



DAUGHTERS OF CHARITY

Disability Support Services

2013
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



This is my first report since I took over as chairperson of the Board on 30th April 2013.

2013 was both a successful and very difficult year in the history of the Service. While the services overall were running well, the Health Service Executive reduced the allocation to the Service which continued to create challenges for management, staff and families. Denis Cronin and his executive have at all times kept to the core values of the Service and made decisions in the best interests of the service users. I have had the opportunity to visit a number of Centres over the past months and have been very impressed by the quality of service and the dedication of the staff at all levels to people with disabilities. This dedication and commitment of our staff has been unwavering in the development of our services and meeting the needs of our “special” people.

The Board met 12 times in 2013. Mr. Terry Larkin, Mr. Kevin O'Donnell and Sr. Catherine Prendergast resigned from the Board on 19th March 2013. On behalf of the Board I wish to thank each of them for their very generous service and their commitment over the years.

St. Louise de Marillac gave the following instruction to the first Sisters: “Encourage one another, and may your mutual good example speak louder than any words could” (St. Louise, 1654). I consider encouragement as one of the most important ways in which we can help and support each other. Sometimes the difference between success and failure is the kind word.

I would like to thank the members of the Board, the management, staff, volunteers and families for all their support, encouragement and hard work in this time of uncertainty and change. I would like to wish all our “special” young people and adults a bright future and the very best in life.

With love, prayers and good wishes to each of you and to your families.

A handwritten signature in blue ink that reads "Goretta Butler".

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

Chief Executive Officer's Introduction



During the year 2013 there were many changes across the Service, starting with the change in leadership. Sr. Goretti Butler replaced Catherine Prendergast as Provincial of the Daughters of Charity and as Chairperson of our Board of Directors.

Sr. Catherine was at the helm during some very difficult years and throughout she was a great supporter of the intellectual disability service. We wish Sr. Catherine well in her new appointment as NGO Representative for the International Daughters of Charity at the United Nations.

This year was again a challenging time financially with further reductions in budgets due to the national economic situation. In addition to financial adjustments the Service had to contend with the continued moratorium on recruitment. Staff were subject to pay and other adjustments during the year and the Service had to demonstrate significant savings under Croke Park / Haddington Road Agreements.

Managers and staff were exemplary in this situation and willingly agreed to necessary changes in work practices and as a consequence the Service managed to continue to deliver similar levels of service throughout the year.

During the year there was much time involved in preparation for the HIQA registration process which commenced in November 2013. The Service welcomes this process and is working closely with the inspectors to improve the quality of life of our residents.

We had great reason to celebrate as we opened new residential dementia and behavioural support units at St. Joseph's Centre, Clonsilla and we managed to transfer a number of residents from campus to community settings in Limerick.

There was considerable interaction across the Service in relation to improving Person-Centred Planning and supporting service users to become part of their local communities.

I am looking forward to 2014 and hope it will see the end of this cycle of budgetary and staff cuts and that the Service can start to concentrate on delivering quality supports to all of our service users.

A handwritten signature in blue ink that reads "Denis Cronin". The signature is fluid and cursive, with a long horizontal stroke extending from the end.

Denis Cronin
Chief Executive Officer

Board of Directors

Sr. Goretti Butler DC **Chairperson**



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

Key Appointments held:

Goretti Butler is a Daughter of Charity of St. Vincent de Paul. She is currently Provincial of the Daughters of Charity. Prior to this Goretti 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. The Service works in collaboration with the Health Service Executive (HSE) local areas of Dublin North East and Dublin Mid-Leinster. In her earlier years Goretti worked in Glenmaroon and in Ballyfermot. Chairperson of Board of Directors since April 2013.

Mr. Fergus Dolan **Chairperson, Finance & Assets Sub-Committee**

Professional Background:
Business / Financial

Key Appointments held:

Partner in Deloitte & Touche 1969 to 2001. Joined the Finance Office of the Provincialate of the Daughters of Charity of St. Vincent de Paul in 2002. Joined the Board 2007.



Sr. Marian Harte DC **Chairperson, Service Ethics Committee**



Professional Background:
Occupational Therapy/Nursing/
Management

Key Appointments held:

Sr. Marian Harte is a Daughter of Charity of St. Vincent de Paul and since September 2010 is a member of the Leadership team of the Irish

Province. Unit Manager, St. Vincent's Centre, Lisnagry, Co. Limerick. Occupational Therapist, Adult Training Services, Dublin.

Administrator, Enterprise and Employment Service and Community Residential Service, Dublin. Administrator / Director of Nursing St. Vincent's Centre, Dublin since 2000. She is a member of a number of Boards of Management and professional groups, including Crosscare, Community Foundation Ireland, and IADNAM Executive and was chairperson of St. Vincent's School Board of Management until November 2011. Joined the Board 2010.

Mr. Terry Larkin

Professional Background:
Engineering / Business



Key Appointments held:

Managing Director IGB (later Ardagh), President Confederation of Irish Industry President of European Glass Manufacturers, Chairmain of the Governing Body of Dublin City University, Chairman of ADM (presently Pobal), Co-Chair of Peace and Reconciliation, Member of Dublin Diocesan Finance Committee, Board member of the College of Industrial Relations Member of RESPECT Fundraising Committee. Resigned 19th March 2013

Sr. Bernadette MacMahon DC

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 Board 2007.

Mrs. Noreen Noone

Professional Background:
Intellectual Disability Nursing /
Education and Training



Key Appointments held:

Noreen Noone trained as a Nurse for the Intellectually Disabled in the Daughters of Charity Service. She went on to obtain a Diploma in Early Childhood Education from NUI and an MSc in Education and Training from DCU.

