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## Introduction

The Brothers of Charity Services is an international, voluntary, religious organisation founded in Belgium in 1807, by Canon Peter Joseph Triest (1760 – 1836). The Brothers of Charity are present in 21 countries today and there are approximately 600 brothers worldwide. The Brothers of Charity came to Ireland (Waterford) in 1883. In Ireland, The Brothers of Charity Services focus on the provision of services to people with Intellectual Disability and their families.

There are six main regions, in four health board areas, in the Brothers of Charity Services, Ireland:

**County Clare**

**County Limerick**

**Mid-Western Health Board**

**County Galway**

**County Roscommon**

**Western Health Board**

**Southern Region**

**Southern Health Board**

**South-East Region**

**South Eastern Health Board**

The Brothers of Charity Services is an Equal Opportunities Employer. The organisation is registered as a Charity with the Revenue Commissioners and qualifies under Section 486A of the Taxes Consolidation Act 1997 for corporate donations to eligible charities.

The Brothers of Charity Services are members of the Health Service Employment Agency, Irish Business & Employers Confederation, The National Federation of Voluntary Bodies, National Association for Mental Handicapped in Ireland, and European Association of Service Providers in Disabilities.

## **Ethos of the Brothers of Charity Services**

The Brothers of Charity Services are committed to working with people with an intellectual disability to claim their rightful place as valued citizens. Inclusion is a fundamental principle that underlies all aspects of our work.

We believe in the intrinsic value of every person and we aim to further the dignity of all associated with our services. We want each individual to have wide opportunities for self-expression in home life, education, occupation and leisure.

We want everyone in our services to enjoy dignifying relationships and to have a sense of community.

We are a learning organisation open to evolving ideas and service development. We implement the best of current trends in service provision.

We affirm the rights of the person with a disability to a high standard of expertise in any service that he or she receives.

We seek to empower people with a disability, their families and all those working with them. The greatest possible autonomy is given to each part of our services, while maintaining a healthy interdependence. We create progressive and flexible organisational structures to support our fundamental objectives.

To reflect the above we have defined the characteristics of the Brothers of Charity Services as follows.

**Working for inclusion with people who are marginalised.**

**Striving for the highest possible human dignity in our services.**

**Developing caring relationships and an inclusive community.**

**Integrating the best of current trends in service provision.**

**Valuing a high standard of expertise.**

**A progressive approach to the organisation and structure of services.**

**A willingness to function within a social framework and to work in partnership with statutory bodies.**

**Finding final motivation in the Gospel.**

### National Directors Address

Dear Friends,

I am pleased to present you with the Brothers of Charity Services National Annual Report for 2000. The millennium year was a busy year for the Brothers of Charity Services nationally with many positive developments occurring within each of our six Regions.

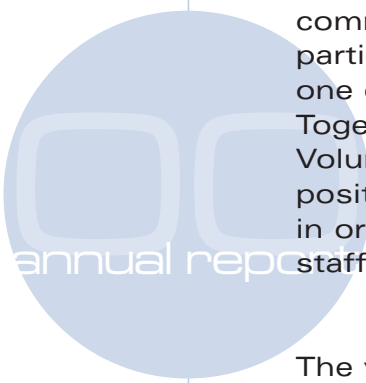
The Government's three-year plan and a significant allocation of capital and new service development monies in 2000 brought hope for the many people on our waiting lists for services. These additional resources, which were made available through the Health Boards, enabled a number of much needed new service developments to take place. Such developments included funding a challenging behaviour therapeutic team in our Southern Services, the development of a new early intervention service for West Limerick and the initiation of a home share service for Co. Waterford.

A number of new capital development projects took place during the year and these included accommodation for adults with autism in Co. Roscommon and high support accommodation in Cahir, Co. Tipperary. Funds made available through the Department of the Environment enabled a number of social housing developments to take place, such as those in Galway City, Gort, Athenry and in Castlerea, Co. Roscommon and Ennis Co. Clare.

However, the year 2000 saw considerable pressure on service users, families and staff and highlighted the urgent need for new developments in certain areas of our services. This was especially so in relation to people who are already within our services for a considerable time but to whom we are unable to give the level of service or accommodation which they require. Insufficient levels of staffing, crowded and below standard accommodation have seriously reduced the quality of life for these people for many years.

While fully acknowledging the urgency of responding to waiting lists, it is now critical that the unmet needs of existing service users are acknowledged and responded to.

The many highlights and challenges experienced within our regions during the year are included in the report. I would just like to mention a few of these.



Throughout the year recruitment and retention of staff presented us with a challenge. On many occasions the extraordinary commitment of our own staff members ensured that services, to which we were committed, were provided with minimal disruption. I would particularly like to acknowledge the contributions of each and every one of my colleagues within the Services for this commitment. Together with our colleagues within the National Federation of Voluntary Bodies, we are continuing to monitor closely and take positive steps to improve the level of staff recruitment and training, in order to ensure that we have an adequate number of fully trained staff to respond to the needs, as they exist within our services.

The year 2000 saw us making further significant progress on our national and regional structures, following on from the publication in 1998 of "New National Structures in the Brothers of Charity Ireland". We continued to decentralise further decision-making so that more and more decisions are being made by those that are working closest to service users and their families. Examples of this are The Brothers of Charity Services in Co. Clare and Co. Limerick which are now operating as separate regions within the Mid-Western Health Board. Within Co. Galway, our large Kilcornan Service was divided into four service communities, each with its own team and budget. New service structures were established for North Co. Roscommon and a Sector Manager was appointed within our Southern Services to take responsibility for the development of services in Co. Kerry.

Another aspect of our structures document, which was progressed last year concerned partnerships with our many stakeholders. The Galway Regional Council was elected in November 2000. The Council membership includes elected representatives of staff and parents, service users and nominees of the Regional Team, along with Service Directorate members. The main focus of our Regional Council is on the stewardship of the services and it is planned to establish such Councils in the near future within each of our six regions.

The National Service Users Council held its second annual conference in Limerick in November 2000. During the year the members of our National and Regional Service Users Councils undertook, along with their supporters, a considerable amount of work in the area of advocacy training and I wish them every success on their road to establishing an independent voice for adults with intellectual disabilities both inside and outside our services.

In November 2000 the Co. Roscommon Services celebrated twenty-five years of service in partnership with the Co. Roscommon Association. This was marked by an evening of celebration during which long-serving staff members and volunteers were thanked and honoured for their work.



Winifred O'Hanrahan  
National Director

During the year supported employment projects in four of our Regions - Galway, Clare, Limerick and Cork were chosen to participate in the National Supported Employment Programme, which is supported by FÁS and funded under the National Development Plan.

The Brothers of Charity Congregation held its Chapter in July 2000. We welcome Br. John O'Shea as new Regional Leader of the Congregation in Ireland, and Britain, and we extend our heartfelt gratitude to Br. Alfred Hassett who continues his deep involvement with our Services both nationally and internationally.

Our National Ethos Document *"Going Forward Together"* is in the final stages of preparation and will be published shortly. This Document will play an important role in identifying key issues in relation to our national strategy and planning, and I wish to express my gratitude to staff at every level that were involved in its development.

I would like to conclude by thanking our service users, their families, our staff and volunteers for contributing to another year of growth and progress. At national level, the work of the Brothers of Charity Services could not continue without the contributions of our Standing Committees and Working Parties and in particular without the dedicated support of each of the six Regional Directors of Services. We greatly value the continuing support we receive from the National Federation of Voluntary Bodies and the many agencies that shared their expertise with us during the year. I wish to express my gratitude to the many government departments, in particular the Department of Health & Children, and to Health Boards as well as the many statutory and voluntary bodies who gave us ongoing support and assistance throughout the year and enabled us to serve better those with an intellectual disability.

Winifred O'Hanrahan

Winifred O'Hanrahan  
National Director

## **Highlights & Challenges Emerging from our Regions in the Year 2000**

### **The Clare Region**

#### **Structural Development**

- The establishment of the Brothers of Charity Services Clare as a separate region.
- The establishment of the Service Directorate in County Clare.

#### **Service Expansion**

- Day Services for Four adults where established in Ennistymon through development monies allocated by the Mid-Western health Board.
- The opening of a group home in Ennistymon for five adults with the support of the North Clare Carers.
- The approval of grants for extensions to three of our community houses from the Department of the Environment social housing in Ennis to give more privacy and independence to service users.
- The purchase of a group home for adults in Kilrush.

#### **Opportunities for Service Users**

- The establishment of the Service Users Council in Co. Clare.
- The development of the integrated assessment programme in Kilrush.
- The development of a retirement programme for adults within the Ennis services.

#### **Additional Highlights**

- The Ennis Services were nominated as a finalist in the "Best Practice Award" in the Community Section of the Ennis Information Age Town Awards 2000.





### The Galway Region

#### Structural Development

- Additional welcome space was provided for Fairlands CDC in a new leased building in *Cnoc an Oir* catering for 8 children.
- The new purpose-built *Springfield* building in Ballinasloe commenced during the year.
- Adaptations have taken place as required to meet new statutory regulations in the pre-schools under the Child Care Act.

#### Service Expansion

- The Parent and Baby Group in *Burren View* was restructured and the number of children attending increased.
- A Parents and Child Group with the 0 to 3 year olds was established with the assistance of the Downs Syndrome Association.
- The level of service provided by Crannog Respite Services increased with the partial opening of *Ballybrit Heights*.

