



DAUGHTERS OF CHARITY
Disability Support Services CLG

2018
Annual Report

*According to the spirit of St.
Louise de Marillac and St.
Vincent de Paul
and inspired by their Christian vision of service to
those most in need,
the Daughters of Charity Disability
Support Services
recognises that each person possesses
a unique dignity and potential.*

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Chairperson's Foreword



I am very pleased on behalf of the Daughters of Charity Disability Support Services CLG to welcome the 2018 annual report of the activity of the Disability Support Services including the audited accounts. This was a year that continued the gains in advancing the Service forward in accordance with changes in HSE policy initiatives, exciting new initiatives, and the retirement of our CEO Denis Cronin.

Mr. Cronin retired from the Service after nearly two decades of employment with Daughters of Charity and serving as our CEO since 2011. We wish Denis all the best in his future endeavors and thank him for all of his labours to date. After an extensive search internally and externally, our Director of HR Natalya Jackson was appointed CEO, her considerable knowledge of the organisation and the disability service sector will serve her well in this new role.

As in years past, I would like to take this opportunity to thank our staff; the work this organisation performs for supported persons cannot simply happen without your devotion to duty and the long hours you put in to make a difference for the lives of the people and families we support. You as a whole represent the spirit of community-based giving that our founder dedicated her life towards.

This year saw the start of a new era with a change in leadership, new policy initiatives in line with the

national policies concerning decongregation, person-focused planning, and specialty services designed to help individuals that would benefit from additional support structures a traditional service might have to offer.

Throughout the year, great efforts were undertaken to make sure our residents and supported persons had access to community inclusion, and that our communities in turn had greater access to our support structures, such as our work being undertaken to increase understanding of dementia. We are also working to make sure that our efforts make heavy inclusion of the wishes of our supported persons, as it is their life to live, and it is our task to help them have the best life possible.

I would like to thank the members of the Board of Directors and subcommittees for all their support, for their time and commitment, for their dedication and attention to detail over the past year.

The members and staff of the Daughters of Charity Disability Support Services are most appreciative of our partners and colleagues in the HSE and other funding bodies including RESPECT for their support and assistance in delivering quality services to our service users and families. We look forward to our ongoing work together during the coming year as we strive to deliver a quality service to those in our care.

A handwritten signature in blue ink that reads "Goretta Butler". The signature is written in a cursive, flowing style. Below the signature is a horizontal line.

Sr. Goretta Butler, D.C.
Provincial/Chairperson.

Board of Directors



Professional Background:
Social Care, Early Education,
Family Therapist.

Key Appointments held:

Goretta Butler is a Daughter of Charity of St. Vincent de Paul. She is currently Provincial of the Daughters of Charity. Prior to this

Goretta was Director of Services of the Daughters of Charity Child and Family Services providing a range of family support services to children and families, primarily based in the Dublin region. In her earlier years Goretta worked in Glenmaroon and in Ballyfermot. Chairperson of Board of Directors since April 2013.

Sr. Justine O'Brien



Professional Background:
Education

Key Appointments held:

Worked in Education at classroom level, in administration at Board of Management level with disadvantaged mainstream children

and with children with an intellectual and physical disability. Campaigned on behalf of disadvantaged people in conjunction with various agencies in Inner City Dublin and in the Ballyfermot/Cherry Orchard areas.

Currently Bursar of the Irish Province of Daughters of Charity which has responsibility to the Kenyan Mission. Joined the Board in 2012.

Sr. Bernadette MacMahon



Professional Background:
Education

Key Appointments held:

Head of Department of Education, Mater Dei Institute of Education, 1970 to 1986. Former Provincial of Daughters of Charity of St. Vincent

de Paul. Former Chairperson of the Board of Directors of the Daughters of Charity Service for Persons with Intellectual Disability, 1986 to 1995. Director, Vincentian Partnership for Social Justice, 1995 to date. Joined the Board in 2007.

Mr. Michael Doyle

Professional Background:
Education Welfare

Key Appointments held:

Regional Manager, National Educational Welfare Board. Senior School Attendance Officer, Dublin of iScoil. Community Development Worker, National Committee on Pilot Schemes to Combat Poverty. Michael has a long history of involvement with Boards of Management at both primary and post-primary school level. Joined the Board in 2015.



Dr. Danny O'Hare

Professional Background:
Higher Education

Key Appointments held:

Founding President DCU. Former Chairperson of Food Safety Authority, the Government Task

Expert Group on Future Skills Needs, the Information Society Commission, the Ballymun Regeneration Project. Former Board Member of Media Lab Europe and of Calor. Chairman of the Independent Hospitals Association of Ireland, the Governing Authority of the Milltown Institute, the Dublin Airport Stakeholders Forum and of Exploration Station, the National Interactive Science Centre. Member of the Irish Medical Council and of the Edmund Rice Schools Trust. Member of RESPECT Fundraising Committee. Joined the Board in 2006.



Sr. Sheila Ryan DC

Professional Background:
Nursing

Key Appointments held:

Trained as a nurse and is qualified in three nursing disciplines. Worked in several Centres in the Daughters of Charity Disability Support Services, latterly as Service Manager in St. Vincent's Centre, Lisnagry. Currently a member of the Irish Provincial Council of the Daughters of Charity. Joined the Board in 2014.



Mrs. Sally Byrne

Professional Background:
Business/ Financial

Key Appointments held:

Trained as Chartered Accountant in Pricewaterhouse. Financial Controller, Kelkin Limited, Health Food company 1989-2003 Financial Controller, Oppermann Associates Limited, Architects, 2003-2010. Joined the Finance Office of the Provincialate of the Daughters of Charity of St Vincent de Paul in 2010. Joined the Board in 2014



Mr. John O'Quigley

Professional Background:
Financial

Key Appointments Held:

Trained as a Chartered Accountant and spent his career in one of the major international accountancy Director of 3 companies operating in the financial services sector and serves on a stakeholders group of the European pensions authority (EIOPA). Joined the Board in 2016.



Mr. Noel Kidney

Professional Background:
Architecture and Urban Design

Practised in Burke Kennedy-Doyle & Partners, becoming Joint Managing Director for 15 years until 2009. Member of RESPECT Fund-raising Board since 2001. Joined the Board in 2014.



Mr. Rory Staines

Professional Background:
Law

Rory is from Dun Laoghaire, Co. Dublin. He studied law in UCD and King's Inns and qualified as a barrister in 2005. He worked Judicial Review and also lectured in Griffith College, DCU and King's Inns. He transferred to become a solicitor in 2017. He works for Michael J Staines Solicitors in the city centre. Joined the Board in 2017.



Corporate Governance

Board of Directors

A Board of Directors appointed by the Daughters of Charity provides governance oversight for the Service. Board members serve on a voluntary basis and receive no remuneration for their services. Theirs is a non-executive function. They are possessed of a broad skill base, with a variety of expertise incorporate and professional life and in both care for and parenting of people with disability. This diversity of expertise ensures effective and balanced leadership of the Service. The Board of Directors meets monthly, conducting its affairs in accordance with established best governance practice. It regularly reviews all aspects of its governance strategies. The Chief Executive Officer is in attendance, with members of the Executive Team attending and making presentations on their areas of operational accountability as and when required.

Sub-Committees of the Board of Directors and other Organisational Bodies

Several Sub-Committees, chaired by Board Members, meet on a monthly or bi-monthly basis as appropriate. Board members, Executive team members, Service Managers and other key personnel form the body of these Committees.

