

The Family Grapevine

WINTER 2016



25 Year
Anniversary
Celebration
2016



Left to right: Norma Bagge, Anne Moore and May Philips



Left to right: Willie Leddin, Martina Hartigan, Ann Campbell, Linda O'Carroll, Anne Moore

On the 13th of December 2016 Norma Bagge the Director of Services presented staff with a Tipperary crystal clock in recognition of 25 years of service with the organisation. This length of service demonstrates a commitment and dedication of staff to the mission of the Brothers of Charity Services and it is greatly appreciated and valued by both the organisation and the people that attend our service.



Linda O'Carroll cutting the cake on behalf of the staff that celebrated 25 years of service

We wish all our readers, their families and friends, the fullness of joy, happiness and true peace at Christmas and throughout the year ahead.

General Matters

Looking back on 2016 I wish to acknowledge all that has been achieved by the Services in what has been a very challenging year. These achievements could not have taken place without the commitment, hard work and dedication of all staff throughout the organisation. I wish to sincerely thank you all for the work that you do on behalf of the Brothers of Charity Services Limerick.

Within our Adult Services we are facing the challenge of supporting a group of people who are aging and require a different model of supports. Every effort is made by management and staff to continue supporting people in their home and day service. However situations do arise where we cannot continue to support the person because of their changing needs. As a Service we are not allowed to employ additional staff to provide the necessary supports. The HSE has instructed that we must operate within our budget. This means we have to look to alternative options including the use of nursing homes. This is not a preference of the Brothers of Charity Services Limerick but a reality of where we find ourselves. As a service we are advocating for the development of a specific plan to support people with intellectual disabilities who are aging. It is our hope that this will be progressed in 2017. Difficult decisions had to be made in 2016 with regard to the use of nursing homes. I want to acknowledge that these decisions were difficult for the person being supported, their families, staff and friends but unfortunately these decisions were made in the context of the resources we have and the changing needs of the individual and the requirement to provide a safe and appropriate service.

As you will see from this magazine there are many exciting developments and experiences happening for people within our services as we continue to promote community inclusion and opportunities for people in our service to have a good life. This is a testament to the management and staff working in Community and Integrated Services and the clinicians that support them. Also in this regard I want to thank the Advocacy Committee for their contribution to the services this year. A strong advocacy voice for the people attending our service is a strength for the Services. I want to sincerely thank the Chair of the Advocacy group,

Anne O'Callaghan as well as Liz Phelan Head of Quality and Kate O'Connor for all their hard work and vision in supporting this group. I also want to thank the facilitators throughout the services who are charged with the responsibility of making advocacy available for everyone who attends our services and ensuring that the issues that matter to people are raised and heard and responded to on an ongoing basis. In this edition of the Grapevine you will read about how the Limerick Advocacy group made presentations at the National Conference this year. It was a very proud moment for the Services seeing how well the Advocates from Limerick performed in front of a full conference room and a great opportunity to share in their experience with the Services

In our Children's Services there have been a number of very positive developments taking place which ensure that the finite resources allocated to Children Services are used to their best advantage for the children and families accessing this service. The model of service provision within Children Services is called family centred practice. This model is about listening to what the priorities of the family and child are and then supporting the family and child to develop the skills needed to achieve these priorities. During 2016 we received funding from the HSE for a new Speech and Language Therapist. This was a very positive development. We continue to engage with the HSE to secure further resources to fund additional clinicians to meet the needs of a growing service which currently supports over 400 children. I wish to acknowledge the work of Aisling Finucane, Head of Children Services and her team for all the positive developments that have taken place in Children Services in 2016 and for their continued focus on providing the best service possible for children in West Limerick.