She has a long and varied career in the area of children and families.

Currently working as a Co-Ordinator in the HSE Family Welfare Conference Service
Joined Board 2011.

Mr. Kevin O'Donnell

Professional Background:
M.Sc. Associate, Institute of Actuaries



Key Appointments held:

Senior Corporate Planner, Esso Dublin and London to 1971. Actuarial Operator, Stock Exchange Member Firm to 1974. Investment Manager, New Ireland Assurance Group to 1979, Managing Director, New Ireland Assurance Group to 1986. Director, Irish Nationwide Building Society to 2000. Member of Board of Directors of RESPECT. Joined Board – early 1990s. Resigned 19th March 2013

Dr. Danny O'Hare



Professional Background:
Higher Education

Key Appointments held:

Founding President DCU. Former Chairperson of Food Safety Authority, the Government Task Force on the Physical Sciences, the 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 Board 2006.

Mr. Tim Sheehy Chairperson, Audit Sub-Committee

Professional Background:
Business



Key Appointments held:

Founder and Chairman, Ergo Services Ltd. Managing Director, Gateaux Ltd. Director, Lyons, Irish Holdings Plc. Temporal Advisor to Provincial, Jesuit Order, Member of Board of Management, Belvedere College. Joined Board in 2006.

Sr. Olivia Sherlock DC



Professional Background:

Sr. Olivia Sherlock has served in a variety of ministries in England, Scotland and Ireland.

Key Appointments held:

Administrator in Hollyhill, a developing area close to Cork city. Warden of hostel for single mothers. Provincial Counsellor.

Director of Service, Vincentian Housing Partnership, North William Street. Administrator, Henrietta Street. Administrator, Termonfeckin, Drogheda. Currently Provincial Treasurer, Province of Ireland. Joined Board 2006.

Dr. Mary Staines Chairperson, Quality & Standards Sub-Committee

Professional Background:
Medical – Consultant Psychiatrist

Key Appointments held:

Clinical Director, Stewart's Hospital, Clinical Head of Postgraduate Training, College of Psychiatry of Ireland. Joined Board 2007.



Sr. Justine O'Brien DC



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 Board in 2012.

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 in corporate and professional life and in both care for and parenting of people with intellectual disability. This diversity of expertise ensures effective and balanced leadership of the Service.

The Board of Directors meets on a monthly basis, 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

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

Finance and Assets Sub-Committee

The Finance Committee meets on a monthly basis to monitor the financial status and performance of the Daughters of Charity 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.

Planning, Development and HR Sub-Committee

The Planning, Development and HR Sub-Committee meet to oversee the strategic planning and development of the Service and to monitor aspects of human resources relating to service delivery.

Quality and Standards Sub-Committee

The Quality and Standards Sub-Committee meets on a bi-monthly 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

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 Board of Directors, 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 ethics. Matters of ethical 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 comprises:

Denis Cronin

Chief Executive Officer

Roger Hynes

Director of Finance

Natalya Jackson

Director of Human Resources

Sr. Bernadette McGinn DC

Deputy Director of Mission Integration

Sr. Kathleen Moore DC

Director of Mission Integration

Dr. Niamh Mulryan

Clinical Director, Dublin Service

Liz Reynolds

Assistant CEO, Limerick Service

Derek Tallant

Director of Logistics

Daughters of Charity Service: Who We Are, What We Do

The Daughters of Charity Service is a registered charity 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.

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, now 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 took over responsibility for St. Anne's in Roscrea, providing a service in the Tipperary/North Offaly region, making the Daughters of Charity Service one of the biggest providers of services to people with intellectual disability in Ireland.

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 characterised 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

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 • Alzheimers Service • Palliative Care.

Challenges

The Daughters of Charity Service is working to meet the needs of people with intellectual disability against a background of decreasing levels of State funding. Some of the challenges within which it operates are:

- Maintaining quality services for existing service users in light of budgetary cutbacks and the Public Service moratorium on staff recruitment.
- 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.



Joan Behan, Catherine Kearns and Margaret O'Neill, fresh from a shopping trip.

Overview of Service Operations

Legal Status

The Daughters of Charity Service is a charity registered with the Revenue Commissioners, with all income being used for service provision to persons with intellectual disability.

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 Service 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 Service is the Health Service Executive, with whom it enters into 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 CEO and the other members of the Executive Team:

Daughters of Charity Service, Dublin

Daughters of Charity Service, Limerick / Tipperary / Offaly

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



Dublin Region Report

Here are some significant developments which took place in the Dublin Service 2013.

St. Joseph's Centre, Clonsilla

Sonas Residential Service

In May 2013 the Sonas Residential Service, six six-bed bungalows, became home to service users who had previously resided in St. Joseph's Centre.

Community inclusion and integration is the focus of service provision in Sonas, and management supports this primary focus through a "Front Door Policy", a remarkable strategy for service users to access age-appropriate activities with members of the wider community, using a variety of resources. Staff continue to source new activities and other forms of age-appropriate events in order to encourage and support every service user to take control of their own lives. Volunteers and staff are involved in planning and organising to ensure there is time for trips, outings and holidays for the residents in addition to facilitating involvement with the community.



Teresa Carey and Dinah Sharkey with Pdraig O'Hara.



Norma and Maggie Murphy tending their vegetable garden in Willow View.