#### Opportunities for Service Users

- A re-union party of ex-pupils, families and friends marked ten years of *Burren View*, which continues to specialise in conductive education.

#### Additional Highlights

- The number of staff on training courses increased.
- Two members of the service gave a presentation at an International Conference in Seattle.

### Challenges

- The number of referrals to the Early Childhood Services continued to increase with 43 referrals being the highest number of referrals in any one year since the service began. The overall caseload has increased by 45% in the last five years placing the service under considerable pressure due to lack of resources to meet the increased demands on the service. The rapid growth in referrals seems to relate to the rapid growth in the population in Galway City.
- The number of referrals of children with autism increased, placing services under more pressure and there is a need for specialised services to meet the needs of these children and their families adequately.
- Adequate resources are required to support children using community services.
- Adequate multidisciplinary support services need to be provided.
- Additional space in a purpose-built building for Burren View CDC is required.
- Ongoing attention to the development of the partnership with the Department of Education and Science is required at Rosedale School and Fairlands CDC.
- There were increased demands for respite services.
- There were increased demands for family support services.



## The Limerick Region

### Structural Development

#### Limerick/Clare separation of services.

### Service Expansion

- Development of evaluation process.
- Opening of early intervention team based in West Limerick.
- Appointment of early intervention staff to Limerick city and county.
- Additional day and residential service provision.

### Opportunities for Service Users

- National Services Users Council Conference held in Limerick.
- Development of formal links with FÁS.
- Development of out-of-hours social programmes.
- Development of alternative living programmes for community residential services.

### Additional Highlights

- Development of Programmes/training with the University of Limerick.

### Challenges

- Continued lack of residential places for persons on waiting lists.
- Increasing social isolation of day attendants, particularly in rural areas.
- Increasing difficulty in the recruitment of suitably qualified staff.
- Subdivision of region by Agencies and Health Board.
- Decreased capital allocation from the Department of Health and Children.

## Roscommon Region

### Structural

- New service structure in North Roscommon for Adult Service Development.
- New Autism residential building
- A comprehensive 5 Year Service Plan presented to the Western Health Board.
- As part of our planning process we acquired three sites for future development in Boyle, Roscommon, and Elphin.
- Work commenced on our new administration, advisory and assessment centre in Roscommon town.

### Service Expansion

- Autism Services started which included a management structure, two day services plus a residential and an outreach service.
- New Outreach Service developed for children and adults in Boyle.
- Occupational Therapy Department funded for the first time this year.
- Commencement of new supported employment service in North Roscommon.
- Home-based respite was extended.
- New Social Housing development for service users in Castlerea.
- New development of "Early Childhood Service Resource Centre" in North West Roscommon.

### Opportunities for Service Users

- The appointment of a Part-time Service Developer to assist with the facilitation of new developments to suit individual needs.
- New residential facility for service users who from time to time express behaviours that are challenging.

### Additional Highlights

- Celebration of 25 years Brothers of Charity Services in Roscommon in partnership with Roscommon Association for the Mentally Handicapped.
- A number of staff received a presentation for over 20 year's service.

### Challenges

- Review our "Individual Programme Plans" system.
- The recruitment of Speech & Language Therapists, Psychologist and nurses.
- A more comprehensive medical service required.
- The ongoing need for substantial funding for new developments to meet emerging and unmet needs.
- Development of Challenging Behaviour and Autism Regional Teams.



## The Southern Region

### Structural Development

- Services were regrouped into five new service communities to further the community model of service.
- November 2000 saw the preparation of the Southern Services Regional Draft Structures Document, which will be finalised in 2001.
- The official launch of the Strategic Plan for Kerry Early Intervention Services 1999-2003 was held in November 2000.
- Discussions with the Rosminian Institute and the Southern Health Board on the transfer of services at St. Patrick's, Upton were ongoing with resolution sought for late 2001.

### Service Expansion/Regional Services

- The balance of funding required for the Regional Major Challenging Behaviour Therapeutic team, *Trasna Training Services*, was secured. The team was in place by the end of 2000.
- In Kerry, a new Child & Adolescent consultant-led team was established. This team will liaise with the two other consultant-led teams in the South Lee area, in order to further develop the Regional Development Plan for Child & Adolescents Psychiatry Services (*Mol an Oige*).
- A draft Development Plan for Services to Children & Adolescents presenting with Autistic Spectrum Disorder (ASD) was completed.
- Funding was secured in late 2000 for the establishment of a Regional Co-ordinator and a Regional Assessment, Diagnostic and Advisory team.

### Local Services

- Funding was secured for the development of a residential respite facility and four high support residential placements were developed for children in Cork, and for the establishment of a Respite & Family Support Service and additional multi-disciplinary support in Kerry.
- Funding was secured for the establishment of a 6-place special pre-school for children presenting with Autistic spectrum Disorder (ASD).
- In Kerry, resources were redeployed to establish outreach services for pre-school children in Killorglin, Ballybunion and Dingle.
- Castlevue Adult Day Services began operation in September 2000 and was prioritised for New Development Revenue Funding 2001. It will provide for up to 22 adult service users with a high level of dependency.

### Opportunities for Services Users

- Formation of a Regional Service User's Council (Self-Advocacy Group), which will meet with the Service Directorate on a regular basis to address issues.

### Capital Developments

- Carraigview Adult Day Services Centre received funding in the amount of £580,000 for a new facility at Donnybrook, Douglas
- The exciting Time Square development in Ballincollig commenced, in association with our strategic partners, the BALANCE organisation.
- A grant of £223,000 was made available by the Southern Health Board.

### Additional Highlights

- A Joint Consultative Group was formed for Our Lady of Good Counsel School and we plan to expand this to all schools under our patronage in 2001. Each group comprises two Representatives from the Board of Management, the Parents Association and from Services' personnel.

### Challenge

The critical areas to be addressed from a planning perspective are as follows:

- Ensuring that all our service users are consulted and planned for. The individual plans for service users will then be consolidated for inclusion in the Southern Health Board Regional Development Plan 2002 – 2006.
- Critically apprising the number of Service Users on our Database, in line with our role as primary service provider for service users in our defined catchment area.
- Reviewing the model of service to pre-school children and to explore the role of the Department of Education and Science in the provision of education to pre-school children.
- Making further representations for additional Respite and Family Support Services required to support service users
- Reviewing and projecting the needs of our adult population and future school graduates to enhance the range and availability of day services, with emphasis on mainstreaming services where possible.
- To continue to seek innovative measures to recruit additional multi-disciplinary staff to our Services, including working closely with the Department of Health & Children and local Universities in providing additional training places within our Services.



## The South Eastern Region

### Structural Development

- Purchase of a site to construct a suitable bungalow to meet the needs of service users with additional physical needs.
- Approval of funding and receipt of planning permission to build a Horticultural Unit in Cashel.
- The purchase of a group home at Skibbereen Road, Waterford City.

### Service Expansion

- The expansion of the Social Work Department in the Waterford Services with the appointment of an additional post in Home Share service for children in Waterford.
- The opening of a high support group home at Nash Place, Cahir for service users who attend *Dun Aoibhinn* Day Service.
- Establishment of Tory Services facilitating the transfer of service users from campus to a community based location.
- The Recreational Department established a programme of Integrated Physical Education classes with transition year students in Cashel and Clonmel.



### Opportunities for Service Users

- Two service users were selected onto the Irish Basketball team, which participated in the European Games in Holland.
- Six service users achieved certificates in kayaking at Dunmore East Adventure Centre.
- A group of service users participated in a pilot project sponsored by the Arts Council. This project culminated in a public performance at Garter Lane Theatre, Waterford.
- An exhibition and sale of Art by Nagle service users was held at the Heritage Centre, Cashel.

### Additional Highlights

- Staff members successfully completed courses run by St Andrews University, Scotland on Approaches to Sexual Abuse of Adults with Learning Disabilities and Approaches to people with Challenging Behaviour.
- Staff facilitated many service users in bringing them on holidays. Destinations this year included Lanzarote and Lourdes.
- The Service appointed a Staff Training and Development, Evaluation and Advocacy Co-ordinator.

annual report



### Challenges

- To re-examine the needs of all service users with particular emphasis on the ageing population.
- To develop a Developmental Day Centre for pre-school children in Clonmel.
- To establish a semi-independent house in Cashel and to open additional Group Homes.
- Commence operation of the Homeshare Service for children in Waterford by the Social Work Department.
- Relocate the existing inappropriately placed Mountbank Centre to a Community based facility.
- Identify and plan suitable Respite Services to meet the needs of both children and adults.
- The provision of support and relationship counselling for service users.
- The development of a Sensory Integration Programme within the services.
- To continue to highlight the need for Speech and Language Therapy services for many service users.
- To establish a "Sib-Shop" for service users' siblings by the Social Work Department. In conjunction with the South Eastern Health Board, to devise a satisfactory response for persons with Intellectual Disabilities presenting with Behaviour that Challenges.
- To continue to work in partnership with the South Eastern Health Board, as set out in Enhancing the Partnership in order to respond to the needs of people with Intellectual Disabilities in the Region.

