



DAUGHTERS OF CHARITY
Disability Support Services CLG

2017
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 Service
for Persons with Intellectual Disability
recognises that each person possesses
a unique dignity and potential.*

Table of Contents

Chairperson's Foreword	2
Chief Executive Officer's Introduction	3
Board of Directors	4
Executive Team	7
Daughters of Charity Service – Information	8
Overview of Service Operations	10
Dublin Region Report	11
Service Locations	15
North Tipperary, East Limerick/Offaly Region Report	16
Shared Services	24
Human Resources Summary	27
Financial Statements	28

Chairperson's Foreword



I am very pleased on behalf of the Daughters of Charity Disability Support Services CLG to welcome the 2017 annual report of the activity of the Disability Support Services including the audited accounts. I welcome and thank Mr. Rory Staines for accepting and invitation to become a Director of the Board. We look forward to working with him on the Board. The Board met on ten occasions during the year.

Intensive work has been undertaken in the year by management and staff in supporting service users and their parents and families. Excellent progress has been made on developing services and maintaining a quality service especially for existing service users as their needs change. This is always a challenge. 2017 has been a very active year across the Service as this report outlines in Residential Services, Day Services, Respite Care and in outreach to families.

This work could not have happened without the work and dedication of a very committed staff, the work and commitment of volunteers and the support of families. Thank you to each person. I would like to acknowledge the excellent leadership given by Denis Cronin CEO and his executive team who have at all times kept the core values of the Service to the fore and made decisions in the best interest of the service users.

We were delighted in April 2017 to move into the beautiful refurbished offices at St. Vincent's Centre,

Navan Road. The Central Management Team and Administrative Offices are based here as well as Multi Disciplinary Offices and Therapy Rooms and Day Services. Staff training and development can also be accommodated here.

In May 2017 we celebrated the Fourth Centenary of the Vincentian spirit. In 1617 Vincent de Paul experienced and began to respond to the spiritual and material suffering of the people he encountered. All of the Daughters of Charity Services were part of a celebration on the 9th May in the Church of the Guardian Angels, Blackrock and at St. Catherine's Provincial House, Blackrock where we remembered Vincent's compassionate response to people who were poor and how we do this today in our services.

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, reading "Goretti Butler". The signature is written in a cursive style.

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

Chief Executive Officer's Introduction



2017 was another busy year for all in the Daughters of Charity Disability Support Services as we endeavoured to provide supports to the many people in our areas of responsibility across Dublin, East Limerick, North Tipperary and Offaly.

The Service is committed to delivering support in line with the HSE's national policies: Time to Move on from Congregated Settings; New Directions Day Services; Progressing Children's Disability Services. Overall the Service has made reasonable progress in relation to the first two policies however Children's Services continue to suffer from large numbers requiring support and underinvestment by the HSE in recruiting appropriate numbers of staff. The Service continues to engage with the HSE in order to develop fully all of the children's network teams.

We have been extremely lucky to be able to open five new residential houses across the country in 2017 and this has enabled us to transfer fifteen people from institutional settings and other inappropriate placements to new homes in the community. We are also able to report that one of our institutional centres at St Rosalies in Portmarnock now has only eight residents and hopefully will close completely in 2018/9.

During the year the Service celebrated with the greater Vincentian family in marking 400 years of the Vincentian Charism. The Daughters of Charity were founded by St Louise de Marillac who had a very close working relationship with St Vincent DePaul. It is important to recognise the heritage of the organisation which will give us a greater understanding of how to apply our core values (service, respect, excellence, creativity, justice, collaboration) in the everyday work of supporting those less fortunate.

In May we had the official opening of the renovated St Vincent's centre on the Navan road. The renovation which was sponsored by the community of Daughters of Charity makes best use of the old building for day services, therapy clinics and administrative offices. The Service appreciates this great physical asset which will help in doing our job more effectively and efficiently. We hope to be able to share some of the facilities with the local community.

There was a major emphasis during the year on training staff on the HSE's policy in relation to the protection of children and vulnerable adults and management of allegations of abuse. Many people with disability are vulnerable to abuse and it is essential that all involved in the Service and society in general take a zero tolerance approach to abuse.

The HSE introduced a new system for residents to contribute to their overall residential placement. This new system is called the Residential Maintenance and Accommodation Charge (RSSMAC) and it replaces the old Long Stay Charges. Considerable time was needed during the year to roll this system out and to explain it to service users and families.

This annual report is for 2017 however as there has been a delay in publication I am now able to inform readers that I tendered my resignation to the Board of Directors in February 2018 and after a national completion Ms Natalya Jackson has been selected to replace me. Ms Jackson has been our Director of Human Resources for six years and is very experienced in the area of disability. I have worked with the Service for over 18 years and have found it to be a very interesting experience. Despite difficulties and frustrations regarding lack of resources and particularly throughout the recession I have always been heartened by the commitment of the staff and management as they tried to advocate for the rights of service users and tried valiantly to enable everyone to live the good life. We have had some successes over the years but I recognise that there is much more to be done and I wish everybody associated with the Service all the best for the future.

A handwritten signature in blue ink that reads "Denis Cronin".

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. In her earlier years Goretti
worked in Glenmaroon and in Ballyfermot. Chairperson of
Board of Directors since April 2013.

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.
Campaigning 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 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 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
City. Chairman and Board Member
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
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 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 firms. Currently a 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 primarily in Criminal Law and 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 in corporate 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 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, 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 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

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 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.

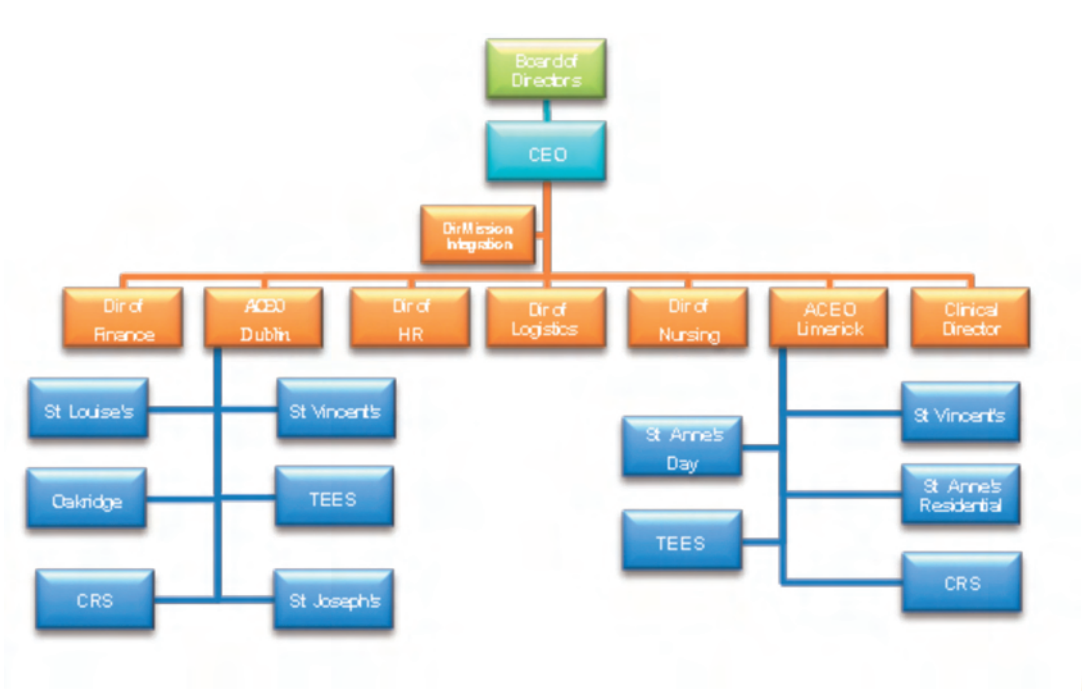
Chief Executive Officer

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 is comprised of:

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



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. Although the company has charitable status it is almost fully-funded by the Health Service Executive.

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 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

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 • 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 increasing demand. Some of the challenges within which we operate are:

- 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 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 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 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
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.

During 2017, the organisation sustained a commitment to a quality and risk governance structure that sought to positively support 178 Employees meet and sustain quality service to over 2794 children and adults who access our services.

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

During 2017 designated residential centres continued to undergo monitoring and registration inspections by HIQA.