Grange Apartments

In November 2013, another phase of Sonas Residential Service opened, namely Grange Apartments, consisting of six self-contained apartments. Grange Apartments provides a supportive, individualised and low-arousal residential environment, specifically tailored to each individual's needs. Each individual is supported to achieve their optimum level of participation in independent living along with socialisation within their local community and on the campus here through an innovative, person-centred approach. These apartments are now home to six service users and the move has been a positive experience for each of them, opening up new opportunities and providing them with a sense of pride and ownership of their new home.

Willow View and Meadow View

Opening their doors in 2013, Willow View and Meadow View are purpose-built Dementia Care Units underpinned by a philosophy which facilitates free enjoyment of life, maintaining self-identity and ordinary living, promoting meaningful opportunities for communication and welcoming family and community and providing dignity at end of life. The new Dementia Care Unit is an example of excellence in care, innovation in environmental supports and state of the art programming.



Willow View.

St. Vincent's Centre, Navan Road

In April 2013, the Early Intervention Service which was previously based in St. Vincent's Centre moved to a new, purpose-built facility located at Oakridge in Blanchardstown. This was a very positive move for the children, staff and their families and is one that is in line with national policy on progressing children's services, with accessible, comprehensive services being provided in the heart of the community in which the children live.

Dublin Region Service Locations

Central Management Office,

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

Tel: (01) 8245400

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, Administrator

St. Joseph's Centre,

Clonsilla, Dublin 15.

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

Email: srzoekilleen@docservice.ie

Managed by: Sr. Zoe Killeen DC, Administrator

St. Louise's Centre,

Glenmaroon, Chapelizod, Dublin 20.

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

Email: stlouises@docservice.ie

Managed by: Sr. Mary O'Toole DC, Administrator

St. Vincent's Centre,

Navan Road, Dublin 7.

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

Email: st.vincenets@docservice.ie

Managed by: Sr. Marian Harte DC, Administrator

St. Rosalie's, Portmarnock,

Co. Dublin. Tel: (01) 8460132

Email: st.rosalies@docservice.ie

Managed by: Ms. Eilis Madden, Centre Co-Ordinator

Training, Enterprise and Employment Service,

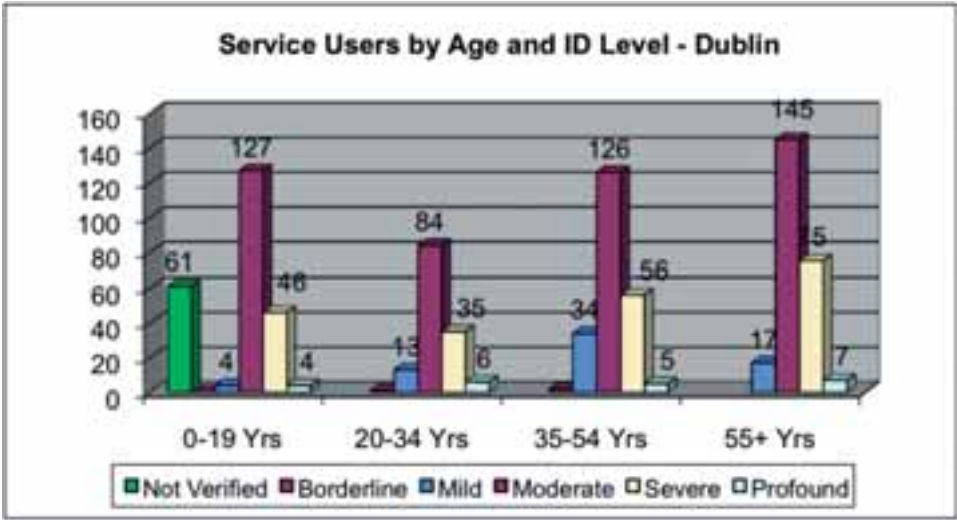
Unit 101, Coolmine Industrial Park, Dublin 15.

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

Email: weavers.dublin@docservice.ie

Managed by: Ms. Maureen Dunne, Administrator

Map of Service Locations Dublin Region



Limerick / Tipperary / Offaly Region Report

Here are some significant developments which took place in the Limerick/North Tipperary Service in 2013.

Community Residential Service, Limerick

In keeping with the Service Strategic Plan and new Government Policy three ladies transferred from various units in St. Vincent's Centre to live in Aisling, a house in the community, between October and December 2013. The ladies had lived in St Vincent's Centre for over 40 years. Their families were consulted and invited to visit Aisling prior to the move and they were all in favour of the move. Staff from the ladies' original units met with CRS staff to share information and plan a smooth transfer and the ladies visited their new home on a number of occasions before moving. Review meetings were held to ensure that each lady was happy in her new home. Thanks to the work of the staff who support this project the transition has been very successful and has offered an enhanced quality of life to the ladies involved.

St. Vincent's Centre, Limerick

An advocacy group was established among residents of St. Vincent's Centre and good progress has been made. An Advocacy Celebration Day was held on 28th November 2013 in the Kilmurray Lodge Hotel. St. Vincent's Centre residents were well represented, with nine of its members making presentations on the day. The Centre is actively involved in planning, with service users and families, to transfer residents to more suitable accommodation in the community.

Training, Enterprise and Employment Service, Limerick

Community Links and Social Inclusion

Service Users in Training Enterprise and Employment Services (TEES) and Community Residential Services (CRS) in Limerick are developing their Rugby skills in keeping with the proud Munster traditions. Over twenty Service Users are full members of the local Garryowen Rugby Club and have formed their own team, 'Garryowen Lions'. The Garryowen Lions meet each Monday at Garryowen Rugby Club and receive coaching from a former rugby International, qualified staff as well as a Munster Branch Development Officer. During the Rugby season the team hosted matches at home

and travelled to away matches against teams in Leinster, namely the 'Westmanstown Taggers'. As with every Munster V Leinster Rugby fixture these were hotly contested matches but played in the best spirit of the game. There are exciting plans for the future of the 'Garryowen Lions'.