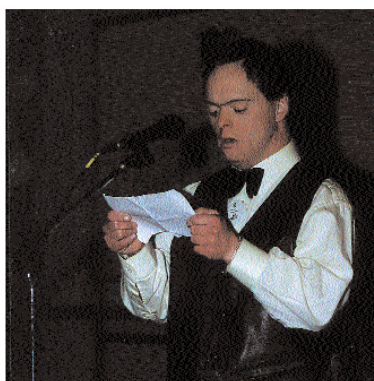


# Service Users Conference 2000

## "Inclusion in the new Millenium"

The 2nd Annual Service User Conference 2000 "Inclusion in the New Millennium", was held on the 24th & 25th of October 2000, in the Two Mile Inn, Limerick. The Conference was hosted by the Brothers of Charity Services, Limerick. Over 170 delegates attended from the four corners of Ireland along with international representation from the UK. The Deputy Mayor of Limerick, Counsellor Peter Power, opened the Conference.

Much discussion and research went into the planning of this event. Service users decided to come together at local and regional advocacy meetings to select the issues they felt needed to be highlighted at the Conference and on the mode of delivery. In direct response to the outcome of these meetings, a variety of methods of presentation were used, which included formal speeches, slide shows, overhead projection, drama presentations, and question and answer sessions. The majority of presentations were delivered by service users and were clearly and professionally delivered.



The two-day Conference was captured on video, which will be made available in September 2001. Individual presenters were confident when expressing their concerns regarding bullying, lack of choice in a variety of situations, socialisation and the support needed to realise their dreams.

The Conference acknowledged that numerous developments in the area of self-advocacy throughout all regions of the Brothers of Charity Services have taken place. The formation of the Regional Service Users Councils and more recently the proposal to develop the National Service User Council required commitment and hard work from all participants and is viewed as the way forward by both Service Users and Service Providers.

Following the presentations, workshops were formed to discuss the issues and to decide on ways of moving the agenda forward. The discussion finished with all participants agreeing to focus on setting up and developing the National Service User Council. The mood of the Conference was enthusiastic and motivated, delegates felt they had made progress and were looking forward to the 2001 Conference.

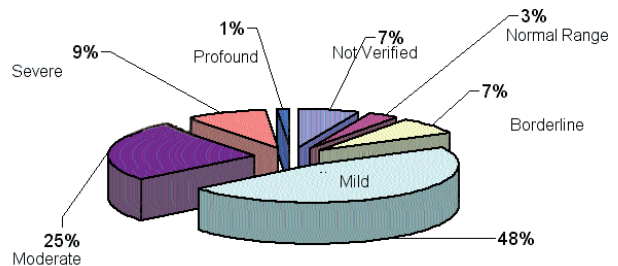
## Service Users A Profile

The Health Research Board published the Annual Report of the National Intellectual Disability Database Committee, 1998/99 in January 2000. In April 1999 there were 27,149 people registered on the National Intellectual Disability Database, with a prevalence rate of 7.49/1000. This figure (27,149) can be broken down to show the extent of intellectual disability as follows: 11,267 mild; 9,631 Moderate; 3,961 Severe; 1,121 Profound; and 1,169 not verified.

### Service Users by Regions

Service	Total No.	Child	Adult	not verified	normal range	boderline	mild	moderate	severe	profound	Total
Galway	949	473	476	39	2	25	455	215	196	17	949
Clare	138	10	128	1	0	0	33	92	12	0	138
Limerick	391	2	389	0	0	0	73	186	100	32	391
South East	309	28	281	5	0	0	55	130	90	29	309
Southern	752	597	155	26	37	71	293	234	71	20	752
Roscommon	261	128	133	16	3	5	82	110	41	4	261
<b>Total:</b>	<b>2800</b>	<b>1238</b>	<b>1562</b>	<b>87</b>	<b>42</b>	<b>101</b>	<b>991</b>	<b>967</b>	<b>510</b>	<b>102</b>	<b>2800</b>

Child Service Users (0-18)

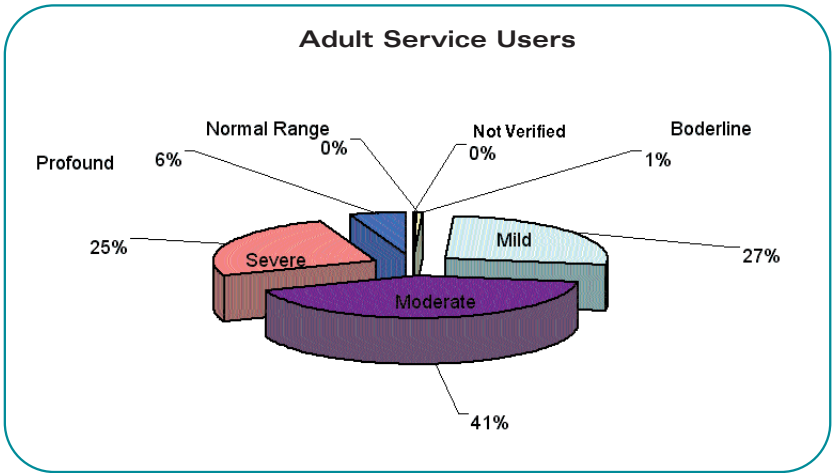


### Child Service Users (0-18 yrs) by degree of disability

	Total No. Of Children	not verified	normal range	boderline	mild	moderate	severe	profound	Total
Clare	10	1	0	0	2	6	1	0	10
Galway	473	38	1	19	279	83	46	7	472
Limerick	2	0	0	0	3	0	0	0	3
South East	28	4	0	0	5	7	9	3	28
Southern	597	25	37	68	233	82	46	6	597
Roscommon	128	16	3	5	55	35	14	0	128
<b>Total:</b>	<b>1238</b>	<b>84</b>	<b>41</b>	<b>92</b>	<b>577</b>	<b>313</b>	<b>116</b>	<b>16</b>	<b>1238</b>

# Brothers of Charity Services

In 2000 the Brothers of Charity Services in Ireland was the principal service provider to 2,800 people with intellectual disabilities that is a little over 10% of total population of people with intellectual disability. It should be noted that these figures are taken from the National data base and that only those Service Users receiving residential or day services are recorded as attending a particular service.



44% of the total population were of school going age (5 – 18). The increased life expectancy of our service users is borne out by the fact that 5% of the population were over 55 years of age in 2000. Across the life span the majority (69%) of service users were grouped within the mild to moderate range of intellectual disability but a significant number (22%) were within the severe to profound group.

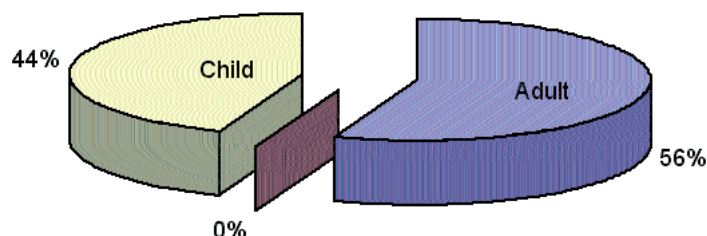
## Adult Service Users

Age	not verified	normal	borderline	mild	moderate	severe	profound	Total
19 to 34	1	0	5	250	295	171	38	760
35 to 54	1	1	4	133	290	188	41	658
55 to 64	0	0	0	21	55	24	51	05
65 plus	1	0	1	10	14	11	2	39
Total	3	1	10	414	654	394	86	1562

shows that the percentage of adults defined within the normal/borderline/mild category was only 27% and that the severe/profound proportion of the population was 31%. With a much higher dependency need, this group necessitate higher levels of care and personal support. In addition, with the increased life expectancy of our adult service users, the Brothers of Charity Services recognise that a major area of service development in the future will be in services for the elderly.

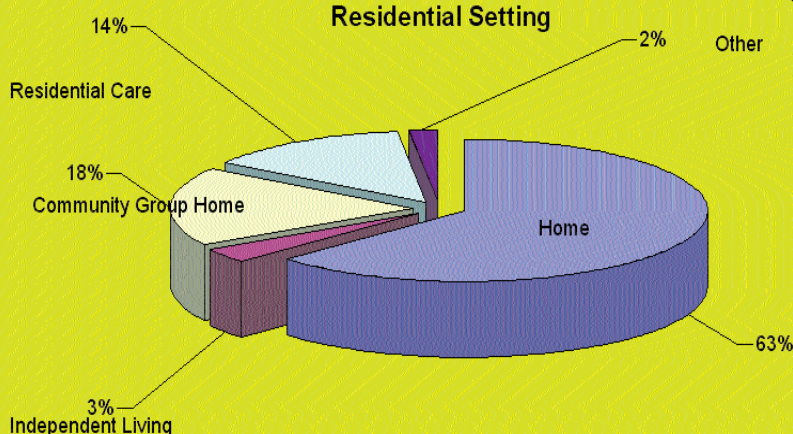


**Adult/Child Service Users**



The chart below indicates that 84% of our service users reside in a variety of home settings in 2000 when compared with 16% in other settings. In recognition that integration is furthered by using local mainstream services where possible; the Brothers of Charity Services is committed to supporting the individual with an intellectual disability as a full member of their family and their community. The organisation also recognises that there are many people in our services that require some form of residential programme or respite care. One of the major challenges facing the Services is to meet the growing demands for an increase in the number of places in residential services and the provision of additional respite and family support services.

