



Brothers of Charity Services



National Annual Report 2004

04



Brother John O'Shea

Dear Friends,

Much of our time and energy goes into maintaining the Services that we provide. There are the daily, weekly, monthly and annual routines. We have just about completed them when it is time to start all over again. This can apply whether we are at the frontline or involved in the management, planning, and other aspects of the Services. Particularly in times of financial shortfalls and hardships it can be difficult to see beyond 'making ends meet'.

At the same time if we take even a medium term view, we can see that steady progress has been made over the years. We may at times consider the progress to be inadequate, uneven in its effects, not addressing changing needs or not keeping pace with the progress made by other sections of society.

We can measure some of the progress in terms of increased staffing and supports for service users. We can measure part of it in terms of increased acceptance in the community and increased opportunities to participate in the life of the community. We can also measure part of this progress through an increased awareness of the uniqueness of each individual and the need to respond to that uniqueness by such means as individual planning and personal outcomes.

There is also the uniqueness of each individual as a loving creation of God called to a relationship with Him that endures into eternity.

In evaluating the progress that we make in our Services, it is important that we give due consideration to how we have facilitated service users, their families and staff in becoming aware of and responding to their spiritual needs and desires. In our interaction with one another we are increasingly aware of the need for a holistic approach. This holistic approach is one which sees the wonder and complexity of each one of us in our various aspects and dimensions. It recognises that we are not just a body, or a mind, or an emotion but a wonderful human being created in the image and likeness of God. Much is already happening in this area and it is important that we feel supported and encouraged in keeping up the good work.

It is the Gospel vision that underpins our Services.

Bro. John O'Shea
Regional Leader



National Directors Address

Dear Friends and Colleagues,

I am pleased to have the opportunity of introducing the Brothers of Charity Services National Annual Report for 2004. The Report sets out our achievements for the year as well as our plans and the challenges we faced. During 2004 our Advocacy Services continued to grow and develop, thanks to the dedication and hard work of our service users and staff members who have done magnificently creative work on a very small budget.

The sixth National Advocacy Conference took place in Ennis Co. Clare in November. The Conference was entitled 'My Life, My Community – A Time for Action' and led to the publication of a booklet in which service users set out their recommendations for action in relation to their home, their leisure, their relationships and their work.

During the year partnerships were developed with Comhairle, the National Advocacy Agency, and the local Citizens Information Services. The Limerick Services were successful in securing funding for the development of a two year Citizen Advocacy Pilot Project and they are working on this project in conjunction with the Limerick Citizen Information Services.

In preparation for the incorporation of our Services, we spent some time during the year reviewing our Vision and Mission. Our new National Vision Statement 'Love and Respect in Every Action' is reflective of the ethos of the Brothers of Charity and will guide everyone associated with our Services as we try to achieve our common goals.

I am greatly encouraged by the considerable efforts of every Region to build bridges with local communities and groups. In each Region there is an increasing focus on community participation and on the development of partnerships with both community and statutory organisations. Some examples of this include the Kilcornan Partnership Committee, Galway, which was established to consider and plan the best possible future for service users based in Kilcornan; the links forged by the Roscommon Services with the Health Promotion Services of the Western Health Board and other voluntary groups to facilitate best possible health for service users; and the development of a formal partnership between our Limerick and Clare Services and the Mid Western Health Board to deliver a new model of Early Intervention Services.

We continue our efforts to offer alternative living and working choices to service users in campus or congregated settings and during the year some clear steps were taken to advance this as you will read in our individual Regional Reports. One example of this was the closure of Mountbank Day Service in the South East enabling forty service users to relocate to more appropriate community settings. We are acutely aware that we cannot offer the choice of living in the community without the partnership of everyone involved including our service users and their families, the statutory authorities and staff representative associations. We look forward to continuing and strengthening our efforts in this area in the coming years.

During the year all of our Regions placed a major focus on the development of Quality Systems and a significant amount of effort was placed on the development of Personal



WINIFRED O'HANRAHAN
NATIONAL DIRECTOR



annual report 2004

Outcomes Measures and Individual Plans for each service user. We increased our investment in staff training in relation to the philosophy and use of the Personal Outcomes System, and training commenced in a number of Regions on the introduction of this system into Children's Services. We also worked on a National Governance Statement on Quality based on the ethos of the Services and the values underpinned in the Personal Outcomes System. During 2004 our Southern Services achieved a major advance in plans for Adult Service Users, and their Early Intervention Services worked through individual family support plans and individual programme plans.

The seeking of sufficient funds to meet the needs of our service users continued to greatly challenge all areas of service and we continued to highlight particular inadequacies of some aspects of our services, including our campus settings. 2004 was disappointing in this respect as very little was available in the Government's budget proposals to facilitate such developments. Despite this we succeeded in putting in place a significant amount of new service developments which were mainly focused on school leavers and those requiring emergency residential placements.

We were however disappointed at a very significant Value for Money cut in funding which had a severe impact of service provision and left many Regions facing major challenges. We welcome the Government's commitment to a five year development programme for people with disabilities announced as part of the budget last December. Hopefully, this will allow planned development, particularly in residential and respite provision and alleviate some of the difficulties experienced by our service users and their families. During the year many of our Regions were involved with third level and adult education and training programmes as part of our focus towards the inclusion of people with an intellectual disability in mainstream education and training. Our service users and staff also contributed to a significant number of national and international conferences.

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 a national level the work of the Brothers of Charity could not continue without the contributions from our National Standing Committees and National Working Parties and in particular without the dedicated support of each of the Regional Directors of Services. During the year I was grateful for the guidance and support of the members of the Regional Team of the Congregation of the Brothers of Charity, in particular Brother John O'Shea, Regional Leader.

As a Service, we greatly value the continuing support received from the National Federation of Voluntary Bodies and the many agencies both regionally and nationally that have 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 the Health Services Executive as well as the many Statutory and Voluntary Bodies who gave us ongoing support and assistance throughout the year and enabled us to serve people with an intellectual disability in a better and more responsive way.

Winifred O'Hanrahan
Winifred O'Hanrahan
National Director of Services



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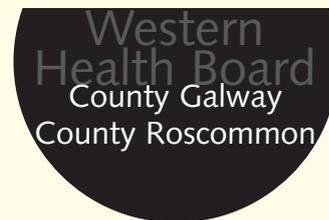
Introduction to Brothers of Charity Services

The Brothers of Charity Services in Ireland today are made up of 3,000 Service Users and their families, and over 2,400 staff members. Our Services have their origin in the vision and dynamism of Canon Peter Triest (1760-1836) who founded the congregation of the Brothers of Charity in 1807. The Brothers came to Ireland in 1883 and today are one of the largest service providers for people with intellectual disability in Ireland.

The core values of our services have always been the dignity and humanity of each person. How these are expressed has evolved over time with our

greater understanding of the rights of all people with a disability, with the changing hopes and expectations of the individuals and families with whom we work, and with the growing expertise of everyone associated with our services. We use the term Service User throughout this report as a collective term for the people who use our services.

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





During 2004, the Brothers of Charity Services, Ireland, provided a wide range of services, with some Regions specialising in particular service areas.

Early Assessment Intervention

Development and Pre-School Services

Health Related Support Services

EDUCATIONAL SERVICES

Residential Care

Day Activation for Children and Adults

Vocational Preparation

Advocacy Support

Personal Development Training

SUPPORTED LIVING ARRANGEMENTS

Family and Sibling Support

Supported Employment Services

Crisis Intervention and Respite Care Services

Service for Children and Adults with Autism

Staff Training and Development Services

PASTORAL CARE AND CHAPLAINCY SERVICE

Care of Elderly Persons with Intellectual Disability

Community School Age Support

Integrated Leisure Activities



Region By Region News

Clare Services

2004 was a very busy and exciting year for the Clare Services. We developed and began the implementation of our Vision Statement – ‘Love and Respect for All Towards a Full and Valued Life’. This vision has provided us with a clearer direction and has become the foundation of our services in County Clare.

It will also be remembered as the year the Clare Services proudly hosted the 6th National Service Users Conference: ‘My Life, My Community – A Time for Action’. Presentations from all the regional services stimulated discussions which led to the evolution of a clear set of recommendations. These recommendations for action focused on people’s choices in relation to their home, their leisure, their relationships, and their work. The Conference provided inspiration and insight into the future direction of our services.

In Ennis 2004 saw the celebration of twenty one years of service to people with an intellectual disability and their families. Many events were organised to give people an opportunity to celebrate the service, its achievements and to pay tribute to all who have participated in it over the last twenty one years.

March 2004 saw the publication of the first issue of ‘The Bridge’ magazine which offers a range of articles written and presented by people about what is going on in their lives and their services.