In total there are 87 designated centres across the service and HIQA visited the Daughters of Charity service locations 64 times during 2017; 36 of these unannounced monitoring visits; and 18 were announced registration inspections. As of the end of 2017, 67 of the 87 centres are fully registered with HIQA with 14 other having completed their registration inspection and awaiting the outcome. 4 new designated centres commenced operation in Dublin and Limerick North Tipperary service, 2 in Dublin and 2 in Limerick/ North Tipperary Services during 2017

During 2017 services have consistently performed well across a number of standard areas, when tested including:

- HealthCare Needs
- Medication Management
- Safeguarding
- Governance and Management
- Communication
- Family and Personal Relationships
- Use of Resources
- General Welfare and Development

Over the year the organisation was able to evidence improved focus on social care needs and strong focus on quality staff training.

Key successes in 2017 in relation to quality improvement were:

- Implementation of action plans and service initiatives as result of quality analysis reports across the Daughters of Charity Services.
- Practical roll-out of shared learning structures and practises to enhance the organisation's capacity to identify and respond to individual social care needs.
- Decongregation of 7 residents to two new community houses and grant approval to purchase two other community houses.
- Discharge of three residents to other provider allowed the registration of centres and improved the quality of life for all concerned.
- The appointment of a clinical psychologist in St. Anne's.
- Further expansion of day services in community settings aligned to New Directions National Policy.
- Collective efforts have been sustained to continued to build our capacity to support individuals identify, and pursue key social valued roles they want to attain and or maintain.
- Organisational commitment to 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 were trained to roll out new programmes for the management of behaviours that challenge, manual handling, while existing programmes were reviewed and updated. Health and Safety Officers across the organisation were provided the opportunity to achieve the recognised IOSH Managing Safely Award. Twenty-two senior nurse managers and SCL participated in a Clinical Leadership programme in 2017 resulting in quality improvement programmes in their areas of service delivery.
- Consultation with residents and family members continues as is a key component of the Annual.

Quality Reviews carried out within each of the designated centres. From continued consultation there is strong indicators from both residents and families, that they would have no hesitation in raising an issue if they had one, and that they feel this would be listened to by the staff team.

There are a range of key challenges for 2018 which the organisation will seek 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 centre or service.
- 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.
- Ensure our day services are operating alongside New Directions Standards
- Seek to automate information gathering processes where possible.
- 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.

Social Role Valorisation Workshops

Staff members had completed a training course on Supported Self-Directed Living (SSDL) in 2016. Following on from this in 2017, they developed a training workshop for staff in St Vincent's based on their learning from this course.

Participants in the training workshops were provided with information to further develop their skills so that the individuals they support can lead a good life, an ordinary life that they can direct and choose. Social Role Valorisation (SRV) which is the theory of practice used to provide the framework for this process, coupled with truly getting to know and discover who the person is and what they really want from life, forms the basis of the workshops. The basic premise of SRV is that when individuals hold valued social roles, they are more likely to lead a good, ordinary life. This is explained in detail. This in turn shifts the perception of individuals with an intellectual disability as devalued people needing care, to valued equal citizens in charge of their own lives.

On completion of the workshops staff have an understanding of the themes and concepts of SRV, what it means for individuals to be devalued and an understanding of the value of social roles for the individuals they support. In collaboration with the individual, staff complete a profile of what life has been like and is like for the individual they support. These skills support staff in providing personalised support to individuals, so that they can plan and pursue the good things in life.

Mission Integration

On the Feast of St Louise, 9th May 2017, there was a wonderful celebration in St. Catherine's Provincial House, Dunardagh to celebrate the 400th anniversary of the Vincentian Charism. A number of colleagues from this Service were invited and joined other colleagues from across the Daughters of Charity Services and members of the Vincentian Family to celebrate this very special occasion. The day began with a presentation by Fr Guillermo Campuzano CM, who is the Vincentian representative at the United Nations. His presentation centred on the topic of *A Shared Charism: The Who, How and When of our Charism Today*.

After a beautiful lunch, Eucharist was celebrated in the Parish Church with hundreds of members of the Vincentian Family, colleagues and friends. Afterwards all were invited to St Catherine's Dunardagh for afternoon tea in the garden.



**Some of our
colleagues at
the 9th May
celebration**



On 3rd October 2017 the Service Mission Integration team organised a day in the Provincial House, Dunardagh to celebrate the 400 years of the Vincentian Charism. A representative number of staff members from across the Service attended the day. Fr. Eugene Curran, a Vincentian priest, was guest speaker on *Living the Charism Today*. His presentation was very lively and he gave us many laughs through sharing some personal stories. Sr. Áine MacNamara conducted two tours of the Heritage Centre so that everybody could get a chance to visit. Sr. Bernadette McGinn did a presentation on St. Vincent and St. Louise in the afternoon and the day finished with a short ritual and reflection time.

In all areas of our Service there were many creative celebrations of this very special 400th anniversary. The story of St. Louise and St. Vincent was told in a variety of ways and the song for the anniversary "The Door is Open" was learned and sung by everybody across the Service.

Musical afternoons, tree planting, releasing balloons, birthday cakes, were just some of the features of the different celebrations. All these celebrations led to great joy and gratitude for our rich heritage which inspires our mission and values today.





Dublin Service

Here are some significant developments which took place in the Dublin Service during 2017

Children's Services

Service Manager: Ms. Theresa O'Loughlin

Children's Services provides support to 467 children between the ages of 0 to 18 years. Services include Oakridge Specialist Pre-School Service, Development Education Centre for children aged 5 to 18 years, Sancta Maria Children's Respite and Family Support/Connect Social and Recreational Services. Early Intervention and School Age Teams provide clinical supports to all children accessing the service in the catchment area.

In September 2017 a new Autism Spectrum Disorder service opened to provide individualised integrated education and health supports to 2 young people who have a dual diagnosis of Autism, Moderate ID and associated exceptionally complex behaviours that restrict them in accessing appropriate education provision in ASD classes in Mainstream schools and /or Special schools. This new service is jointly funded by both HSE and Department of Education and Skills. It facilitates a placement in a school-like environment with intensive therapeutic supports with the aim being to reintegrate the pupils to mainstream/special school where they have the potential to do so.



Laura Byrne, Vicky Rooney, Katie Rooney, Lauren Byrne, Stephen Lee At the X Factor Finals



Aron Barrett, Matthew Delaney, Mohamed Djellal take to the road at the Cavan Centre

Community Residential Service, Dublin

Service Manager: Ms. Mary Lucey Pender

CRS is comprised of 36 community houses and one Respite house in the Dublin 7/15 area and one community house in Booterstown Co. Dublin. It provides residential placements to 143 residents and 87 respite users.

Hansfield Group Expanding

CRS welcomed a new house to its group in November 2017. Fingal County Council supported the Service in purchasing this new house in Blanchardstown, which provides services to one service user, Brian Kenna, who moved from Hansfield.



The staff team, family members and management /MDT members facilitated the move for Brian by devising a Transition Plan to enable him to be informed and to actively participate in the transition planning process. This included an Easy to Read “Moving Forward” Plan, a “Moving Calendar”, Pathway chart recording each visit to the new house with photos included to assist in comprehension of the overall plan.

Hansfield Group wish Brian every success with his new house and are committed to ensuring a supportive and engaging home for him.



Moving Calendar/Pathways Chart



Brian Kenna, setting off to a Christmas Party

St. Joseph's Centre, Clonsilla

Service Manager: Ms. Lorraine Macken

St. Joseph's Centre, Clonsilla provides a residential service to 101 adult Service Users. It also provides Day Services to 18 Service Users from Community Residential Service. As part of St. Joseph's Centre, Sonas Residential Centre consists of six bungalows designed to meet the needs of Service Users who require a higher level of support. Our Dementia Unit caters for 14 Service Users with a diagnosis of an intellectual disability and Alzheimer's/Dementia. The Grange provides high support to 6 service users in individual apartments. Bethel House provides palliative care by specialised staff to Service Users with an intellectual disability. It also provides specialist convalescent care for Service Users in transition from acute hospital stays back to their home. Other residents live in Cara bungalow, or in part of the older residential units.

HIQA RE-REGISTRATION INSPECTIONS

Much of our year was taken up with preparation for our re-registration inspections from HIQA. We commenced our planning in January and were kept extremely busy until the final inspection in July. Due to the phenomenal teamwork of all staff and managers, all six designated centres on campus were registered for another three years. This has been a fantastic achievement for all involved.