**Residential Setting**



## Service Users By Main Residential Circumstances

	Clare	Galway	Limerick	South East	Southern	Roscommon	Total
<b>Home</b>							
At home with parents	48	496	71	165	545	37	1462
At home with one parent	13	80	38		62	33	226
At home with sibling	5	7	17		7	5	41
At home with other relative	3	7	1			2	13
Lives with non relative			1				1
Adoption			9		9		
Foster Care		6	3		5	3	17
<b>Total:</b>	<b>69</b>	<b>596</b>	<b>131</b>	<b>165</b>	<b>628</b>	<b>180</b>	<b>1769</b>
<b>Independent Setting</b>							
Lives semi-independently	5	20	2		5	4	36
Lives independently	1	31	7	8	1	3	51
Vagrant or Homeless		2					
<b>Total:</b>	<b>6</b>	<b>53</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>89</b>
<b>Community Group Home</b>							
5 day community group home	23	13	8		12	11	67
7 day community group home	21	51	60	105	11	1	249
7 day (52 week) group home	16	76	25		23	47	187
<b>Total:</b>	<b>60</b>	<b>140</b>	<b>93</b>	<b>105</b>	<b>46</b>	<b>59</b>	<b>503</b>
<b>Residential Care</b>							
5 day residential centre		3	53	23	3		82
7day residential centre			103		19		122
7 day (52 weeks) residential centre	1	138			44		183
<b>Total:</b>	<b>1</b>	<b>141</b>	<b>156</b>	<b>23</b>	<b>66</b>	<b>0</b>	<b>387</b>
<b>Other</b>							
Special intensive placements	1		1	8	5		15
crisis and relief centre		6					6
regular part time care		10				15	25
de-designated unit							0
other (Nursing Home)	1	1	1		1		4
Not Applicable		2					2
<b>Total:</b>	<b>2</b>	<b>19</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>15</b>	<b>52</b>
<b>Overall Total:</b>	<b>138</b>	<b>949</b>	<b>391</b>	<b>309</b>	<b>752</b>	<b>261</b>	<b>2800</b>

Home	1769
Independent Living	89
Community Group Home	503
Residential Care	387
Other	52
<b>Total</b>	<b>2800</b>

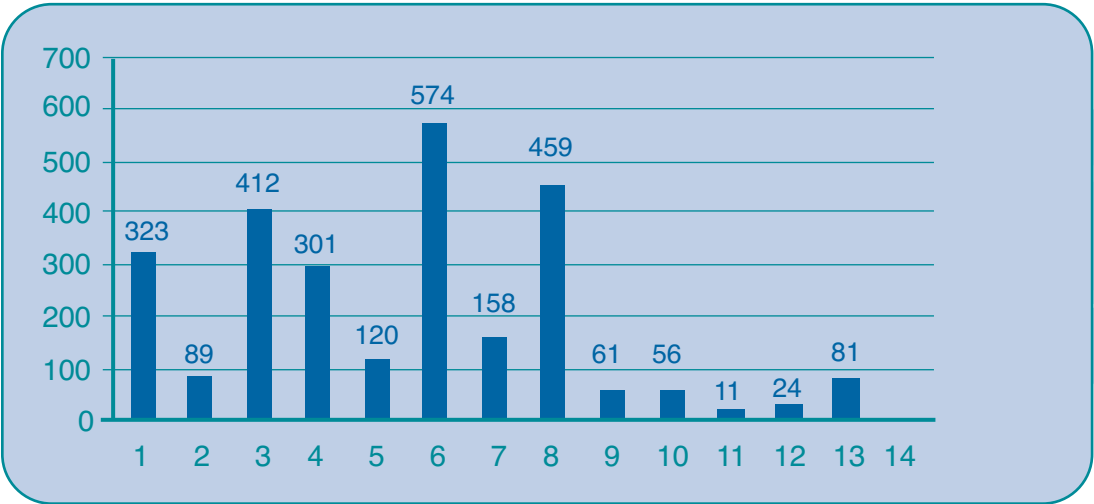
The chart below shows the range of day services that were provided for our service users in 2000. The number of adults in open or supported employment was 158. This Main Day Service reflects our support of enterprise initiatives and commitment to providing service users with the necessary skills to secure and sustain meaningful employment in the open marketplace.



### Service Users by Main Day Service

Key	Clare	Galway	Limerick	South East	Southern	Roscommon	Total
1 Early Childhood Services/Pre School	1	113		24	167	18	323
2 Child Education and Development Centre	1	79				9	89
3 Mainstream Education		131			213	68	412
4 Special Schools	9	55			204	33	301
5 Training	17	38		14	37	14	120
6 Sheltered Work Centre/Employment	89	87	182	133	30	53	574
7 Support Employment/Open Employment	9	67	5	31	24	22	158
8 Activation/Adult Day Centre	4	168	163	93	20	11	459
9 High Support/Intensive Services	1	8	22		18	12	61
10 Programme for the Elderly	7	21	17	6	1	4	56
11 Home Support					9	2	11
12 Other Day Service		9	1		5	9	24
13 No Day Service		42		8	24	6	81
14 Resource Teacher		131					
<b>Total:</b>	<b>138</b>	<b>949</b>	<b>391</b>	<b>309</b>	<b>752</b>	<b>261</b>	<b>2800</b>

Service Users by Main Day Service



A range of special supports for children of school going age (5-18 years) with an intellectual disability has enabled over 412 children and young adults to attend mainstream education. These services include special classes within mainstream schools and access to resource teachers.



## **Special Feature - Adult Services**

A variety of training programmes was carried out in each centre and include social and life skills, personal development, remedial teaching, information technology, catering, woodwork, mould making, engineering, horticulture, industrial sewing, sub-contract work to local industry, work experience, and work placements. A number of social activities were provided, which include holidays in Ireland and abroad, soccer, basketball and Special Olympics.

The development of Advocacy Groups are now influencing many of the activities within our services and training is provided for people to develop their skills to manage meetings and to develop the role of all advocates. All our services are participating in our evaluation process and are at various stages of the process at the present time. The outcome of evaluation is influencing the future shape of services. One of the issues that continues to arise from evaluation is the lack of social activities for many people that are living at home and this applies in particular to those living in rural areas. The appointment of community facilitators will play a role in developing some social activities for these people but this model of service will require financial investment. The present economic climate is providing job opportunities for some people and the National Pilot Programme for Supported Employment is very welcome.



## **Clonmore Industrial Services**

This company is wholly owned by the Brothers of Charity Services and was set up in Limerick to provide work opportunities similar to open employment. The products manufactured are stainless steel pipe clips, cots and playpens. The production is similar to any normal manufacturing facility and is based on commercial criteria.



# Service Provision

## Introduction

In collaboration with key partners and stakeholders, the Brothers of Charity Services respond to the individual needs of all our service users by providing a broad range of services, by maximising resources to meet those needs and by continuing to develop new and additional services as required. We are committed to providing services to people in their own community, where possible. Our aim is to provide the appropriate supports to enable those who use our services to maximise the quality and potential of their lives, to develop meaningful relationships, and to participate fully in the life of their local community. By promoting inclusion we want to endorse a positive image of people with an intellectual disability and increase the awareness of the contribution that they can make. The following sections highlight the range of services that we provide.

## Early Childhood Services (0 – 6 years)

This vital element of our services is family focused, delivered primarily in the child's home and as far as possible uses local community resources. A partnership of care, between the family of the young child with an intellectual disability and our services, establishes a framework in which an appropriate service can be delivered to meet the individual needs of each child. Services are first accessed through the Multidisciplinary Teams in the Regional Child and Family Centres where the child's initial service needs are assessed.

## **Multidisciplinary Supports**

**Community Nursing**

**Physiotherapy**

**Occupational Therapy**

**Speech and Language Therapy**

**Child Development Centres**

**Individual Programmes by Multidisciplinary Teams**

**Psychology**

**Social Work**

**Paediatric Services**

## **School Age Provision (up to 18 years)**

Throughout school-going age our services continue to be responsive to individual needs when assessing personal, social and educational requirements. Some children continue to need high levels of support.

## **Mainstream Education**

Many children accessing our services progress to mainstream education. Some attend special classes within mainstream schools. Others benefit from the provision of a resource teacher. Multidisciplinary personnel link closely with families and schools regarding developing needs.

## **Special Schools**

The Brothers of Charity Services run seven special schools, in conjunction with the Department of Education and Science. Each school offers a more individualised form of education that recognises the personal, social and educational needs of different pupils at primary and post primary age levels. Many of the teachers hold additional teaching qualifications for this specialised work. Multidisciplinary teams work closely with pupils, parents, teachers and child care assistants to provide individual assessments, diagnosis, therapy and support. Through special arrangements the pupils of many other special schools throughout the regions, benefit from the support of the Brothers of Charity Services and their Multidisciplinary teams.

### Child Education & Development Centres

Many of these centres work in partnership with the Department of Education and Science. These centres provide for children with severe or profound intellectual disabilities, and some children have additional sensory and physical disabilities. Special education is combined with therapeutic intervention and sensory integration. In some centres specialised educational programmes such as conductive education are provided to meet the individual needs of the students.

### Adult Day Services

Adult Day Services are provided to develop social, vocational and personal skills, to broaden life experiences, and to advance community and social integration of people with an intellectual disability. Services are provided on campus, community and industrial based settings with the aim of developing a range of abilities and skills, appropriate to the lives of our individual service users. Each Adult Service develops its own focus, which in turn is influenced by the resources and opportunities in the area. The priority is to ensure that each individual maximises his or her potential and makes a successful progression to greater independence through a range of personal development, educational, training, employment and leisure programmes.



### Activation or Adult Day Centre

Adults with severe and profound intellectual disabilities may opt for Activation or Day Care Services. Service users accessing these options benefit from a holistic programme combining recreational activities, social integration activities, therapeutic interventions such as physiotherapy and sensory awareness programmes. Service users opting initially for an activation service often move on to other training options as their needs change.