Audit and Finance Sub-Committee

The Audit and Finance Sub-Committee meets on a monthly basis to ensure appropriate auditing of service finances and to monitor the financial status and performance of the Service. This meeting takes place one week prior to the meeting of the Board of Directors, facilitating the efficient transmission of up-to-date financial data to the Board.

Quality and Risk Sub-Committee

The Quality and Risk Sub-Committee meets on a quarterly basis to monitor quality and standards on a Service-wide basis, overseeing the Service's clinical risk management framework and receiving regular reports on development of policies and procedures designed to ensure that high standards in all aspects of service delivery are maintained

Nomination Sub-Committee

The Nomination Sub-Committee meets as required to identify suitable members of the Board of Directors and to ensure orderly replacement of Board members.

Remuneration Sub-Committee

The Remuneration Sub-Committee meets as required to ensure that remuneration policies and practices comply with public pay policy.

Mission Integration Team

The Mission Integration Team, comprising senior managers and key personnel within the Service, is tasked with the integration of Service ethos, philosophy and values as outlined in the Service Policy into every aspect of service delivery. Chaired by the Director and Deputy Director of Mission Integration, Sr. Kathleen Moore DC and Sr. Bernadette McGinn DC, the Team creates and promotes awareness through a programme of publications and workshops designed to bring staff members into regular contact with the ethos of the Service and its core values.

Service Ethics Committee

The Service Ethics Committee meets on a quarterly basis. Chaired by a member of the Executive, its membership comprises senior managerial and key staff, family, medical and legal representatives, and a professional ethicist with specific expertise in the area of medical

concern of any nature can be and are brought to the Committee’s attention by any individual for consideration and direction. In addition, policies and procedures which have an ethical dimension are screened by the Committee. All research conducted in the Service is subject to ethical approval by a Sub- Committee of the Service Ethics Committee.

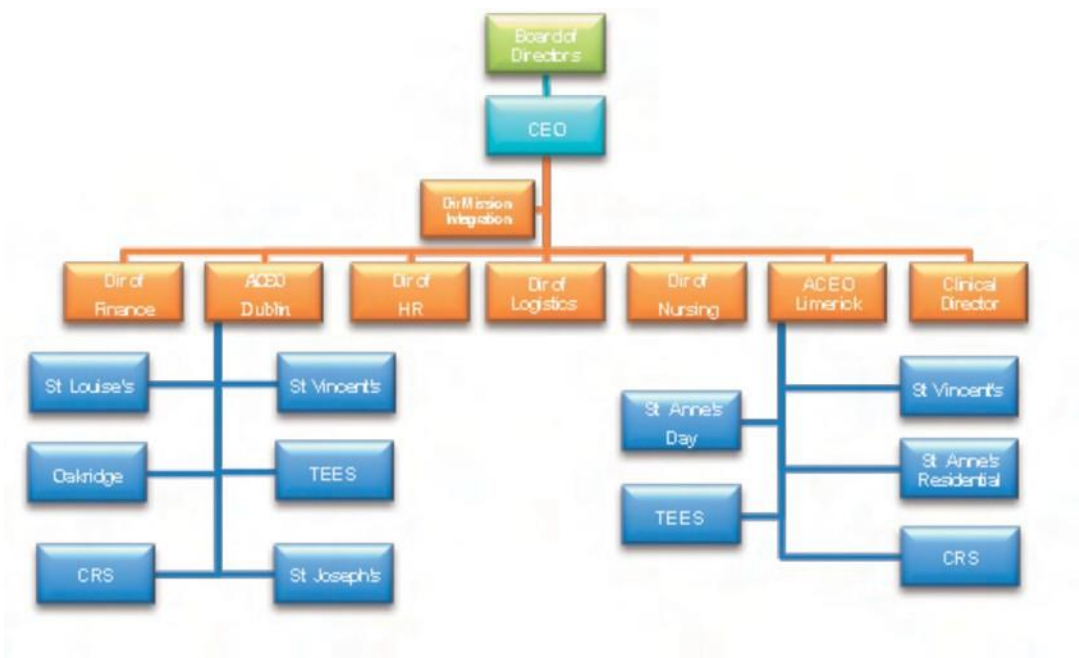
Chief Executive Officer

The Chief Executive Officer, as head of the Executive Team, co-ordinates the overall administration and management of the Service. The Chief Executive Officer is responsible to the Board of Directors.

Executive Team

The Executive Team is comprised of:

Denis Cronin	Chief Executive Officer (Jan-Sept)
Sr. Marian Harte DC	Director of Nursing/Client Services
Roger Hynes	Director of Finance
Natalya Jackson	Director of Human Resources (Jan- Sept)
Sr. Bernadette McGinn DC Dr.	Deputy Director of Mission Integration
Niamh Mulryan	Clinical Director, Dublin Service
Liz Reynolds	Assistant CEO, Dublin
Derek Tallant	Service Director of Logistics
Michelle Doyle	Assistant CEO, Limerick
Vacant	Director of Quality and Risk



Daughters of Charity Disability Support Services Ltd:

Who We Are, What We Do

The Daughters of Charity Disability Support Services CLG is not-for-profit organisation providing a wide range of supports to children and adults with a moderate, severe or profound intellectual disability in the Dublin, North Tipperary/Offaly and Limerick regions. The company has charitable status, many resources are funded through the HSE as a Section 38 organisation under the Health Act.

Our History

The Community of the Daughters of Charity of St Vincent de Paul was founded in Paris in 1633 by St. Vincent De Paul and St. Louise de Marillac and is a worldwide organisation. The Sisters came to Ireland in 1855 and have been involved in providing services for persons with intellectual disability since 1892, starting in a workhouse in Cabra, which came to be known as St. Vincent's Centre, Navan Road. Providing a nationwide service, the Community identified a need for a similar service in Limerick and opened its centre in Lisnagry in 1952. In 2008 the Daughters of Charity Service was awarded responsibility for St. Anne's in Roscrea, providing a service in the Tipperary/North Offaly region.

Our Values

Guided by the spirit and ethos of the Daughters of Charity of St. Vincent de Paul, the Daughters of Charity Service aims to develop the potential of each person to the fullest, regardless of their level of ability, so that they can be enabled to lead as independent and as satisfying a life as possible.

We are committed to:

- The development of the potential of each person with an intellectual disability in an atmosphere characterized by love, respect, and creativity
- Enabling each person with an intellectual disability within the Service to take his/her place in society and in turn to contribute in a meaningful way
- Giving priority to people with the greatest need
- Advocacy and the promotion of justice for persons with intellectual disability.

The core values that guide us in our mission are:

Service, Respect, Excellence, Collaboration, Justice and Creativity

Our Vision

We are committed to supporting people with disabilities and their families in a person-centred, community-based, socially inclusive manner in accordance with our core values and underpinned by quality, best practice and research.

Referral Criteria

People of all ages with a moderate, severe, or profound intellectual disability may be referred to the Daughters of Charity Service by family members, maternity hospitals, general practitioners, or other agencies in the community. People being referred should live within the HSE catchment areas in which the Daughters of Charity Service operate.

Our Services include:

- Early Services • Education • Training, Enterprise, and Employment Services • Day Activation
- Residential Services • Respite Services • Dementia Service • Palliative Care.