*Garryowen Lions and
Leinster opponents.*





TEES collaborated with Limerick Youth Theatre (LYT) in a production of 'A Night in the Library', at one of Limerick's most prestigious performing arts venues, Lime Tree Theatre. From the large number of people who were auditioned, sixty service users were selected to participate in the show along with twenty-two people from LYT and twenty-eight from Laurel Hill Colaiste. The show was advertised in local and national newspapers and promoted by the cast on radio and the performances were sold out. The collaboration provided

an opportunity for people to develop their talents in the performing arts while working in a creative, fun and mutually supportive environment. It has led to the development of friendships and the positive local media reviews has reinforced the value of social inclusion.



Julius Ceasar and the Beatles

Innovations in Respite Services – Limerick

In October 2013 respite services were reconfigured to ensure that the Service was working within agreed funded occupancy levels for both adults' and children's respite. The respite service now operates on a week-on week-off basis for both children's and adults' services, accommodating all service users. This model has created a more cohesive team and affords the home manager more time to meet with families and staff and ensure a more efficient utilisation of resources to deliver a meaningful respite service to all.

A grant from GENIO was secured to allow two service users engage with host families for respite. This has proved to be of great benefit in the provision of an alternative model of respite. This model has proved to be a very positive experience for both service users who have become very involved in the community of their host families. Going forward, it will be important to sustain and develop this model of respite, which promotes social inclusion.

St. Anne's Residential & Respite Centre

Our Respite Service underwent significant reconfiguration in October 2013 to ensure that the service was working within agreed funded occupancy levels for both adults and children's respite. To this end, the respite service now operates on week-on week-off basis for both children and adults located in Roscrea, Co. Tipperary.

Whilst we are able to accommodate all service users, this model of service can pose challenges should an emergency arise.

We were successful in acquiring a grant for €10,000 from the National Lottery for the development of a sensory area in respite. We are networking with the North Tipperary Early Intervention Team and Primary Care Teams in respect of appropriate equipment.

We also acquired a property through application to the North Tipperary County Council Capital Assistance Scheme. This allowed 5 gentlemen to relocate to Glencarrick, Roscrea in December 2013. The service users were very involved in the fit-out of their new home to include facilities for Dermot's dog, Misty.



*Dermot Keyes welcomes you to
Glencarrick, Knock Road,
Roscrea*

A number of service users also benefited from specific activities of choice through sourcing Social Inclusion Funding 2013 from the North Tipperary Leadership Programme which we will also apply for in 2014.



*Aidan Nolan with Frank Gleeson on a social outing in August 2013 to Fota Island.
This activity was funded through the North Tipperary Leadership Grant.*



Robert O'Mahony, Immersion Project, April 2013

A service user from Teach Dochais Robert O'Mahony as pictured above with Michael Kendrick (Robert is also pictured below with his mother and Denis Cronin CEO) was identified to participate in the Immersion Project supported by 4 staff and his mother (The Change Team) which was held in Killarney in April 2013. This was a very informative programme with keynote speakers such as Michael Kendrick, Hope Leet Dittmeier, John O'Brien to name but a few sharing information and experiences on how to create individualised services through a person centred approach and utilising national supports.

The change team are currently working with the service user in Teach Dochais to help him realise his dream to have his own independence and personal space.



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 & Training, Enterprise and Employment Services

The Gate Lodge, Lisnagry, Co. Limerick.

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

Email: john.ocallaghan@lim-docservice.ie

Both areas managed by: Mr. John O'Callaghan, Administrator

St. Vincent's Day and Residential Services

Lisnagry, Co. Limerick.

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

Email: info@lim-docservice.ie

Managed by: Sr. Sheila Ryan DC, Administrator
who retired on 28th February 2013 after which
Managed by: Ms. Breda Noonan, Administrator

St. Anne's Centre,

Roscrea, Co. Tipperary.