### Enterprise Employment

The Brothers of Charity Services have established a number of commercial projects that provide a sheltered work environment for service users.

The range of options include:

**Catering**  
**Cleaning**  
**Construction (Stonewall building)**  
**Landscaping**  
**Laundry**  
**Printing**  
**Woodwork**



### Sheltered Work Centre

Sheltered work centres provide service users who have special needs, with work experience in a sheltered environment.

### Supported/Open Employment

The Brothers of Charity Services are well represented with the Galway and Clare services being the lead organisations in their local Supported Employment Consortia and the Limerick and Cork Services being active members of their local Consortia.

### Vocational Training

A variety of generic and specific vocational training programmes are provided with the aim of furthering training and/or employment opportunities for our service users. Many of our training centres have secured the 'Approved Centre' status from the National Rehabilitation Board. Programmes such as TOPS Training Opportunities Programme and Level 1 offer service users the opportunity to avail of mainstream accredited, vocational training. Accreditation is obtained from the Integrated Assessment System and the awarding bodies are *Teagasc*, *FÁS* and *Cert*. The TOPS programme aims to further social and community integration while Level 1 focuses on social and personal skills and the development of specific skills at a pre-vocational level. A number of our centres offer other forms of accredited training.

### Services for the Elderly

Our service users profile indicates that many of our service users are now enjoying longer lives. This longevity challenges the Brothers of Charity Services to provide suitable residential settings and meaningful day programmes for our service users in their advancing years. Each region has identified the need to provide appropriate services for the future and developments vary throughout the service. Group homes providing specific care for our elderly service users are now evident throughout the regions and day programmes are also available in some regions.





### Residential Services

Residential services are provided on the basis that all adults and children have the right to live in an environment that fosters their progress towards independent community living. Five-day and seven-day residential services are provided in community and campus based group homes. The needs of the residents determine staffing levels. Residents are encouraged to participate in a variety of social and recreational activities, but we recognise the need to extend the range of programmes on offer. Service users are encouraged to become fully involved with the local community. Their right to privacy and the freedom to make their own choices is fully respected.

Some of our service users move from group homes to a situation of semi-independent support or independent living. The majority of people who live and work independently of our Adult Centres have a mild degree of intellectual disability. The After-Care team works with them to maximise their integration with the local community and provide personal development and life skills programmes, employment and placement services, social supports and leisure activities.



### Respite and Family Support Services

With the aim of providing a partnership of care in a supportive and sensitive way, these services facilitate the temporary care of children and adults with intellectual disability, and give relief to the primary carers. Service includes temporary residential placements, day projects, holiday projects, in-home support and facilitation of home sharing schemes. Home-based supports allow the person with an intellectual disability to stay within the family circle even in times of crisis, linking the service and the home in a positive manner.

The demand for respite and family support services seriously outweighs availability. The Brothers of Charity Services continue to address this considerable challenge by seeking additional resources to extend the services and provide adequate facilities.



### Pastoral Care

The services seek to develop a pastoral dimension that offers support in the area of human and spiritual development at a personal and community level. The celebration of the Jubilee / Millennium was at the heart of the many joyful and festive pastoral activities and gatherings of 2000. The rich calendar of events included mid-week breaks, weekend retreats, several days of renewal and reflection, pilgrimages as well as seasonal liturgical celebrations hosted for both local and regional services and the wider community (parishes or even dioceses).

In the West, the Galway pastoral programme continued to support the work of the Blue Teapot Theatre Company which took part as a finalist in the AIB Better Ireland Award with its highly acclaimed show *"A Millennium Fable"*.

## 2000 New Service Developments

### Galway City & County

#### Day Services

Community Nurse 0.5 WTE post, Early Childhood Galway Services.

High dependency day service for 4 individuals in South Connemara.

Provision of Social and Vocational Training for 12 individuals in Ballinasloe.

Shalom, John Paul Services (Phase 1) provision of day programme for 3 graduates of Rosedale School.

Additional physiotherapy and Social Work in Ballinasloe services.

Provision of shared placements for children in their local preschools.

Provision of 1 day placement at Kilcornan Services.

#### Residential Services

Appointment of 1 residential placement at Kilcornan Services.

Provision of 5 residential placements in Athenry Community Home.

Provision of 5 residential placements at John Paul Services.

#### Respite Services

Appointment of Family Support Co-ordinator.

Provision of increased Family Support to Children's Services.

#### Summer Holiday Projects

Projects at five locations in Galway city and county benefiting 30 children.



## Clare

### Day Services

Day service to 4 Adults in Ennistymon.

### Residential Services

Group home for 5 Adults in Ennistymon.

Group home for 5 Adults in Kilrush.

### Respite Services

Retirement Programme, Ennis.

## Limerick

### Day Services

Opening of early intervention team based in Limerick City.

Increased level of day service Provision.

### Residential Services

Increased level of residential services.

Development of alternative living programmes for community residential services.

### Respite Services

Increased level of respite services including out-of-hours social programmes.

## Roscommon

### Day Services

Autism Services increased by two day services.

Outreach service developed for children and adults in Boyle.

Commencement of Supported Employment service.

### Residential Services

New Autism residential building.

New residential service for service users who present with behaviours that challenge.

### Respite Services

Home based respite was extended.



## **Southern Services**

### **Day Services**

6 place Pre-school for children presenting with Autistic Spectrum Disorder.

Castlevew Adult Day Services for 22 Adults.

### **Residential Services**

4 high-support residential places in Cork City.

### **Respite Services**

Development of a residential respite facility.

## **South Eastern Services**

### **Waterford**

### **Day Services**

8 day Places.

1 high-support day service for an adult with autism.

### **Residential Services**

6 residential places in standard support house.

4 places in standard support house.

Conversion of house from low-support to standard-support.

## **South Tipperary**

### **Day Services**

Appointment of drivers in two programmes.

8 day places in Cashel.

### **Residential Services**

5 places in newly developed high-support house in Clonmel.

4 places in semi-independent house in Cashel.

1 place in standard-support house.

6 places in low-support house.

### **Respite**

1 place in high-support house.

1 place in standard-support house.

Increase in respite provided in St. Rita's.

## Human Resources

Each region has a Human Resource Department that is represented at the National Personnel Team, The National Standing Committee of the National Secretariat. This group continues to develop human resource management strategies, with policies and procedures approved at National Directorate level, for implementation in the regions. The Regional Departments provide a comprehensive Human Resource Service to assist the service in their operational management and in the achievement of their service plans.

The year 2000 was an extremely busy year with the focus on the development and enhancement of proactive staff recruitment, selection and retention measures to attract and retain high calibre staff in an environment of expanding services, increased external employment opportunities nationally, rapidly changing legislation and an active industrial relations climate.

The National Personnel Team finalised an employee handbook during 2000 and copies have been circulated to all staff members.

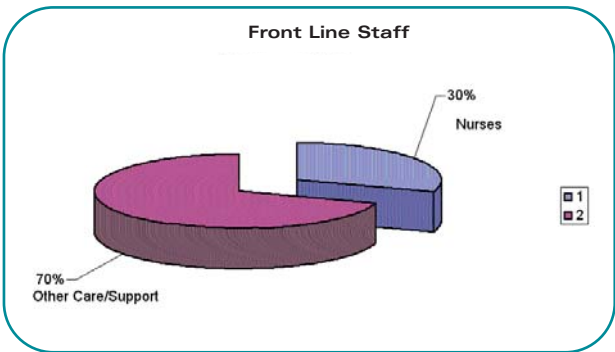
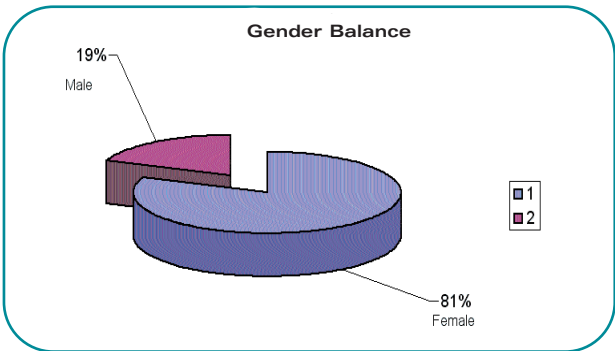
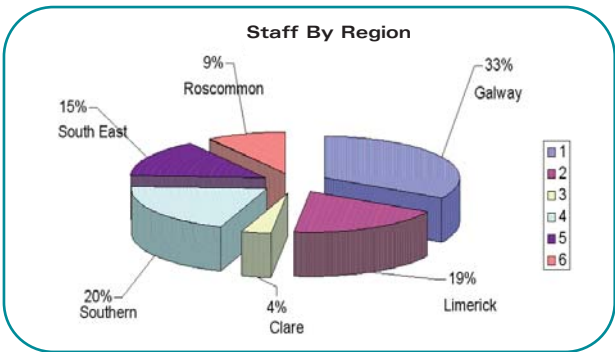
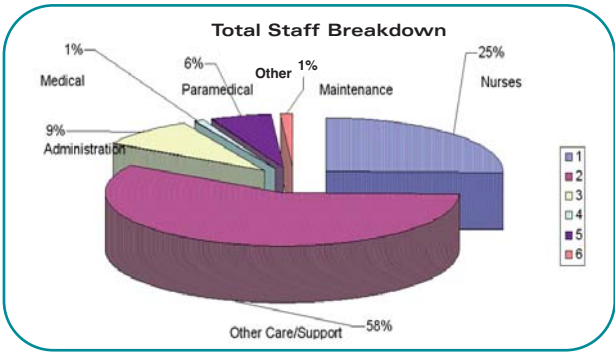
## Staff Profile