Challenges

The Daughters of Charity Service is working to meet the needs of people with intellectual disability against a background of increasing demand. Some of the challenges within which we operate

- Maintaining quality services for existing service users as their needs change.
- Providing services for new admissions to our Service in the absence of sufficient accompanying funding from the HSE.
- Continuing to develop new community-based programmes to meet service user needs.
- Adapting and developing our physical infrastructure to address the recommendations of the Report on Congregated Settings within the constraints of limited capital funding.
- Developing and implementing programmes which promote greater integration between service users and the wider community.
- Ensuring that standards laid down by the Health Information and Quality Authority and the Health and Safety Authority are adhered to in all aspects of our service provision.

Overview of Service Operations

Legal Status

The Daughters of Charity Disability Support Services is a charity registered with the Revenue Commissioners, with all income being used for service provision to persons with

Company Registration Number: 155212
Charity Registration Number: CHY7137

Registered Office:

St. Catherine's Provincial House, Dunardagh, Temple Hill, Blackrock, Co. Dublin.

Services

The Daughters of Charity Disability Support Services is recognised under the Health Acts as a Section 38 Agency providing services to adults and children with intellectual disability in community, day, respite and residential centres in Dublin, Limerick and North Tipperary/Offaly.

Funding Sources

The primary funding source for the Daughters of Charity Disability Support Services is the Health Service Executive, with whom it enters annual Service Level Arrangements in each region in which it provides a service. Capital Assistance Grants have also been made available from the Department of the Environment through the Local Authorities for the purchase and development of accommodation for service users. Additional funding is provided by Parents and Friends Associations linked with local centres and by RESPECT, a registered charity which fundraises on behalf of the Daughters of Charity Dublin Services. The Community of the Daughters of Charity of St. Vincent de Paul has provided capital funding on a discretionary basis for the completion of one-off projects which might otherwise remain incomplete due to funding shortfalls.

Service User Involvement

Structures are in place to ensure that service users are actively involved in decisions which affect them. This is achieved by various means, including:

- Person-centred planning
- Key workers for each service user
- Circle of friends, including staff, family members and friends who assist service users in articulating and achieving personal goals
- Advocacy Groups
- Service User Protection and Welfare Committees.

Service Regions

Services are organised into two geographical regions managed by the CEO, the Assistant CEOs and the other members of the Executive Team:

Daughters of Charity Service, Dublin

Daughters of Charity Service, Limerick

Daughters of Charity Service North Tipperary / Offaly

Services within the regions are grouped both by location and the nature of the service provided and are managed by Service Managers.

Quality-Based Developments

The Daughters of Charity Disability Support Services is committed to supporting individuals with disabilities and their families with services that are underpinned by quality, best practice, and research.

The Daughters of Charity Disability Support Services provides supports to persons with an intellectual disability or additional support needs in the Dublin, Limerick, and North Tipperary/Offaly areas. Each area is funded separately by the Health Service Executive (HSE) and operates autonomously in the daily delivery of services. The Chief Executive Officer and Executive Team manage the overall service with the help and support of regional and local managers in Dublin, Limerick, and North Tipperary/Offaly Regions.

Dublin:

Within the Dublin region the Service is responsible for the provision of services in the HSE Integrated Service Areas of Dublin North and Dublin North Central (specifically areas of Phibsborough, Cabra, Castleknock, Blanchardstown and Clonsilla and their environment).

Limerick / Tipperary:

The concept of catchment areas is less clearly defined in Limerick however we are responsible for provision of supports in the East Limerick/North Tipperary area of the HSE.

Key Stakeholders:

The key stakeholders of the Daughters of Charity Disability Support Services include service users and families, the staff, the Board of Management, the Community of the Daughters of Charity, the Health Service Executive and the Departments of Health and Children.

Services – Overview

Over the years the Daughters of Charity Disability Support Services has developed a number of different centre and community-based supports. Availability of supports varies depending on the regions but generally a comprehensive range of supports are available to cater for the various disability levels and age ranges of our service users.

Supports are provided for children and adults, male and female, with a moderate, severe or profound intellectual disability and include Day, Residential and Respite services. In addition, partnerships exist with other agencies such as the HSE which offer a wider range or more specific type of service.

All services aim to deliver services that are person centred. Being “person centred” is about putting those who use our service at the centre of all our activities. It is about listening to people or their advocates and transferring our focus from the service itself to the people who use it.

Supports available include:

- Early Intervention Services inclusive of Multi-disciplinary Teams
- Community Nurse Service
- Pre-School Support
- Multi-disciplinary teams inclusive of Therapies, Medical & Clinical Specialists
- Developmental Education Centre (DEC)
- Rehabilitative Training and Development Programmes
- Day Activation Centres
- Residential Accommodation, Centre Based or Community Residential Services (CRS)
- Respite Services
- Training, Enterprise, and Employment Services
- Home Support
- Home sharing
- Chaplaincy Service

Person Centred Planning - CH03 Limerick/North Tipperary/Offaly

There were three regional steering committee meeting held in 2018 with representatives of all day and residential services and MDT members forming the steering committee. The overarching Terms of Reference for this group is to assess and monitor Person Centred activity and processes throughout the region, identify any gaps required and support training of staff in facilitating all PCP processes.

For 2018, 18 people in TEES received training on PCP. Training elsewhere in service areas occur at local level and numbers were not captured through the local training co-ordinators. The training Pack was reviewed during 2018 by the Steering committee and adjustments made to the training pack to capture changes in PCP templates. These changes occurred due to the implementation of New Directions under the HSE Transforming Lives programme so that PCP goals and achievements were in line with the 12 pillars of supports as set out in the New Directions programmes for day services. It was identified that despite these changes, gaps in communication between keyworkers in residential and day services exist due to inability to meet or determining who has the responsibility to co-ordinate the PCP meetings for service users. This action was to be reviewed by all service managers in 2019.

Audits of care plans were taken from a 10% sample of each service area in 2018. The compliance rate was between 70 -80% between services. Improvements were required to the audit tool to ensure it captures all facets of the PCP process required and review it then against the HSE PCP audit tool and ensure it contains all aspects required. Funding was approved for this region by the Social Reform Fund for two posts – A transforming Lives Project Officer at Grade 7 and a Community Connector /PCP Enabler post Grade 6 to support residents' transition from the congregated setting in St. Anne's and St. Vincent's Centre. These posts would also include individual work with key individuals outside of this project work. In St. Anne's, there are 25 people to decongregate. Houses were sourced and planning works were underway underpinned by the specific needs as determined through each person's PCP plans.

It was identified that a number of residents who are in supported employment within the service area of St. Vincent's Centre and St. Anne's require to come in under therapeutic and supported work and a plan of their work or employment with each person through their PCP process. A working group is to be established to complete this review in 2019.

The Service Manager in St. Anne's and a CNM2 in St. Vincent's Centre completed a two-day course on an exploration and setting the pathway for future training on Social Role Valorisation in April 2018 and commenced in-service training in the respective services in 2018. Two CNM3s – One in Roscrea and one in Limerick following initial training in Social Role Valorisation in 2016/2017 commenced further training in Social Role Valorisation in September 2018. This programme comprised of release for specific days per month as well as protected time per week to complete project work in each centre. The CNM3 in St. Vincent's Centre completed a number of in-service training on the concept of Social Roles Valorisation and also held a social roles day where the various day and residential services in St. Vincent's centre showcase their work on developing social roles for all service users and case studies were on display.

Advocacy for Service Supported Persons

The purpose of the advocacy structure is to afford all supported persons the opportunity to know and voice their rights and wishes, to being heard and providing them with accountability by the service to these rights and wishes.

