

# NATIONAL NEWS

Issue No. 14

Summer 2009

Contact the Editor:

Gina Magliocco

Brothers of Charity Services Ireland,  
Kilcoman House, Clarinbridge, Co. Galway.

ginamagliocco@galway.brothersof

charity.ie

Inside this issue:

Change of Pay Date	2
Home Share Clare	2
HSE Care Safe Document	3
Galway are Awarded CQL Accreditation	4
Galway Article Continued.	5
South East—Risk Assessment	5
Notice Board	6

## ECONOMIC CLIMATE IMPACT ON SERVICES

### State has no funds for disabled standards

THE GOVERNMENT has said it does not have the funds to fully implement long promised care standards for an estimated 28,000 disabled people in residential care. The Health Information and Quality Authority (HIQA) formally launched national quality standards which set out what people with disabilities can expect from their service. At present there are no standards or independent inspections of disability services. Minister of State with responsibility for disability John Moloney said the new standards will not be implemented on a statutory basis due to pressures on public finance. Officials privately estimate that it would cost in the region of €10 million to implement the standards on a statutory basis and provide for a total of about 50 independent inspectors.

Given the current fiscal situation, it was not proposed to move to full statutory implementation of the standards, including regulation and inspection, at this time.” The Minister added there would be further discussions between his office and the HSE about how best to introduce, within available resources, some form of “external monitoring” of the quality of residential services.

Dr Marion Witton, Chief Inspector of Social Services with HIQA, called on disability service providers to begin introducing the standards immediately. The Health Service Executive, which funds most residential services, says it is in talks with services over new agreements which would oblige them to begin introducing the standards. “The initial focus will be on improving standards of quality and care within current resources and existing physical infrastructure,” the HSE said, in a statement. “These documents emphasise the responsibilities of service providers in relation to quality and risk management.” Dr Witton said these moves were an “important first step” towards enabling people with disabilities to live in a safe, caring and respectful environment.

The standards are grouped under seven areas, addressing quality of life; staffing; protection; development; health; rights; physical environment; governance and management. The standards are similar to those introduced recently for nursing homes, although they are less prescriptive in areas such as, for example, requirements for minimum bedroom sizes. Dr Witton said the standards, which were developed with the assistance of people with disabilities, services providers and Government officials, promote a vision for how residential services should be provided in the future. Dr Wutton says that the standards embody the principles of enablement and possibility, they focus on what people with disabilities can do, when provided with the right support. Their publication today is a significant milestone for disability services in Ireland.

These standards are in line with the Personal Outcome Measures adopted by the Brothers of Charity Services some years ago. Please look out for the new National Policy on the Protection and Welfare of Children in Residential Care within the Brothers of Charity Services which is currently in draft format. A working group of relevant professionals are developing this and it should be adopted by each Brothers of Charity Services Company by the end of the year.

Ed (information used from an article in the Irish Times on 12/5/09)



## CHANGE OF PAY DATE

The Staff payday in all Brothers of Charity Service Companies is due to change from September 2009. At present all staff are paid fortnightly on the Thursday, 5 days after the end of the work fortnight. The payday will move to the following Thursday which is 12 days after the end of the work fortnight. The implementation pay period is set for the two weeks ending 26th September 2009. For that pay period the pay day will be Thursday 8th October 2009. This will be three weeks after the preceding payday Thursday 17th September 2009. Staff will then continue to be paid fortnightly.

The reason for change is that the current payday is too close to the end of the work fortnight to allow enough time for accurate processing of payroll. To help staff members to adjust to the new payday, an advance equivalent to each staff member's typical one week's net pay will be offered at the time of the changeover, an option form for this will be sent out in August. We appreciate that this move will cause some inconvenience to some staff, however the move is essential to solve the existing problems in relation to payroll and ensure that the organisation can meet its responsibility to pay all staff their correct hours each fortnight and on time. If you have any queries about this change please contact your manager. © Grapevine July 09

### Home Share Clare

As the saying goes Home Share Clare 'does exactly what it says on the tin!' People and families provide much needed respite and care by sharing their homes, lives and communities with people with an intellectual disability. This in itself nurtures new friendships and new experiences for everyone involved. The need for respite care is generally uncontested and is commonly regarded as a necessity and indeed often described as a right.

*'Families with a child/adult who has a disability or chronic illness know the commitment and the intensity of care necessary for their family member. The level of dedication and care becomes part of daily life, part of the family routine, but this same commitment can make stress routine too...it is obvious that anyone who has lived this life that respite care becomes a vital service –a necessity not a luxury' (National Information Centre for Children and Youth with Disabilities 1996).*

This service is provided by families in their own home as opposed to residential respite group homes. This in turn lends itself to a more individualised person centred approach. The family takes a child or adult with a learning disability into their own home for a short period of time. The child/adult will enjoy a break or a holiday in a homely atmosphere and their parents and siblings will have a break from their full time caring role.