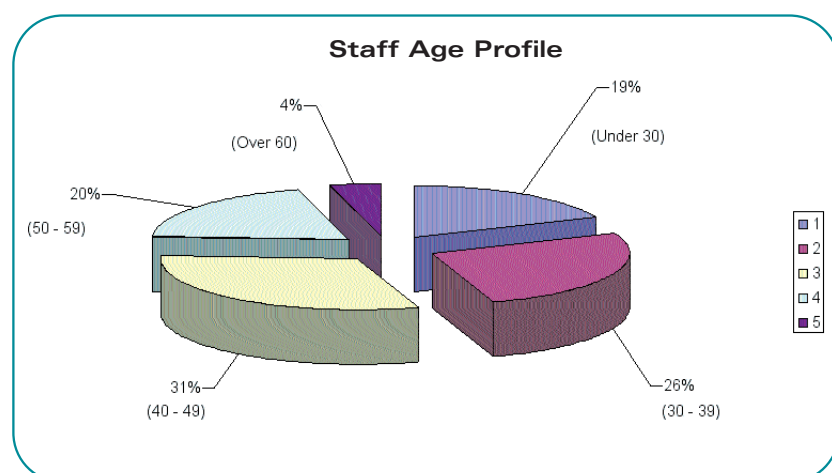
Staff Numbers - In 2000, the Services employed 1,727 WTE's (whole time equivalents), an increase of 226 WTEs or 15% on 1999. The actual number of people employed was 2,024, comprising 1,375 (68%) employed on a permanent basis (full-time, part-time and job sharing positions), 500 staff (25%) on a temporary basis (full-time, part-time and training) and 150 (7%) on a locum/relief basis.

## Employment Status (WTE - whole time equivalent)

Service Region	Perm FT	Perm PT	Job Share	Temp. FT	Temp. PT	Locum	Training	Total No.	Total WTE
Galway	314	54	73	50	154	27	2	674	545.4
Limerick	195	54	17	17	28	64	-	375	321.69
Clare	27	20	-	3	16	9	-	75	54.78
Southern	201	1	50	9	150	-	2	413	377.63
South East	90	31	12	60	-	2	-	295	275.53
Roscommon	77	49	10	2	7	48	-	192	151.87
<b>Total 2000</b>	<b>1004</b>	<b>209</b>	<b>162</b>	<b>41</b>	<b>355</b>	<b>150</b>	<b>4</b>	<b>2024</b>	<b>1726.9</b>
<b>Total 1999</b>	<b>856</b>	<b>164</b>	<b>133</b>	<b>60</b>	<b>408</b>	<b>164</b>	<b>2</b>	<b>1887</b>	<b>1501.41</b>
<b>Differential:</b>	<b>148</b>	<b>45</b>	<b>29</b>	<b>-19</b>	<b>-53</b>	<b>-14</b>	<b>2</b>	<b>137</b>	<b>225.49</b>
% increase/decrease:	7.30%	27.40%	21.80%	-11.80%	-13%	-8.50%	50%	7.30%	17%

**Note:** The differentials and the % increase/decrease have been affected by the addition of the Clare region in 2000.





### Age Range of Staff

	Galway	Limerick	Clare	Southern	South East	Roscommon	Total
<b>Under 30</b>	142	48	9	95	71	14	379
<b>30 to 39</b>	156	102	20	133	77	46	534
<b>40 - 49</b>	203	134	27	113	78	67	622
<b>50 - 59</b>	142	75	15	61	58	55	406
<b>Over 60</b>	31	164	11	11	10	83	
<b>Total:</b>	674	375	75	413	295	192	2024

### Family Friendly Initiatives/Flexible Working

The Brothers of Charity Services are committed to introducing family friendly initiatives in the workplace. A variety of contracts are on offer throughout the regions including part-time working, flexi-time, and job-sharing. Following the introduction of new legislation, part-time and temporary staff may now join the NHASS Pension Scheme.

A formal set of flexible working arrangements in the health service was agreed with the health service unions and management during 2000. This included an agreement on the introduction of pension rights for part-time staff and it is anticipated that this will be introduced into the health services during 2001.

## FÁS Community Employment Scheme

The continuation of our Community Employment Scheme, with the support of FÁS will provide us with our future core staffing.



## Gender Balance

Regions	Galway	Limerick	Clare	Southern	South East	Roscommon	Total
Gender							
Female	545	302	63	311	252	170	1643
Male	29	73	12	102	43	22	381
<b>TOTAL:</b>	<b>674</b>	<b>375</b>	<b>75</b>	<b>413</b>	<b>295</b>	<b>192</b>	<b>2024</b>
1999 Figures	604	420	0	392	282	189	1887

According to the data set figures the number of males at all levels of intellectual disability exceeds the number of females, with an overall male to female ration of 1.27 males to every 1 female with an intellectual disability.

There are currently 15,190(56%) males and 11,959 (44%)females on the Intellectual Disability Database.

## Employment Assistant Programme (EAP)

Our Employee Assistant Programme continues to go from strength to strength. This programme which is operational in all regions offers confidential support to any staff members who wish to avail of it.

### Student Placements

Many of our regional services provide placements for:

**Students undertaking the Certificate and Diploma in Applied Social Studies in Social Care;**

**Students completing the BA in Early Childhood Services;**

**Social Work Students;**

**Psychology Students on Placements;**

**Speech and Language Students on Placement;**

**Occupational Therapy Students on Placement;**

**Physiotherapy Students;**

**Nursing Students;**

**Registrars who come to our services for experience in intellectual disability and infantile autism and**

**Garda Trainees.**



### Organisational support services

The Organisational Support Services offer a wide range of skills and seek to maximise their contribution to the Services by planning and performing duties in an efficient and sensitive manner. Nine percent of our total staffing quota are based in Organisational Support Services.

Our Organisational Support Services include the following.

General Administrative Services providing a range of administrative support services.

Finance Services providing a comprehensive range of services including budgetary and management accounting, compliance and financial planning services.

Human Resource Services providing a range of planning and compliance services in staff recruitment and retention. The continued development of relationships with trade Unions, IBEC, HSEA and various funding bodies is an essential component of this service.

Resources and Training Departments undertaking to provide, within the remit of the organisation's training policies, a full training service to management and to establish a framework for assessing and addressing the ongoing training needs of frontline staff.

Information Technology Services providing advice on equipment, purchasing and technical supports to all areas of the Service.

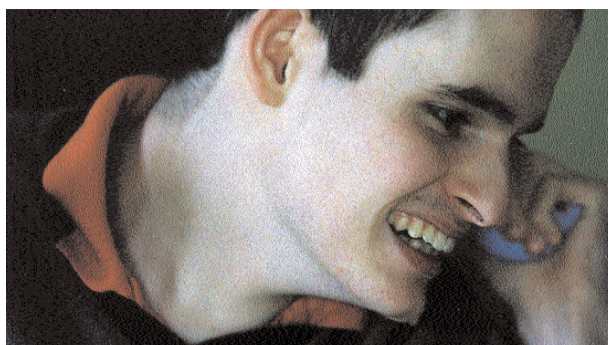
Client File Services maintaining the Services' Intellectual Disability Database records.

Facility Management Services including transport, property maintenance, insurance management, canteen/catering, laundry, Health and Safety and other support services.

### Multidisciplinary Services

The multidisciplinary teams, through varying models of service delivery, provide a dual role within the Brothers of Charity Services, nationwide. Firstly they provide a range of assessment, advisory, programme planning, training and support services to service users and their families in day, residential and respite services. Secondly they provide a range of frontline services to service users integrated in community settings, largely delivered through community support teams.

Each of our regions has a base of multidisciplinary services comprising psychiatry, psychology and social work. Additional disciplines are employed based on service requirements and the availability of resources. These disciplines may include community nursing, occupational therapy, paediatrics, physiotherapy, psychology, sensory and recreational therapy, social work and speech & language therapy,



Members of the multidisciplinary teams work in a range of settings, in partnership with parents and families. They liaise closely with their colleagues, both within the Services and in other agencies and organisations, to maximise service delivery to persons with an intellectual disability.



Cognitive, emotional, educational and social development is facilitated through the expertise of our psychologists who contribute to service users' life long learning and development. The aims of the medical personnel are to enhance the personal well-being, health and development of children, adolescents and adult service users. Our speech and language therapists focus on communication skills, while our social workers provide a framework of support in every area of service provision. Social workers advocate on behalf of our service users and are committed to empowering families and service users through a variety of support groups. In this way, with the aid of the multidisciplinary support services, extensive ranges of the special needs of individual service users are addressed.

annual report

### Multidisciplinary Standing Committee

To enable us to meet the future needs of children and adults with learning disability and their families within the Brothers of Charity Services a National Multidisciplinary Standing Committee was formed. This group was set up on 15th October 1999, and consists of representatives from each region. The group have met on 12 occasions to date.



## **Achievements in 2000 included**

Interim Report completed and presented to National Director of Services (June 15th, 2000)

Local Review by each Region focusing on a number of the terms of reference commenced in September 2000.

Employment of Psychology Assistant to assist the group in the analysis of the data from local reviews.

## **Challenges experienced by the group in 2000**

As many of the terms of references were to be reviewed at local level with feedback to the National Group, this has meant a much longer time frame was required.