Tel: 0505 22046 Fax: 0505 22525

Email: info@stannes.ie

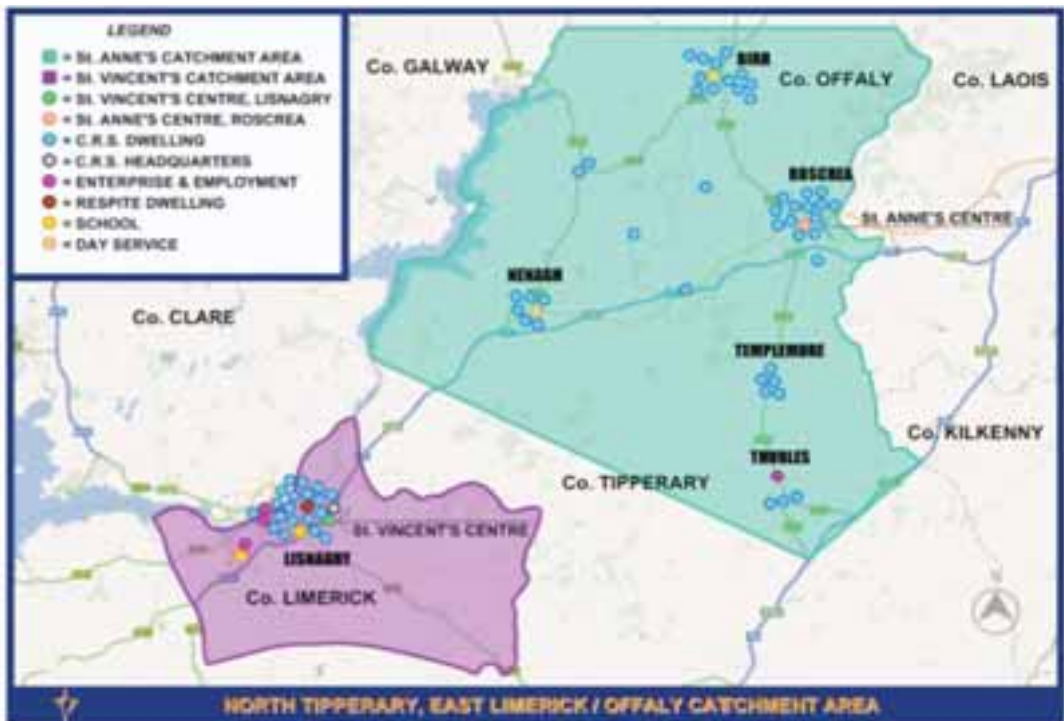
Residential and Respite Services

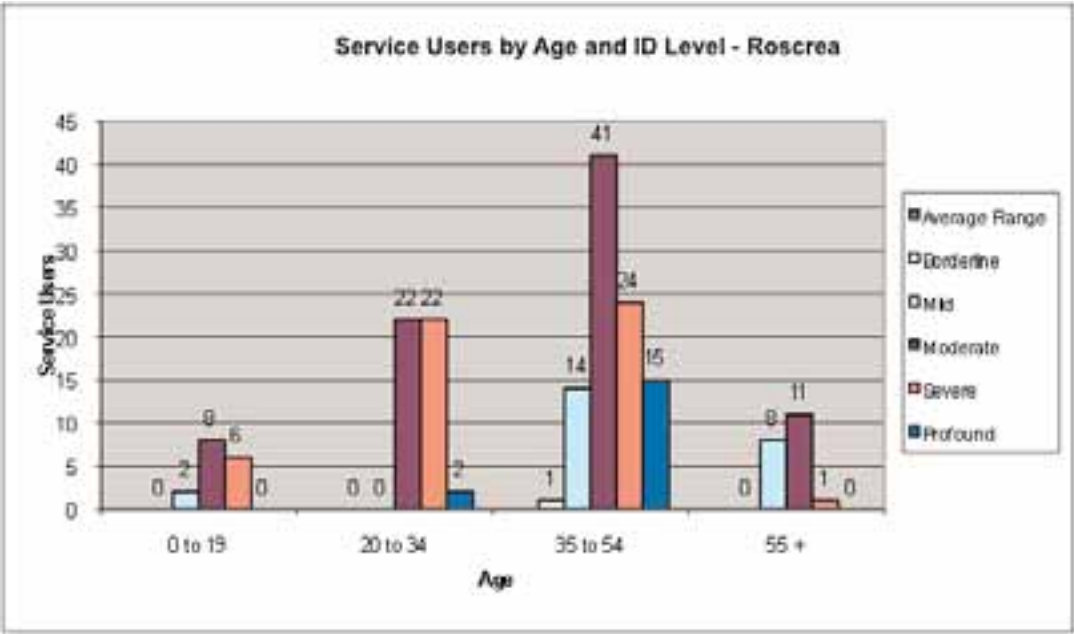
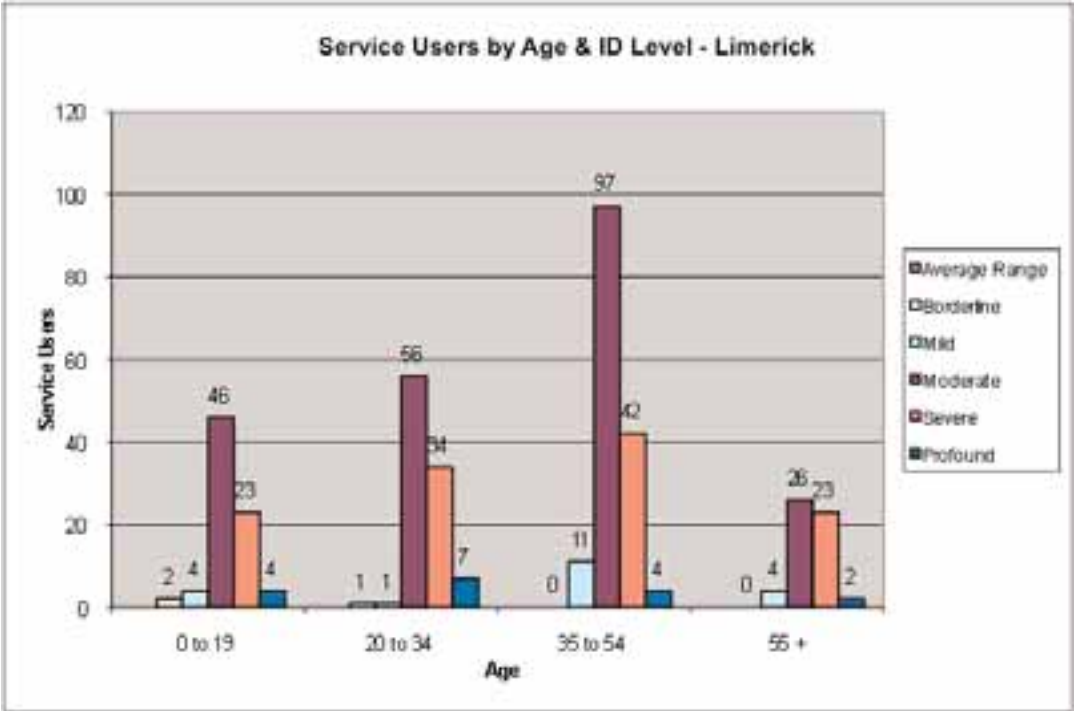
Managed by: Ms. Marie Grimes McGrath, Administrator.