Limerick Advocacy Structure

Residential Services

Local Advocacy Meetings

Each home has its own advocacy meeting. These advocacy meetings include all supported persons residing in the home. A facilitator is appointed from the staff team to take responsibility for organizing and chairing the meeting. The level of support that each supported person receives is dependent on supports required. Advocacy meetings take place approximately once every 4 weeks. Each of these meetings must have an agenda and be minuted as we as a Service are accountable for issues raised, discussed, resolved and unresolved, and identifying the responsible person for actions. Each home has an Issues Board. This allows residents easy access to information and putting their issues forward. On the issues board there will be; a) a definition of advocacy, b) the Charter of Human Rights and c) issues that arise for service users during and between meetings, and what was resolved, unresolved and plan of action for unresolved issues. Information on the issue's board is accessible to our service users through eligible writing and /or pictures. The Charter of Human Rights is used to share information and to educate the supported persons regarding their rights. For example, one right is chosen as a topic of discussion at a house meeting. This right is then placed on the Issues Board to remind all the service users in the

Advocacy sub-committee meetings

One Service User Rep from each home attends with the appropriate support as required; the advocacy sub-committee where they represent all their issues and concerns, bringing forward discussions that took place at their house/Unit meeting. These sub-committees meet approximately six times per year. These sub-committees will also be a point of contact for information sharing from meeting with Service Manager and Advocacy Steering Committee meetings.

Advocacy sub-committee groups meeting with service managers

Representatives from these sub-committees meet with the Service Manager twice per year to discuss resolved and unresolved issues, with a detailed plan for unresolved issues. Feedback to supported persons on status of issues should be agreed upon at these meetings as resolution/conclusion of issues may not be possible at that meeting. The issues raised and the status of issues is then brought to the Advocacy Steering Committee by the Service Manager or designate.

Day Services

In Limerick, representatives from these advocacy work groups attend sub-committee meetings with the area manager every eight weeks. Representatives from sub-committee meet with and their support staff (if required) meet with the Day Service Manager and Service Manager re: issues raised, resolved and unresolved. All these meetings have an agenda and are minuted. As immediate feedback re: issues raised may not be possible at the meeting; an agreed protocol of how feedback is to occur is to be established at that meeting.

Dublin Advocacy Steering Committee

The committee operates under obligations set out in the Comhairle Amendment Bill 2005. Work had been undertaken prior to this legislation within the Service, the Committee will strive to meet objectives and standards to include the following structures:

- Examine and make recommendations in relation to advocacy services in accordance of section
- Highlight ways in which greater direct involvement of service users in determining their service needs and support can be achieved.
- Examine the role of advocacy in developing Individual Programme Plans and Person-Centred Plans.
- Promote self-advocacy where this is a realistic option and make recommendations on how this can be achieved.
- Provide a report annually on activities and progress.

The Dublin Advocacy Steering Committee met 6 times during 2018. The committee continues to have members from across each of the Dublin Service settings, including self-advocates, staff and managers. Representatives from Children's Services have been a welcome addition to the committee.

At local level Advocacy groups met on a regular basis throughout 2018, to discuss issues impacting on their lives, to plan social events and training, to gather information and give feedback on developments at local, Service wide and national levels. During 2018 information was shared across advocacy groups on the Referendum, the ratification of the UNCRPD, HIQA consultation on a rights-based approach to services and on Children's First.

The committee discussed and planned for an Advocacy event for 2018 which would further highlight advocacy across the Service, provide opportunities for advocates to share their experiences and to celebrate advocacy. Advocacy Week was held from the 12th – 16th November with great success.

SAFEGUARDING

The Daughters of Charity Disability Support Services is committed to the safeguarding of vulnerable persons from abuse. We acknowledge that all who avail of our services have the right to be safe and to live a life free from abuse. All persons are entitled to this right, regardless of their circumstances. It is the responsibility of all of us, to ensure that, service users are treated with respect and dignity, have their welfare promoted and receive support in an environment in which every effort is made to promote welfare and to prevent abuse.

2018 has been a busy year with many positive developments for safeguarding at both local and national level. The Daughters of Charity Disability Support Services have been active in contributing and helping to shape evolving best practices and policy. At a local level we have worked to implement these changes, to continue developing the welfare of all and to prevent harm across our Services.

In December 2017 new Children First legislation was enacted and in response the Service implemented a number of measures to ensure our compliance with legal requirements, to raise awareness for all staff of our new responsibilities and to action the Guidance and Principals set out in Children First 2017 throughout the Service.

Across Adults' Services nationally, considerable work has been carried out on the Review of the National Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures. The DOCDSS have actively engaged with this review over the year with submission and representation on the National Review Group.

The Service has also contributed to the other regional and national safeguarding developments by contributing to various consultations and taking part in relevant committees over the year.

In May 2018, the General Data Protection Regulation (GDPR) came into law in Ireland and across the EU. As part of wider Service initiatives, practices in relation to safeguarding have also been reviewed to ensure obligations around privacy and confidentiality are upheld.

As a Service we continue to invest in training to ensure all are aware of our responsibilities, have the knowledge and skills needed to promote safeguarding and to respond to concerns

Day to day the Service continues its ongoing work to promote rights and welfare, further nurturing an open culture where people can feel safe to raise concerns and where concerns of abuse arise, responding effectively and in line with National Policy.

New Children First Measures

The Children First Act 2015 sets out a range of new measures and obligations to protect children and young people. National Children First Guidance 2017 sets out that *'It is everyone's responsibility to safeguard children and to work together to help make our children's lives safer'*. To this end it is important that families, communities, and professionals can recognise when a child or young person is being harmed and that they know what action to take in response. To implement legislation and policy, The Daughters of Charity Disability Support Services have carried out the following in 2018:

Child Safeguarding Statement - Section 11 of the Children First Act 2015 requires organisations that are providers of 'relevant services' to prepare a Child Safeguarding Statement. This is a written statement that specifies the service being provided and the principles and procedures to be observed to ensure, as far as practicable, that a child availing of the service is safe from 'harm'. It also includes an assessment of risk of 'harm' to a child while availing of the service and specifies the procedures in place to manage any identified risks. A Corporate Child Safeguarding Statement informed by a Service wide risk assessment was completed and issued in 2018.

Mandated Persons - The Children First Act 2015 places a legal obligation on certain people, many of whom are professionals, to report child protection concerns at or above a defined threshold to Tusla - the Child and Family Agency. A copy of the list of mandated persons and information on this role was circulated to all areas by HR in 2018 to raise awareness of our responsibilities.

PCP/Advocacy Services

The Daughters of Charity provides a range of day services nationally in line with the national policy New Directions, which is also part of the governments Transforming Lives Programme. In 2018, our day services continued to enhance services for individuals in line with the core values

- Person Centredness
- Community Inclusion Active Citizenship
- Quality Service.

The EASI tool, which was introduced by the HSE to support services to move towards monitoring and improving standards, is currently being completed by managers in all day service areas. Five Themes will be completed by end of November 2019 with the remaining two Themes for completion by April 2020. A key feature of the EASI tool is consultation with individuals who access services, and the staff and management, in rating where their service is in relation to the 7 Themes so that action plans can be agreed.

Key areas highlighted for continued improvement for individuals include:

- Having valued social roles and jobs in local communities.
- Increasing individual's experiences, particularly those with significant physical and intellectual disability.
- Choice and control in everyday lives. Having meaningful relationships.