During 2016 20 staff members retired from the service representing many years of service. This week sees the retirement of Noreen Ryan, Head of Integrated Services who

has worked in the services for over 38 years. Noreen has been a committed, dedicated and hardworking member of staff throughout her long career with the Brothers of Charity Services Limerick. Both as a front line staff and as a member of the Senior Management Team Noreen has worked tirelessly in all the roles she has performed over those years. In each role Noreen has carried, promoted and delivered on the mission and values of the Brothers of Charity Services. On behalf of The Brothers of Charity Services Limerick I want to sincerely thank Noreen and all the retired staff for their commitment to the services and to wish them all good health and happiness in their retirement.

In the last number of weeks you would have all received a letter from Brother Alfred Hassett, Chair of the Brothers of Charity Services Ireland letting you know about the change to the structures of the Brothers of Charity Services Ireland. Essentially this restructuring is about developing a strong national company that will provide leadership as well as supporting accountability, transparency and compliance. This will help in ensuring that those who fund our services and the public have confidence in how we do our business. Since 2007 this leadership has been provided by a local board made up of volunteers who have given of their time freely and with generosity of spirit. Throughout the years the guidance, wisdom and direction the Board has offered the Services has been immeasurable. On behalf of the services I wish to sincerely thank the current board, Gerard Lyons (Chairperson), Gere O'Byrne, Patrick Brosnan, Kieron Brennan and also past boards for all the work they have done for The Brothers of Charity Services Limerick and for guiding us through challenging times and for always remaining steadfast and strong. Thank you.

Finally I want to wish you all a very Happy and Peaceful Christmas and good health and happiness in 2017.

Norma Bagge
Director of Services

NATIONAL PLOUGHING CHAMPIONSHIPS 2016

The National Ploughing Championships were held in Tullamore, Co. Offaly this year from the 20th to the 22nd of September. I went on Tuesday and the weather was lovely. Kevin Murray and Carmel Tucker went with me.

We left Limerick at 10 in the morning and stopped off in the Barak Obama Plaza in Moneygall on the way there for a cup of coffee and sausage rolls.

We arrived at the Ploughing at 12 O'clock. We had a long walk from the car park to the stalls. We called into the RTE Tent and saw Pat Spillane being interviewed. We didn't get to see Michael D. Higgins this year. Carmel met some people she knew from Limerick. We visited all of the stalls and we had a lovely stew for lunch in the Offaly Tent.

There were over 100,000 people at the Ploughing on the day we went.

There were no 'muck and puddles' this year as the weather was so good.

The Ploughing will probably be in Tullamore in 2017 and I hope to go again next year.

Donal O'Farrell.



New entrants to Latch-On...

In September 2016, we had four new entrants into the **Latch-On** Adult Literacy programme. Barbara Houlihan, Imelda Chawke, Ita Scanlon and Sinead Landers. **Latch-On** is a two year literacy programme for adults with an Intellectual Disability. This programme is run by Down Syndrome Ireland and is located in Castletroy, Co. Limerick.



Here is what latch on entails - Written by Barbara Houlihan

My name is Barbara Houlihan. I go to **Latch-On** every Wednesday and Thursday. We learn lots of new things every week. I do lots of writing and crosswords and I love putting pictures in my scrapbook. I will be going to the library in Dooradoyle with my friends and three teachers in the coming weeks. I like going to **Latch-On** every week.

Integrated Services

As I write this article the first snow has descended on us and the winter is truly upon us. It always appears that each year passes more quickly than the last and Christmas has arrived again! I hope everyone remains safe during the inclement weather and set aside time to enjoy the company of family and friends to reflect on the year gone by and imagine the year ahead.

The winter can be a time of reflection for us all and as I look back at Integrated Services for 2016 some notable events come to mind.

All the designated centres in Integrated Services have now had at least one visit from HIQA. While the reports were complimentary and compliant in some areas, these visits also gives each centre a focus on actions to work towards full compliance to the HIQA Regulations and Standards.