Day Services

Managed by: Ms. Catriona Larkin, Administrator, Residential Services.

Service Locations Limerick / Tipperary / Offaly Region





Shared Services

Finance

Health and Safety

Human Resources

Information Technology

Libraries

Mission Integration

Quality and Risk Management

Staff Training and Development

Volunteer Programme

Finance

2013 proved to be another challenging year for the Service. The Financial Statements for the year ended 31 December 2013 resulted in surpluses of €6,440 and €126,098 in Dublin and Limerick respectively and a deficit of €168,200 in Roscrea. Overall this is a very positive outcome considering the funding cut applied to the Service was 1.8% in 2013 and 3.7% in 2012. In addition to the funding cuts, the Service is also obliged to honour increments which have been unfunded since 2008 and other unfunded cost pressures such as increased Employer PRSI costs, higher VAT and increases in energy costs. When all these factors are combined the effective funding reduction imposed on the service amounted to €2,253,916 (2012: €4,026,000).

Management continue to be very mindful of the economic environment facing the county and in particular, public health policy. Like all service providers, we are obliged to operate within the resources we are allocated by the HSE and it has been, and continues to be, our intention to minimise the effects of all funding cuts on our Service Users. Changes and alterations have been made to some aspects of the Service and we continue to operate in a highly challenging environment. Despite the adverse economic environment there were many positives in 2013 most notably the opening of the new bungalows, day centre and high support units in Clonsilla. These new facilities were opened within current resources.

Library Services

In preparation for the renovations in St Vincent's Centre, library resources were centralised in St. Joseph's, Clonsilla in 2013. Following some modifications the new library opened in St. Joseph's, offering a newly streamlined library service in a much brighter, modern environment. It is staffed by a qualified librarian, with assistance provided by a volunteer. Among other activities during the year, information-searching training sessions were provided to staff members, Special Care Programme students used the library facilities to undertake research, and story-telling sessions were held with pupils from St Vincent's Special National School. Library newsletters are circulated regularly to keep people informed of library developments. The St Joseph's Centre journal club meets every few months and in 2013 featured a session on Accessible Information to showcase the wide range of resources that are available, including the ever-popular AnyBook Reader™, more popularly known as the "talking pen".

Mission Integration

Mission Integration seeks to ensure that the philosophy, mission and core values of the Daughters of Charity are present in all areas and aspects of our Service. Every service rendered, every function performed, every euro budgeted, every decision we make and every attitude we hold demonstrates, in practical and measurable ways, that we are truly being led by our mission and values.



The Service Mission Integration team has a key role in serving as a resource, providing education, devising programmes and processes that increase our understanding of and commitment to the meaning and implications of our Mission, Core Values, and Daughters of Charity identity. The team is in operation for 10 years and produces written material and workshops to ensure that the mission and values of the Daughters of Charity Service are at the heart of every aspect of the service delivery. In addition, reflection days are regularly facilitated for staff so that they have an opportunity for renewal on a personal level, and are reminded of the ethos and values to which the Service is committed.



Fidelma Korcell and Connie Keaveney making music together.

Quality and Risk Management

Quality initiatives in 2013 included a focus on risk management in health and safety and preparation for Disability Regulations in addition to the ongoing work of strategic planning.

There were many service audits including medication, hygiene audits, transport and records management, in addition to the completion and publication of Family and Service User Satisfaction Surveys across the organisation. There were four system and process reviews to establish efficiency, effectiveness and capacity in identified services and functions.

Work is ongoing with Person Centred Planning (PCP) steering committees in line with the Service Strategic Plan and a PCP Guidance Statement was completed in May 2013. This articulates the Service's commitment to PCP as a method of support that promotes a quality of life for each individual. Staff continued to attend training events on PCP throughout the year.

Department of Health Disability Regulations for Residential Services came into legislation on the 1st November 2013. Work progressed on preparation for HIQA inspections throughout the year.

Staff Training and Development

A total of 1,200 staff training places were offered from January to December 2013, with an overall attendance rate of 92%. Training courses are broadly categorised under the following headings:

- Manual Handling
- Behaviours that Challenge
- Service User Protection and Welfare
- Medication Safety
- Health and Safety
- Mission Integration
- Human Resource Management
- Dementia Care
- Person Centred Planning
- HIQA Regulation

Human Resources Summary

2013 was characterised by the continued moratorium on recruitment. Towards year end, the HSE gave sanction for an intern care staff scheme, and by December 2013 twenty-two intern care staff had been successfully recruited in Dublin, ensuring greater continuity and less reliance on agency, with plans to roll this intern scheme out across all areas in 2014.

The Service also benefited from Haddington Road initiatives, including staff nurses across the Service agreeing to bank their additional hours to work an additional shift approximately every 6 weeks, and this had a beneficial impact of reducing agency spending across the Service. Their agreement to banking of hours made a very positive impact throughout the Service.



Other achievements in 2013 included the opening of new Centres staffed from within existing resources, including redeployment of staff. Due to the continued reduction in clerical/administrative staff further centralisation of departments occurred. Greater flexibility of rosters were introduced, across day and night and between day and residential.