Elizabeth Brody and Ger Minogue succeeded in securing places on and completing a National University of Ireland course in UCD. They travelled to Dublin every week to participate in the course ‘Advocacy and Citizenship’, making a valuable contribution as well as bringing back knowledge to share with others. Congratulations go also to the Rehabilitative Training Centre, Ennis on achieving a Centre of Excellence Award for the second time.

The start of two new community based projects in Shannon and Scarriff has offered individuals real opportunities and options within their own

localities by harnessing existing natural supports. The East Clare Project has supported Joe McGrath and Brian Hogan to run a coffee shop in the village of Scarriff. The Project set up the coffee shop in the local co-operative and has provided training to enable Joe and Brian to run the operation successfully.

The Shannon Project is a locally based service in the Family Resource Centre - a centre that is also used by other community based groups. This new venture supports people in the choices they make to participate in a diverse range of activities. Individuals identify and determine their own need for support in the evenings and at weekends.

In North Clare considerable effort has been put into fostering stronger links with other community groups. The advantage of these links is that we are able to plan resource needs together. People are attending training through the ‘Back to Education Initiative’ and are enjoying a variety of activities in the locality as well as meeting new people.

In West Clare the green shoots of an increasing focus on community integration continue to flourish. A number of people enrolled in adult education courses and in turn invited members of the community to use their facilities by hosting and launching the Adult Education Arts Awareness Week.

The social group organised and held their first interagency, inter-county conference to mark International Women’s Day.

The EASPD European Labour Conference and Inclusion Europe invited the Clare Services to present our documentary video ‘Making It Work’ at their Conference in Dublin. The documentary focused on three people who were being supported in jobs in their respective communities. Following on from this, two of the people featured in the video were selected by the United Nations to represent Ireland on a panel of people living meaningful lives for their forthcoming Charter for Disability Rights.



The Outreach Team continued to support people to build meaningful lives in their own communities. They saw people put great energy into their own plans in 2004. Some highlights of the year have included:

- supporting people to complete training,
- progressing to further education,
- moving into independent accommodation
- increasing work hours and develop new personal skills.

‘Choice’, a brochure on housing options was produced by the Clare Services and presented to services at the Service User conference this year. ‘Choice’ shows some of the housing options currently available to people and explains how these housing options can be accessed with the assistance of a housing association. Through the Housing Association a two-bedroom apartment was completed and another new house was started in July, both in the Ennis area.

2004 was a very significant year in the development of Early Intervention Services for children and their families in County Clare. Formal partnerships between relevant agencies were established offering a trans-disciplinary model of service. Feedback from parents and staff who have participated in assessments indicate that they have been a positive experience. The Children’s Respite Service expanded and it is providing more respite to a greater number of families. “Corrovorrin”, a community house for children, was refurbished and it celebrated thirty years of service.

The Clare Services increased its investment in staff training and development in 2004. The Services continue to be committed to the implementation of Personal Outcome Measures which has influenced the direction of service provision and the ongoing development of the Clare Services. The Services look forward to new learning in the year ahead!

Mary Kealy
Director of Services





Galway Services

During the year 2004 the Galway Services placed a major focus on the development of Personal Outcomes and Individual Plans for each Service User. A real emphasis was placed on developing a Person Centered Service supported by individual key workers where possible. This has brought us new challenges and in some cases a request for new resources and in other cases a request to do things differently and adapt our systems more around the needs of the individual. Many creative solutions have emerged.

Seeking sufficient resources to meet the needs of our Service Users continued to greatly challenge all areas of our Services. We availed of every opportunity to highlight the significant and growing needs for additional staffing and support for children in our "Community School Age Services" who received a minimal service; for individuals who urgently require a residential place; for individuals who require additional day services; for the elderly and more dependent; and for individuals and families who require access to much needed multidisciplinary supports.

Despite the difficulties, progress was made in a number of areas.

- Additional staff were made available in the Early Childhood Services.
- Some additional posts were filled in our Multi-disciplinary Services.
- Fia Nua, a new service for people with high dependency needs in Ballinasloe expanded and moved to new premises.
- A number of new day places were created in some service areas.

We particularly focused on the safety needs of Service Users and established three wrap around services for individuals with challenging behaviour. However, these were provided as risk-funded services and to-date we have not received additional funding for these services. This will have a serious impact on our Services in 2005 if they are not appropriately funded.





During the year the Gort Services continued to “rise from the ashes” as work commenced with great community support on the new Orchard Services Building. The Apple Tree Vocational Training Programme moved to a new building.

Considerable energy was placed by many groups and project teams in planning new services and in considering different ways of doing things. Staff Teams continue to advance a wide range of projects. The Implementation forums were very busy in the three Sectors looking at the implications arising from the implementation of Personal Outcome Measures.

- The Kilcornan Partnership Committee is considering how to plan and build the best possible future for Service Users based in Kilcornan.
- The John Paul Programme Team produced an excellent document on the future of the John Paul Services.
- The Vision Statement Group produced a Vision Statement that encapsulates our vision of where we want to go. In particular, the statement “valued citizens in their local community” captures for me what we are all about.

We are greatly encouraged by the considerable efforts to build bridges with local communities and groups, in particular by the Rosedale Art Exhibition which took place in shops and public premises in Galway, the launch of the Soundscape CD in NUIG, the involvement of volunteers in many settings, participation by Aftercare Service Users in Macnas Community Arts Group, the involvement of Ionad Bruach na Mara Service Users in the wonderful concert with the Con Tempo Quartet, and the involvement of Service Users with the Galway Twinning Project in Lorient.

Patrick McGinley
Director of Services





Limerick Services

2004 was a very eventful year for the Brothers of Charity Services in the Limerick Region. In accordance with the ethos of the Brothers of Charity, we have developed a strategy to reduce, on a gradual basis, the number of service users residing in the Bawnmore campus. This strategy is based on a person centred approach to the individual needs and wishes of Service Users. To coincide with this strategy, a new post "Head of Bawnmore Services" has been filled during 2004. The appointment of Noreen Ryan as Head of Bawnmore Services will greatly enhance the successful outcome of the planned initiatives over the coming years. The aim of the Strategy is to enhance the lives of those Service Users currently living on campus and our objective is to relocate at least sixty Service Users into the Community. The Administrative and Support Services were moved from the campus in Bawnmore to a new location in Blackberry Park, Dock Road, Limerick during the year.



The 'Doon Project' has been agreed and will provide accommodation in the Village of Doon to 12 Service Users currently residing in the Bawnmore Campus. Building should commence by September 2005 with completion expected 9 to 12 months thereafter.



During 2004 a 'Think Tank' was organised which involved a broad range of staff coming together, facilitated by a Management Consultant, to determine a future 'road map' for our Services. The outcome of this exercise was the creation of five groups to develop the following areas:

- Day Service Provision, Involvement of Service Users,
- Housing
- Family and Community Involvement
- Children's Services
- Staffing.

The groups are to engage with both staff and Service Users during the course of their deliberations, in order to develop a strategy that will feed into the overall strategy of our Services over the next five years.



The services were successful in securing funding from the Dormant Account fund and 'Comhairle'in relation to two new developments. The Dormant Account project funding will support the employment of a project worker over a two-year period to assist the roll out of 'Personal Lifestyle Planning' within our services. The funding received from Comhairle will allow for the appointment of a project worker on a two-year basis to assist in the development of advocacy for our service users.

Early Intervention Services in the Mid-West have significantly changed over the last year. The Brothers of Charity Services Limerick have established a formal partnership with four other service providers in the Mid-West region and with the Mid-Western Health Board. This partnership will deliver a model of early intervention that is play based in terms of assessments and intervention. It offers both individual and family based interactions, which are community based and centre based. This service is managed by a local management team involving all the partners and delivered by four teams made up of a wide variety of professional support staff working through a transdisciplinary and multidisciplinary model of service.

The Step Down community home which is linked to our challenging behaviour service 'Cois Coillte' opened in the latter stages of 2004 and is currently home to two Service Users.

The core under funding of our Services remains a major block to any Service development. During 2004 meetings were held with our funding agencies to discuss the chronic under funding of our Services due in large part to value for money cutbacks apportioned to our Services since 2002. This involved a presentation as well as a tour of the Bawnmore Campus. Representatives from the Mid Western Health Board also attended this meeting in support of our case. We continue to present our case to the relevant parties including the new Health Services Executive and the Department of Health and Children.

We look forward to 2005 with optimism for our Services.

Robert Sillery
Regional Director



Roscommon Services

In 2004 the Roscommon Services placed a major focus on the development of Personal Outcomes and Individual Plans for each Service User. The Roscommon Region was expanded and several service areas reorganised and restructured to facilitate the implementation of Personal Outcomes and increase efficiency and effectiveness.

Service Users excelled during the year with two people achieving certificates in Horticulture and one Service User started college on a full time basis, undertaking a diploma in computing. A group of Service Users put together their artwork to produce a fantastic calendar for 2004 which was sold to the public. Martin McWalters, who is a member of Roscara Services, launched his new booklet, "Efforts Rewarded".