To support Services in the implementation of New Directions, the following have been made available by the HSE:

- E-Learning module for Staff.
- Easy read guide on New Directions.
- Easy read booklet on "How is your Service doing?"

Charter of Rights

I have a Right To...



This Charter was developed in 2012. We continued to promote these Rights in our work throughout 2018 and with the use of posters, information booklets and video. With Ireland's ratification of the UN Convention on the Rights of People with Disability at the end of 2018, we aim to review our Charter of Rights during 2019.

DECONGREGATION

The team at Daughters of Charity Disability Support Services, together with the relevant HSE Chief Officer and the CHO Leadership Team, are fully engaged with the work being undertaken by the HSE at national level on the accelerated implementation of the Time to Move on From Congregated Settings policy and the wider Transforming Lives Programme of System Wide Change in our Disability Services.

The Daughters of Charity, in the CHO3 area, was prioritised in 2016 for inclusion in the change programme involving the plan for the development of services from the current traditional model towards community-based person-centred model of service. This project is to support the transition of individuals from St Vincent's Centre and St. Anne's congregated settings to a community based residential model of service in line with the Time to Move on from congregated settings and New Directions policies of the Transforming Lives programme.

The current number of residents in St. Vincent's Lisnagry to transition to alternative living accommodation has reduced from 19 residents to 15 due to internal transfers and the opening of a community house in 2017. In St. Anne's North Tipperary, the current number of residents to transition to alternative living accommodation is 24.

Throughout 2018 HSE Estates and the service consulted on the purchase of suitable community houses. Three properties have been purchased for Limerick and two properties purchased for Roscrea plus a site with planning permission agreed for two new builds in Roscrea. Following collaboration with all stakeholders on the design and requirements for these properties the HSE proceeded with awarding building contracts and all sites commenced in 2019. It is anticipated that this programme of work will support residents to start transitioning to their new community houses in 2020.

In Dublin, although not nationally prioritised, the Daughters of Charity focused on the implementation of the internal plan to support the move of 8 ladies from St Rosalie's in Portmarnock to community houses. As is the case in Limerick /North Tipperary, we engaged in a partnership with HSE estates with two appropriate houses identified by the end of the year. It is anticipated that St Rosalie's will be vacant by the first quarter of 2020.

QUALITY AND RISK

The Daughters of Charity Disability Support Services is committed to supporting individuals with disabilities and their families with services that are underpinned by quality, best practise, and research. During 2018, the organisation sustained a commitment to a quality and risk governance structure that sought to positively support 2,256 employees meet and sustain quality service to over 3,187 children and adults who access our services.



A key component of quality-based services is that they continue to meet both statutory and regulatory standards.

During 2018 designated residential centres continued to undergo monitoring and registration inspections by HIQA.

In total there are 89 designated centres across the service and HIQA visited The Daughters of Charity Disability Support Services locations 32 times during 2018; 9 of these unannounced monitoring visits; and 23 were announced registration inspections. As of the end of 2018, all 89 of the centres are fully registered with HIQA. Of those 89 centres, 13 of these centres were registered with conditions attached to either decongregate from existing old residential units/ services, complete structural changes to premises, or move to accommodation that would support individuals needs within agreed time frames.

During 2018 all areas have performed well across almost all standard areas, when tested. Were any noncompliance were noted proposed actions plans were put forward to and agreed with HIQA. Many of the identified non compliances relate to the requirement to complete fire containment works and the risk management associated with not having full compliance with fire regulations.

Over the year the organisation was able to continue to improve on providing evidence on the engagement with individuals in their social activities, key roles that want to pursue in life and supporting positive behaviour approaches. There continues to be a strong focus on quality staff training.

Key successes in 2018 in relation to quality improvement were

- Implementation of action plans and service initiatives as result of quality analysis reports across the Daughters of Charity Disability Support Services.
Practical roll out of shared learning structures and practices to enhance the organisation's capacity to identify and respond to individual social care needs.

- Collective efforts have been sustained to continue to build our capacity to support individuals identify and pursue key social valued roles they want to attain and or maintain.
- The roll out of *Its My Life* project plan that seeks to expand access to an individual support model for those who want something different that cannot be met effectively by existing services.
- Continued investment in Staff Learning and Development – In-service training continued in both mandatory and specialised area. New instructors who were trained to roll out new programmes for the management of behaviours that challenge is underway using a low arousal approach (Studio 3) whilst while existing programmes were reviewed and updated. Health and Safety Officers across the organisation continue to be provided the opportunity to achieve the recognised IOSH Managing Safely Award.

There are a range of key challenges for 2019 that the organisation seeks to address in addition to ensuring the service is fully aligned to Department of Health regulations. These include:

- Seeking to ensure that no individual is supported in an inappropriate service.
- Seeking financial support from the HSE to complete the outstanding fire containment works required in houses.
- Complete decongregation of 45 people who are currently residing in congregated settings in Limerick/ Roscrea/ Dublin by end of 2019/ 2020
- In context of finite resources ensure all support services are delivered in person centred culture.
- Seek to ensure all staff learning and development activity meets mandatory requirements.
- Continue to support day services self-audit using the EASI tool which is a national audit tool set out by the HSE in assessing the roll out of the New Directions Standards
- Seek to automate information gathering processes where possible.
- Implementation of a regional and corporate Risk Register to inform all stakeholders of key risk areas in the organization
- Plan for and respond to emerging and changing individual needs in a proactive approach
- Significant investment is required to ensure all services are provided in safe and suitable premises. A significant number of challenges in this area continue to relate to required changes in housing stock to respond to individuals changing mobility and health needs.

SPECIALIST SERVICES

Epilepsy Outreach Clinic

In 2013 the Daughters of Charity Disability Support service in partnership with Beaumont Hospital was the pilot site for the first epilepsy outreach clinic in a disability service in Ireland as part of the National Clinical Care programme for Epilepsy. This clinic is open to all adults attending the Daughters of Charity Disability Dublin service.

The aim is to provide a more efficient and integrated care pathway for people with epilepsy, improve access to expert epilepsy services and information and to deliver care in the most appropriate settings. It is also to improve the quality of epilepsy care across the healthcare spectrum from prevention, managed in community to complex surgical care for difficult epilepsy.

The overall objective is to improve the management of acute seizures at community level using an integrated care pathway for seizure management, to reduce the number of hospital admissions, length of stay and readmission rates. In addition to improve seizure control, limiting side effects of medications, reducing the medication burden of multiple anti-epileptic medications and enhancing the quality of life for the person with epilepsy. And to facilitate access by reducing waiting time for epilepsy care, access to specialist and waiting time for investigations and epilepsy surgery.

- Consultant Neurologist (Beaumont Hospital) - Dr Peter Widdess Walsh
- Epilepsy Registered Advance Nurse Practitioner (Beaumont Hospital)
- Senior Physician (DOCDSS) Dr. Jean. Lane
- Consultant Psychiatrist (DOCDSS) - Dr. Anita Ambikapathy
- Clinic Nurse (DOCDSS) – Tanya Brannigan

In 2018, there were a total of 76 appointments including 8 new patients reviewed from 10 monthly clinics and 2 Consultant Neurology clinics. All referrals were seen within 2 months of the referral date. All new referrals were seen at the very next consultant neurology clinic which was an average of every 3 months. As for investigation and intervention in 2018 there were 3 electroencephalograms ordered and completed, 2 new Vagal Nerve Stimulation surgeries, 2 genetic testing (Lighthouse Research Project) and 1 person recommended for intrathecal Baclofen therapy. Types of seizures were from 1- 5 types per person. More than 50 % of the people attending the clinic had 3 or more different types of seizures.

