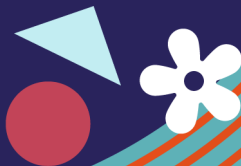




Saint John of God
Community Services

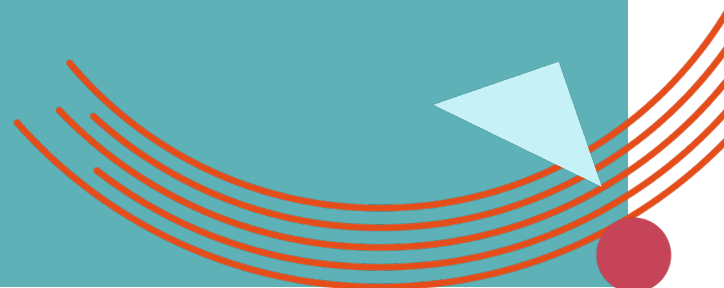
ANNUAL REPORT 2022



Saint John of God
Community Services clg.

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Chairperson's Statement

Welcome to Saint John of God Community Services Annual Report 2022. On behalf of the Board, I wish to express our appreciation to all associated with our services for the commitment you have shown to the 8,000 individuals we support and your endeavours to provide the best possible services and outcomes for each individual.

Quality safe services and positive outcomes for people are to the forefront despite the very challenging financial and regulatory environment in which we operate. The Sustainability Impact Assessment (SIA) process we entered into in 2021 with the HSE proceeded through 2022. Given the breath and depth of work associated with the process, the timeline for completion extended into 2023 with the final report scheduled for June. The Board has deferred the Notice of Termination of the Service Arrangement with the HSE pending its review of the final report. We remain optimistic that we can reach agreement with the HSE and the financial and operational sustainability of our services.

2022 saw a return to normal operation of services post-COVID impact. The Board is delighted that the people we support across our services had the opportunity, like all of society, to engage with and avail of the opportunities that community and society have to offer. I commend the innovation demonstrated by staff during COVID to do all to stay connected and provide services and supports to people at our Intellectual Disability and Mental Health Services. This innovation which has been a hallmark of our services continued into 2022 as we continue to support people to be active participants in the community in which they live. We need to continue to be creative and explore further opportunities to maximise these community connections for each individual as valued citizens of our society.

Residential services for people with Intellectual Disability continue to be regulated by HIQA. Despite an overall compliance level of 91% with the regulations, regrettably we find ourselves subject to regulatory escalation with the Authority in respect of levels of non-compliance at some designated

centres. Governance systems, process and procedures are reviewed and

enhanced and we must all ensure that we adhere to these systems, to ensure that safe, quality and effective services are provided to all residents.

The Board is acutely aware of the post COVID impact on the mental health and well being of children, adolescents and adults and the resultant increasing referrals to our mental health services for treatment and support. We are delighted with the allocation of additional resources to develop specialist mental health services in 2022 and further into 2023. However, we remain concerned with the staffing levels of our Community Mental Health teams and our focus through the SIA process on bringing the staffing of these teams in line with the recommendations of Vision for Change.

The Board is equally concerned with the lack of progress on the Transforming Lives programme and in particular with the absence of progress on the transition of residents from campus based services to living a life of the residents choosing in the community in 2022. Again, I know that the development and costing of plans to support all residents to transition to community living are included in the final SIA report.

I take this opportunity to extend my thanks and appreciation to my fellow Board Directors, staff, volunteers, the individuals we support and their families for your ongoing commitment to our services.

Finally, I wish to acknowledge and thank the Health Service Executive, in particular the members of the Stability and Sustainability Team, together with the many statutory bodies who provided us with ongoing assistance and support in 2022. We look forward to developing the partnership approach to service delivery and development in 2023.

Charles Watchorn

Our Mission, Vision, and Values



Vision

Our Vision is of individuals living a life of their choosing as equal citizens of our society.

Mission

Our mission is to work collaboratively and through the provision of person-centred, rights-based intellectual disability services and recovery focused mental health services to empower and support children adolescents and adults to enjoy valued, meaningful and inclusive lives.

Our Values

Hospitality

We will accept everybody we come in contact with without judgement, and we will engage with them in a pleasant, fair and equitable manner.