Sadly, as our population ages we said goodbye to a number of residents late last year and in this year who we will fondly remember:

- Malcolm Santley Dilley – East Limerick Services;
- Micheal O Donnell – Foynes;
- Nora O Reilly – Foynes;
- Micheal Hopwood – Ashgrove 32, Bawnmore;
- Jimmy Purcell - Ashgrove 32, Bawnmore;
- David Moran – Ashgrove 32, Bawnmore;
- Jimmy Leahy – Ashgrove 32, Bawnmore.

I would like to thank the staff who cared for these residents in their final hours with such dignity and respect and who also supported the families at this difficult time. A special word of thanks to our chaplain Fr Joe Young who was always on hand to support the final services of these residents.

We also remember family members of both residents and staff who passed away during the year and who are remembered at the Annual November Mass of Remembrance in Bawnmore.

Ar Dheis go raibh a anam dilis

The Hub which was a new development last year now provides sessions for the residents in Bawnmore to attend if they choose to do so. The provision of Chair Aerobics, Music, Baking etc is enhancing their lives and offering more opportunities for our residents to participate in extra activities of their choosing. We will build on this in the coming year.

We have had a number of retirements this year and I wish contentment and many years of happiness to all those who have left the services on the next stage of their lives.

There has been a change of Person in Charge in East Limerick Services and in Sonas, Bawnmore this year where Elaine Boland has taken up the role in East Limerick and Claire Casey has taken up the role in Sonas. I wish the outgoing managers Jeannette McLoughlin and Josie Cleary and the incoming managers Elaine and Clare every good wish for the future.

As we look ahead to the future, we continue to focus on the individual residents in our services. Person centred planning, My Profile My Plan, Advocacy and the support of our dedicated support services assist the staff in this role to provide the best possible service to our residents to live the life they choose. I would like to thank the various support services for their assistance in supporting the residents and being on hand to advise the staff and managers in achieving the best outcomes possible.

'Time to Move On' and 'New Directions' are publications which will require some focus in 2017 and into the years ahead while also continuing to work towards full compliance with HIQA Standards. The organisation working as a team will work together to deliver on actions identified in the coming year.

As the year ends, I would like to take this opportunity to thank the managers and staff for their commitment to the provision of the best possible service to our residents and to wish them well in the coming year in the continuation of this goal.

Finally, I wish to advise that I have announced my intention to retire from the Brothers of Charity Services. I started working with the Brothers of Charity Services in Bawnmore in 1984 as a staff nurse in residential services. Throughout my career I have worked in or managed almost all areas of the services at one time or another and have seen and been part of continuous change through the years in the pursuit of service improvement.

During these years I have been privileged to meet and support the service users in all avenues of their lives and to them I say a big thank you for allowing me into their lives to support them in their care and in working with them towards achieving their goals. To the family members I have met along the way I thank you for your valued input and communication. To my colleagues, of which there are many and to members of the Brothers of Charity congregation, I say a huge thank you for your support and your advice to me and my team at all times in supporting a person centred approach to service delivery. We have celebrated great occasions and faced challenges together throughout the years.

I have enjoyed immensely my years with the services and I will cherish many great memories with both service users and colleagues. I wish each and every one of you the best of wishes into the future.

Finally, I would like to take this opportunity to wish each resident, their families, staff and friends a very Safe, Peaceful and Holy Christmas with every good wish for 2017.

Noreen Ryan
Head of Integrated Services
November 2016

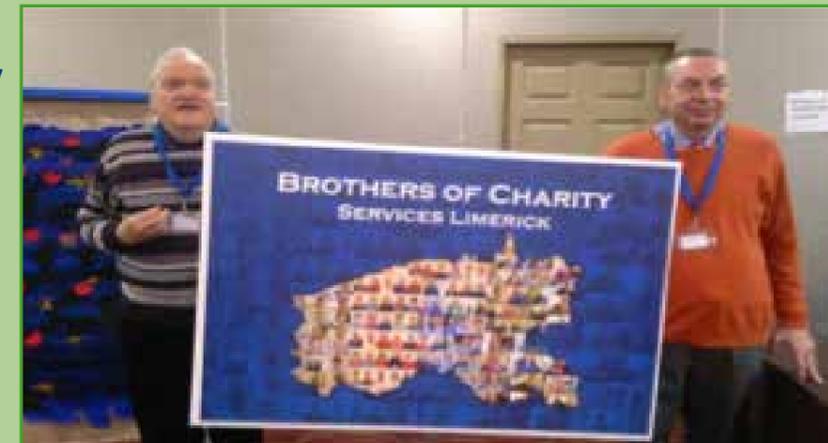
National Advocacy Conference- 'My Experience' By Annie Conway