Service users undertook in-house training on various topics. To promote Service User involvement in recruiting staff a training programme was developed and Service Users were involved in interviewing frontline staff.

The National Advocacy Council asked each region to conduct a survey on how service users managed their own money. Following the results of this research a training module was devised which is to be made available countywide to service users who wish to learn how to manage their own money.

Links were forged with the health promotion services in the Western Health Board and the County Voluntary Groups to facilitate 'best possible health' for service users. In collaboration with the health services the "Go for Life" programme aimed at people with significant physical mobility difficulties was accessed by service users and their parents. Structured health promotion group projects were undertaken in relation to "best possible health" with identified groups of service users. Collaboration with the Roscommon Sports Partnership facilitated the inclusion of service users in sports projects in their own community. An after-school service was developed and it offered new experiences such as swimming, attending the gym, and social outings into the wider community.

Our Psychology Department took a lead role in researching and shaping the development of services for our ageing population. They continued the development of policies and practices in relation to models of services for healthy ageing and adults with dementia. Dementia screening was undertaken at a county level with all service users with Down's syndrome over 30 years of age.

Our Behaviour Support Team carried out extensive training in crisis prevention, and Longitudinal Training in Positive Behavioural Support. Planned on-call crisis support was provided and approximately 38 crisis response call-outs were made. All behavioural support plans were reviewed during the year. Our Behaviour Support Team made well-received presentations on services to people with challenging behaviour to the Special Education Support Service Conference, and participants included the Mid Western Health Board, Midland Health Board, and the Irish Society for Autism. They also presented three papers to the 12th World Conference of IASSID (International Association for the Scientific Study of Intellectual Disabilities) in June. One paper was submitted to the British Journal of Intellectual Disability Research and another was presented at the '39th International Congress of Applied Behavior Analysis' in Boston.



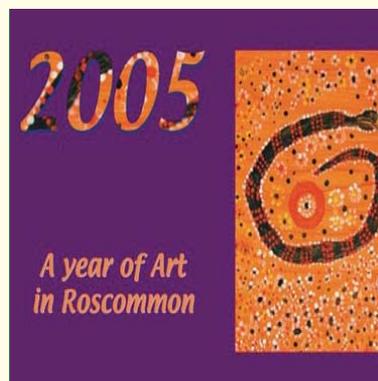


Various other projects were developed throughout the year.

- A Youth Integration Group called Young Adults Alive (YAA) was developed by the Brothers of Charity Services with input from the Family Life Centre, Boyle. YAA is a community youth club and aims to integrate service users of the Brothers of Charity and young people from the local community.
- The development of the Children's Autism Respite Service has greatly enhanced and extended the respite service offered within the county.
- An after-school service which offered new experiences such as swimming, attending the gym and social outings into the wider community to children was developed.
- Curlew Enterprises was established in north Roscommon. This is a small non-profit company set up to provide various maintenance services around the county and which employs service users.
- A Respite House in South Roscommon was opened in May 2004.
- Our Social Work Department took on a consultative role for Sligo I.T. in the development of their Higher Diploma in Arts and Advocacy.
- We continued the strong links with Ros FM - the radio station which provides Community Radio and highlights disability issues.
- We initiated a Seminar on Parents with Intellectual Disability which was attended by representatives from the Western Health Board and other Voluntary Bodies contributing to more collaborative work.

The Roscommon Services had a very busy year and we are looking forward to continually developing and restructuring our services to meet the needs of all our service users.

Marian Keigher
Director of Services





South Eastern Services

2004 was a very busy year in the South East. Many very positive outcomes were achieved at all levels within the organisation and great credit is due to staff, service users and families for their work and support in making these achievements possible. In addition, the ongoing involvement of a great band of volunteers particularly in recreational and social activities in Waterford and, over the last two years, in South Tipperary, greatly enhances options available to service users and therefore their quality of life.

Our formal involvement with the Waterford Institute of Technology and the South Eastern Health Board in the Registered Nurse Intellectual Disability [RNID] degree course, both in course delivery and the provision of student placements has also had very many positive benefits for the services, both staff and service users.

The following are just a sample of achievements in the south east during 2004.

Towards Personal Centered Planning

Following on from the mock review of services carried out in 2004 by the 'American Council' a Steering Group was established to lead the implementation of a quality enhancement plan for the region. A number of implementation teams were set up across service areas, each team having their specific goals and objectives. In addition, a Person Centred Planning Co-ordinator /Trainer was appointed in December 2004 and we commenced our use of the National Personal Outcomes Database.

Support for Residents

Growth Groups were piloted in a number of group homes in the Waterford area, the purpose being to support the residents in each house to adapt to shared living arrangements. The groups were facilitated by the Psychology team in conjunction with the relevant social care workers. The success of the pilot groups has led to a reduction in interpersonal difficulties within these houses and it is now planned to develop such groups in the remaining Waterford based houses during 2005.

Wider Choices for Service Users

The proposed sale of land at Belmont farm, in conjunction with a review of the existing service led

to the decision to reduce our commercial activity and to develop a range of activities offering wider choices to service users who wished to remain working in an outdoor environment. During the year an Aberdeen Angus breeding programme commenced with service users involved in all aspects of care and Animal Showing throughout the province. In addition an Equine programme was introduced, teaching skills in equine husbandry and riding. Training also commenced with a Farm Relief group who will undertake external contacts with local farmers.

During the year two staff members trained in Integrated Energy Therapy , expanding the range of activities on offer to service users with high support needs.

A major review of residential services commenced during 2004, involving service users, residential support staff and multidisciplinary support staff. It is envisaged that the recommendations of this review will influence the direction of residential responses going forward.

Developments

The Mountbank day service finally closed on May, 4th enabling 40 service users relocate to more appropriate settings throughout Waterford . A review of the individual needs of the Mountbank Centre users and the Comeragh Centre users led to the establishment of a Pre-employment Training and Employment Resource Centre, called Pathfinders, which is located in Waterford City and a refocusing of the existing Comeragh Service. Service users registered with the Resource Centre increasingly avail of training in mainstream settings. It is now planned to open a training coffee shop in Pathfinders which will be open to the public.

In Waterford a new community based day service, Quest, opened specifically for school leavers with a view to increasing work life options for each participant on the completion of an individually designed training programme.

In the course of the year five service users moved from the services residential settings to private rented accommodation and two residential houses opened, one in South Tipperary the other in Waterford.



Service User Achievements

Service user achievements in training and development during 2004 were many and varied and included service users who were awarded Certificates in General Catering; successfully completed their Drivers Theory test; received Manual Handling certificates; presented at 5 conferences. A number of training courses in Advocacy were provided for service users in the South East by 'Speaking Up Training Consultancy' from Cambridgeshire and with the assistance of the FÁS Links Scheme a number of service users progressed to open employment in South Tipperary.

Staff Training

An application for funding to the Nursing Council was accepted enabling the services to pilot 'Action learning sets'. A training plan has been agreed with training consultants with the training due to commence in 2005.

The services committed to ongoing training in personal outcomes measures for all staff as a tool to person centred planning. Four 4-day training sessions were offered in the course of the year with the final training session including staff from the SEHB who work in partnership with us in providing children's services.

Following the appointment of an Occupational Health Nurse in 2004, the services offered a wide range of health promotion sessions to staff in conjunction with external bodies.

EU Links

Over the years our involvement in EU funded projects has had a major positive impact on Service user training and service developments.

The Kings Deli, Cashel, the Deise Laundry & Linen rental service, the Hotel Maintenance group and the Landscaping service in Waterford, started out as projects. Today they are all work options available to service users. In addition, service users successfully undertook formal courses of training with Wigan and Leigh College UK.

During 2004 the services continued its involvement in EU projects through its partnership in 'In-Outdoors – inclusion through outdoor activities'. A

member of the Recreational staff and a volunteer took part in a week long training programme in outdoor pursuits in Mariembourg, Belgium. In December, at a trans-national meeting in Greece, plans were finalised for a group of service users to travel to Potenza, Southern Italy in early 2005 to participate in outdoor pursuits training.

A further proposal to the EU, called AGRI, was approved in December under the Youth programme.

In July 2004 the services welcomed the Cape Breton Chorale from Canada to Waterford who performed at Christchurch Cathedral. The proceeds of the night were donated to the South Eastern services. Representatives of the services presented the members of the group to the Lord Mayor of Waterford during which letters of friendship were exchanged.

Johanna Cooney
Director of Services



Southern Services

The Southern Services had a very active 2004. One of the major issues we had to address during the year was the lack of funding to develop services. During the year development funding was scarce yet we managed to secure the sum of €1,542,000 on a full year basis. This funding enabled us to provide a second residential respite facility for children; provide additional adult day programmes; employ a fulltime senior psychologist and offer occupational therapy and physiotherapy in our Kerry Early Intervention Services. We were also able to provide an evening leisure programme at The Brook. A special word of thanks goes to Minister Micheál Martin who supported our application for the second respite facility to the Department of Health and Children through the Southern Health Board.