With Homesharing the person seeking the service is carefully matched with a family who often have common interests and hobbies. The family of the person requesting the respite meet and often build up relationships with the Home sharers. Breaks can be planned and crisis can be responded to quicker and more efficiently. Homesharing is a two way process the families that provide the respite gain hugely from the experience of having a person with an intellectual disability stay in their home. Lasting and unique relationships can develop that will last for many years to come.

Home Share families are assessed, trained and supported by Home Share Clare. Each child or adult is matched carefully to the caregivers and strong relationships can and have developed. We have successfully placed 19 adults and children with families. This service is open to anyone with a learning disability in Co. Clare.

To date we are providing Home Sharing to individuals referred from Jack & Jill, the HSE and Enable Ireland. This illustrates a successful partnership with community and other organisations.

The project commits to providing five breaks in the year. A break is classed as a weekend Friday to Sunday.

## Home Share Clare continued....

Obviously each individual's needs are different and breaks can be altered to suit the individuals and families' needs. We have received very positive feedback from all those involved and now have a waiting list of families to be assessed and people who want to avail of short breaks. Interested people from a wide range of backgrounds can apply and Home Sharers can be single, married, older, younger, working or retired. Formal qualifications are not necessary but it is desirable to have qualities such as common sense, warmth, patience and flexibility.

An allowance is paid to families who participate in Home Share Clare. Home Share Clare receives no statutory funding; it is totally reliant on charitable donations, which are managed by the Clare Federation of Voluntary Bodies. All money allocated to Home Share Clare is paid to the Federation and they in turn issue approved payments to the Home Sharers. Home Share Clare provides the opportunity to nurture and build on new relationships whilst at the same time providing much needed respite. This project currently supports 19 families. Each of our six Brothers of Charity Service Companies provide Home Share services.

For further information on Home Share Clare please contact: Patricia O'Meara on 087 6680081

Article by: Jo Rynne Brothers of Charity Services Clare

## **CARE SAFE—HSE STANDARDS & GUIDELINES FOR CARE GIVERS FOR THE PREVENTION OF HARM TO HEALTH SERVICE USERS**

The HSE issued a draft document on 20/7/09 entitled Care Safe. "The purpose of this document is to outline clear standards and guidelines that will protect service users from abuse or harm whilst receiving healthcare. Healthcare refers to all public health and personal social services delivered by the HSE, contractors such as General Practitioners and Pharmacies, and organisations who provide services on behalf of the HSE through service level agreements". The National Federation asked for a collective response from the Voluntary Sector to the HSE's draft document. The Brothers of Charity Services responded on 4th August. The main difficulty we have with the document is the new definition of abuse which seems to leave a lot open to interpretation. This would mean that some organisations might record some types of behaviours as abuse while others might not. If you want further details about this document please do not hesitate to contact the editor.

## BROTHERS OF CHARITY SERVICES GALWAY ARE AWARDED CQL ACCREDITATION

For many years the Brothers of Charity Services in Galway have worked on evaluating services with a clear focus on the needs and priorities of the people with disabilities whom they support. It was with great pride and recognition of the contribution of all members of the Services that the organization achieved a four-year Accreditation from the Council on Quality and Leadership on June 19th, 2009.

The Council for Quality and Leadership (CQL) is an international not-for-profit accreditation body with over 35 years of experience in evaluating the quality of services for people with an intellectual disability. Personal Outcomes Measures is the evaluation tool that is at the heart of the accreditation process. 'Quality' is defined from the perspective of the person receiving services and a quality service is one that strives to meet the needs and expectations of the people it serves.

A Team from CQL visited the Galway Services from 15<sup>th</sup> to 19<sup>th</sup> June 2009 and conducted a thorough and comprehensive review. They examined all aspects of the services provided, and held a number of different focus groups where they spoke to people receiving services, family members, staff members and people in the wider community who have links with the Services.

The CQL reviewers focused on three fundamental aspects of service provision during the review.

1. Basic Assurances – which look at health, safety, freedom from abuse and neglect, rights and self determination from the perspective of the person and of the organization.

2. Shared Values – which ask if the organization has the values needed to provide quality services such as treating people with dignity and respect, supporting people to be involved in their community, promoting continuous learning and continuous improvement across the services.

### 3. Personal Outcome Measures

The CQL team measures how the personal wishes and expectations of people using services are planned for and met by carrying out Personal Outcomes Interviews with a random sample of the people receiving services and their families. The review team met with people supported to see evidence of the Service's responsiveness to their needs, to see if the Basic Assurances and Shared Values described above are evident in people's day-to-day lives and to get feedback from individuals and their families.