I attended the National Advocacy conference in Treacy's West County Hotel. There were people there from all over the country. I presented with Brothers of Charity Limerick. It was all about Love, Freedom and Equality. Our presentation was about how change has happened in Ireland for people with disabilities. I made a speech at the conference about getting iPads in our centre and WIFI. I sat with Liz, Sarah and Ailis. Orla and Brendan O'Reilly were talking about marriage and having kids. They both have a disability. I also sat with Norma Bagge. It was a very long day. I enjoyed the meal and chatting to new people. I danced a little bit. Then I went to bed because I was tired. I really enjoyed the conference and can't wait for the next one! I was proud of all the other advocates from Limerick. We did a good job.



National Advocacy Conference 2016

This year's National Advocacy Conference was held in the West County Hotel, Ennis on the 13th October 2016. The focus of this year's conference was on how life for people with intellectual disabilities has evolved positively since 1916. The Limerick presentation '100 Years of Rising' was presented by Mary Fitzpatrick, Annie Conway, Tony Mernagh and Patricia Casey. Kate O'Connor was there to lend a helping hand and support to all presenters.



Pat O'Shaughnessy and Pat Hanley

The topics covered in the presentation were as follows:

Communication - the advances in technology and how technology has made communication possible and more fluid for individuals who previously had great difficulty in this area, allowing for their voice to be heard and thus empowering them.

Travel - the advances in modes of transport and what this means to people offering freedom and access to community and independence.

Relationships - love, marriage and equal rights were included in these presentations.

The presentation covered the changes in rights for people with disabilities since 1916 and the recognition that although great strides have been made by the State with regard to equality and freedom for people with intellectual disabilities there is a long way to go before true equality is achieved for all.

A banner was created to represent all service users within the Brothers of Charity services in Limerick. All those who agreed to be involved in the making of this banner were represented through their photograph. All involved felt that the formation of pictures to create the shape of Co. Limerick was a unique idea.

Everybody enjoyed the conference immensely. The social aspect is always very important and everyone really enjoyed sitting with old friends and making new ones while indulging in a beautiful dinner. Following this music brought our hearts and feet alive as everyone danced the night away.

This was a hugely successful conference, a very proud day for all involved. The number of participants involved in presentations this year was definitely the largest we have ever had. The quality of presentations were excellent and the passion, dedication and hard work of all involved was very evident. Each topic was presented in a clear and meaningful way, the result of a belief in something and the joining together of many minds. All that remains to be said is well done to all and looking forward to next year's conference already.

And finally the Regional Advocacy council would like to thank Martin Leenane for generously volunteering his time designing our banner, to Kate O'Connor for all her support and hard work in this her first conference and to Liz Phelan for once again leading us with her knowledge and support.

Chairperson Limerick Regional Advocacy Council

Anne O'Callaghan



Elizabeth O'Donnell, Helen O'Regan, Kathleen McMeel and Deirdre Magner



Eamon Foley and Mary Fitzpatrick



Tony Mernagh



Eamon Foley and Mary Fitzpatrick



Annie Conway during her presentation



Seamus Quinn and Michael Delaney



Diarmuid Cowhey making new friends

NEWS FROM STEWART HOUSE

Cultural and Natural Trips

King John's Castle dates from the time the vikings lived in Ireland and is one of the best preserved Norman Castles in Europe. As part of Stewart House Nature and Culture trips to explore and experience our city, we visited this beautiful castle on the banks of the river Shannon.