Despite the fact that no capital funds for intellectual disability projects was made available by the Department of Health & Children during 2004, we still managed to secure €720,000 in grant assistance - i.e. €600,000 from the Dormant Accounts Fund for our second respite group home and €120,000 from the Southern Health Board towards the extension our Mahon Child Development Centre.

Update on other capital developments

- We commenced our refurbishment plans of Lota campus with the completion of a new medical centre for the visiting GP and dentistry services, our vaccination nurse and clinic nurse supports.
- Plans to rebuild our Killarney Child Development Centre and to refurbish the conference centre at Lota advanced to planning and design stage.
- The final instalment on the Chapelgate premises was paid and the BALANCE Shop, Community Support Services, Trasna Training Services and the sectoral offices all benefited from the new facility. Plans to open a coffee shop are advancing.
- Plans to develop a purpose-built day and residential service for a small number of service users were boosted with the realisation of land which provided us with some seed-capital for the project.

- Three service users moved from Lota and one from Upton to community residential settings.

Person Centred Planning and Quality Assurance

On the planning front we saw a major advance in plans for adult service users using the 'Essential Life Styles' and 'Futures' methods of planning. Our Early Intervention Services worked through Individual Family Support Plans and Individual Programme Plans. The schools, using the IEP's system, saw our multidisciplinary support services and respite and family support services continue to focus on assisting pupils reach agreed targets.

Our Positive Behaviour Support Services continued to make significant inroads into supporting and training families and staff in developing individual support plans.

Training and other Developments

Training for families and staff continued to reach existing and new families with many parents attending our parent workshops, support groups and education evenings.

Staff attended training in many areas, including first aid, manual handling, infection control, fire fighting, PECS, Portage and LAMH, ID database training, LEO management Programme, Parent Plus, Stesolid, Positive Behavioural Supports (both awareness and longitudinal training) and policy awareness training. In particular staff enjoyed the Health Awareness Day in Kerry and the four-day programme in Cork.

The ASD Services provided post-diagnostic parents support groups, sibshops, preschool transition groups and Early Bird Training for parents (a three month training programme which empowers parents to facilitate the development of children aged under 5 years)

Research

Research was conducted in many areas, including the incidence of autism in late teenage and adult service user populations and group work with secondary school pupils and in the development of a Personal and Sexual Awareness Development Programme.



The Service User Council presented their findings on housing options to the National Service Users Council in Clare in November. This excellently researched project resulted from visits to various social housing projects in Cork and Dublin, group homes in the community and campus settings.

Sports & Leisure Pursuits

Apart from the wonderful holiday postcards from Tralee and Trabolgan to Tenerife, service users enjoyed various activities including joining youth clubs in their local area accessing local leisure facilities and local projects including the St. Patrick’s Day Project.

Celebrations

FETAC awards were presented to trainees at Rosmini Resource Centre by Jim O’Keefe, TD and at Caritas by Brian Corcoran, Cork Senior Hurling Champion, and Caritas received its Quality Assurance Award in Dublin.

Our Lady of Good Counsel School welcomed members of an international delegation of school principals from Britain and South Africa.

As part of an international effort, Rosemary O’Connell, our Head of Psychology led the celebrations at the launch of the revised extended Griffiths Mental Development Scale. Her department also held a seminar ‘The Psychologist in Court’, run in conjunction with the Psychology Society of Ireland.

The Pastoral Care Organising Committee arranged a trip to Rome. The highlight of which was the public acknowledgement of the presence of staff from the Brothers of Charity (Southern Services) during a public audience with the late Pope John Paul II.

Fundraising/Voluntary Input

Fundraising efforts were action packed and wonderful fun for all involved and raised over €150,000 in cash/in kind for the Services which are detailed in our local report, and included a sponsored walk for the Listowel Child & Family Clinic in conjunction with Shannon Development and North Kerry Walks in June. The walk was a huge success with tremendous support from parents, ex-parents, members of the community and staff and raised €33,550 for new facilities for the Listowel service

Challenges for 2005

The identified challenges in each service area range from advancing person-centred plans, research, and policy development to more appropriate facilities. The individual challenges set by each area are too numerous to mention and again, are detailed in our local report.

Una Nagle
Director of Services





National Working Groups & National Standing Committees

Good Practice Guidelines in the Handling of Adult Service Users Personal Assets – Working Group

This group was set up in 2004 to develop good practice guidelines in the handling of service user's assets. The group met three times in 2004 and issued a draft for consideration by the National Directorate in July 2004.

General Health Provision for Service Users – Working Group

The Working Group met six times and together reviewed both national and international research, agreed and produced Guidelines and a Form. Various health professionals and General Practitioners were consulted and their views taken on board. The initial form was piloted in the Kilcornan Centre, Clarinbridge and was improved based on the comments received. The Guidelines were ratified and circulated to each Region in May 2004.

Good Practice on Abuse, Investigation and Treatment – Working Group

The Brothers of Charity Services have a responsibility to protect the welfare of service users and to provide an environment which minimises the possibility of abuse. This responsibility extends to ensuring that all service users are treated with dignity and respect at all times. A National Working Group on Good Practice on Abuse, Investigation and Treatment was formed in order to produce and review national guidelines. These guidelines, entitled "The prevention of abuse and the management of abuse allegations" were completed and published in January 2004.

Personal Development, Relationships and Sexuality of Service Users – Working Group

This group was established in late 2004 and will produce National Guidelines that reflect the ethos of the Brothers of Charity Services. The support the services offer in the area of relationships and sexuality will be informed by the personal needs of the individual and the relevant legislation.

Advocacy Supporters Standing Committee

Once again it has been a very busy year for the National Supporters Group on Advocacy. The Group supported each Region with their preparations for the National Service Users conference hosted by the Clare Region in November. Over the years the Service User Conference has grown in size and content. This Conference now plays a pivotal role in information exchange between Service Users, Service Provider, Parents and Statutory Bodies. The outcomes of this Conference have fed National Strategy by letting the organisation know what our Service Users want from us and making us ask the question – "How we can change strategically to meet this need"?

Regions hosted a "National Advocacy Day" on the 12th of July. Each Region undertook to design a day, or in some cases, a couple of days where the Service focused on developing the understanding of advocacy for service users, staff, the community, parents, and siblings.



Designated Persons Standing Committee

The aim of this group is to provide a forum for designated persons to provide professional peer support across the Regions. It also aims to provide a forum for discussion and information exchange on issues and research relating to abuse. The group exchanged information in relation to various relevant support organisations and professional training programmes.

National Sex Abuse Treatment Standing Committee

The Group met on four occasions throughout the year. The work of the Group in 2004 centred on following up on the recommendations made to the National Directorate in 2004. These included the issues of limited resources and protected time to address abuse related work, the lack of treatment services in some regions, mandatory awareness training on abuse to front-line staff, support to service users in accessing the Redress Board, and the possible use of a proactive screening process. The Group agreed to draft a Governance Statement on proactive screening for abuse, for consideration by the National Directorate.

A successful two day training event was hosted in Bawnmore in March 2004. Glynis Murphy (Tizard Centre, University of Kent at Canterbury) and Alan Corbett (CARI) presented workshops on working with perpetrators of abuse who have a learning disability. Further training for 2005 was planned.

National Evaluation Standing Committee

The main focus of the National Evaluation Committee in 2004 was the co-ordination and ongoing development of the implementation of the Personal Outcomes Quality System in most of the regions. This system focuses on the quality of service from the point of view of each service user. The Group plays an important role in sharing lessons learned in different regions and supporting the work in each region.

We continued to train staff members on the philosophy and use of the personal outcomes system. Following the training, staff members focus on working on the development of person-centred plans for the individuals whom they support. In each region steering groups or implementation forums set up project groups to work on themes emerging from the focus on personal outcomes. Among the areas that were focused on in 2004 were the Development of Rights, Risk Management, improving Safety, and Developing Community Links.

Training commenced in a number of regions on introducing personal outcomes into Children's Services. The focus here is on supporting the Family as well as the Child in the achievement of the outcomes that are important to them.

The group developed a format for developing a Local Service Plan in which a house or service would agree to work on for a period of a year based on the issues identified in each individual's plan. Work started on the development of a modular training course on the Role of the Key-worker. The group continued to work on the development of the Personal Outcomes Database which tracks progress on the priorities identified in Individual Outcomes Interviews and the goals identified in the Individual Plans.

The group worked on a National Governance Statement on Quality and the development of a Quality System based on the Ethos of the Service and the values underpinned in the Personal Outcomes system. The system tracks efforts to develop and support quality initiatives at an Individual, Service and overall Organisational Level. It tracks progress and focuses on learning lessons from barriers identified in Individual Plans and Local Service Plans. It builds on and includes successful elements of our current Evaluation System "How Are We Doing".