Shared Learning

A Shared Learning Group of twelve staff from varied roles based in St. Joseph's are working on "Developing Cultures of Person Centredness" in the Centre. This is part of a National HSE Programme and comes from a research-based practice development programme designed to develop cultures of person centredness among service users and staff throughout the Irish Healthcare System. The Shared Learning Group is co-facilitated by a trained member of staff together with the Assistant National Director/Quality Improvement Division HSE. The group meets each month to share and develop ideas and actions to maintain good practice or improve practice of Person Centredness in our Centre. A Centre Newsletter shares information on all the work and actions of the group.

Refurbishment

Work on refurbishing three bungalows was completed early in the year. Formerly known as "The Bungalows", they have now been renamed Cara Residential Service. The three bungalows accommodate fourteen service users, each of whom have their own bedrooms. Everyone is now happy and content in their newly- refurbished home. There is a strong focus on the delivery of a person centered approach within this Centre.



HYDROTHERAPY POOL

Eight members of staff trained in water safety in 2017 in preparation for the reopening of the Hydrotherapy Pool. After three years of closure there was great excitement when it finally opened in August 2017. Since then staff have been busy both introducing and reintroducing many service users to the pool. It has been of huge benefit to all involved. Hydrotherapy is a form of exercise carried out in a specially heated pool. The water is approximately 34 degrees Celsius. The combination of extra heat and the buoyancy of the water provides a relaxing medium in which pain-relieving exercises can be carried out, thus improving the general health of our service users. We look forward to continuing with this initiative for the benefit of the service users in 2018.



St. Louise's Centre, Chapelizod

Service Manager: Ms. Mary Reynolds

St. Louise's Centre provides residential and day service supports to 52 service users in the Dublin 20 area. There are nine purpose-built bungalows each of which can accommodate 5/6 service user. In addition there is access to a purpose built day service location.

The aim of Orchard View Day Service is to engage the ladies in meaningful daily activities. We also aim to increase our presence in our local community, building upon the links we have made and forging new links. A meeting was held with the Co-ordinator from Ballyfermot/Chapelizod Partnership who provided a list of community organisations to contact. We met with various clubs and organisations and gave them a profile of who we are and what we are looking for. Once we engaged with the clubs we looked at the activities that the ladies enjoy doing in Orchard View and matched them with the clubs so the activities the ladies will be doing are meaningful and enjoyable for them.

One such activity was Lower Cherry Orchard Community Centre, where service users are part of St. Laurence's Ladies Club

Service users also attend a women's group in The Bungalow, Elmdale. Others attend expressive dance sessions at UCD.



*Audrey Brophy with Mary Poland,
Co-Ordinator of the knitting
and crochet club at Ballyfermot
Resource Centre*

Cherry Orchard Community Garden

Staff and service users visit the garden twice weekly and currently our allotment is under construction. We expect it to be up and running in the early summer, with raised beds for accessibility.



St. Rosalie's, Portmarnock

Service Manager: Ms. Lorraine Macken

*Rosemarie Burke with Peadar Lynch
(Tus Co-ordinator Ballyfermot/
Chapelizod Partnership) at the
allotment site*

St. Rosalie's Residential Service Centre, Portmarnock is a residential centre which is home to 8 ladies with moderate to severe intellectual disability. Although operating out of the Service's normal catchment area of Dublin North-West, it is nevertheless an integral part of the Daughters of Charity Disability Support Service.

De-Congregation

St. Rosalie's had been selected as a priority site to be in receipt of capital funding and ELS funding since 2016. This was to facilitate a reconfiguration of supports and the provision of accommodation required to enable the transition of the ladies into a community-based setting. This was in line with the National Service Plan on increasing the pace of the implementation of the reform programme, Transforming Lives, the programme to implement the recommendations of the value for money and policy review of disability services in Ireland.

In March 2017 six ladies moved to their new home in "Riverside" with some familiar staff from St. Rosalie's and also staff who had been previously recruited and had become familiar to the ladies in St. Rosalie's prior to the move. All six ladies are settling in well to their new surroundings and community.

St. Rosalie's are working closely with the HSE Estates office to locate further suitable accommodation for the remaining 8 ladies who live in St. Rosalie's. This has proved to be very challenging due to the shortage of appropriate accommodation and it is likely that this is a project which will go forward into 2018.

HIQA Registration

St. Rosalie's Centre was delighted to receive HIQA re-registration on 1st September 2017.

St. Vincent's Centre, Navan Road

Service Manager: Ms. Mary Reynolds

St Vincent's Centre provides residential, respite and day services to service users living in the Dublin 7, 11 and 15 area. There are 82 people living in 10 purpose-built bungalows on site and three people living in a community house in the Dublin 15 area. The centre also has an adult respite house which can accommodate a maximum of 6 service users per night. There are 130 service users accessing both sessional and full time day services both on site and in a number of smaller service locations across the Dublin region.



*Mr Finian McGrath; Ms Mary Reynolds, Mr Denis Cronin,
Mr Derek Tallant, Sr Goretti Butler, Ms Nora Murray*

Official opening of St Vincent's after an extensive refurbishment programme

On Friday 12th May the official opening of the refurbished St Vincent's was carried out by Minister of State with special responsibility for Disabilities, Mr. Finian McGrath TD, and by Ms. Nora Murray.

A marquee was erected in the inner courtyard and two hundred guests attended the celebrations. The Minister enjoyed a tour of the building and was very complimentary of the modern, bright environment, including the day services and therapy areas. He acknowledged the significant contribution that the Daughters of Charity Services had made to the lives of people with disabilities over many years. Mr William McKay gave a heartfelt account of his experience of having a sibling living in St Vincent's and the many changes he had witnessed over the years.

The cutting of the ribbon was carried out by Ms Nora Murray who has lived in St Vincent's for over sixty years. She was delighted to be able to officiate at this important event.

Mr Christopher Shortt helped Minister McGrath to plant a maple tree to commemorate the event.

This day was a successful and a memorable one for service users, families and staff alike.



(l to r) Sr Goretta Butler, Mr Derek Tallant, Mr Christopher Shortt, Minister Finian McGrath and Mary Reynolds.

Rossan Court

Bryan Daly and Paul Burke moved from St Vincent's Centre to Rossan Court in June 2017. The move has been a very positive experience for both gentlemen. They have both settled in very well to their new home and are really enjoying community living. Bryan and Paul lived in separate bungalows that had waking night staff and have transitioned successfully to a sleep-over house. The groundwork, along with a comprehensive transition plan implemented prior to the move to community living, ensured that both gentlemen had a positive experience that encompassed a person centred approach.



Bryan Daly



Paul Burke

Bryan and Paul held a house-warming in October 2017 which was attended by family and friends. The evening was a great success and both Bryan and Paul were thrilled to show off their new home. It was a great opportunity for both families to meet.

Bryan took part in a local charity five-mile walk in October and hopes to take part in more community activities as they arise. He now goes to the local Spar shop by himself to get milk or bread and the long-term goal in the future is for Bryan to get the public bus to Out and About by himself.

Both Paul and Bryan really enjoyed the build-up to Christmas and took great pride in selecting a tree and decorating their house. They were very proud to show it to family members when they visited. They attended various events such as pantomimes and carol services and had many family outings in the lead-up to Christmas.

Paul continues to attend his ARCH club twice a week and visits family at the weekends. He is also in the early stages of his Asdan course "Towards Independence" as part of his PCP goals set in June, just before moving to Rossan Court. This course will be completed with the support of key workers and all staff working with Paul, and it is a great opportunity for Paul to develop skills within his home. We continue to get great feedback from the Phoenix View team that Paul is very happy and enjoys talking to them about his home and the staff who support him in Rossan Court.

Bryan continues to take great pride in looking after his home, helping with housework, laundry and keeping the place homely. He enjoys grocery shopping, meal preparation and cooking dinner in the evening time. Bryan continues to go home every second weekend and is often visited by his brother and sisters in Rossan Court.

The move to community living has been a significant milestone in the lives of both Bryan and Paul and with the continued support and dedication of the staff team we aim to ensure their lives are enriched and fulfilled in Rossan Court. The Daughters of Charity Service would like thank Fingal County Council for supporting the Service to secure this home.