Carmel Tucker, Aisling Daly and Eamon Hodgins in St John's Castle

Halloween in The Black Swan

Every Halloween we go to the Black Swan in Anacotty. We have food and music and we dress up to celebrate this Celtic Harvest festival. We enjoyed being part of our community and meeting the people from Roselawn. Kevin and Jamie dressed up for the occasion and had a fantastic time.



Knitting and Rug Making with Teresa Mullane

Teresa Mullane has knitted some lovely blankets recently and has made a beautiful rug of a hedgehog. Thanks to Carmel Aherne for helping with the edge of the rug. Teresa has spent many hours creating the rug, and loves to knit and make things. The blankets will make lovely presents for people that Teresa knows as will the little hedgehog rug. Out in nature, the hedgehogs will go to sleep for the winter and wake up when it is Spring. Now, wouldn't that be nice. Well done to Teresa for creating these lovely things.



Team Hope Appeal

Joan O'Flaherty had great enjoyment helping to make a shoebox for the Team Hope Shoebox appeal. Sarah Meek from Roselawn is dropping the shoeboxes to the location to be posted to children in need around the world. Thank you Joan for taking part in this appeal.



Cairdeas Satellite Newcastle West

In August 2016 a number of service users from the day centre in Newcastle West amalgamated with another Satellite in Newcastle West as part of their person centred planning goals. The group now consists of 14 service users who are supported by two staff Philip O'Dwyer and Jackie Lenihan. They have chosen to rename their satellite group as "Cairdeas Satellite" meaning "friendship". They are based in the Youth Club Building and have a busy timetable consisting of swimming, peer to peer support, soccer, Brite Ideas, friendship group, travel training, pool integrated dance, computer classes, independent living skills, social outing, Desmond complex, exercise classes and cookery.

The service users who made the transition are Dermot Ahern, Stephen Hennessy, Lasma Saladabola, Deirdre Barry, Teresa Lynch, Bernie Burke and Shane Hogan. All have expressed that they are very happy since they moved and enjoy partaking in a lot more community based events and reaching their personal centred goals. The Cairdeas satellite have also successfully ran a pool tournament with their friends which they really enjoyed.



(L-R) Stephen Hennessy, Shane Hogan, Teresa Lynch, Lasma Saladabola, Deirdre Barry, Bernie Bourke and Dermot Ahern.



Stephen Hennessy, Anne Scanlon, Bernie Burke during recent visit to the Donkey Sanctuary.



John Murphy and Teresa Lynch during the pool tournament.

The Hub Bawnmore

The Hub provides weekly sessions to the residents of Bawnmore as well as supporting a number of individuals on a full time basis.

Sessions offered weekly are:

- Music Therapy;
- Baking;
- Yoga;
- Chair Aerobics;
- Bingo;
- Art Therapy.

Every three months The Hub organises a social with music and refreshments which is enjoyed by all who attend.

A Craft Fair will take place on the morning of the 15th December and a Christmas party will be held in the afternoon for all residents in Bawnmore.

*Happy Christmas and a Prosperous New Year
To
All Service Users, Staff and Families
See you in the New Year.*



Report Writing: A Guide for Staff

The words we use and the way they are recorded give clarity, understanding and a meaning to actions, choices and decisions.

"A Guide for Staff" document is currently being drafted to offer guidance and suggestions in respect of writing reports such as daily reports, incident reports, CP1 and monitoring forms.

The guide is intended for support workers, one to-one staff members and others who work directly with Service Users.

When writing any report, it is important to remember that:

- Service Users can and will have access to their own records
- Notes could be read out in a court of law subject to Freedom of Information Law 1997.

The following is a brief list of do's and don'ts which forms part of the document. It is anticipated that a full document will be available to all Staff by end of November.