Respect

We will respect and honour each person as an individual, without discrimination recognising their uniqueness, and their human rights.

Compassion

We will treat everyone with kindness, a caring and supportive attitude, and a willingness to help.

Chief Executive's Statement



I am delighted to present the Annual Report for 2022 in a format where the content is readily accessible to all who are supported by our services.

The theme for the Annual Report is Sustainability. This theme incorporates the Sustainability Impact Assessment (SIA) process on which we are engaged with the HSE as well as the Sustainable Development Goals adopted by the United Nations member states in 2015 as a shared blueprint for peace and prosperity for people and the planet now and into the future.

The 17 Sustainable Development Goals (SDGs) are a call to action for all countries in global partnership recognising that enduring poverty and other deprivations must go hand in hand with strategies that improve health and education, reducing inequality and spur economic growth while at the same time tackling climate change and working to preserve our oceans and forests. We all have a vital role in achieving these targets. We have work done and we demonstrate elements of this work in this report. However, we have much more to do and to this end the Sustainable Development Goals must permeate the day to day work of Saint John of God Community Services. An Environmental Social Governance (ESG) strategy is under development. A Climate Action Roadmap is developed to achieve the required energy efficient targets set out in legislation between now and 2030. As an organisation with an excess of 500 employees we are mandated to commence reporting on Environmental Social Governance and Human Right matters annually from 2024.

Twenty twenty-two has been another extraordinarily busy year at Saint John of God Community Services. Services, where at all possible, recommenced full operation post the impact of the spike in COVID 19 at the end of 2021 and the early part of 2022. I know that the impact of COVID has had long lasting impacts for those supported by our services. Our mental health services have experienced unprecedented referrals of children, adolescents and adults impacted by the effects of COVID 19.

There has been a significant development of specialist mental health services in 2022 with the allocation of further funding for the development of services in 2023. These new services include the development of ADAPT, an ADHD service for adults, rehabilitation and a crisis resolution services, an eating disorder service, Crisis Café and hub for young people.

The SIA assessment process with the HSE has dominated through the year particularly for those people assigned to work directly on the project. I acknowledge with appreciation all those who have contributed directly and indirectly to the process. The SIA process has examined all aspects of direct and non direct service provision to identify where service provision is currently at relative to the requirements of legislation, regulation and national policy with the objective of identifying and costing the gap between both. The report of the SIA will finalise in June of this year for the consideration of the Board of Saint John of God Community Services, the HSE and the relevant stakeholders. The report will present recommendations for implementation over the following three years with a commitment from the HSE to seek the additional funding required through the annual estimates process.

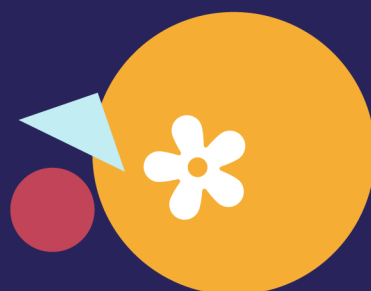
In accordance with our values of Hospitality, Compassion and Respect, all at Saint John of God Community Services are committed to the delivery and development of the best possible person centred services to those 8,000 children, adolescents and adults supported by our services.

I wish to acknowledge the commitment, focus and dedication of staff across our services who work tirelessly and continue to innovate to improve the quality of life and outcomes for people supported by our services. Equally, I acknowledge with appreciation the support of volunteers who give up their time and expertise to support our services and individuals within our services in a myriad of ways. Your contribution makes a very positive difference to the lives of individuals. Finally, I wish to acknowledge the continued leadership, guidance and support provided by the Directors of the Board. Your commitment to the vision mission and governance of our services is truly appreciated. We hope in 2023 to reach the point of financial and operational sustainability and to develop a Strategic Plan that will drive the development of our services forward in the coming years.

Clare Dempsey



Regional Highlights 2022





Images left to right: Participants at Dublin Pride 2022, the Jobs Open Day 2022

Dublin South East had a successful but challenging year, with 450 staff supporting over 700 children and adults with intellectual disabilities and their families.

