

18 Month Follow Up Report

PERSON-CENTRED EXCELLENCE ACCREDITATION 18 MONTH REPORT

Brothers of Charity Services Galway

CQL Lead Facilitating Call: Christine Norris

Call Review Date: June 22, 2015

People Participating in Call: Ann Geraghty, Fiona Coffey and seven other members of the Leadership Team

PURPOSE

An 18 month follow up will be conducted for all organisations completing Person-centred Excellence Accreditation. For organisations in good standing, with a history of successful CQL Accreditation, a call may take the place of an onsite review. The purpose of the 18 month checkpoint is to:

- Confirm the continued presence of Basic Assurances® systems;
- Collect/Discuss data and use of Personal Outcome Measures®;
- Collect/Discuss data and progress made toward the Person-centred Excellence Plan; and
- Offer technical assistance as needed.



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Basic Assurances® Systems

The organisation currently has the following systems in place to assure the presence of Basic Assurances®: The Quality Enhancement and Development Department (QED) coordinates reliable Personal Outcome Measures® interviews and analysis of scores and develop a report which is presented to the Galway Services Management Team (GSMT) for discussion on an annual basis. The Basic Assurances® monitoring plan continues to be implemented and presentations to the Galway Services Management Team happen on an annual basis which covers reports on a variety of areas. During report presentations there are discussions regarding emerging trends from the data to clarify organisational learning and recommendations for ongoing strategic planning and to inform the Basic Assurances® improvement plan.

The organization collects the following data as part of its Basic Assurances® system:

- Client protection;
- Human Rights Committee;
- Complaints;
- Trust in Care report from Human Resources;
- Accidents;
- Incidents;
- Medication errors;
- Health and safety;
- Staff training and development;
- Volunteer coordinator report;
- Consultant psychiatrist report;
- Additional audit reports from residences; and
- Stakeholder satisfaction surveys.

The organisation has taken the following actions based on Basic Assurances® data collected, aggregated and analyzed:

- Develop, pilot and roll out a Client Protection Refresher Training Course.
- Launch initiative to deepen understanding across services of the Positive Behaviour Support model to include staff seminars and e learning modules.
- Prioritize the sustainability of the Lets Get to Work Program to continue the successes of the pilot project.
- Facilitate staff members to attend Supported Self Directed Living (SSDL) Training and roll out a support program for staff in targeted areas to combine the Personal Outcome Measures® and Supported Self Directed Living approach to offer service users increased options, social roles and more individualized supports.



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- Invite a new family member to join the Human Rights Committee.
- Expand the self-advocacy service to increase representation for people with higher support needs.
- Review the complaints procedures to ensure that there is oversight and review at an organisational level of how complaints have been handled, to review the satisfaction of the complainant in relation to the outcome of the complaint process, and to promote organisational learning.
- Initiatives to develop risk management strategy, systems and training.
- Continue development of the Dialectical Behaviour Therapy Program.
- Establish a Falls Management group to raise awareness, develop training and promote a more focused approach to individuals at high risk of injury.
- Continue to provide Stay Safe and Personal Development key worker training to meet the needs of people with high support needs.
- Continue promoting emphasis on increasing opportunities for people to develop meaningful social roles and to engage with people in the community.

The organisation has done a good job developing and implementing the plan to monitor Basic Assurances[®]. This is a multi-tiered system that is very comprehensive.

Personal Outcome Measures[®]

The organisation currently has the following systems in place to learn about personal outcomes for the people to whom it provides support: The organisation completes interviews with people supported prior to their annual planning meeting. The organisation uses the data to develop individuals' personal goals, and aggregate data from interviews to monitor Basic Assurances[®], quality improvement, and strategic planning. The organisation interviews children; school age children and adults.

The organisation collects the following data based on Personal Outcome Measures[®] for children zero-six years:

- Ten reliable interviews were done on children zero to six years.
- Average outcomes present 15.5.
- Average supports present 15.5.

The organisation has taken the following actions based on the personal outcomes data collected, aggregated and analyzed for children zero-six years:

- Develop a one pager to advise families of what fire safety equipment should be in the homes.



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- Develop a one pager on rights and entitlements for families.
- Offer families/couples counseling.
- Information on citizens advice.
- Training for families about epilepsy awareness.
- Continue to highlight the lack of multi-disciplinary supports and the impact of not replacing vacant posts particularly speech/language therapists and occupational therapists positions.
- Continue to support families with future school placements.
- Supports for parents to meet other parents.

The organisation collects the following data on school-age children:

- Average outcomes present 18.5.
- Average supports present 19.2.

The organisation has made the following changes based on data on school-age children:

- Take compensability into consideration when planning for future needs.
- Consider the location of future residential services and consider the Headford area in future planning.
- Increase family support services to support individualisation.

The organisation collects the following data on adults:

- The organisation interviewed 30 adults.
- The organisation compares data over the years.
- 2009 average outcomes present 13.7.
- 2009 average supports present 15.7.
- 2014 average outcomes present 14.
- 2014 average supports present 16.
- Highest scores 2014: Privacy, choosing goals, realizing goals, free from abuse/neglect and feeling safe.
- Lowest scores 2014: Living in integrated environments, choosing where to live, choosing work, friends, and social roles.