## **Future Plan**

A consultative forum will be held with all Heads of Services to review the information received to date and assist in the formulation of ways of moving forward.

The Expected completion date of final report is November 2001.

## **Training and Development**

The Brothers of Charity Services aim to integrate the best of current trends in service provision. Our training and development policy for service users is based on the premise that any intervention must be dedicated to the physical, intellectual, spiritual and social development of each individual.

In order that the service user may maximise the benefits of our service provision, we are committed to the personal development of our staff members. To this end, we aim to provide the optimum level of service in terms of training, support, personal development, guidance and encouragement for employees.



Each region offers a range of training and development services and has a local training plan based on identified training needs of individual staff members. The training plan reflects training needs identified at a national level and is congruent with the overall organisational objectives.

Each region supports a range of internal and external training events. A number of short-term training courses are developed and organised internally, with some courses being delivered by staff members who have specific professional expertise. Staff are supported and encouraged to attend a range of both long-term and short-term external events that are relevant to their areas of work.

During 2000, there was an increase in the number of staff participating in training and development programmes. Staff attended a wide variety of courses including first aid, drugs administration, cookery for those with special diets, and a safety representatives course. Specialist areas where training was provided were autism, music therapy, intensive interaction, conductive education, supporting people with severe intellectual disability, augmentive and alternative communication, assistive technology, and multi-element behavioural support.

Training topics that were important in all regions included defensive driving, working with individuals with challenging behaviour, report writing, record keeping, and computer skills. The increased use of computers and the networks that now exist in all regions has meant an increased need for computer training in all regions. Therefore, this year, there was an increased level of support and encouragement to develop the computer technical skills and competencies of staff members.

The training and development departments have continued to support services areas during evaluation. In many regions, programmes have been provided in areas such as conducting research, making presentations, analysing and presenting data, and interviewing skills.

The year 2000 saw a large emphasis on employee assistance training. A number of courses were attended such as stress management, stress debriefing, employee assault & trauma, addiction in the workplace, bullying in the workplace, and happy heart programmes. At national and regional level, there were a number of management training courses attended by middle and senior managers such as the Six Thinking Hats, and Strategic Alignment.



## New Developments

The National Standing Committee on Training and Development was established in October 2000. This standing committee reports to the National Directorate of the Brothers of Charity Services in Ireland. The committee is comprised of staff directly involved in training and development. Some of the work of this body includes acting in an advisory capacity to the Organisation on training matters, to source and advise on issues relating to training and to promote best practice in training organisation and management.

A new programme entitled "Health and Social Care Certificate" developed through University of Limerick by professionals in local service provision organisations (including the Brothers of Charity Services, Limerick & Clare Regions) is almost complete. It is envisaged that this programme will commence in September 2001 and will specifically meet the theoretical and practical training needs of care staff.

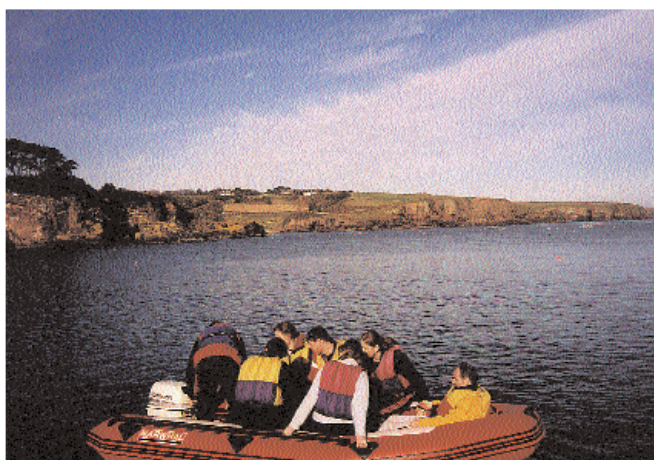
A computerised training database (developed by the computer department in the Galway Region) has been installed in most regions and will be a useful tool in identifying training needs, planning training activities and producing training reports.

In the Southern Region during 2000, there was a focus on the qualification of staff members as instructors in areas such as Stress Management, First Aid, Manual Handling, Patient Lifting, Therapeutic Management of Aggression & Violence, and Studio 111. Seven staff members successfully completed Instructor's Courses and are now training staff members in their own region.

Training materials and resources continue to be developed in all regions. Our libraries hold a range of journals, books and videos on various aspects of intellectual disability and a range of other topics. These are available to staff and the general public on request.

## Highlights of 2000

During the year 2000, the South Eastern Region continued its links with the University of St. Andrews in Scotland through its distance-learning programme. Nine staff members successfully completed the four-module course "Approaches to the Sexual Abuse of Adults with Learning Disabilities" and six staff members completed an eight-module course on "Approaches to People with Challenging Behaviour".





## National Evaluation Group

The National Evaluation Group co-ordinate the evaluation activities of the various regions of the Brothers of Charity Services. Each region evaluates its services on a regular basis using the “How Are We Doing” system of evaluation. This involves carrying out a comprehensive evaluation of each element of our services every three years. A National Group consisting of the Evaluation Co-ordinators of each region support the evaluation process and continue to work on the development of our evaluation system.

This year a total of 7 evaluations were completed and 8 evaluations were initiated and are underway. The types of service areas evaluated varied this year included an adult training centre, a service community for adults with high dependency needs, an early intervention service, respite service, and a multidisciplinary service.

The Evaluations continue to highlight a range of service challenges that vary greatly depending on the area being evaluated. Many of these have resource implications and form part of our future planning process. Each evaluation highlighted a range of achievements and accomplishments, and a celebration of achievements of our services continues to be an important feature of each evaluation.

Over the year the group continued to develop our evaluation processes and tools. Work was completed on standardised questionnaires to be used in evaluations. The group developed a set of quality standards for our adult services and these are being piloted and refined at present. The group clarified the role of Evaluation Co-ordinators in each region.

Along with the Directors of Services of each region the group examined the Personal Outcomes System of “The Council of Accreditation and Standards” and recommended that we introduce a focus on personal outcomes into our evaluation system. This will complement and enhance our existing evaluation system.



This year the National Evaluation Group wish to highlight two particular themes. The first, an area of achievement, is that of the progress made in the various regions on encouraging and supporting self-advocacy with our service users. It is uplifting to hear the increased confidence of our services users in speaking out clearly on a range of issues and concerns. This was demonstrated in the successful national conference held in Limerick where the various service users councils from each region came together. Issues of particular concern highlighted at the conference were those of peer bullying, appropriate wages, and opportunities and support for leisure and recreation.

The second issue that the Group wish to highlight is the need for additional resources in many aspects of our service and in particular on the need for additional staffing in many of our residential services. In some of our residential services, particularly those based in a campus setting, there are as many as ten individuals living together. In some situations the overcrowding of particular bungalows has safety implications. We wish to move towards a situation where each individual has his/her own bedroom and where there are a maximum of five individuals sharing a house.

In many of our community houses there are six individuals supported by one staff member and when the group wish to go out this usually means that the whole group have to go out together and opportunities for supporting individual choices are limited. In addition, many of our service users are getting older and are becoming more dependent and therefore require additional supports and inputs that are not possible to deliver due to staffing limitations.

These issues are highlighted in the future service plans of each service.



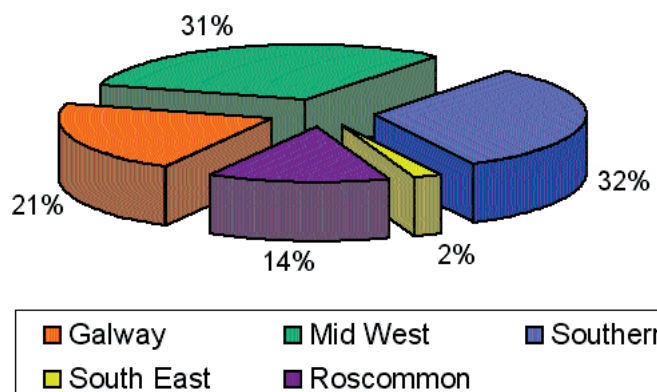
## Report from the Web Site Standing Committee