Training & Development Standing Committee

The National Standing Committee on Training and Development met on 6 occasions in 2004. The Committee welcomed Rebekah Santos from the Cork Services who took the place of Geraldine O'Driscoll who had served on the Committee for many years.

The focus of work throughout the year was the completion of a Governance Statement on Staff Training and Development for the National Directorate. While the submission to the National Directorate focused on the underlying principles of staff training and development, and the purpose and coordination of such activities, the discussions which surrounded the development of this document were rich with thought and action that will frame the Standing Committee's actions for 2005.

The sharing of local vision, policies and practices influenced the work of each Committee member and will enrich the training activity carried out in each of the regions.

Links continued to be maintained with the National Federation Sub-Committee on Training and Development with Majella Hayes and Denise Shaw-Kelly maintaining the links between each committee. Plans were also made to meet the National Standing Committee on Human Resources with the aim of improving communication and providing a forum to discuss topics common to the work of both groups.

Progress on the development of the National Training Data Base continued with the amalgamation of issues, ideas and needs regarding an up-dated version of this essential Training tool.

National Finance Standing Committee

The Finance Team (F-Team) met four times during 2004 and undertook the following work.

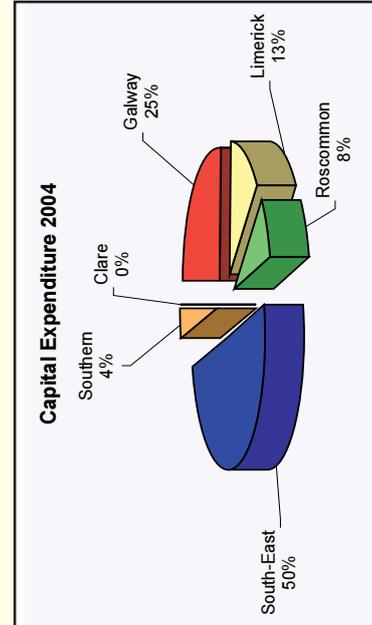
- Information sharing regarding Pay Awards, New Service Developments, Value for Money adjustments, Minor Capital and other finance related issues.
- Comprehensive Presentation of the proposed New Corporate Structures to be implemented in the Services to the F-Team.
- Discussion and review of the introduction of Superannuation for part time employees and how it impacts on the payroll system. Some concerns have been formally communicated to the Human Resource Standing Committee for discussion.
- Attendance of F-team members at PPARS and FISP presentations, provided by the Department of Health and Children. Feedback provided at F-team meetings.
- Electronic payment of Creditors – continued roll out.
- Quarterly reporting of Accounts to National Director.
- F-team member nominated to take part in Fundraising Committee set up by National Director.
- Residential Costings updated.
- Payment of Benchmarking and Sustaining Progress Awards.
- Information and Communication Technology Report produced and presented to National Director.
- Review and feed back on Service User Money Policy.

At the end of each year the F-team set targets for the following year.



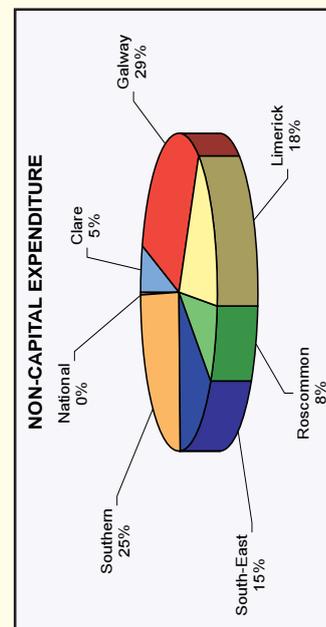
Capital Income & Expenditure

	TOTAL	Clare	Galway	Limerick	Roscommon	South-East	Southern
Total Capital Income							
Health Board Grants	1,084,141				278,846	543,028	262,267
Fundraising	55,973		55,973				
Orchard Centre Rebuilding Fund	168,253		168,253				
Proceeds Sale of Property	763,967		763,967				
Expenditure from Revenue Receipts	397,299					397,299	
Interest Earned	545			545			
Total Capital Income	2,470,178	0	988,193	545	278,846	940,327	262,267
Expenditure							
Capital Projects	3,520,451	0	894,958	457,543	273,368	1,767,410	127,172
Total Capital Expenditure	3,520,451	0	894,958	457,543	273,368	1,767,410	127,172
Surplus/(Deficit) for Year	(1,050,273)	0	93,235	(456,998)	5,478	(827,083)	135,095
Funds B/Forward from 1st January 2004	1,235,891	0	1,395,617	47,051	(630,147)	(312,423)	735,793
Transfer from Revenue Reserves	1,873,889	412,406		600,000		861,483	
Balance as at 31st December 2004	2,059,507	412,406	1,488,852	190,053	(624,669)	(278,023)	870,888



Non-Capital Income & Expenditure

NON-CAPITAL INCOME & EXPENDITURE 2004									
<u>Income</u>	<u>TOTAL</u>	<u>Clare</u>	<u>Galway</u>	<u>Limerick</u>	<u>Roscommon</u>	<u>South-East</u>	<u>Southern</u>	<u>National</u>	
Regional Health Boards	122,757,329	5,812,256	35,810,569	21,998,767	10,191,097	15,640,429	33,086,986		217,225
Once off Health Board Allocation	171,411	171,411							
Other Grants and Resources	13,488,509	969,310	3,286,124	2,206,524	841,315	4,640,335	1,498,694		46,207
Staff Superannuation	3,641,043	163,839	976,852	749,869	228,871	613,693	907,919		198,800
National Directorate & Provincial Council	198,800	0	0	0	0	0	0		0
Income Deferred to 2004	(356,034)	(320,097)	(35,937)						
Total Income	139,901,058	6,796,719	40,037,608	24,955,160	11,261,283	20,894,457	35,493,599		462,232
<u>Expenditure</u>									
Staff Costs	112,749,430	5,106,317	33,013,284	19,733,496	9,046,040	16,231,660	29,309,256		309,377
Other Costs	26,699,281	1,530,084	7,098,791	5,233,974	2,212,043	4,575,890	5,895,520		152,979
Disbursement of FOI Allocation to Regions			18,867						
Total Expenditure	139,467,578	6,636,401	40,130,942	24,967,470	11,258,083	20,807,550	35,204,776		462,356
Surplus/(Deficit) for Year	433,480	160,318	(93,334)	(12,310)	3,200	86,907	288,823		(124)
Prior Year Adjustment	1,351,322	412,406	338,916	600,000					
Funds B/Foward from 1st January 2004	151,594	373,590	757,264	148,910	226,554	898,460	(2,331,417)		78,233
Transfer to Capital Reserve	(1,873,889)	(412,406)		(600,000)		(861,483)			
Balance as at 31st December 2004	62,507	533,908	1,002,846	136,600	229,754	123,884	(2,042,594)		78,109





National Human Resources Standing Committee

2004 was a very busy year both nationally and regionally for the Human Resources Team. The team met on seven occasions and the following is a brief account of the various tasks carried out in 2004.

Policies, Procedures and New Legislation

Several new Acts with HR implications were passed during 2004. The HR team studied the implications of each new bit of legislation and implemented any changes necessary to ensure compliance.

Employee Handbook

This is an ongoing updating process as and when new policies, procedures and legislation are implemented.

Sustaining Progress

(Social Partnership Agreement) 2004 – 2005

Performance Verification Process - as required regular reports are drafted and submitted by the Group.

Action Plan for People Management (underpins Quality & Fairness)

All Regions have trained trainers in People and Performance Management and the Legal Framework. Some Regions have also nominated pilot sites.

Recruitment and Selection

Regions undertook IPA training in relation to the recruitment and selection process.

Occupational Health

Regional approaches to Occupational Health issues were discussed with a view to standardisation of procedures such as procedures for absence management.

Implementation of Pay Awards

The following pay awards were implemented.

House-parents (Social Care Leaders) Award paid

Assistant Houseparent (Social Care Workers) Award paid

Care Assistants Award paid

Parallel Benchmarking Percentage of award paid

Department of Health and Instructor Supervisors Award Paid

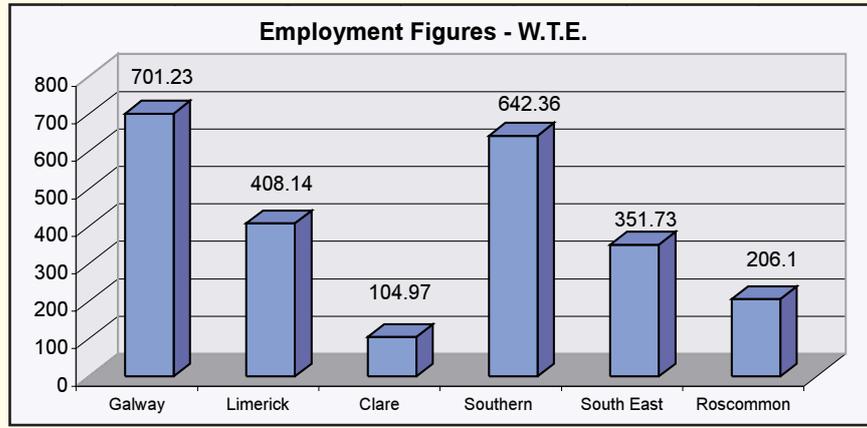
RNMH Special Working Group

A report completed by the Group was rejected by Unions. Further discussions are underway with the Unions to seek agreement.