St Vincent's Open Day

St Vincent's Centre hosted a very successful Open Day on Saturday 30th September. We had a fantastic response from our neighbours living in the estates around St Vincent's, who shared some fascinating stories of their memories of visiting the centre and what life was like in years gone by. Many families of residents living in St Vincent's Centre and from Day Services also attended with their family members. There was particular interest in the refurbishment project and the work done by the architects and design teams to protect and enhance so many of the key architectural features in the building. There were tours of the building every half hour from 2.30-5pm and the number of people who participated was truly amazing.



The weather was definitely a factor in the success of the day as the sun shone brightly and all the activities including the band were moved outside to the courtyard.

There was a sense of community on the day, with many volunteers working hard to ensure it was a success.

This is something we hope to build on and turn into an annual event.



Training Enterprise and Employment Service, Dublin

Service Manager: Ms. Maureen Dunne

Training Enterprise and Employment, Dublin provides a day service for 176 adult service users in the Dublin 7/15 areas. There are five centres providing support in relation to community integration, active citizenship and rehabilitative training. In addition, TEES provides job coaching on an individual referral basis. Many service users are employed in the community or have the opportunity to sample work placements. TEES also supports service users who run a contract horticultural service called "Cleansweep."

Weavers Fundraising Event for the Sisters of Kenya

Weavers were very happy to welcome two Sisters named Irene and Brigid who travelled from Kenya to share with us their stories. The Sisters told us very sad stories of poverty in Africa and about the suffering of children. This touched our hearts and we felt we would like to help them in any way that we could. In November, Weavers organised a coffee morning and a bric-a-brac sale in the centre, with the proceeds of this morning going to support the people in Kenya towards a better life.

All service users helped and brought in items to be donated for the sale. Items included jewellery, books, DVDs, games and accessories. Cakes and treats were also baked for the coffee morning which was a great success.

A total of €970 was raised for the people in Kenya and a cheque was presented to Sisters Irene and Brigid by Maureen Dunne, Service Manager. We would like to wish the Sisters all the best in the future with their work and we would gladly have them return to us for more fundraising.

For the past six years Institute of technology Blanchardstown health and fitness students have worked in conjunction with TEES service users to provide them with a one-to-one supported health and fitness programme. This course runs twice a year and aims to provide healthy food education, an individually tailored fitness plan and focused fitness goals. The students and service users meet once a week on the ITB campus for a personal training session and also join their colleagues for group exercises.

This course encourages a healthy lifestyle but more importantly it fosters new friendships and naturalised community integration.

LJ Ryan, who is from Mulhuddart and attends Pathways, represented Ireland in The Special Olympics World Winter Games 2017. LJ travelled to Austria with 26 athletes representing Ireland in Floorball.

Floorball is an indoor sport similar to hockey. LJ impressed greatly as the youngest member of the team. He is the shot stopper and has to wear protective goalkeeping equipment. The 26 athletes from Floorball and Alpine Skiers returned to Ireland with two gold, three silver, three bronze medals and ribbons for 4th and 5th places.



The ITB Graduates

‘NOT MAKE DO’ Art Exhibition 2017

The ‘NOT MAKE DO’ Art Exhibition was born out of a desire to promote excellence, individuality and achievement. As the title implies, the wish was to extend the artists beyond what was expected and what was normally accepted.



L.J. Ryan, Special Olympian

The project began in January 2003 with a series of experimental workshops. In the workshops the artists were exposed to new techniques and new media. The pieces on display reflect a combination of the artists’ established craft skills, which they acquire at Weavers and Tofa and the more recently developed art and design techniques. Some pieces came from collaboration, others were individually produced. This has resulted in a series of unique and affordable art works. Our annual exhibition was held in June 2017. We showcased our art pieces in the Civic Offices in Wood Quay. The exhibition was opened by Biddie O’Loughlin, who is an artist/journalist.



Stephen concentrating on his artwork



Claire, hard at work

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

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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.

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Email: st.louises@docservice.ie

Managed by: Ms. Mary Reynolds, Services Manager

St. Rosalie's, ,

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

Managed by: Ms. Mary Reynolds, Services Manager

Training, Enterprise and Employment Service,

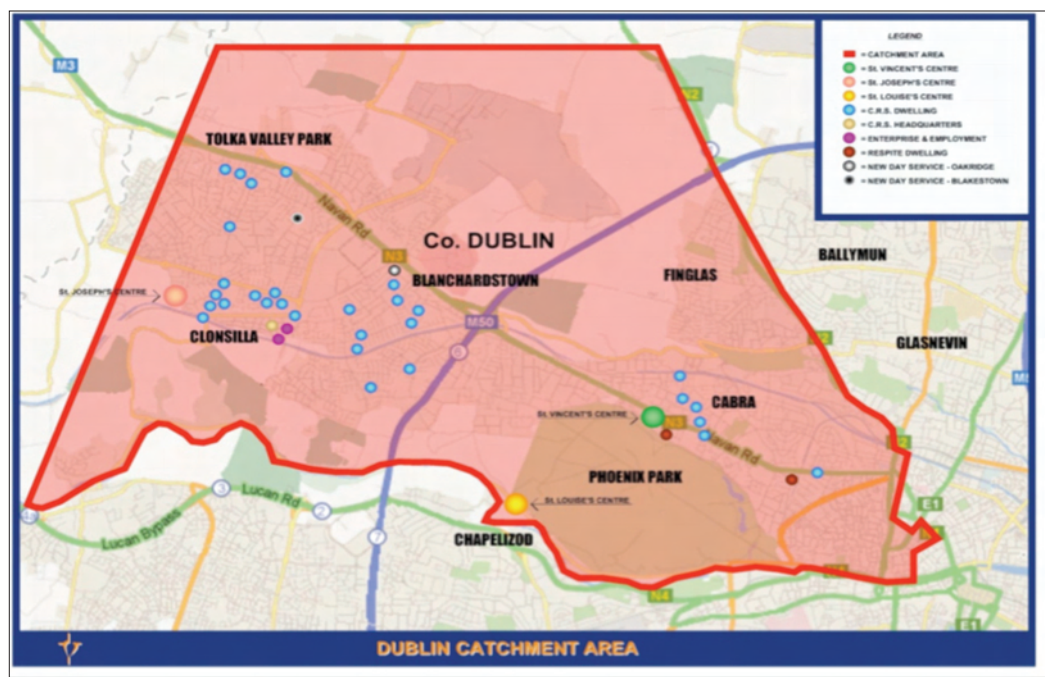
Unit 101, Coolmine Industrial Park, Dublin 15.

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

Email: weavers.dublin@docservice.ie

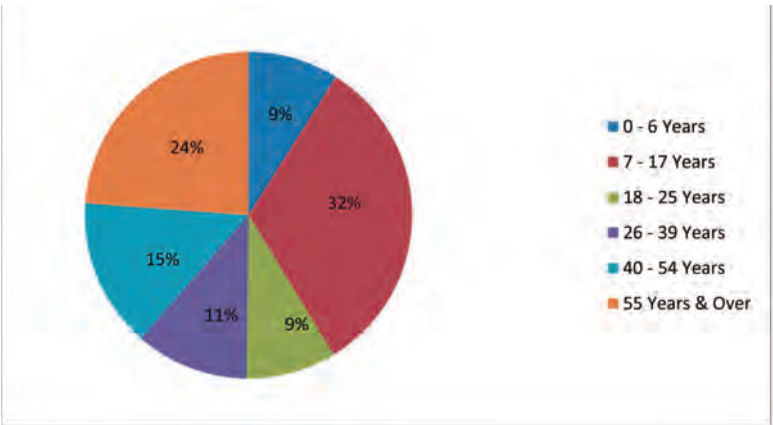
Managed by: Ms. Maureen Dunne, Services Manager