Staff and Service Developments

Recruiting and retaining staff was challenging, but our dedicated staff worked hard to keep services running and to keep everyone attending services active and engaged. We are grateful for everything they have done and would like to thank everyone using our service and their families for the patience they have shown.

We have updated individuals records on national disability databases, focusing on the unmet needs so government planners understand the needs of all individuals and families. We have opened new day service locations and a residential community house, and we have big plans to expand our children's and adult's respite offerings in 2023 after a very challenging year.

Environmental Improvements

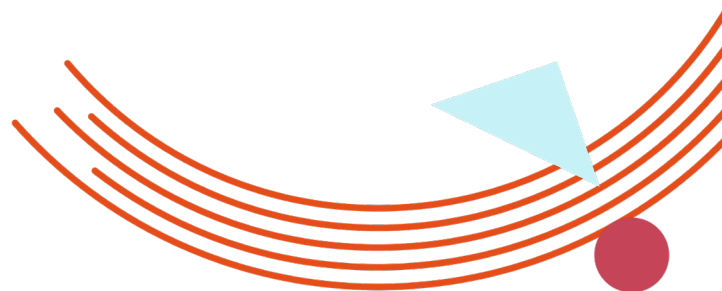
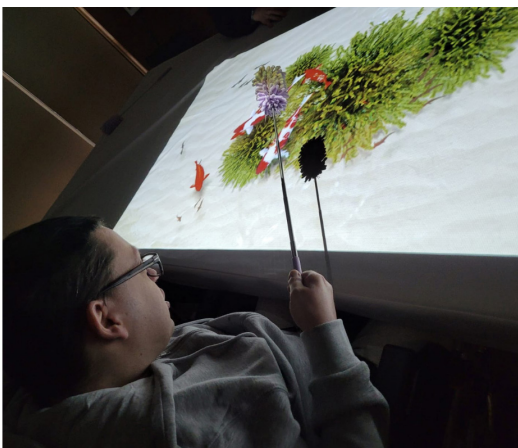
We are very grateful to the parents, friends and supporters who have helped us in many ways. With their help we have been able to provide sensory rooms, garden makeovers, and buy some new vehicles, which has all enhanced the service we offer. The HSE has also worked closely with us on several projects and has committed to more projects in 2023. We have connected with Minister Rabbitte's office through the Saint John of God Housing Association, and residential projects are being planned for the coming years, giving us great hope.

Community Engagement

We are particularly proud of the Advocacy Champions who have been leading out on Advocacy Groups. These groups are now in all 20 of our day services. They help people to share information, support each other, and suggest program changes, with staff assistance. They have also arranged for the individuals we support to meet with the management team four evenings every year. These meetings make sure that everyone is aware of what is happening in each area and have a chance to communicate more often. Everyone can now send WhatsApp video messages to the management team with suggestions or questions.

Regulation

We were very proud to have an 87% compliance rate on HIQA audits for children's and adult's services. We also hired our first New Directions Day Services Standards Coordinator, who will help us to continue to improve the quality and monitoring of our day services. We are excited about the opportunities 2023 brings and look forward to the possibilities ahead.



Left to right: Service users interacting with the sensory table at Dublin South East Services, the sensory garden being built, official ribbon cutting of the new house



Overall, 2022 was a year of change, growth, and development at Saint John of God North East Services. The services were also glad to start returning to a sense of normality post pandemic, with everyone being able to resume most of their pre COVID activities.

Staff and Service Developments

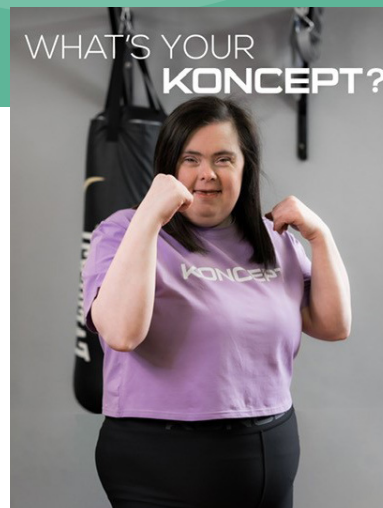
We were extremely fortunate to be one of the National Disability Services to receive an Advanced Nurse Practitioner Positive Behaviour post. We also secured funds from HSE for a Behaviour Therapist Post in Day Services. In addition we are grateful to the North East, Nursing and Midwifery Planning and Development Unit for funding an Assisted Decision Making Co-ordinator, for two years.