All epilepsy reviews were by the same MDT members with expertise in the complex needs of patients with ID and epilepsy with comorbid medical and psychiatric disorders, thereby ensuring continuity of care for this complex group of patients with medical, psychiatric and behavioural comorbidities.

Feedback from staff, carers and families is that the epilepsy outreach clinic is more convenient with shorter travel time, efficient with maximum waiting times of 10 minutes, holistic approach, quieter clinic environment, less distressing for the patients and therefore the person is more likely to attend the clinic appointment compared to a hospital appointment.

Dementia

The average life expectancy of people with Down syndrome has dramatically increased over recent decades with life expectancy reaching into the 50's, 60's and beyond. People with Down syndrome (DS) represent the world's largest population with a genetic predisposition to Alzheimer's disease (AD). By age 40, everyone with Down syndrome has the brain changes that are associated with AD. By age 65, there is an 88% risk for people with DS of developing the clinical symptoms of dementia (McCarron et al 2017). The Intellectual Disability supplement to The Irish Longitudinal Study on Aging IDS-TILDA (McCarron et al 2011) suggests that over the next 15 years the largest proportion of adults with an intellectual disability (ID) in Ireland will be aged over 50 years. People with ID of other aetiologies other than Down syndrome experience the same complications of aging as that of the general population (Brown et al 2010; McCarron et al 2005). The strongest known risk factor for developing dementia is increasing age.

The Daughters of Charity Disability Support Services continues to respond to the challenges of supporting an ageing population across a wide demographic which covers Dublin, Tipperary and Limerick. The Memory Service at the Daughters of Charity was designed to offer timely access to dementia screening and diagnosis, and offer post diagnostic support to the person, their caregivers/family and peers. The following table presents the numbers of people who had baseline screening/follow up and comprehensive diagnostic work up for dementia if symptoms were suspected in 2018.

Table 1: Demographics of the population with or at risk of Dementia

Demographics of the Population with and without Dementia across the DOC Service – Sept 2018

Service Area	Assessed 2018	Dementia	Query Dementia	High Risk (DS)
DublinCRS	48	15	7	6
St. Joseph's	30	18	2	1
St. Louise's	13	10	1	-
St. Vincent's	8	0	0	3
St. Rosalie's	2	1	1	1
Lisnagry	42	8	4	3
St. Anne's	30	5	2	-
Total	173	57	17	14

As outlined in Table 1. A total of 173 people were reviewed at the clinic in 2018. Following consensus meetings, a total of 57 people met criteria for dementia, or some already had a diagnosis of dementia and were reviewed. A further 17 had noted changes in memory and day to day functioning with further diagnostic work up warranted. In addition, 14 people were red flagged, meaning that there is concern with evidence of early mild cognitive impairment and/or people who are at the age of risk for dementia. It has been our experience over the past twenty years that both these categories are at extremely high risk and will convert to dementia. The majority with dementia has a diagnosis of Down syndrome and almost 80% of this population have developed new onset seizures.

In 2010 the 'Supporting Persons with Intellectual Disability and Dementia: Quality Dementia Care Standards' were developed capturing the vision that the outcomes for people living and dying with dementia is highly dependent on skilled and sensitive care giving. An emphasis is placed on providing a trained workforce where people with dementia can receive support from staff that has the prerequisite knowledge and skills to perform their role effectively. In 2018, in house dementia training was delivered by the clinical nurse specialists to staff working across all service areas, Dublin, Limerick and Tipperary, residential and day services.

A fundamental principle of the Memory Service is to advise on and implement a range of evidence based non-pharmacological interventions to support persons across the continuum of dementia. For example, life story work and reminiscence is purported as being one of the most effective and well researched non-pharmacological interventions. Pamela Dunne CNS dementia has led out on an award-winning project on the use of digital technology to create personalized life stories and the use of these life stories to support care giving. This project was finalist in two categories in the Irish Healthcare Awards 2018. One of the challenges in supporting persons with dementia to age in place is the burden this can sometimes place on peers living in the home. 'Peer Support Training' is offered from the Memory Service to peers across a range of settings, i.e. community, campus and residential. Families are supported through formal meetings and informal social gatherings. When ageing in the person's current home is no longer feasible, person centred and tailored supports are put in place to enable a seamless transition to a higher support care setting capable of addressing the more complex behavioural and psychological symptoms of dementia, as well as the nursing and palliative needs of persons with advanced dementia.

The following is a brief case study of one lady who passed away in 2018 in her 81st year with Down syndrome and advanced dementia. At the age of 62 years a general slowing down in global functioning was noted during her annual dementia screening in her community residential home. She became increasingly dependent and there was evidence of confusion and memory loss. She was diagnosed with Alzheimer's dementia in 2003 and was admitted to St Joseph's Centre. Willow View and Meadow View were opened in 2013 providing a specialized home setting that supported her to her final days where she died peacefully in her home surrounded by friends, family and staff. From the time of diagnosis to death in 2018 this lady lived 15 years. These were 15 years filled with living, supported by caring staff across all disciplines of the multi-disciplinary team.

2018 saw many visitors from Ireland and overseas (USA, Hong Kong, Spain, Brazil, UK, Australia amongst others) visit the Specialist dementia homes and the Memory Clinic service. Among these were the Atlantic Fellows from the Global Brain Health Institute (GBHI), Trinity College Dublin.

Behaviours of Concern

Following a service wide audit of risk assessments and a health and safety authority visit, the behaviours of concern monitoring group actioned the establishment of a system to analyse incidents relating to behaviours of concern across the Dublin service.

The current system was limited to a frequency count of occurrences of reportable incidents that was submitted to the quality and risk department. There was a need to develop a system that collated data both at a local level, up to a service area level to provide more in-depth information regarding the nature, circumstances, and trends of incident reporting. The aim was to enable the service to provide risk management strategies, targeting training in a focused manner and provide detailed information on areas where there were high levels of behaviours of concern. The database tool was developed using Microsoft excel.

A test database was developed as a pilot and data entered for 4 service locations (2-day service and 2 residential). 17 different sources of information were entered, and pivot table reports were generated filtering the information required. Sample reports were generated on the pilot database showing information that would be useful to frontline managers/ clinicians in the management of risk and behaviour support in their area. Reports were also generated from a service area level, displaying trends in reporting across the service area. This was presented by CNS Behaviour Specialists at the regional managers meeting for the Dublin service and at a cross regional meeting between Dublin, Limerick, and Roscrea services.

The system is currently operating in both high support (behaviours of concern) areas in the Dublin service. Initial meetings are scheduled with the relevant service management teams to roll it out to other service areas in the Dublin service.

EDUCATION

ASDAN – Development of Ongoing Educational Opportunities

The Award Scheme Development and Accreditation Network (ASDAN) is a non-profit education organisation and awarding body. Developed and managed by practitioners, ASDAN grew out of research work at the University of the West of England in the 1980s and was formally established as an educational charity in 1991. Today, its programmes are widely used in education settings in more than 30 countries and territories across the world including the United Kingdom, Northern Ireland, and the Republic of Ireland.