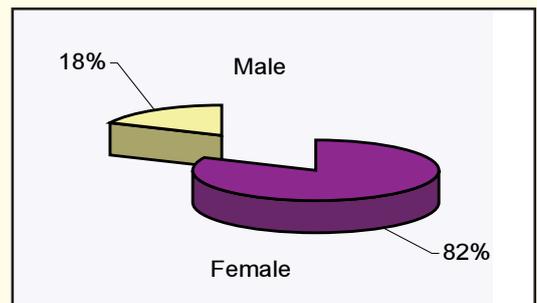
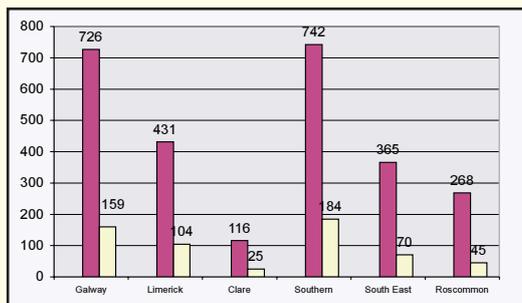
Employment Status 2004

Service Region	Sessional	Perm FT	Perm PT	Job Share	Temp. FT	Temp. PT	Locum	Training	Total No.	Total WTE
Galway	0	355.07	85.52	38.48	39.26	170.79	10.08	2	885	701.23
Limerick	0	191.43	137.29	0	17.77	61.65	0	0	535	408.14
Clare	0	39	37.64	0	8	6.69	13.64	0	141	104.97
Southern	0	322.36	8.86	44.07	105	162.07	0	0	926	642.36
South East	0	213	52.5	5.5	31	43.67	1.06	5	435	351.73
Roscommon	0	85	67.87	2.5	7	24.84	18.89	0	313	206.1
TOTAL	0	1205.86	389.68	90.55	208.03	469.71	43.67	7	3235	2414.53



Staff - Gender Balance 2004

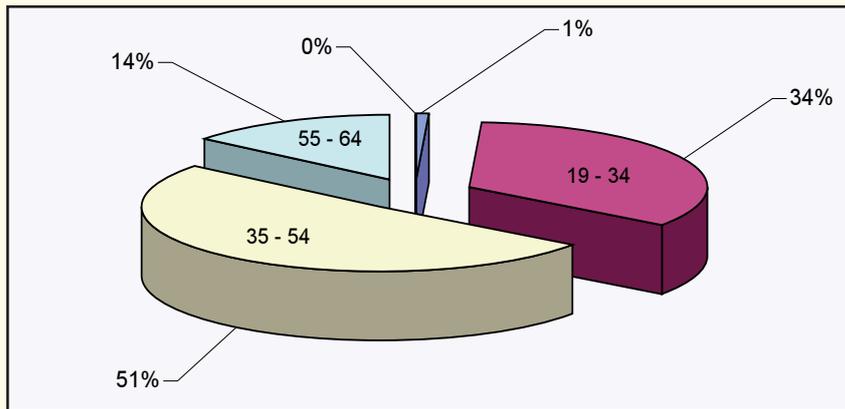
Gender	Galway	Limerick	Clare	Southern	South East	Roscommon	TOTAL
Female	726	431	116	742	365	268	2648
Male	159	104	25	184	70	45	587
TOTAL:	885	535	141	926	435	313	3235





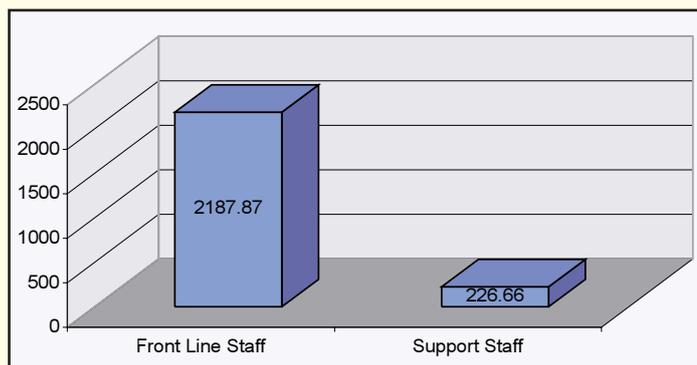
Staff - Age Range

	Galway	Limerick	Clare	Southern	South East	Roscommon	Total
Under 19	7	1	0	14	1	0	23
19 - 34	291	146	29	403	168	70	1107
35 - 54	445	303	92	406	210	190	1646
55 - 64	141	84	20	103	56	53	457
65 plus	1	1	0	0	0	0	2
Total:	885	535	141	926	435	313	3235



Staff Profile

Employment Category	Galway W.T.E	Limerick W.T.E.	Clare W.T.E	Southern W.T.E	South East W.T.E	Roscommon W.T.E	Total W.T.E's
Front Line Staff							
Multidisciplinary & Medical	45.7	2.5	6.22	58.64	92.63	60.38	266.07
Nursing	195.93	137.93	3.74	105.95	69.93	48.95	562.43
Social Care Workers and Nursery Nurses	83.05	84.51	82.58	322.58	87.72	66.17	726.61
Workshop Supervisors, Drivers & Catering	307.51	124.54	0	93.05	3	0	528.1
Maintenance & General Operatives	7.24	32.3	0	2.78	54.94	7.4	104.66
Total:	639.43	381.78	92.54	583	308.22	182.9	2187.87
Support Staff							
Administration & Management	61.8	26.36	12.43	59.36	43.51	23.2	226.66
Total:	61.8	26.36	12.43	59.36	43.51	23.2	226.66
OVERALL TOTAL	701.23	408.14	104.97	642.36	351.73	206.1	2414.53
Front Line Staff	2187.87						
Support Staff	226.66						



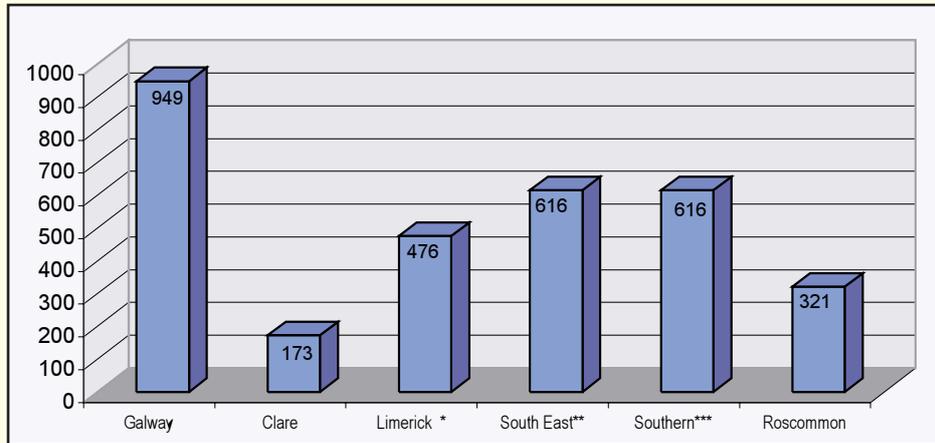


SERVICE USERS PROFILE

SERVICE USERS BY REGION AND ABILITY												
Service	total no.	Child	Adult	not verified	normal range	borderline	mild	moderate	severe	profound	Others	TOTAL
Galway	949	444	505	32	1	11	428	246	201	30		949
Clare	173	9	164	0	0	0	43	110	19	1		173
Limerick *	476	77	399	1	0	4	71	193	99	31		476
South East**	616	333	283	56	9	24	168	226	118	15	280	616
Southern***	616	333	283	56	9	24	168	226	118	15		616
Roscommon	321	135	186	17	2	8	117	123	46	8		321
TOTAL:	3151	1331	1820	162	21	71	995	1124	601	100		3074

* Children currently receive regular care but are not on data base therefore do not show up in other data..
 ** 33 children who receive regular respite care but are not on the data base therefore do not show up in other data.
 *** In addition to these figures, the Autism Intervention Services currently provide supports to 280 children attending special classes and mainstream schools in Cork and Kerry.