The region also marked the end of an era with the departure of the Saint John of God Brothers who had resided in St Marys since 1946 while providing leadership and guidance to the community. The service will continue to work hard to provide the best possible care and support, by embracing the values of hospitality, respect and compassion.

Environmental Improvements

We celebrated the opening of a large bungalow in Slane Co. Meath for four gentlemen as they move into their retirement years. The residential service was delighted to receive generous donations which were used to buy some new vehicles. We also purchased three more poly tunnels which will be put to great use. Several individuals supported by the residential service took part in the national tidy towns projects. An Diadan house won second prize in the tidy towns house and garden competition 2022 with another participant in Dunleer winning an award for their outstanding contribution.

Our Hilltop Hub worked hard to reduce their carbon footprint and enhance their local environment with part funding from the Louth Leader Partnership. Everyone used their creative initiative to make bug hotels, along with growing fruit to make jams and chutneys.



Community Engagement

Residents had fun holidays in Spain and Liverpool, attending concerts and engaging in activities like helicopter rides and river rafting. Special birthdays were celebrated, including an 80th with a mass led by Archbishop Eamon Martin in the gentleman's home. Two women completed the Dublin Mini Marathon and plan to do it again in 2023. The Venegas Centre hosted a radio show on Dundalk FM, and some residents won a trophy for best community participation in a local lip sync fundraiser. A woman showed off her kickboxing skills while modeling sports clothes for a company website, leading to a return job offer. Louth County Council collaborated with the service to offer homes to Ukrainian families, and 130 people have settled into the community at St Mary's, Drumcar.

Regulation

Over the year, the North East region had 37 HIQA inspections. These were a combination of monitoring inspections and Infection Prevention & Control inspections. Of these inspections, 15 were re-registration inspections with one in relation to a new designated centre Forest View for 4 gentlemen. The North East Region were pleased to achieve 82% full compliance, 15% substantial compliance with only 3% deemed to be non-compliant. Inspections are ongoing, we look forward to our 12 re-registration inspections in 2023.



The Kerry region is known for its beautiful scenery and the values of cooperation, help, and friendship, which are reflected in the work of the team at Kerry Services. Their main priority is to support the men, women, and children who rely on our services.

Staff and Service Developments

Sarah Wharton joined the team as the Person Centered Approach Co-Ordinator. This role puts the needs and interests of the people we support at the centre of service delivery and ensures that all voices are heard. A Transforming Lives Project Manager, Killian O'Dowd, has been very busy sourcing homes in the community for people who want to transition from St Mary of the Angels.

The team values training and development, and they are proud of the 12 staff who graduated from the Step 2 Multi-Behaviour Support Course in February 2022 with the Callan Institute.

Environmental Improvements

Thanks to the wonderful financial support of the parent's and relatives group, the residents in St Mary of the Angels have their own individual bedrooms for the first time. Staff and residents have been busy decorating and picking some beautiful new furniture.



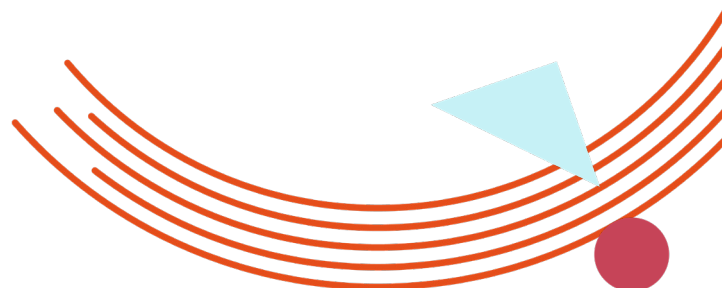
The operations team successfully revamped 'The Snug' canteen which was launched by having a naming competition. This now provides a lovely space for residents and staff to relax and enjoy a break and extend hospitality to one and all.