Daughters of Charity Disability Support Services have worked with ASDAN since 2011, providing the *Towards Independence* programme throughout Adult Day Services. The programme offers alternative approaches to education through the provision of an innovative, activity-based curriculum that recognises individual and diverse learning styles, encourages creativity and awards achievement regardless of ability.

Nine participants from Adult Day Services were successful at the ASDAN Winter moderation in November at the Dublin West Education Centre.

They received their certificates at an award ceremony for a variety of modules including *Engaging with the world around me: People; Sports Studies; Horticulture; Sport and Leisure* and *Myself and Others*. Some of the submitted work included:

- 'Get growing' gardening course at the National Botanic Gardens.
- Rosewood bowling club in partnership with Blakestown Adult Day Service.
- Sports classes facilitated by instructors from Dublin City Council and our very own

We continue to move towards accessing education in local community, colleges and away from campus setting where possible.

Course	College or Trainer	Numbers attending	Level of Certificate
Able to Cook for Health	ETB, Tipperary	8	Certificate of Participation
HACCP	ETB, Tipperary	13	Certificate of Participation
Discover your Strengths	Offaly Leader	4	Certificate of Participation
Youth Engagement workshop	Disability Federation of Ireland	17	Social Value role in the community
Moneygall Community Garden	Community Group	4	Social Value role in the Community
Write on	ETB, Tipperary	3	Certificate of Participation
Literacy	ETB, Tipperary	2	Certificate of Participation
Personal Development	ETB, Tipperary	7	Certificate of Participation
Art	ETB, Tipperary	6	Therapeutic
Art in the Community	North Tipp Leader Company	2	Therapeutic
Social Farming	North Tipp Leader Company & Dept of Agriculture	3	Social Value role In the Community
Mindfulness	ETB, Tipperary	9	Certificate of Participation
Computer Literacy	Colaiste Eile	3	Level 3
Literacy (Anusha)	ETB, Nenagh	4	Level 2 SET
Road Safety Awareness	Road Safety Authority	12 (2 sessions per year)	Certification of Participation

Special Events

TEES Limerick



During 2018, 8 Service Users from TEES Limerick participated in the Leadership and Advocacy Course in Limerick Institute of Technology (LIT). The picture below shows the eight students on their Graduation Day with Political and Academic dignitaries. Each year several students take part in similar courses in LIT very successfully and this is very much in keeping with the New Directions Policy and specifically integrating into the local community and accessing educational facilities and opportunities.

Anne, Claire, Maura, Alan, Phil, Ashleigh, Owen and Elizabeth during their Graduation in LIT.



Alison, Niall, Claire, Orla, Brain and Josephine receiving their QQI Certificates

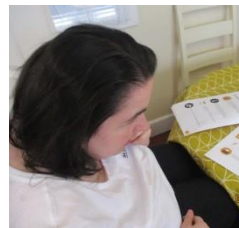
During 2018 six Service Users from the Rendu Centre participated in their QQI level 2 course on Literacy and Numeracy. The QQI course is run and implemented through Limerick Adult Education College and several students participate each year. This is a successful association with the Limerick Adult Education College. Once completed, the students seen below progress onto the next level which is a fantastic experience and achievement and in keeping with the ND Policy.

HIGHLIGHTS 2018

Active Citizenship:



Some of the service users in Limerick embraced this and exercised their right to vote at the May Referendum 2018



Daughters of Charity Family Mass to mark the World Meeting of the Family:

On October 2nd there was a Mass in Roscrea to mark the World Meeting of the Family. It was collaboration between all areas of the service, with over 800 people in attendance.



Ger Lloyd, Cedars, Charlie Keohane, Elms and Aleena John, Riverview bringing up the Core Value - Justice

Four ladies moved to a specially refurbished home in Ahane, Co. Limerick



The annual sports day at Birr rugby club:



Individuals from Ard na Greine had a picnic to celebrate the Feast Day of St Louise DeMarillac:

FINANCIAL STATEMENTS

On 6th December 2018, the Daughters of Charity of St Vincent de Paul transferred the beneficial ownership of 40 community based residential properties to the company. The total fair value of these properties recognised on the balance sheet amounted to €14,165,000 with a corresponding amount being recognised as income in the statement of comprehensive income. Furthermore, the Daughters of Charity of St Vincent De Paul donated a further €1,220,971 towards the costs of the renovation of St Vincent's Centre, Navan Road and again this amount is recognised as income in the statement of comprehensive income. As a direct consequence of these donations the company generated a surplus of €14,454,943 in 2018. If we exclude the value of these assets and associated depreciation the company would have generated a surplus of €312,314 on its operating activities or 0.2% of total revenue.

DAUGHTERS OF CHARITY DISABILITY SUPPORT SERVICES LIMITED

INCOME AND EXPENDITURE ACCOUNT BY REGION				
	DUBLIN	LIMERICK	NTH TIPP/ OFFALY	TOTAL
Year ended 31 December 2018	€	€	€	€
State funding	71,894,117	33,668,471	17,653,191	123,215,779
Other funding	<u>14,270,599</u>	<u>5,561,755</u>	<u>677,748</u>	<u>20,510,102</u>
Total income	<u>86,164,716</u>	<u>39,230,226</u>	<u>18,330,939</u>	<u>143,725,881</u>
Expenditure				
Pay	63,520,017	31,010,385	16,088,495	110,618,897
Non pay expenditure	<u>11,530,109</u>	<u>4,535,172</u>	<u>2,586,760</u>	<u>18,652,041</u>
Total pay expenditure	<u>75,050,126</u>	<u>35,545,557</u>	<u>18,675,255</u>	<u>129,270,938</u>
Surplus/(deficit) for the financial year	<u>11,114,590</u>	<u>3,684,669</u>	<u>(344,316)</u>	<u>14,454,943</u>

BALANCE SHEET	2018	2017
AS AT 31 DECEMBER 2018	€	€
Fixed Assets	29,073,588	14,374,832
Current assets		
Debtors	8,577,277	8,436,161
Cash at bank and in hand	<u>1,640,274</u>	<u>22,009</u>
	<u>10,217,551</u>	<u>8,458,170</u>
Creditors	<u>(12,919,021)</u>	<u>(10,915,827)</u>
Net current liabilities	<u>(2,701,470)</u>	<u>(2,457,657)</u>
Net liabilities	<u>26,372,118</u>	<u>11,917,175</u>
Capital and reserves		
Profit and loss account	<u>26,372,118</u>	<u>11,917,175</u>
Total equity	<u>26,372,118</u>	<u>11,917,175</u>

Dublin Region Service Locations

Central Management Office,

St. Vincent's Centre, Navan Road, Dublin 7.

Tel: (01) 8245300

Email: info@docservice.ie

Managed by: Mr. Denis Cronin, Chief Executive Officer

Community Residential Service

4a Techport, Coolmine Industrial Estate, Dublin 15.

Tel: (01) 8223801 Fax: (01) 8223804

Email: mary.lucey@docservice.ie

Managed by: Ms. Mary Lucey Pender, Services Manager

Oakridge Children's Services

St. Vincent's Centre, Navan Road, Dublin 7

Tel: (01) 806 6702

Email: theresa.oloughlin@docservice.ie

Managed by: Ms. Theresa O'Loughlin, Services Manager

St. Joseph's Centre,

Clonsilla, Dublin 15.

Tel: (01) 8217177 Fax: (01) 8214684

Email: lorraine.macken@docservice.ie

Managed by: Ms. Lorraine Macken, Services Manager

St. Louise's Centre,

Glenmaroon, Chapelizod, Dublin 20.