DO's and DON'Ts

DO

- Identify the Service User on each page
- Write legibly
- Use permanent black ink
- Avoid errors in grammar, spelling and punctuation
- Correct any errors with a single line through so the error is still legible, then sign and indicate designation
- Document facts not assumptions or opinions
- Date/Time/Name/Designation/Sign
- Indicate other service users within the report anonymously
- Where possible, ask the person about their day, what do they feel should be recorded?
- What activities the person has undertaken that day, did they choose not to do some of the activities, what reasons did they give?
- What has that person had to eat or drink;
- Medical or Therapy Appointments: Where did the person go? Who did they see? Has anything changed? How do we follow this up?
- Has there been a need to implement behaviour support guidelines? What were the triggers? How was this managed?
- Medication changes: Has the medication changed?
- What have you observed about the person's general health and mood, is the person reacting in a differently?

DON'T

- Erase or use corrective fluid
- Enter any identifying information about another person.
- Amend someone else's notes
- Make suggestions
- Use slang terms or jargon
- Diagnose unless clinically qualified to do so
- Subjective comments
- Use slang/unauthorised abbreviations
- Use poor or illegible handwriting
- Don't use phrases such as "all well" and "no concerns" without providing examples/ supporting evidence.

Mary Hayes, Senior Clinical Psychologist and Susan Mulhaire, Social Worker.

Thoughts on Person Centeredness

The Brothers of Charity Services Limerick is committed to striving to deliver a person centred service to the people that we support. To this end, each individual is assigned a keyworker whose primary responsibility is to support the individual to develop a person centred plan. The aim of the plan is to gather information on what the person's life is like now, what the person would like their life to be like in the future and what supports they required to move towards their goals.

Person centred planning was developed as a way to move away from traditional models of service where individuals were required to 'fit' into pre-existing services or where professionals decided what was best for the individual towards a model of service which recognises that each individual has a right to determine their own priorities and to receives the types of supports that will help them live the life they choose.

Over the years the Brothers of Charity Services Limerick has reviewed the documentation that we use to support the person centred planning process in response to feedback from staff and managers using the document. We have spent a lot of time focusing on the process and trying to get to the point where the documentation is an aid to prompting meaningful conversation and the identification of real priorities for the individual. At this point the organisation has an information gathering process which is based on CQLs Personal Outcomes Measures and is supported by the introduction of the Adaptive Behaviour Scale to encourage consideration of people's strengths and potential as well as the introduction of INSATA, current used as a management tool in the context of the PCP process to facilitate management oversight of the process.

Supporting person centred planning within a large organisation can be challenging. Experts in the field caution that resources, excessive attention to the process rather than to outcomes, the attitude of the keyworker and regulatory requirements can all conspire against the realisation of person centred supports for an individual. In the context of recent management training, we had an opportunity to reflect on these challenges and to remind ourselves of the importance of focusing on outcomes for people. As a large organisation which is subject to regulation there is a requirement to ensure that we can evidence the work that we are doing to support people. There is therefore a need to ensure that the processes we have are followed. However, in doing this the challenge is not to lose sight of the bigger picture – the process is just a means to an ends, the real work is in supporting people to identify and work towards priorities that are meaningful to them and that will help to enhance their quality of life.

Kendrick (2007) summarised this well in his article 'On Being Somewhat Person Centered'. To me, three key points in his article highlight the challenge and the opportunity that we as staff have in trying to provide person centred services to the people we support.

He notes that

'.....there are always limitations, constraints, competing interests, priorities and responsibilities that condition any involvement with another person.

It is really in doing "what we can with what we have" on behalf of another person that makes us momentarily "person centred".

"Person centeredness" is revealed not simply by the intentions to be of assistance to others, but rather by the genuineness of the efforts taken to do so.'