Community Engagement

After two years of the pandemic, the team made up for lost time travelling the length and breadth of the country on various holidays and outings with the support of the wonderful social and recreation team.

Regulation

The service is very proud that the Inspection of DC2 by HIQA in February 2022 is hailed as the best inspection report for St Mary of the Angels.





Liffey Services experienced significant growth and change over 2022. While there were many successes, there were also some challenges, but the team worked together to overcome them and improve the quality of service provided.

Staff and Service Developments

The service is proud of Shelly Breslin, who won keyworker of the year at the National Cara Awards for her work on the St. John of God Liffey Online Engage Platform.

David Carter, Alan Byrne and Sarah Boland were invited to join the National Health Executive Awards as panel participants to talk about access to information and Co-Designing our Digital Personal Plan -iplanit. Elvira, Hazelwood, ReNua and Crossroads Co-designers won the National Research Study Presentation Award. Life-long learning continued across the service with many students receiving their QQI qualifications.

A Health & Safety Officer was appointed. Liffey Day Services recruited a New Directions Guidance & Training Officer, Donna Hughes, to support the New Directions Standards and the EASI Tool process, identify training needs, and develop training to enhance service delivery. The HR team reviewed the Trust in Care process and created a new procedure for line managers with templates and training to be shared with HR officers for rollout in 2023.

Environmental Improvements

A new sensory garden was commissioned for Children’s respite with funds raised, and a therapeutic horticultural program was developed across several residential locations.

Liffey Services won the UN Zero Project Award for Co-Design initiatives, and several residential locations underwent significant refurbishment. The region’s HR and Finance departments moved into repurposed office accommodation.



Community Engagement

Mental health week was celebrated across the service. The long-awaited summer holidays resumed post-COVID. The men and women we support travelled the length and breadth of Ireland, and one group even accomplished a lifelong goal and visited Disneyland, Paris.

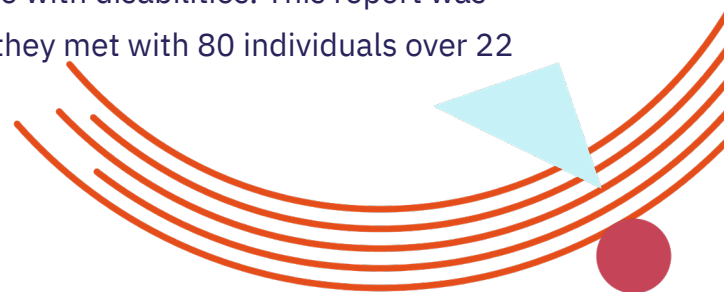
Liffey Day Service attendees along with other regions were invited to the HSE’s National Sharing Day in Dublin Castle. They were proud to share their creation, “Choosing Rights Video”. They highlighted how important it is to advocate for your rights.

On April 25th, 2022, Liffey Service and in collaboration with TU Dublin were involved in a sponsored walk to raise funds for Red Cross Ukraine appeal.

Ashtree Day Service co-designed a project with students from NCAD to create accessible TikTok inspired videos about the Assisted Decision-Making Act. The men and women were able to speak about their lived experiences and feelings.

Regulation

HIQA published a report in October 2022 which details the views and experiences of people living in residential services for people with disabilities. This report was informed by a series of resident forums where they met with 80 individuals over 22 separate meetings in 2021.





Since the COVID-19 pandemic began in 2020, there has been a significant increase in people seeking help from mental health services. 2022 was especially challenging for our staff as they worked with a larger number of service users, many with complicated issues. We have expanded our services by establishing new clinical teams which are working to address the mental health needs people in our community, offering a range of specialized services.

Staff and Service Developments



Adult Mental Health:

In May 2022, a team to support adults with Attention Deficit Hyperactivity Disorder (ADHD) ADAPT was launched. This team is one of three teams of its kind in the country and will provide assessment and treatment for adults with ADHD. In the early summer, a psychiatrist was appointed to our rehabilitation services. This doctor will work with our day and residential services who support people with longer-term mental health problems.

We were very excited to recruit for a new Mental Health Intellectual Disability Team. This team will work to identify and address the mental health needs of people with intellectual disabilities living in the local area.