CQL also carried out targeted meetings with individuals in order to examine the safeguards, due process and interventions undertaken by the organization. The review team met with a person who had made a recent complaint, a person who has comprehensive health care needs, a person who has consented to a Behaviour Support Plan with restrictive interventions, and a person who has been involved in an abuse, neglect or mistreatment investigation in the last six months.

Targeted meetings were conducted with a number of different groups: staff members responsible for Health & Safety; the organization's Human Rights Committee; staff members responsible for Positive Behaviour Supports, and staff who support people with comprehensive medical needs.

pto.....

Achieving CQL Accreditation is a positive recognition of the work of everyone associated with the organization to improve the quality of life of the people it supports. It also provides a framework for continuously improving services and responding to people's changing needs in the future.

In their report following the evaluation CQL stated:

*"This entire review has been a shining example of how learning has caused change. The organization has implemented systems that are built around personal outcomes and this is what drives all organizational continuous improvements. This learning is incorporated into practices that support ongoing quality improvement. CQL commends the Brothers of Charity Services Galway for its strong efforts to bring about positive change in the lives of people supported by the organization, as well as the communities where these services are provided".*

In responding to the CQL announcement of the Accreditation of the Services, Patrick McGinley, Chief Executive said *"It is a great pleasure for me, on behalf of the Brothers of Charity Services Galway, to accept the Accreditation awarded by the Council on Quality and Leadership. I am especially grateful to our staff for their immense efforts and for their continuing successes in supporting the children and adults who use our services to achieve really important personal outcomes. I am glad to have this opportunity to place on record my sincere thanks and the thanks of our senior management team to Fiona Coffey and all of her colleagues in the Quality Enhancement and Development Department for their work, their motivation, their leadership and guidance throughout the accreditation process."*

The Brothers of Charity Services Galway has now entered into a four-year partnership with CQL where they will consistently monitor how the Service ensures it is responding to and delivering services according to people's priorities. Even though we are facing challenging times, reflecting on how we respond to the people we support must remain a vital part of how we deliver services.

Patrick McGinley, Brothers of Charity Services Galway.

### **RISK ASSESSMENT & MANAGEMENT PLAN - SOUTH EAST**

The South East Services undertook to develop a management plan on Risk Assessment and to pilot this plan on behalf of the whole service. The results of the pilot has been shared with each Brothers of Charity Services Company at Chief Executive level. The editor wanted to draw your attention to the purpose of Risk Assessment as outlined in the South East Document.

1. To assess and identify issues relating to individuals in assisting them to maximise their clinical, functional and personal outcomes.
2. Outline the planning, training and skills development required by persons using services to achieve their personal goals.
3. Outline the environment that the support organisation may need to provide so that the person using services may achieve his/her goals.
4. Promote health and safety of all people associated with the use and delivery of services.
5. Provide information for staff supporting persons using services.
6. Enhance quality of life for each person who uses services and promote a safer environment for all.
7. Provide detailed guidelines for managing identified risks.
8. Provide information on future planning and resource needs.
9. Comply with statutory regulations and legal requirement.

## BROTHERS OF CHARITY

National Secretariat  
Brothers of Charity Services Ireland  
Kilcornan House  
Clarinbridge  
Co Galway.

Email:  
ginamagliocco@galwayhersofcharity.ie

We would love to hear from you  
suggestions/ articles



Keep up to date on [www.brothersofcharity.ie](http://www.brothersofcharity.ie)

## NOTICE BOARD

See new Research Button on the National Web Site. Grateful if you would let me know of any research taking place within your Company so that we can put it up for all to view. All abstracts welcome.

See Clare's new look web site—hit Clare on the National Site for viewing.

Governance Statement on the Welfare & Protection of Children has been reviewed by a Brothers of Charity Working Group and the HSE—please make yourself aware of the revised version.

The Limerick page of the National Advocacy Council Website has recently been updated. The page now includes information on upcoming regional advocacy meetings, the names of representatives as well as a section on news and events.  
[www.nationaladvocacycouncil.ie](http://www.nationaladvocacycouncil.ie)



## Are you going on Holidays this year?

The European Health Insurance card allows you to access health services while travelling to EU or EEA countries. It's free and available to Irish Residents. Apply or Renew online on this site...

[http://www.hse.ie/eng/Find\\_a\\_Service/EHIC/About\\_EHIC.html](http://www.hse.ie/eng/Find_a_Service/EHIC/About_EHIC.html)

**HOLD THE DATE**  
**NATIONAL ADVOCACY**  
**CONFERENCE**  
**TUESDAY 13th OCTOBER**



*Love & Respect in Every Action*