Map of Service Locations Dublin Region

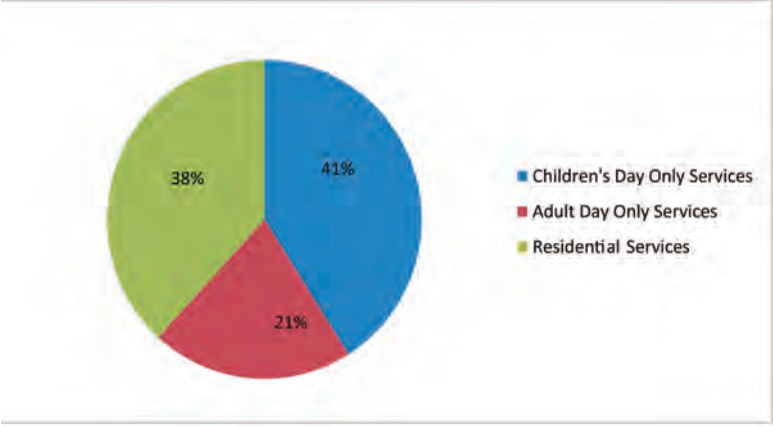


FACTS AND STATISTICS - DUBLIN SERVICE 2017

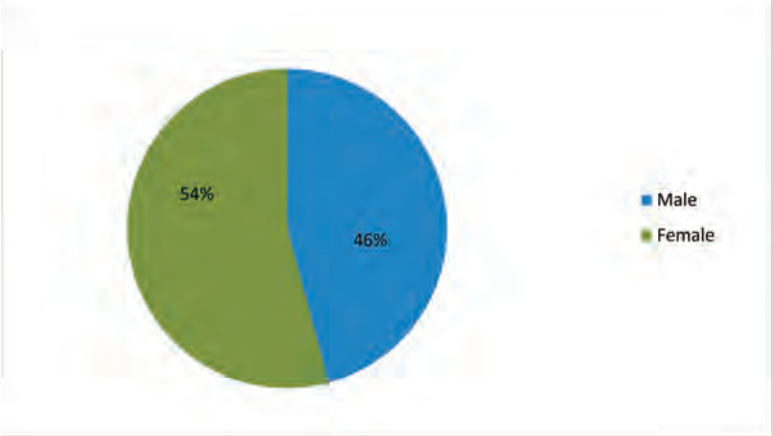
Age Range of people supported:



People attending Day Services / Living in Residential Services:



Gender of people supported:



Community Residential Service, Limerick

Service Manager: Ms. Geraldine Galvin

Community Residential Services, Limerick, offers residential services to 80 full-time and 8 part-time service users in houses located in the suburbs of Rhebogue and Castletroy, Limerick catering for 5 or 6 adults each. These houses vary from 5 bedded semi-detached houses to bungalows.

The majority of adult service users attend a day service, while others are in sheltered employment, part-time or retired. A number of adults are independently employed or in supported employment, living and travelling independently with minimum support from staff.

CRS also provides individualised day services for those service users who, due to changing needs, age or ill-health require it, as well as an activities programme for older or retired service users.

Many service users had holidays abroad in 2017. In October, two residents in Dromroe, Vincent Flanagan and Paddy Griffin travelled to New York with staff member Matthew Russell. They stayed in the Marriott Marquis Hotel in Times Square. The trip fulfilled part of these gentlemen's PCP goals, which were to travel and see more of the world. During the trip they visited the Statue of Liberty, the Empire State Building and toured the city in an open-top bus. They saw a Broadway show and had a guided tour of Ground Zero. They enjoyed eating out and shopping, and were struck by how many choices were available to them. Vincent and Paddy loved their trip and would like to do more travelling in the future.



Family Forum

Community Residential Service Limerick held a family forum on the 7th November 2017. The parents of 88 service users who access the Community Residential Service were invited.

An agenda was set out which outlined some very interesting discussion on topics such as an Overview of Service and we outlined the various positions and staff in the Daughters of Charity Management Structure. All families were updated on the Assisted Decision-Making (Capacity) Act 2015 and also on HIQA activity and the registration of CRS houses.

Families were advised of two important policies, namely, Procedures for the Protection of Children and Vulnerable Adults and Management of Allegations of Abuse. Families were informed of the practical management process if a concern is raised and the reporting required to the HSE, HIQA and if, necessary, to the Gardai Sióchana. The Complaints Policy was also discussed and families were encouraged, if they had an issue, to bring their complaint forward so that it could be addressed and resolved.

The changes to the Long Stay Charge for service users in CRS to Residential Support Services Maintenance and Accommodation Charges as set out by the HSE were outlined. An overview of

Professor Mary McCarron's research on the prevalence of Dementia in people with intellectual disability and Down Syndrome was provided. Families were invited to raise any topics that they wished to discuss and it was agreed that, going forward, the Service Manager for CRS would send a newsletter to families who live a long distance from the Service or who are aging and might have difficulty in attending a Family Forum.

CRS Christmas Celebration

Many areas of CRS have attained their HIQA registration and a lot of residents have redecorated their bedrooms while the Service have refurbished a number of the CRS interiors. The year-end was celebrated with a wonderful Christmas get-together for all the CRS residents and staff in a local restaurant.

East Limerick Children Services

The East Limerick Children Services is a partnership between the Daughters of Charity and the HSE, and provides specialist therapeutic assessment and intervention to children with complex needs and/or developmental delay in a large catchment area. The Child and Family Services are offered across a range of settings which may include the centre (which is located in Ballysimon), home, school and/or preschool as appropriate. Children and their families access services either through the early intervention team (0-6 years of age) or through the school age team (6-18 years of age).

The Early Intervention Team and the School Age Team offer services which are delivered by a range of professional disciplines, supported by administrative staff.

The teams are committed to working in partnership with families of children and young people with disabilities and/or developmental delay to minimise the impact of disability and maximise opportunities for growth and development.

East Limerick Children Service also provides specialist community nursing support, which includes clinical nurse specialists, and provides a broad range of nursing services to children between the ages of 0-18 years of age and their families.

The teams strive to deliver a high-quality interdisciplinary service which is child and family-centred.

Both East Limerick Early Intervention Team and School Age Team offer services which include physiotherapy, occupational therapy, speech and language therapy, social work, psychology, early intervention specialist and community nursing. All of these disciplines are supported by a Children's Services Manager, Administrator and clerical personnel.

Also, in East Limerick is the Play n' Learn preschool which provides an early learning stimulation programme for children in the mid-west area.

Our pre-school caters for children between the ages of 3-6 years, presenting with learning, medical or physical difficulties. We endeavour to provide a service which incorporates learning through play in a safe and secure environment.

The teams comprise almost 24 whole-time equivalent Daughters of Charity posts and 1.5 HSE posts, providing a service to 246 children in Early Intervention and 572 children in the School Age Team.

St. Vincent's Centre, Lisnagry

Service Manager: Ms. Breda Noonan

St. Vincent's Centre provides residential services to 125 service users and day services to 30 additional service users who attend from home daily. St. Vincent's Centre also provides respite to 73 adults in Sejare House in Annacotty village and 26 children in San Joseph children's respite. St. Vincent's Centre also oversees the facilitation of in-home contract care to children who reside at home.

Lisnagry Association Project

The six bungalows in Mulcair Court are home to 36 adult residents. These bungalows opened over 16 year ago to support the transfer of residents from St Joseph's hospital, and have provided very comfortable and individualised homes to each resident. Over the years and through the ageing of Service Users and their changing needs some alterations and modifications were required to the bungalows.

In 2015 a HIQA inspection noted that the bathroom facilities did not completely meet the needs of all residents and space constraints were identified across three of the six houses' bathroom facilities.

The Lisnagry Association, in 2016 met with the service management team and agreed to fund the necessary works to these bathroom facilities. The Lisnagry Association funded works to the value of €70,000. Works were completed in 2017. The bathrooms and shower areas are now of a very high standard and meet the needs of all service users residing in the bungalows. The service and the residents of Mulcair Court are very grateful to the Lisnagry Association for their continued support and involvement in projects over the years. The association have financed a number of projects and developments that have greatly enhanced the lives of all the service users.



Mulcair Court

Russelheim

Russelheim is a community-based residential home to four ladies from St Vincent's Centre who moved off campus. The house opened on 7th November 2017. Russelheim is situated in Raheen, Limerick and is a two-storey house, with four bedrooms, three bathrooms a large kitchen/dining room, a sitting room, and a lovely big back garden which the ladies are looking forward to enjoying in the summer months.

Each of the ladies completes a weekly social role. This role is meaningful and individual to each lady and they take great pride in their roles. These roles include House Gardener, Spiritual Leader, Local Slimming World Member, and Community Activity Leader. Since moving to their new home the ladies have enjoyed a great welcome from their friendly neighbours. They are very much a part of the local community and have taken part in many local events over the last four months. These include completing two shoeboxes for The Team Hope Shoebox Appeal, attending a Breast Cancer Ireland Coffee Morning in the local shop, taking part in the Step into Spring 5k Walk at University of Limerick Campus, attending concerts at UCH and visiting the local church for religious ceremonies. They also regularly enjoy visiting local restaurants, cafes and shops. The residents of Russelheim have access to their own vehicle so have no restrictions in going to any place or attending any event of their choosing.