During 2013 the Service continued to seek sanction from the HSE for posts, and some were granted, mainly in Therapy grades. Overall, however, we continued to have a reduction in permanent staffing levels which fell by 35.66 wte in Dublin, 10.52 wte in Limerick and 10.48 wte in Roscrea.

Carmel Ledwith and Valerie Boyle enjoying Art Therapy.

Financial Statements

Dublin – 2013

INCOME AND EXPENDITURE ACCOUNT

Year ended 31 December 2013

	2013	2012
	€	€
Health Service Executive revenue grant	56,797,554	57,821,222
Other income	<u>8,612,816</u>	<u>9,286,843</u>
Total income for the year	65,410,370	67,108,065
Pay expenditure	57,987,067	59,225,968
Non pay expenditure	<u>7,416,863</u>	<u>7,901,657</u>
Total expenditure for the year	<u>65,403,930</u>	<u>67,127,625</u>
Operating surplus/(deficit) for the year	6,440	(19,560)
Cumulative surplus brought forward	<u>302,825</u>	<u>322,385</u>
Surplus carried forward	<u>309,265</u>	<u>302,825</u>

	2013	2012
	€	€
Details of Other Income		
Superannuation	1,891,924	1,955,618
Pension levy	2,539,088	2,655,540
Payroll refunds	278,248	363,905
In-patient income	128,943	150,149
Canteen	162,401	211,768
Long stay charges	2,718,425	2,924,926
Sundry	<u>893,787</u>	<u>1,024,937</u>
Total Income	<u>8,612,816</u>	<u>9,286,843</u>

	2013	2012
	€	€
Details of Pay Expenditure		
Administration	2,889,289	2,951,354
Medical and dental	941,275	1,007,864
Nursing and allied	42,422,670	42,157,757
Para medical	2,414,703	2,668,948
Catering, housekeeping & maintenance	6,000,798	6,468,938
Pensions	<u>3,318,332</u>	<u>3,971,107</u>
Total Pay Expenditure	<u>57,987,067</u>	<u>59,225,968</u>

Financial Statements

Dublin – 2013 (cont'd.)

Details of Non Pay Expenditure	2013 €	2012 €
Drugs and medicines	438,474	471,322
Medical and surgical appliances	496,361	520,598
Catering	1,032,814	1,151,020
Power, heat and light	1,122,308	1,142,867
Cleaning and washing	483,376	514,142
Hardware and crockery	12,608	39,372
Bedding and clothing	23,670	24,581
Maintenance	755,863	1,023,095
Farm and grounds	63,703	52,453
Transport and travel	627,437	704,286
Bank interest and charges	10,387	10,222
Insurance	325,300	324,545
Audit	30,750	30,970
Office expenses	555,888	548,757
Rent and water rates	379,663	308,769
Security	257,953	259,693
Professional fees	188,599	137,849
Trainee allowances	133,824	161,525
Training courses	59,790	85,562
Client activities	167,051	152,082
Membership descriptions	87,148	64,901
Sundries	163,896	173,046
	<u>7,416,863</u>	<u>7,901,657</u>

Balance Sheet Dublin - 2013

AS AT 31 DECEMBER 2013	€	2013 €	€	2012 €
Fixed assets		55,728,472		52,729,103
Current assets				
Health Service Executive	3,223,682		2,891,060	
Bank and cash on hand	925,195		2,799,440	
Debtors and prepayments	<u>3,007,624</u>		<u>2,992,289</u>	
	<u>7,156,501</u>		<u>8,682,789</u>	
Current liabilities				
Creditors and accruals	6,041,010		9,872,666	
Net current assets/(liabilities)		1,115,491		(1,189,877)
Medium and long term loans		<u>(14,555,668)</u>		<u>(14,305,555)</u>
Net assets		<u><u>42,288,295</u></u>		<u><u>37,233,671</u></u>
Financed by:				
Revenue income and expenditure account		309,265		302,825
Capital income and expenditure account		(15,485,146)		(17,019,403)
Capitalisation account		54,081,140		50,831,633
Capital reserve		1,735,704		1,221,146
Revaluation reserve		<u>1,647,332</u>		<u>1,897,470</u>
		<u><u>42,288,295</u></u>		<u><u>37,233,671</u></u>

Financial Statements

Limerick – 2013

INCOME AND EXPENDITURE ACCOUNT

Year ended 31 December 2013

	2013	2012
	€	€
Health Service Executive revenue grant	24,901,050	25,107,517
Other income	<u>5,542,449</u>	<u>5,585,630</u>
Total income for the year	30,443,499	30,693,147
Pay expenditure	27,687,977	27,797,095
Non pay expenditure	<u>2,629,424</u>	<u>2,729,017</u>
Total expenditure for the year	<u>30,317,401</u>	<u>30,526,112</u>
Operating surplus for the year	126,098	167,035
Exceptional item - cancellation of loan from Dublin Service	1,700,000	0
Previous year deficit	<u>(1,594,688)</u>	<u>(1,761,723)</u>
Surplus/(deficit) carried forward	<u><u>231,410</u></u>	<u><u>(1,594,688)</u></u>

	2013	2012
	€	€
Details of Other Income		
Superannuation	980,329	1,020,704
Pension levy	1,398,843	1,413,217
HSE - East Limerick Children's Services	1,281,654	1,297,221
HSE - miscellaneous funding	663,035	578,529
Long stay charges	961,451	1,024,279
Payroll refunds	210,433	200,349
Board and lodgings	2,080	5,362
Canteen	6,670	12,646
Sundry	<u>37,954</u>	<u>33,323</u>
Total Income	<u><u>5,542,449</u></u>	<u><u>5,585,630</u></u>

Financial Statements

Limerick – 2013 (cont'd.)