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Person-centered Excellence Plan

The organisation has made the following progress on its Person-centred Excellence Plan:

Funding and service delivery to provide flexible supports to meet the needs and wishes of the individual and their family in children's services.

- Currently exploring how to support the development of a website to provide more detailed and current information for individuals, families, and children and the general public. Goal is to allocate time to a staff member to drive this forward.
- Take every opportunity to highlight and advocate for the needs for family support services in operational meetings and in Service Arrangement meeting with the HSE. Have prioritized the protection of the funding for this service even in spite of budget cuts.
- Advocating for funding to meet the needs of people on critical waiting lists and meet emergencies
- Five staff have completed Enabling Excellence Training in 2014/following the training five individuals continue to be supported.
- Have used the learning from the Enabling Excellence Program pilots to unlock resources in existing services to provide more flexible options.
- Organised training for staff and families on individualised budgets.
- Progress on developing individualised supports and budgets has been hampered by the lack of systems and infrastructure nationally to support its development. In the interim are funding grants to a small number of families to enable them to hire their own support workers.
- HSE has set up a number of national working groups to examine mechanisms for implementing the National Disability Strategy and in particular how to support the setting up and operations of individualised services/senior managers represent the organisation on one of these work groups to design an ICT system that will gather key information and enable individualised budgets.

Continue to develop the shared living model of service for individuals who are seeking to live in a family home.

- Two people commenced a Shared Living service last year and both families very happy.
- The families gave presentations to Family Support Services in order to share information.
- Secured a funding grant to develop and commence the Shared Living Project.
- Shared Living is now reflected as an option on the waiting list under categories of residential and respite.
- In recent trainings for host families there has been an increase in families who are interested and available for shared living.



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People direct their own lives, their supports, services, choices, decisions and daily routines.

- Contributed feedback on draft standards.
- Developed and Outreach Service in South Connemara which is service user led and will continue developing it based on motto: Getting a life means grabbing hold of the future, so it looks worth having.
- Six monthly visits across the organisation which includes consultation with service users and their families.
- In process of carrying out an annual review of all residential areas/once completed will complete a summary analysis of the family questionnaires for the organisation.
- Launched the Dream Goal project/plan is to hold a Making the Dream Happen event later in the year to showcase and celebrate dreams and dreams achieved.
- Supporting people to move from Kilcornan campus to live in the community/moves will be completed in the first half of 2015.
- Two senior management staff have been invited to join National Strategic Plan for Housing People with Disabilities Steering Committee to find appropriate range of housing.
- Service users and family/advocates are involved in designing the positive behaviour support plans/belief is that by having greater levels of knowledge and ownership by service users and staff teams there will be a better outcome in terms of implementation.
- One hundred staff attended the launches of PBS which provided an opportunity to launch e learning on area of positive behaviour supports.

People are valued members of their community and active community participants with lifelong real friendships and opportunities for work.

- Worked with natural supports and engage community groups to facilitate inclusion of individuals in community activities.
- Built strong connections in the artistic and community life of the city.
- Numerous examples of people participating in the life of the community.
- A strategy has been developed to link and partner with diverse community groups/Lets get to work project.
- Make Brothers of Charity Services Galway facilities available to community groups.
- The organisation has numerous groups using the facilities.
- Developed an email address list of family contacts and service users to facilitate improved communications.
- Advocated for the establishment of a Brothers of Charity Services Galway parent/family forum and develop meaningful leadership roles will be advanced to the Board of Directors as new structures are clarified.



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- Developing easy read versions of documents.
- Providing training to families on family leadership in 2016.
- Using social media at a Brothers of Charity Services national level.
- Continuing to develop and roll out electronic documentation management system/a national ICT Manager has been appointed/two new databases have been developed.
- Developed a system for staff support and supervision including policy development and management development and training/over 75 managers and team leaders have attended training.
- A support and supervision brochure has been created.
- Implemented a risk management policy and procedures and risk registers.
- Developed systems to support compliance with regulatory and quality enhancement processes.

SUMMARY

Brothers of Charity Services Galway is a very large organisation that is located in Galway, Ireland and has been accredited by CQL many times. It is obvious that the organisation takes its role of service provider very seriously, and has developed very good systems and practices over the years.

The organisation has an excellent system to monitor Basic Assurances[®], and it uses Personal Outcome Measures[®] appropriately. The organisation has made good progress on Person-centred Excellence goals as well, and the participants on the phone call were very positive about the entire process, and were very open to any input from CQL. It is clear that Brothers of Charity Services Galway is a learning organisation that strives for excellence in providing the highest quality of life for people it supports.

NEXT STEPS

- Continue to work on Person-centred Excellence goals and continue to be willing to follow where this work leads the organisation.
- Continue to look for ways to include people served and their families so that they can develop more leadership skills and engage in self-advocacy and advocacy activities.
- Continue to learn more about Personal Outcome Measures[®] decision-making and ensure that data is reliable.
- Continue to monitor Basic Assurances[®] and continue to use information from this process for strategic planning and quality measures.



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- Continue the excellent work that you have begun and celebrate your achievements!
- Congratulations!

Accreditation continues for the remainder of the four-year cycle.

Respectfully Submitted,

Christine Norris
Lead Quality Enhancement Specialist