The ladies are very happy in their new home and love to welcome family members, friends and visitors.



Caroline Griffin, Caroline McMillan, Claire Coady and Catherine Long

Moving To Carrowkeel

Clara was a residential unit within the campus of St. Vincent's Centre, Lisnagry. It was home to many service users and many fond memories were made between residents, staff and families. As part of the Service's decongregation plan, work was carried out by the Admission, Discharge and Transfer team in conjunction with the forum of the service user review group to assess and identify the needs of service users in relation to their future living plans.

Carrowkeel, a domer house on the outskirts of Limerick city, was identified as having the potential to meet the needs of the residents who would take up occupancy there.

Transitioning plans were drawn up which included social stories and easy to read communication passports to facilitate an ease of understanding and transitioning for the residents involved. Carrowkeel was the topic of conversation with much excitement and anticipation.

The residents assisted in the décor of their bedrooms, chose interior paint colours for their bedrooms and continue to have direct involvement in the house and purchasing items for same, i.e. garden, flowers, bed linen etc. The residents transferred to Carrowkeel House in March of 2017.

The success of the transition was further enhanced by all staff and residents moving together where close relationships had already been established.

The ladies have settled in exceptionally well into Carrowkeel and appear to be very happy in their new home.



Valerie O'Donnell , Theresa McCarthy and Anne O'Connor

Training, Enterprise and Employment Service, Limerick

Service Manager: John O'Callaghan

TEES provides a service for 140 day attenders in five separate locations. The training centre based on campus at Lisnagry provides supports for those requiring a higher level of support, with a focus on maximising their independence in keeping with their person-centred plan. The Innovation Centre, Castletroy provides a rehabilitative training programme and the remaining three, namely, the Garvey Centre, the Rendu Centre and St. Louise de Marillac Centre in Dooradoyle are located within the greater Limerick city area.

QQI Training with Limerick, Clare Education and Training Board

A number of Service Users underwent QQI level 1 training modules in collaboration with Limerick, Clare Education and Training Board. This was the first time a training course of this nature was undertaken by any of the men and women who attend TEES in Limerick. The participants received their Certificates at a presentation morning in Limerick. Due to its suitability a number of further modules will be developed and implemented in the near future.



*Treacy, Niall, Alison, Josie, Claire, Pete, Donal and Brian
at the Presentation of QQI Certificates.*

Collaboration with Castletroy Community College Limerick

Service users from the Daughters of Charity Innovation Centre in Castletroy participated in a 12 week Community Care Module with Transition Year students in Castletroy College. The programme ran from September to December 2017. Activities included Computers, Art, Sports & Music. Both service users and Transition Year students enhanced their social inclusion and community involvement skills. On the final day each service user displayed their creative work and were presented with a Certificate of Participation by Vice-Principal, Ms. Hanrahan.



Megan Casey and Orna Lowney receiving their Community Care Module Certificates from Ms. Hanrahan.

Creative Show TEES Limerick

In March 2017 the seventh year of the Creative Show "Gogglebox" took place in the Limetree Theatre. The show was a resounding success and included participation with Limerick Youth Theatre, Music Generation, Laurel Hill Colaiste and Ard Scoil Ris. This show has grown from strength to strength and involved over seventy actors, dancers and singers from TEES, CRS and St Vincent's Centre.



Nancy and Diane performing with fellow actors from Limerick Youth Theatre.

Collaboration with Limerick Institute of Technology TEES Limerick

For the first time TEES in Limerick participated in a joint project with the Design Faculty in Limerick Institute of Technology (LIT). This involved the 3rd Year Design Students planning and designing the new facilities at the Rendu Centre in Limerick City. The students worked closely with our Service Users, supported by staff, to upgrade the facilities in the Canteen and Recreation Room areas. This provided part of the 3rd Year students' end-of-year project and they came up with many excellent and innovative ideas to enhance the facilities.



Barry, Oisín and Nancy presenting with Lecturer and student from LIT



North Tipperary/ Offaly Service Developments

St. Anne's Day Services

Manager: Catriona Larkin

St. Anne's Day Services provides a day service to 125 service users in the North Tipperary/Offaly region.

St. Anne's Service seeks to provide a flexible and responsive range of person centred work, education and social opportunities which are reflective of cultural norms and which embrace "New Directions", Core Values of Person Centeredness, Community Inclusion and Quality.

Some individuals, ranging in ability, reside within St. Anne's Residential Service and a number reside at home. Locations of Day Service hubs include Birr, Thurles, Templemore and Nenagh. Three specialised Day Services are located on St. Anne's campus in Roscrea. Two service users have individualised services.

The Service aims to provide opportunities for individuals to optimise their self- development and as far as possible to support people to do ordinary things in ordinary places and have a valued social role within communities.

Areas of focus for individuals depending on need include social skills development, activities of daily living, voluntary work, leisure opportunities, therapeutic work, supported work, education opportunities within the local community. A number of individuals with behaviours of concern require multi-element behaviour support plans.

The Day Services endeavour to work in partnership with Service Users, families and local communities.

Riverview Resources Day Service, Birr

The development of the Sensory Garden was completed in July 2017. The success of this project is a result of continued collaborative work between Riverview Resources, Birr Environmental Services training group, Birr Tidy Towns and the Students of St. Brendan's Community School. Local businesses sponsored materials and labour in helping to develop the garden.



Seating areas, swing bench, footpaths, flower beds and a water feature are just some of the attractions in the garden. Artwork and painting was completed by the Transition Year students of St. Brendan's Community School. This was a

truly collaborative and integrated project between individuals in the Service and the wider community and which the day-to-day benefits to all in Riverview Resources is felt each day as everyone enters the garden.

Railway Shop & Busy Hands

2017 saw the withdrawal from our lease with Iarnród Éireann to run the Railway Shop in Thurles. Three Service Users had received paid work in the Railway Shop for 10 years and provided a valuable service to the local community for years. Busy Hands Craft and Coffee Shop in Templemore also closed. Sixteen Service Users worked in a therapeutic capacity for a number of hours each week. Unfortunately this building was in poor repair and was no longer fit for purpose. Both projects provided real work opportunities for individuals in the community. On a positive note, a staff member in the Day Service is currently sourcing alternative work opportunities for the individuals who worked in the Railway Shop and Busy Hands. It is hoped that these alternatives will provide the Service Users with a broadened horizon in terms of work experience.

Coach House Day Service

Following the successful implementation of a transition plan, seven individuals transferred to the Coach House Day Service where a total of ten people currently receive a Day Service. They had previously received their Day Service in Templemore Resources Day Service but that building was no longer suitable to meet the changing needs of the service users. Assessment of Needs were completed following consultation with Service Users, families and the multi-disciplinary team and the transition plan was implemented in August 2017. A family meeting was recently held and all are pleased with the positive outcomes for the individuals that transferred. Coach House Day Service is a larger and more spacious building. There is also an outside courtyard which is an advantage as this was not available in the previous Day Service.



The Coach House

St. Anne's Residential Services

Manager: Catherine Linden

St. Anne's Residential Service caters for 116 adult service users who have a moderate to severe/profound intellectual disability. The majority of service users are accommodated in houses in the community in Birr, Borrisokane, Cloughjordan, Moneygall, Nenagh, Roscrea, Templemore and Thurles. The remaining service users live in campus-based housing in St. Anne's. Further plans for de-congregation are in progress.

St. Anne's Day and Residential Services take every opportunity to collaborate in providing opportunities for socialisation for day attenders and residents alike.

On 28th August 2017, Damer Day Services and The Villas had a joint barbeque which was well attended by Service Users, family and staff from all across the service.

A celebratory Mass was held on 27th September 2017 to mark the 400th anniversary of the Vicentian charism.

In August 2017 we received a new vehicle following fundraising by the local Lions Club and funds raised through the annual Golf Classic. The photograph shows Martin Slattery, parent of James Slattery who resides in Villa Braun, St. Anne's and Mr. Joe Dooley who worked in St. Anne's for a number of years.



Social Role Valorisation



St. Anne's Residential Service makes every effort to facilitate the social role valorisation of its service users.