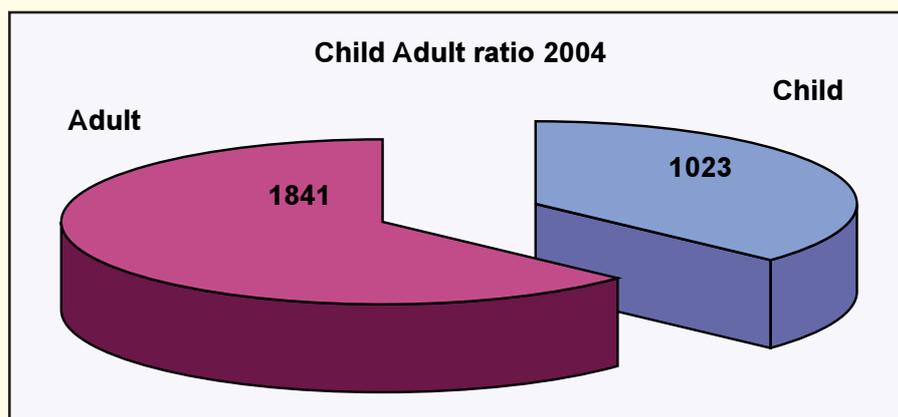
Service Users Figures 2004



Child/Adult Split - Service User

Service	total no.	Child	Adult
Galway		444	505
Clare		9	164
Limerick *		77	399
South East		87	321
Southern		333	283
Roscommon		135	186
TOTAL:	2943	1085	1858

* Children not recorded on database

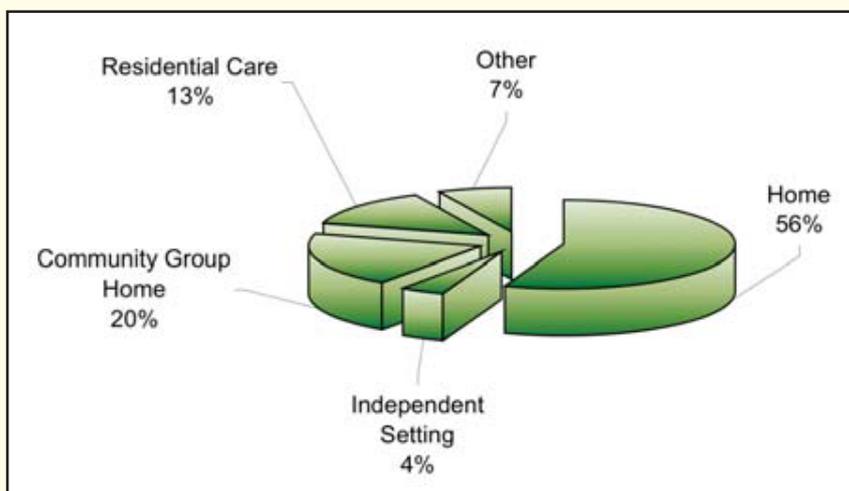




Service Users by Main Residential Circumstances 2004

	TOTAL	SERVICE REGION					
		Clare	Galway	Limerick	South East	Southern	Roscommon
Home							
At home with parents		55	465	64	132	335	178
At home with one parent		29	121	41	44	63	52
At home with sibling		10	10	18	11	0	4
At home with other relative		1	7	3	3	0	1
Lives with non relative		1	1	0	0	2	0
Adoption		0	0	0	0	2	0
Foster Care		1	5	1	0	1	8
TOTAL:	1669	97	609	127	190	403	243
Independent Setting							
Lives semi-independently		0	39	5	14	23	3
Lives independently		2	22	12	6	1	5
Vagrant or Homeless		0	0	0	0	0	0
TOTAL:	132	2	61	17	20	24	8
Community Group Home							
5 day community group home		21	14	4	6	41	16
7 day community group home		27	42	31	5	4	0
7 day (52 week) group home		22	98	76	106	29	51
TOTAL:	593	70	154	111	117	74	67
Residential Care							
5 day residential centre		0	0	0	0	0	0
7day residential centre		0	5	31	0	108	0
7 day (52 weeks) residential centre		0	115	105	42	0	0
TOTAL:	406	0	120	136	42	108	0
Other							
Special intensive placements		2	1	6	4	6	0
Full time residential care -crisis/respice crisis and relief centre*		0	0	0	0	0	3
regular part time care*		0	77	0	0	0	53
de-designated unit		0	24	0	0	0	22
other (Nursing Home)		0	0	0	0	0	0
Holiday Residential Placement		2	1	2	2	0	0
Shared Care		0	0	0	0	0	0
Not Applicable		0	3	0	0	0	0
Not on Database (at home)			0	0	0	1	0
TOTAL:	209	4	106	8	6	7	280
OVERALL TOTAL:	3009	173	1050	399	375	616	396

Residential Status

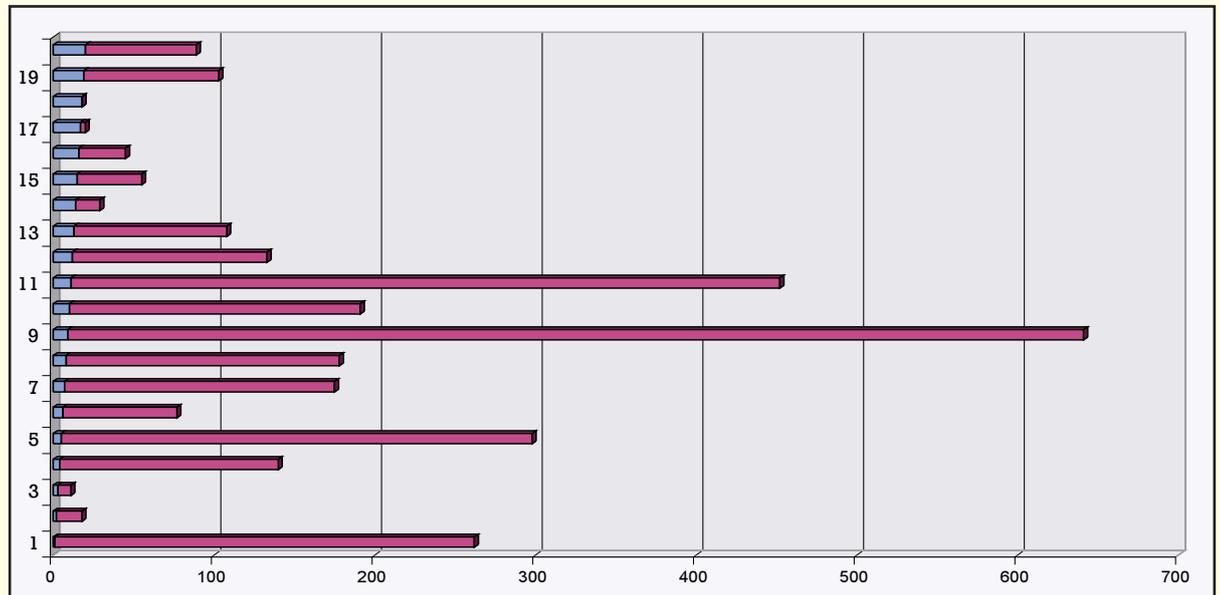




Service Users by Main Day Service 2004

	TOTAL	Clare	Galway	Limerick	South East	Southern	Roscommon	
KEY								
Early Childhood Services/Pre School	1	261	0	78	0	50	121	12
Ordinary Pre School	2	16	0	8	0	0	3	5
Child Education and Development Centre	3	8	0	0	0	0	5	3
Mainstream Education	4	136	0	62	0	0	1	73
Special Schools	5	293	8	68	0	4	180	33
Special Class in Mainstream School	6	71	0	32	0	0	26	13
Resource Teacher	7	168	0	168	0	0	0	0
Training	8	170	23	55	0	17	37	38
Sheltered Work Centre/Employment	9	632	80	92	181	179	58	42
Support Employment/Open Employment	10	181	14	69	8	2	67	21
Activation/Adult Day Centre	11	441	16	171	77	94	72	11
High Support/Intensive Services	12	121	10	18	25	9	22	37
Programme for the Elderly	13	95	10	28	26	7	14	10
Home Support	14	15	2	7	0	0	2	4
Other Day Service	15	40	2	11	0	13	3	11
No Day Service	16	29	3	26	0	0	0	0
Day Respite	17	3	1	2	0	0	0	0
Annual Review	18	0	0	0	0	0	0	0
Full time Residential - No day Programme	19	84	0	2	82	0	0	0
Multidisciplinary Support Services	20	69	4	52	0	0	5	8
TOTAL:		2833	173	949	399	375	616	321