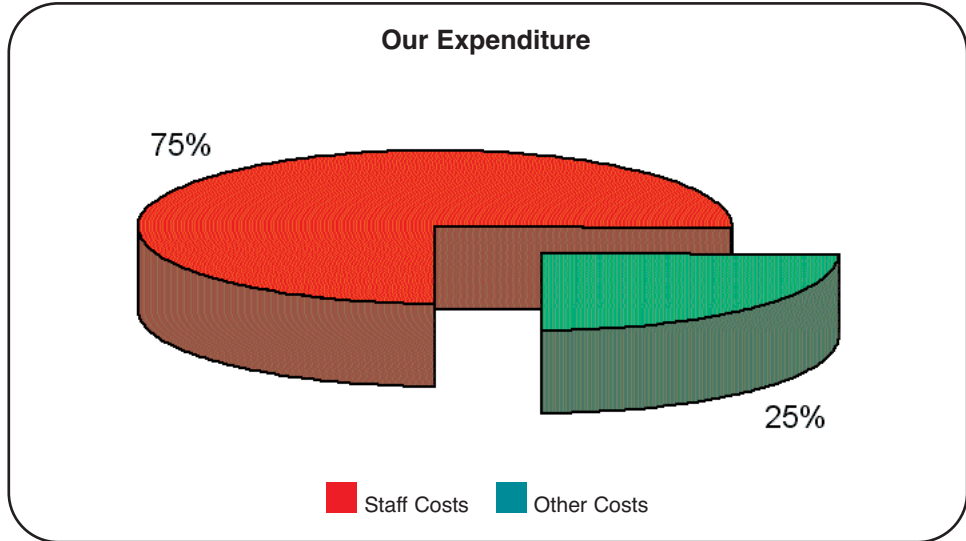
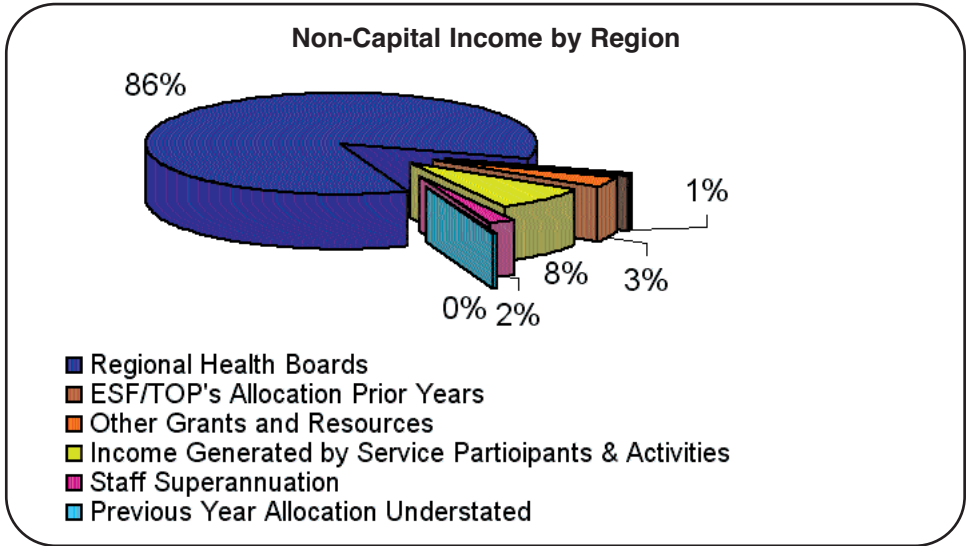
The National Committee of the Brothers of Charity Services Web-Site commenced its work in October 2000; each region was represented. The Group considered the various aspects of the task of setting up a National Brothers of Charity Services web-site, tasks were assigned to sub-committees of one or two members and it was agreed to initiate the practical work of registering and putting in place the National Web-site by adopting the content of the Brothers of Charity National Report for 2000 as being the initial web-site content. This allowed the practical and technical work to proceed separately from the deliberations of the web-site standing committee in regard to what will constitute an appropriate content for the National Web-Site.

## Finances 2000

Each Regional Finance Department is represented on the National Finance Team, a Standing Committee of the National Directorate. This group continues to develop finance guidelines nationally, with policies and guidelines approved at National Directorate level, for implementation throughout the regions.

Capital Income by Region





### Capital Income and Expenditure Account

	Galway Services (Ir£'000's)	Mid West Services (Ir£'000's)	Southern Services (Ir£'000's)	South East Services (Ir£'000's)	Roscommon Services (Ir£'000's)	Total Services 2000 (Ir£'000's)	Total Services 1999 (Ir£'000's)
<b>Income</b>							
Department of Health Capital Grants	794	813	541	2,148	234		
ERDF/ESF	44		44		127		
Regional Health Boards - Revenue Capitalised	878	87	965	444			
Fundraising	513		513	189			
Revenue Funds Capitalised	511		511				
Charity Building Fund	0	133					
Department of Justice and Law Reform	0	80					
<b>Total Capital Income</b>	<b>878</b>	<b>1,307</b>	<b>1,324</b>	<b>87</b>	<b>585</b>	<b>4,181</b>	<b>1,207</b>
<b>Expenditure</b>							
Residential Group Homes	235	1,307	87	206	3,232	552	
Day Centres	706			175	881	147	
Respite Facilities	112	112	130				
Renovations				9			
<b>Total Capital Expenditure</b>	<b>941</b>	<b>1,307</b>	<b>1,397</b>	<b>87</b>	<b>493</b>	<b>4,225</b>	<b>838</b>
<b>Surplus / (Deficit) for Year</b>	<b>-63</b>	<b>0</b>	<b>-73</b>	<b>0</b>	<b>92</b>	<b>-44</b>	<b>369</b>
<b>Capital Reserves (Deficits) - (Unspent Capital Monies)</b>						<b>2000 (Ir£'000's)</b>	<b>1999 (Ir£'000's)</b>
<b>Balance at 1 January</b>	<b>417</b>		<b>295</b>		<b>-52</b>	<b>660</b>	<b>291</b>
Surplus (Deficit) for the year	-63	0	-73	0	92	-44	369
<b>Balance at 31 December</b>	<b>354</b>	<b>0</b>	<b>222</b>	<b>0</b>	<b>40</b>	<b>616</b>	<b>660</b>

## Non Capital Income and Expenditure Account

	Galway Services (Ir£'000's)	Mid West Services (Ir£'000's)	Southern Services (Ir£'000's)	South East Services (Ir£'000's)	Roscommon Services (Ir£'000's)	Total Services 2000 (Ir£'000's)	Total Services 1999 (Ir£'000's)
<b>Income</b>							
Regional Health Boards	17,194	12,737	9,622	6,823	4,077	50,453	44,503
ESF/TOPs Allocation Prior Years	33	123	193	79	126	554	649
Other Grants and Resources	252	1	402	1,213	185	2,053	1,242
Income Generated by Service Participants & Activities	1,254	1,893	596	875	1,142	4,618	2,854
Staff Superannuation	383	302	240	243	70	1,238	1,013
Previous Year Allocation Understated		211			30	241	
<b>Total Income</b>	<b>19,116</b>	<b>15,267</b>	<b>11,053</b>	<b>9,233</b>	<b>4,488</b>	<b>59,157</b>	<b>50,266</b>
<b>Expenditure</b>							
Staff Costs	14,591	10,946	8,707	6,774	3,253	44,271	38,306
Other Costs	4,493	4,316	2,342	2,257	1,142	14,550	11,329
Revenue Capitalised						0	344
<b>Total Expenditure</b>	<b>19,084</b>	<b>15,262</b>	<b>11,049</b>	<b>9,031</b>	<b>4,395</b>	<b>58,821</b>	<b>49,979</b>
<b>Surplus / (Deficit) for Year</b>	<b>32</b>	<b>5</b>	<b>4</b>	<b>202</b>	<b>93</b>	<b>336</b>	<b>287</b>

## Non Capital Reserves (Deficits)

	2000 (Ir£'000's)	1999 (Ir£'000's)
Balance at 1 January	398	72
Surplus (Deficit) for the year	32	5
<b>Balance at 31 December</b>	<b>430</b>	<b>77</b>

annual report

## Acknowledgements 2000

We would like to take this opportunity to thank all retired staff members for their dedication throughout their working lives and extend our best wishes for a happy retirement.

### Retirement

#### Region

annual report

#### Galway

#### Name

#### Years of Service

Margaret Byrnes, Cook	16
Margaret Johnston, Houseparent	25
Peter Dorai-Raj, Senior Psychologist	27
Bridie McGinty, Nurse	17
Pauline Norton, Houseparent	25
Vincent Norton, Area Manager	26.5
Eileen Quinn, Nurse	27

#### Waterford

Breda Barron, Staff Nurse	20
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#### Roscommon

Margaret Flanagan, Nurse/Houseparent	15
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#### Limerick

Jim McGiven, Supervisor/Instructor	22
Mary McAuliffe, Houseparent	10
Bridget Duggan, Staff Nurse	7

The Brothers of Charity Services, Ireland would like to welcome all those who joined our organisation in 2000, service users and their families as well as new members of staff.

The Brothers of Charity Ireland, would like to express their sympathy to those families and friends of service users and staff who died during the year 2000.

### Deaths

#### Region

#### Service Users

#### Staff

#### Galway

Paddy Byrne  
Paul Egan  
Enda Kelly  
Robert Fortune

#### Cork

Tom O'Donnell  
Charlie Lennon  
Sinéad Roche

#### Clare

Joyce O'Dooghue

#### Limerick

Joseph Toomey  
Patrick Kavanagh  
Tony Sheehan  
Bridget O'Brien  
Joyce O'Donoghue

John Kilgarriff  
Hilary Hourigan



## Brothers of Charity Services, Ireland, Regional Offices & Directors of Services.

### County Clare

Mary Kealy,  
Director of Services,  
"Auburn", Ard Na Greine  
Ennis, Co Clare

### County Galway

Patrick McGinley  
Director of Services,  
Woodlands Centre,  
Renmore, Galway

### County Limerick

Robert Sillery  
Director of Services,  
Bawnmore, Limerick



***L to R:** Mary Kealy, Una Nagle,  
Johanna Cooney, Marian Keigher  
**Sitting L to R:** Patrick McGinley,  
Winfred O'Hanrahan, Robert Sillery*

### County Roscommon

Marian Keigher  
Director of Services,  
Lanesboro Street  
Roscommon

## Brothers of Charity Services

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### South-East Region

Johanna Cooney  
Director of Services,  
Belmont Park, Waterford

### Southern Region

Una Nagle  
Director of Services,  
Lota, Glanmire,  
Cork

### National Secretariat

Winifred O'Hanrahan  
National Director of Services  
Kilcornan House,  
Clarinbridge, Co. Galway