	2013	2012
Details of Pay Expenditure	€	€
Administration	1,178,518	1,138,496
Medical and dental	223,629	226,345
Nursing and allied	20,427,992	20,093,633
Paramedical	1,905,406	2,250,403
Catering and housekeeping	1,420,980	1,448,416
Maintenance	322,590	342,776
Other wages	1,375,127	1,325,681
Pensions	833,735	971,345
Total Pay Expenditure	<u>27,687,977</u>	<u>27,797,095</u>
	2013	2012
Details of Non Pay Expenditure	€	€
Drugs and medicines	167,016	230,316
Medical and surgical appliances	118,941	117,564
Catering	413,743	474,605
Power, heat and light	493,579	433,176
Cleaning and washing	207,574	211,056
Hardware and crockery	23,124	30,683
Maintenance	258,424	295,774
Transport and travel	253,970	220,175
Finance charges	228,669	246,945
Office expenses	306,739	318,446
Service user activities	121,619	114,810
Sundries	36,026	35,467
	<u>2,629,424</u>	<u>2,729,017</u>

Balance Sheet Limerick - 2013

AS AT 31 DECEMBER 2013	€	2013 €	€	2012 €
Fixed assets		21,698,260		21,623,436
Current assets				
Health Service Executive	1,313,840		1,327,910	
Debtors and prepayments	113,967		5,141	
Bank and cash	<u>653,486</u>		<u>1,042,844</u>	
	<u>2,081,293</u>		<u>2,375,895</u>	
Current liabilities				
Bank overdraft	565,974		961,047	
Creditors and accruals	<u>1,286,566</u>		<u>3,045,236</u>	
	<u>1,852,540</u>		<u>4,006,283</u>	
Net current assets/(liabilities)		228,753		(1,630,388)
Medium and long term loans		<u>(336,124)</u>		<u>(267,257)</u>
Net assets		<u><u>21,590,889</u></u>		<u><u>19,725,791</u></u>
Financed by:				
Revenue income and expenditure account		231,410		(1,594,688)
Capital income and expenditure account		(338,779)		(302,956)
Capitalisation account		21,263,373		21,188,550
Revaluation reserve		<u>434,885</u>		<u>434,885</u>
		<u><u>21,590,889</u></u>		<u><u>19,725,791</u></u>

Financial Statements

Roscrea – 2013

INCOME AND EXPENDITURE ACCOUNT

Year ended 31 December 2013	2013 €	2012 €
Health Service Executive revenue grant	12,383,409	12,501,331
Other income	<u>2,411,367</u>	<u>2,394,649</u>
Total income for the year	14,794,776	14,895,980
Pay expenditure	13,353,121	13,178,708
Non pay expenditure	<u>1,609,855</u>	<u>1,655,626</u>
Total expenditure for the year	<u>14,962,976</u>	<u>14,834,334</u>
Operating (deficit)/surplus for year	(168,200)	61,646
Previous year deficit	<u>(25,293)</u>	<u>(86,939)</u>
Deficit carried forward	<u>(193,493)</u>	<u>(25,293)</u>

Details of Income	2013 €	2012 €
Superannuation	394,939	420,983
Pension levy	575,975	580,497
Long stay charges	812,488	796,662
Payroll refunds	105,657	126,349
Canteen	13,241	21,648
Sundry	<u>509,067</u>	<u>448,510</u>
Total Income	<u>2,411,367</u>	<u>2,394,649</u>

Financial Statements

Roscrea – 2013 (cont'd.)

Details of Pay Expenditure	2013 €	2012 €
Administration	470,414	479,649
Nursing and allied	12,063,432	11,956,333
Para medical	127,896	143,766
Catering and housekeeping	130,011	125,947
Maintenance	210,048	209,905
Pensions	351,320	263,108
Total Pay Expenditure	<u>13,353,121</u>	<u>13,178,708</u>

Details of Non Pay Expenditure	2013 €	2012 €
Day services	360,264	396,783
Residential services	619,063	589,851
Family services	61,744	50,174
Drugs and medicines	624	943
Catering	17,703	20,613
Power, heat and light	97,078	101,280
Cleaning and washing	19,520	20,254
Maintenance	170,746	119,289
Transport and travel	116,921	83,617
Finance charges	34,933	176,871
Office expenses	108,425	90,675
Sundries	2,834	5,276
	<u>1,609,855</u>	<u>1,655,626</u>

Balance Sheet Roscrea - 2013

AS AT 31 DECEMBER 2013	€	2013 €	€	2012 €
Fixed assets		10,861,436		10,945,490
Current assets				
Debtors and prepayments	880,414		1,163,245	
Bank and cash	<u>-</u>		<u>326,884</u>	
	<u>880,414</u>		<u>1,490,129</u>	
Current liabilities				
Creditors and accruals	<u>985,452</u>		<u>1,424,499</u>	
Net current (liabilities)/assets		<u>(105,038)</u>		<u>65,630</u>
 Net assets		 <u><u>10,756,398</u></u>		 <u><u>11,011,120</u></u>
Financed by:				
Revenue income and expenditure account		(193,493)		(25,293)
Capitalisation account		10,861,436		10,945,490
Capital grants		<u>88,455</u>		<u>90,923</u>
		<u><u>10,756,398</u></u>		<u><u>11,011,120</u></u>





Daughters of Charity Disability Support Services

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