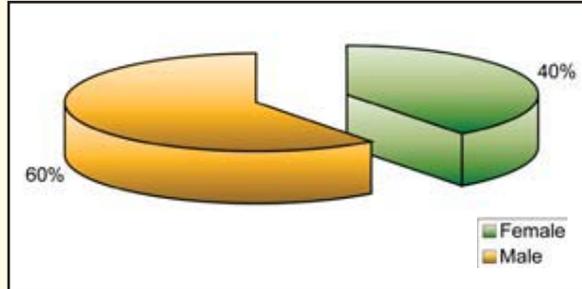
Main Day Service 2004





Gender Split - Service User

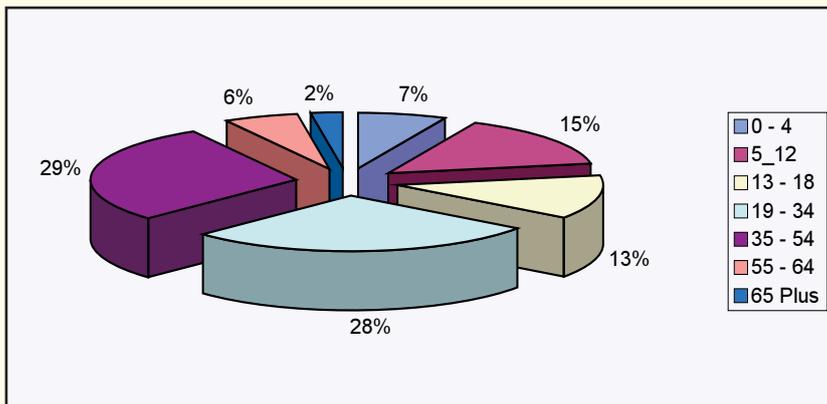
GENDER SPLIT - SERVICE USER 2004			
Region	Female	Male	Total
Clare	79	94	173
Galway	363	586	949
Limerick	134	265	399
South East	255	120	375
Southern	160	456	616
Roscommon	135	186	321
Total			0
TOTAL:	1126	1707	2833



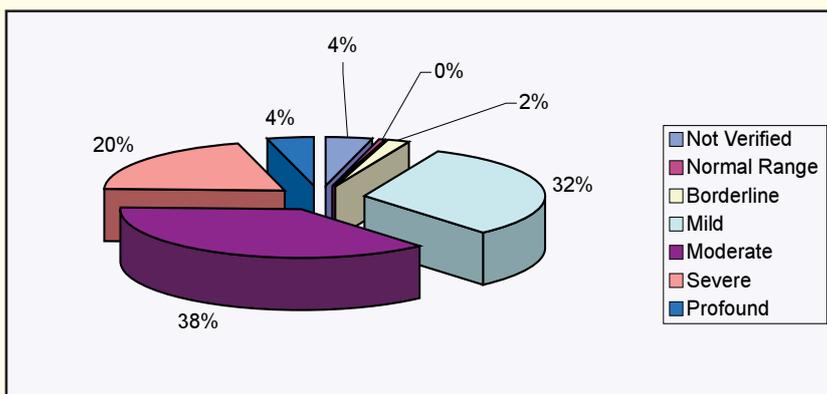
Service User by Range of Ability and Age 2004

Age Range	not verified	normal range	borderline	mild	moderate	severe	profound	TOTAL
0 - 4	95	1	8	27	36	27	4	198
5_12	11	3	17	205	131	60	7	434
13 - 18	2	4	6	197	110	40	3	362
19 - 34	2	3	15	249	300	170	47	786
35 - 54	7	1	9	181	357	218	42	815
55 - 64	2	0	0	35	87	37	8	169
65 plus	0	0	0	14	28	23	4	69
TOTAL	119	12	55	908	1049	575	115	2833

Age Range of Service Users



Service Users by Range of Ability



annual report 2004



Acknowledgments 2004

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	Name	Years of Service
Clare	None	
Galway	Phil Boyle	18
	Phil Conroy	20
	Frank Kearney	28.5
	Franchia Flood	2
	Phil Mannion	16.5
	John Ryan	24.5
	Josie Tierney	30
	Dr. Sinéad O'Nualláin	27
Limerick	Peggy Carr	22
	Noreen O'Toole	20
	Bill O'Sullivan	20
	Theresa Kite	14
	Anne Madigan	25
Roscommon	Eileen Hayes	25
	Cormac Callery	22
	Mary Sweeney	4.5
	Jeanne Gaffney	6
Mary Ruane		29
	South East	None
Southern	Jane Lombard	29
	Jerry Crowley	29
	Patsy Long	21
	Joan Quinlan	18
	Ellen Ryan	4



Deaths

The Brothers of Charity Ireland would like to express their sympathy to those families and friends of Service Users, Staff and Brothers who died during the year 2004

Region	Service User	Staff
Clare	Kevin McNamara	
Galway	Sorcha Finan Alan Burke Patrick O'Halloran Sean Dooley Tommy O'Halloran Alfie Leggatt Mary Gardiner Marion Lydon	John Fallon
Limerick	Pat Lillis Andrew O'Sullivan Noreen Normile	
Roscommon	Anne Fox	
South East	Denise O'Leary Tadgh Murphy Pat Egan Mary Murphy	Br. Malachy Br. Canice
Southern	Willie Buckley Bill McGillicuddy Noreen Noonan Tony Kelleher	



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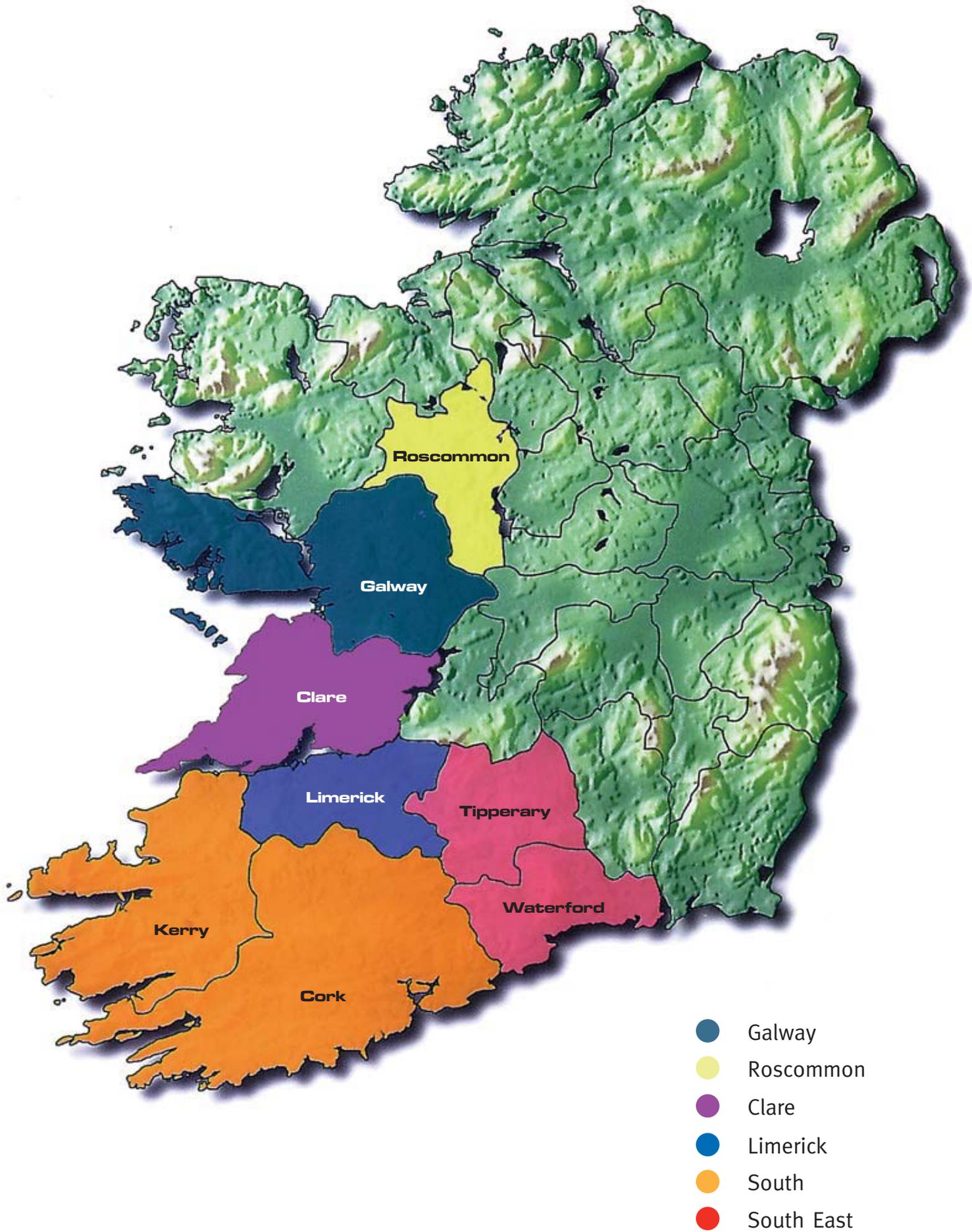
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Locations of Brothers of Charity Services in Ireland





Love and Respect in Every Action

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