 6. More Respite for people**

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Feedback from Advocacy Committee (All 4 1)

- 1. Gateway Building Review Create quiet room**
- 2. Increased Activation at weekends, outings and concerts**
- 3. New Day Service in Shopping Centre why is it taking so long**
- 4. New Day Service in Shopping Centre needs a kitchen for training**
- 5. Individualised Services on Campus need to be developed**
- 6. Allow elderly residents to retire in their home and have delayed start to day services**

CARRIGLEA CAIRDE SERVICES

Feedback from Advocacy Committee (All 4 1)

- 1. More Staff to be able to go for activation at weekends**
- 2. More access to the swimming pool**
- 3. Easier access to the pool including steps**
- 4. Meet peoples changing needs.**
- 5. Allow elderly people retire in their homes**

CARRIGLEA CAIRDE SERVICES

Summary

- 1. Service Development Autism Specific / Individualised Service**
- 2. Allow people to have easier access to buildings – automatic doors**
- 3. Improved Transport – upgrade the fleet**
- 4. More Respite Provision**
- 5. More Residential Places**
- 6. Rights / Listen to People**
- 7. Allow people to retire, to have greater weekend activation**
- 8. Better Communication**

CARRIGLEA CAIRDE SERVICES

Developments since September 2024

- 1. The Services goal is to provide 2,000 nights of respite per annum**
- 2. Respite Apartment Developed in White Strand – business case to revenue fund developed and submitted to HSE additional 300 nights respite**
- 3. The Services have acquired a new Respite House on Campus and the business case is for the HSE to provide annual funding for additional 800 nights respite**
- 4. Respite Services Returned to White Strand 2025**
- 5. New Residential House established and operational in 2025**
- 6. Services in Discussion with Developer & Waterford City & County Council re new residential house Dungarvan**

CARRIGLEA CAIRDE SERVICES

Developments since September 2024

- 1. Submission made to Waterford City & County Council & HSE for 3 houses for people from the waiting list for Services**
- 2. Families & Friend and the Services to support people with applications for housing**
- 3. Persons with Mild Disability to be prioritised for Semi Independent Living – discussions with HSE and Waterford City & County Council**
- 4. Rights Committee established with independent and service user representation**
- 5. 39 people now retired across 8 Residential Houses**
- 6. 8 School Leavers 2024 & 8 School Leavers 2025 – new admissions**

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Developments since September 2024

- 1. Learnings adopted from COVID 19 in the context of Service Delivery**
- 2. 2025 - 3 New Wheelchair accessible vehicles added to the fleet**
- 3. Improved options to allow people to age in place developed in 2025**
- 4. New Day Service Location to be opened February 2026**
- 5. The Services is reducing dependency on agency staffing and has commenced new programmes of recruitment.**
- 6. The Services is working with the HSE with a view managing the current levels of deficit.**

CARRIGLEA CAIRDE SERVICES

Priorities from Planning May Day 2025

- 1. Development of an electronic record system, PCP's Goals, Care Plans**
- 2. Development of increased respite capacity to 2,000 nights**
- 3. Development of increased residential capacity**
- 4. Development of co-ordinated approach to individualised service for people on campus**
- 5. Development of a Transport Plan**
- 6. Supporting Staff Members and Staff Teams to continue to deliver quality services and recognise staff contributions.**

CARRIGLEA CAIRDE SERVICES

Day Services Structures

Community

1. Anne Le Roy Centre – 47 Day Attendees across 6 Teams
2. The Hub – 17 Day Attendee
3. The Gateway - 14 Day Attendees
4. Marquis Drive – 23 Day Attendees
5. Fairlane – 11 Day Attendees

Campus

1. Sunrise House & Tus Nua (Anne Le Roy) 12 Day Attendees
2. Shepherds Wood Lodge , La Nua , Sunflower 19 Day Attendees
3. Saoirse, Woodland View & Windy Arbour – 8 Day Attendees
4. Horticulture – 6 Day Attendees