Geraldine Dunne is part of the Borrisokane Gospel Choir and regularly practices and participates in events locally. Here she can be seen with other members of her choir, which sang at the St.

Vincent's 400th Anniversary Mass.

Regina Blake, who lives in Woodlands, Birr, is a very present and contributive member of her community. In 2017, she was recognised for having worked for over 20 years in her local supermarket, without ever having one day off sick. Regina's achievement was reported in the local newspaper and she had a party following her presentation with her family.



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 Manager

St. Vincent's Centre

Lisnagry, Co. Limerick.

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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

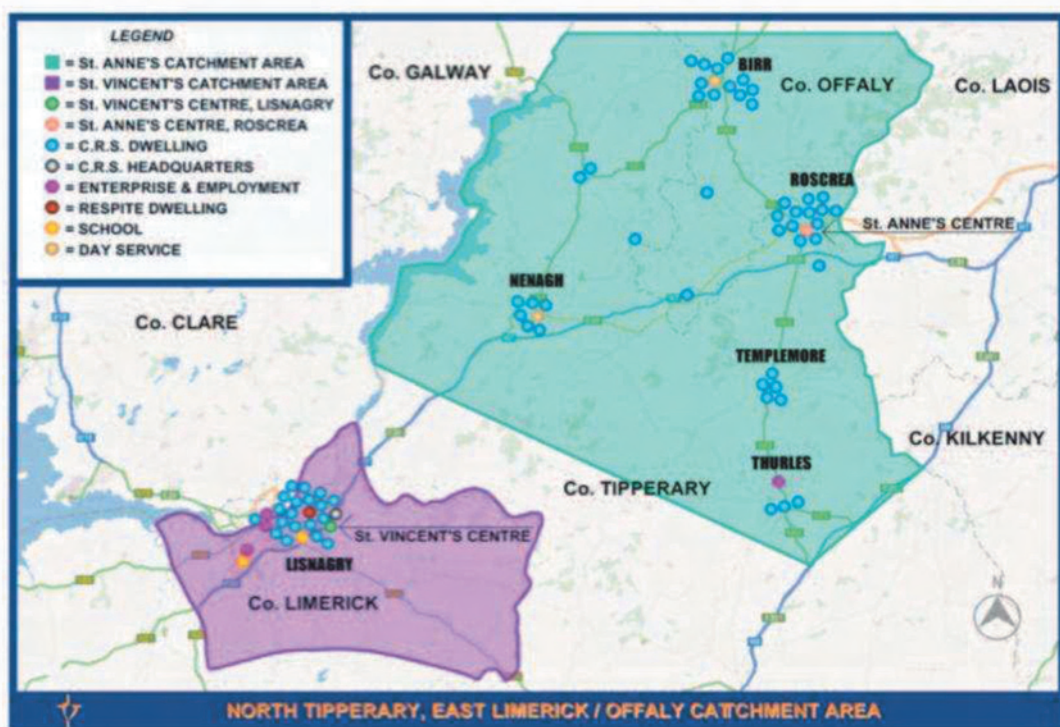
Day Services

Managed by: Ms. Catriona Larkin, Services Manager.

Residential Services

Managed by: Ms. Catherine Linden, Services Manager.

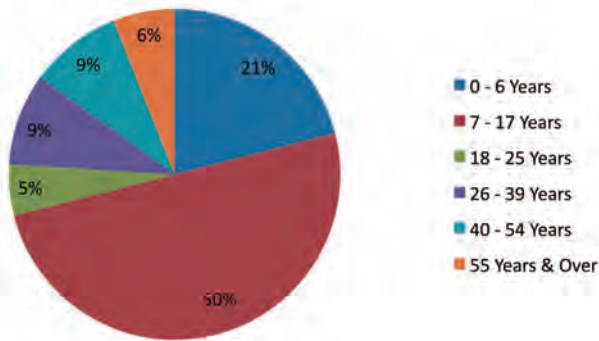
Service Locations Limerick / Tipperary / Offaly Region



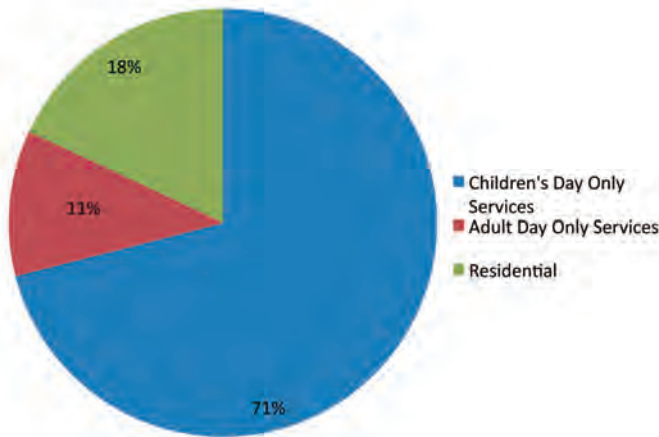
STATS FOR LISNAGRY INCLUDING 'ELCS' 2017

INCLUDING CHILDREN SERVICES

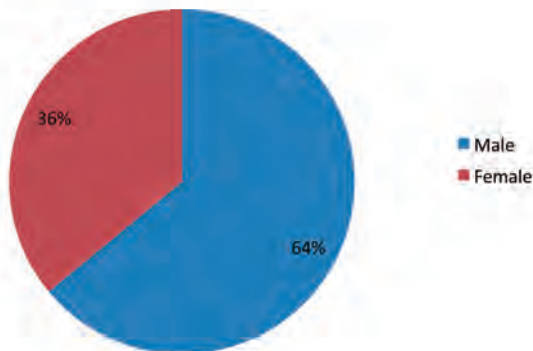
Age Range of people supported:



People attending Day Services / Living in Residential Services:

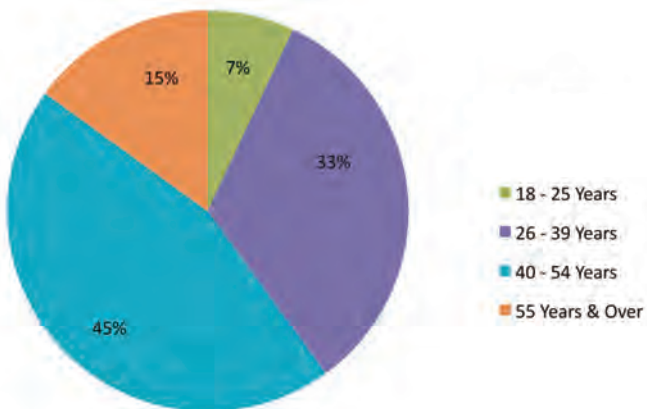


Gender of people supported:

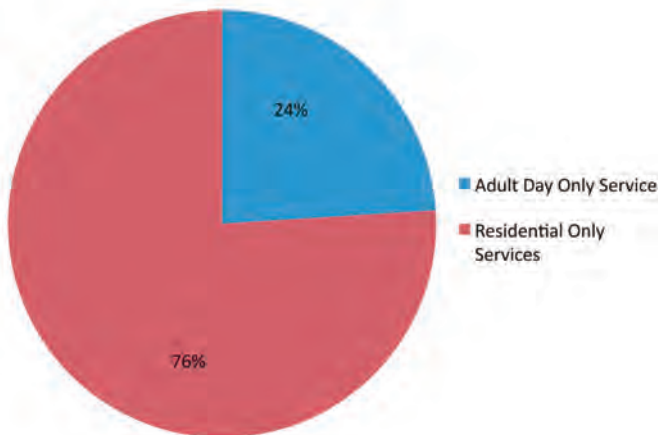


FACTS AND STATISTICS - ROSCREA SERVICE 2017

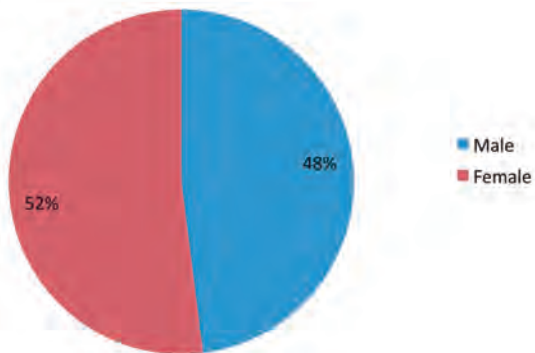
Age Range of people supported:



People attending Day Services / Living in Residential Services:



Gender of people supported:



The background of the page is a faded, warm-toned photograph. It depicts a large, leafy tree on the left side, partially obscuring a building. The building has a prominent arched entranceway with a statue standing to its right. The overall color palette is a soft, golden-brown or light orange.