Tel: (01) 8999100 Fax: (01) 8211910

Email: st.louises@docservice.ie

Managed by: Ms. Mary Reynolds, Services Manager

St. Rosalie's Centre,

Portmarnock, Co. Dublin.

Tel: (01) 8460132

Email: st.rosalies@docservice.ie

Managed by: Ms. Lorraine Macken, Services Manager

St. Vincent's Centre,

Navan Road, Dublin 7.

Tel: (01) 8245300 Fax: (01) 8383446

Email: st.vincents@docservice.ie

Training, Enterprise and Employment Service,

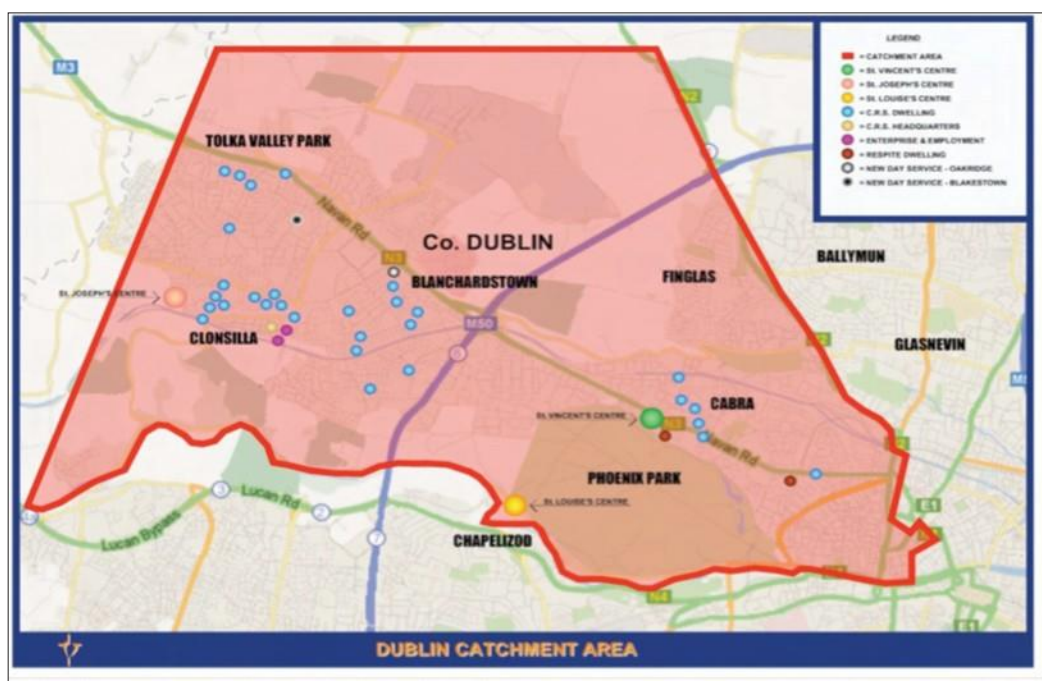
Unit 101, Coolmine Industrial Park, Dublin 15.

Tel: (01) 8213226 Fax: (01) 8215442

Email: weavers.dublin@docservice.ie

Managed by: Ms. Maureen Dunne, Services Manager

Map of Service Locations Dublin Region



Limerick / Tipperary / Offaly Region Service Locations

Central Management Administrative Office

St. Vincent's Centre, Lisnagry, Co. Limerick

Tel: (061) 501400 Fax: (061) 330161

Email: info@lim-docservice.ie

Managed by: Ms. Liz Reynolds, Assistant Chief Executive Officer,
Limerick/Tipperary/Offaly

Community Residential Services

Lisnagry, Co. Limerick.

Tel: (061) 501400 Fax: (061) 339027

Email: geraldine.galvin@lim-docservice.ie

Managed by: Ms. Geraldine Galvin, Services

St. Vincent's Centre

Lisnagry, Co. Limerick.

Tel: (061) 501400 Fax: (061) 330161

Email: info@lim-docservice.ie

Managed by: Ms. Breda Noonan, Services Manager

Training, Enterprise and Employment Services,

Lisnagry, Co. Limerick.

Tel: (061) 501400 Fax: (061) 339027

Email: john.ocallaghan@lim-docservice.ie

Managed by: Mr. John O'Callaghan, Services Manager

St. Anne's Services,

Roscrea, Co.

Tipperary.

Tel: 0505 22046 Fax: 0505 22525

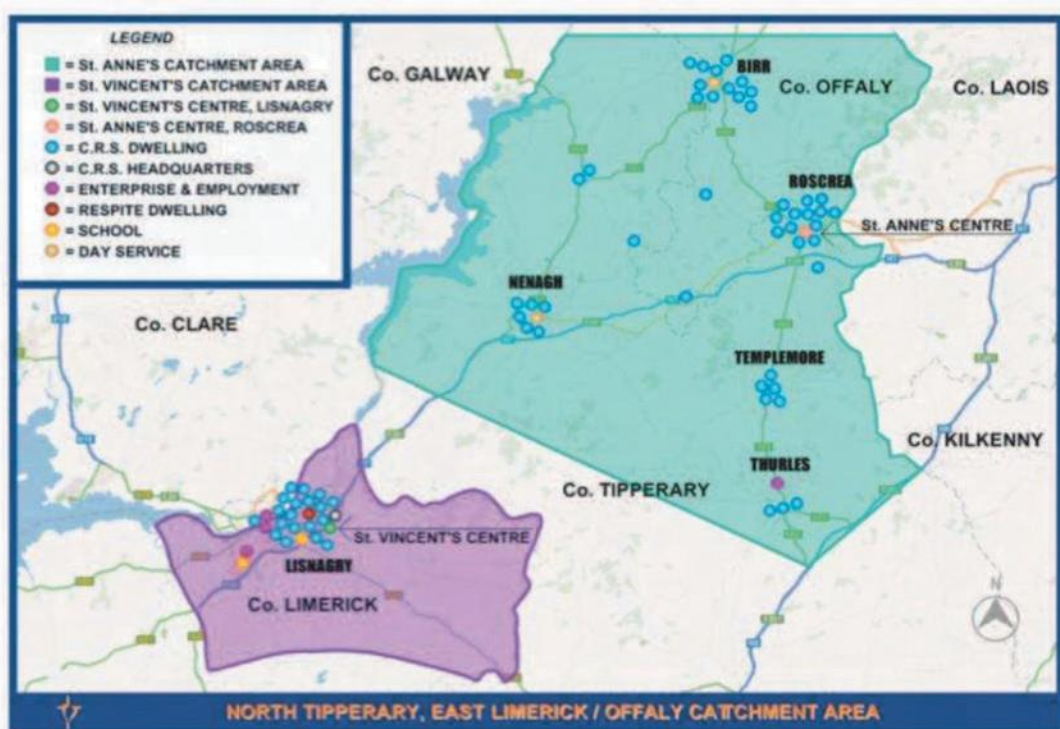
Email: info@stannes.ie

Day Services

Managed by: Ms. Catriona Larkin, Services Manager.

Residential Services

Service Locations Limerick / Tipperary / Offaly Region





Daughters of Charity Disability Support Services CLG

Central Management, St. Vincent's Centre,
Navan Road, Dublin 7. Phone: 01

St. Vincent's Centre, Lisnagry, Co. Limerick.
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