Liz Phelan,
Head of Quality and Risk

KINGFISHER NEWS

We had some great news recently when the staff of United Drug in Limerick raised money for a project for Mahon House. Darren Morrisson works in United Drug 5 days a week and was heavily involved in the fundraising work. From brainstorming in our Advocacy Groups, we decided to purchase an interactive whiteboard and projector for our board and meeting room.



Over the last few months, we have been busy in our Art and Craft Room with some exciting woodwork projects. We bought our materials from the suppliers and constructed dog houses, cat houses, a chicken coup and a kids garden bench so far and have sold them to happy customers!



SOUTHILL DAY CENTRE

Every Monday we go to the sports hall in Bawnmore to play soccer, basketball and to get exercise.



After all the exercise, it is no harm to take a trip to Lough Gur or Pallaskenry for a picnic in the sun or a stroll in the park.....



THE ARMY, GARDAI AND FIRE STATION



Glenfield and Portland Drive - Oct 2016



The resident's in Glenfield and Portland Drive were very busy preparing for Halloween this month. Service User's and staff came together and carved out some spooky faces on their pumpkins. Everyone enjoyed this activity and we then relaxed and watched the Halloween classic 'Hocus Pocus'.

TRIP TO CORK CITY



Martin Keane at the Old English Market in Cork



Tommy Heffernan, Donal O Farrell and Martin Keane on a recent shopping trip to Cork city



Tommy, Donal and Martin in Cork 2016

RUTH'S MEMORIES

Ruth keeps memories alive with her life story blanket, which has photographs of significant people in Ruth's life from a very young age up to the present day. The benefit of this blanket to Ruth is to highlight her identity which is fundamental to developing a sense of self. Staff and people in general see Ruth in a more holistic light and not only as a recipient of care.

Ruth is very proud of her blanket and loves when people inquire and admire the different photos. When asked which is her favourite, she replies the one of her confirmation and her mother RIP.

This is a great tool in supporting Ruth to cherish her past and present memories.

Mary Hayes – Ruth's Key Worker



SEAN O'GORMAN

Hi, my name is Sean O'Gorman.

I live in Aisling House. We went on our summer holidays with Los Pilares to County Clare. We stayed in the Burren Castle Hotel, we really liked the hotel. There was music there at night time in the bar, and we stayed up late dancing. We went to see Father Ted's house and Fanore beach. It was a lovely day. We got the ferry home. We had a great time.



OUTDOOR ACTIVITIES



John O'Shea on Nature Walk Birdhill



Shane Laffan and Pio Stapelton in Castleconnell



Shane Laffan in Croom Park

Halloween Fundraiser for Temple Street Children's Hospital



Group Photo taken in Croom Park



Supermen Albert & Niall



Aine & Michael enjoying the party

Social Outings and Meeting Old Friends



Lets do Coffee



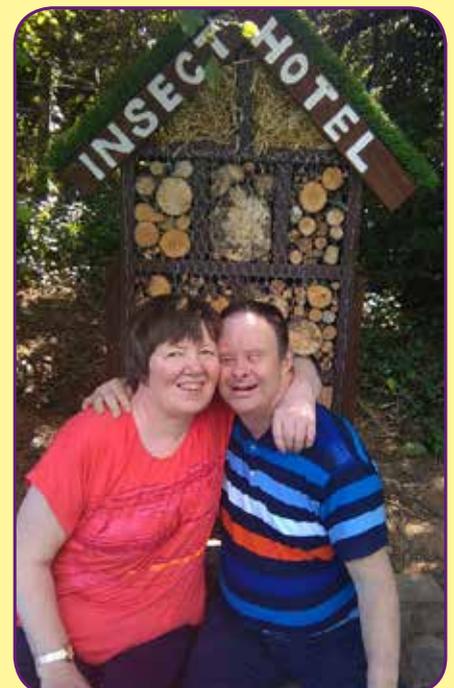
Patricia meeting her good friend Kevin in Stewart House



Patricia Barrett and Eileen Keating



Niall out walking in Castleconnell



Majella Bennis and Michael Stapelton