Financial Statement 2017

FINANCIAL STATEMENTS

DAUGHTERS OF CHARITY DISABILITY SUPPORT SERVICES LIMITED INCOME AND EXPENDITURE ACCOUNT BY REGION

	DUBLIN	LIMERICK	NTH TIPP/ OFFALY	TOTAL
Year ended 31st December 2017	€	€	€	€
State funding	69,141,500	32,243,133	17,192,160	118,576,793
Other funding	<u>3,826,658</u>	<u>979,420</u>	<u>712,075</u>	<u>5,518,15</u>
Total income	<u>72,968,158</u>	<u>33,222,553</u>	<u>17,904,235</u>	<u>124,094,946</u>
Expenditure				
Pay	62,142,935	30,761,283	15,720,709	108,624,927
Non pay expenditure	<u>9,988,891</u>	<u>3,573,847</u>	<u>2,295,981</u>	<u>15,858,719</u>
Total pay expenditure	<u>72,131,826</u>	<u>34,335,130</u>	<u>18,016,690</u>	<u>124,483,646</u>
Surplus/(deficit) for the financial year	<u>836,332</u>	<u>(1,112,577)</u>	<u>(112,455)</u>	<u>(388,700)</u>

BALANCE SHEET AS AT 31 DECEMBER 2017

	2017 €	2016 €
Fixed Assets	168,738	-
Current Assets		
Debtors	8,436,161	7,666,829
Cash at bank and in hand	<u>22,009</u>	<u>-</u>
	<u>8,458,170</u>	<u>7,666,829</u>
Creditors	<u>(10,915,827)</u>	<u>(9,567,048)</u>
Net current liabilities	<u>(2,457,657)</u>	<u>(1,900,219)</u>
Net liabilities	<u>(2,288,919)</u>	<u>(1,900,219)</u>
Capital and reserves		
Profit and loss account	<u>(2,288,919)</u>	<u>(1,900,219)</u>
Total equity	<u>(2,288,919)</u>	<u>(1,900,219)</u>

DAUGHTERS OF CHARITY DISABILITY SUPPORT SERVICES LIMITED

DUBLIN SERVICE

INCOME AND EXPENDITURE ACCOUNT	2017	2016
Year ended 31 December 2017	€	€
HSE - main revenue grant	64,558,650	61,276,009
Superannuation income	1,560,318	1,618,208
Pension levy income	1,595,628	1,714,143
RSSMAC's/Long stay charges	2,089,980	2,474,318
Payroll refunds	198,789	181,052
Canteen	96,165	107,879
Donated services	932,857	-
Sundry income	1,935,771	706,601
Total income	72,968,158	68,078,210
Pay expenditure		
Administration	3,254,141	3,006,115
Medical and dental	1,040,671	1,052,330
Nursing and allied	44,503,355	42,384,565
Paramedical	3,235,205	2,979,272
Catering, housekeeping and other	4,480,569	4,694,743
Maintenance	688,781	733,593
Pensions	4,940,212	4,559,972
Total pay expenditure	62,142,934	59,410,590
Non pay expenditure		
Drugs and medicines	377,333	426,754
Medical and surgical appliances	721,676	588,372
Catering	1,042,304	1,045,750
Power, heat and light	875,114	936,269
Cleaning and washing	642,186	569,574
Hardware and crockery	90,103	124,819
Bedding and clothing	19,124	14,657
Maintenance	1,476,206	1,088,345
Farm and grounds	187,417	95,090
Transport and travel	819,190	680,288
Bank interest and charges	15,901	16,630
Insurance	142,477	336,869
Audit	43,592	43,592
Office expenses	921,739	886,749
Rent and water rates	1,225,959	289,754
Security	259,616	321,370

DUBLIN SERVICE (Contd)

Professional fees	178,227	212,484
Trainee allowances	65,545	74,729
Training courses	168,234	181,277
Client activities	194,068	189,615
Membership subscriptions	183,765	181,478
Capitation payments	139,487	32,536
Depreciation	17,900	
Sundries	181,729	145,770
	<hr/>	<hr/>
Total non pay expenditure	9,988,892	8,482,771
	<hr/>	<hr/>
Surplus for the year	836,332	184,849
	<hr/>	<hr/>

LIMERICK SERVICE

INCOME AND EXPENDITURE ACCOUNT	2017	2016
Year ended 31st December 2017	€	€
HSE - main revenue grant	26,747,618	26,104,617
HES - East Limerick Children's Services	1,599,612	1,538,681
HSE - miscellaneous income	2,051,011	664,554
Superannuation income	865,871	874,183
Pension levy income	918,332	980,322
RSSMAC's/Long stay charges	758,799	928,988
Payroll refunds	150,193	154,166
Canteen	3,253	3,550
Sundry income	<u>127,864</u>	<u>92,236</u>
Total Income	<u>33,222,553</u>	<u>31,341,297</u>
Pay expenditure		
Administration	1,289,682	1,301,559
Medical and dental	148,335	185,275
Nursing and allied	21,641,051	20,597,338
Paramedical	2,045,487	1,907,637
Catering, housekeeping and other	3,342,392	3,064,711
Maintenance	312,597	278,895
Pensions	<u>1,981,739</u>	<u>1,164,372</u>
Total pay Expenditure	<u>30,761,283</u>	<u>28,499,787</u>
Non pay Expenditure		
Drugs and medicines	151,218	165,131
Medical and surgical appliances	198,256	156,722
Catering	465,226	481,491
Power, heat and light	422,009	399,274
Cleaning and washing	282,504	257,437
Hardware and crockery	40,821	47,324
Maintenance	641,200	456,365
Transport and travel	<u>501,047</u>	<u>344,726</u>

LIMERICK SERVICE (Contd)

Bank interest and charges	9,273	4,204
Insurance	60,813	180,010
Audit	16,468	12,700
Office expenses	269,368	261,451
Rent and rates	214,038	155,000
Professional fees	77,990	74,256
Training courses	40,185	48,894
Client activities	85,649	104,105
Membership subscriptions	41,857	36,751
Depreciation	8,770	-
Sundries	47,155	35,030
	<u>3,573,847</u>	<u>3,220,871</u>
Total non pay expenditure		
-		
Deficit for year	<u>(1,112,577)</u>	<u>(379,361)</u>

NORTH TIPPERARY/OFFALY INCOME AND EXPENDITURE ACCOUNT

INCOME AND EXPENDITURE ACCOUNT Year ended 31 December 2017	2017 €	2016 €
HSE - main revenue grant	16,164,755	14,059,645
HSE - miscellaneous income	20,343	1,959,551
Superannuation income	383,566	381,586
Pension levy income	340,413	395,560
RSSMAC's/Long stay charges	303,426	759,327
Payroll refunds	574,634	78,448
Canteen	91,428	16,340
Sundry income	25,669	30,810
Total income	17,904,234	17,681,267
Pay Expenditure		
Administration	494,968	511,476
Nursing and allied	14,058,885	14,534,706
Paramedical	286,141	221,972
Catering, housekeeping and other	107,714	103,436
Maintenance	159,658	159,043
Pensions	613,343	635,138
Total pay expenditure	15,720,709	16,165,771
Non pay expenditure		
Drugs and medicines	63,792	75,290
Medical nad surgical appliances	77,312	97,838
Catering	407,553	403,565
Power, heat and light	359,250	347,044
Cleaning and washing	19,549	27,666
Maintenance	393,453	480,438
Transport and travel	436,949	423,537
Bank interest and charges	1,374	2,155
Recruitment	28,175	95,696
Insurance	38,783	102,833
Audit	13,768	16,000
Office expenses	254,546	315,824

NORTH TIPPERARY/OFFALY (Contd)

Rent and water rates	98,308	102,179
Professional fees	40,287	20,645
Training	22,086	89,198
Depreciation	15,515	-
Sundries	<u>25,280</u>	<u>25,982</u>
 Total non pay expenditure	 2,295,980	 2,625,890
 Deficit for year	 (112,455)	 (1,110,394)



Daughters of Charity Disability Support Services CLG

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