In autumn 2022, the Detect Early Intervention in Psychosis Service added new clinical and administrative positions.

We also launched our Crisis Resolution Service. This involved merging our day hospital and crisis assessment team with new staff to create a comprehensive crisis service. This service provides fast access to assessment and support for people experiencing mental health crises. We also began the process of developing a Crisis Café for the local area, we hope to launch the café later in 2023.

Child and Adolescent Mental Health:

In January 2022, funding was provided for an eating disorder team at the Lucena Clinic, which offers assessment, intervention, and family support for young people with moderate to severe eating disorders. In March, the Lucena Clinic began

recruitment to develop a CAMHS HUB to provide assessment and short-term intervention for young people in crisis.

We were also excited to commence recruitment to reopen our day hospital for young people with complex needs. The Lucena Clinic also received funding for a pilot Early Intervention in Psychosis Service, with recruitment set to begin in spring 2023.

Environmental Improvements

The maintenance team had a busy year undertaking extensive redecorating of several buildings including Oropesa and Burton Hall. The Regional Director and his team moved into a refurbished office space in Rathgar. We said a sad goodbye to our Day Centre Venegas House in Dun Laoghaire, as the building no longer met the needs of those attending. The Burton Hall members welcomed all from Venegas House and two previously separate clubs are now working well together and are delighted with the move.

Community Engagement

Members attending the Horticulture Centre in Burton Hall did an amazing job at creating a beautiful therapeutic garden in Oropesa complete with furniture that they made themselves. We were delighted to receive funding from Minister Butler to purchase three green vehicles to enhance the service we deliver.

Regulation

Following the publication of the Maskey report in January 2022, the HSE and Mental Health Commission undertook a national review of CAMHS services. As part of this review, Lucena Child and Adolescent Mental Health Services were reviewed by the Mental Health Commission in July 2022 over a 4 week period. The initial verbal feedback was positive and this was evident within the Mental Health Commission interim report published in January 2023. The HSE also completed two national audits, one on medication management and one on compliance with CAMHS operational guidelines (2019), we are still awaiting the outcome of these. The management and quality team have taken a proactive approach with the development of quality improvement plans in line with outcomes from Maskey report and CAMHS operational guidelines (2019). Regular audit, review of practices and service improvements are ongoing.

Our Team



Saint John of God Community Services was once again ranked as one of Ireland's Best Employers in The Sunday Independent/ Statista Best Employers Survey 2022. The research conducted by Statista of over 800 companies with an excess of 200 employees completed an evaluation of information gathered from over 6,500 participants. Participating employees were asked to rate various aspects of their job, from pay, work-life balance, development opportunities, work environment, the reputation of their employer and the willingness of employees to recommend their employer to family and friends. The responses to the questionnaires were scored and ranked by Statista. We are delighted with this independent validation and wish to acknowledge and pay tribute to our 2,500 staff at Community Services whose commitment and dedication to the people we support, have placed us in the ranks of Ireland's Best Employers. Well done to all staff for their contribution to this significant achievement.

The contribution of all staff whether working directly with individuals or in administrative or support services, is key to the provision of quality services and positive outcomes. We acknowledge with appreciation the contribution of all. We have selected some staff profiles; these staff are representative of the men and women who have dedicated their careers to supporting the people at our services.



Katrina McDonald: Community Mental Health Services

In early summer 2022, Katrina Mc Donald moved into a new role as Clinical Nurse Manager in Health TRAC which is our physical health monitoring and medication administration service in the adult service. Katrina took the change in her stride and immediately began to use her “can do” attitude to contribute positively not only to that team but also to the various other teams and services that they support. She has demonstrated a relentless striving for service improvement and development. She went on to lead out on the audit of medication practices across all teams. Katrina later went on to develop numerous standard local operating procedures to support the safe delivery of service and standardised practices. She has been working closely with her colleagues in Lucena to help them to develop a

similar physical health monitoring and medication administration for children and adolescents.

Katrina is a great sounding board, guide and support to her colleagues not only in the nursing team but across all disciplines. Her contribution to Saint John of God has been outstanding.



Yvette Ebbs - Dublin South East Services

City Gate is a unique service operated by Saint John of God Community Services in Dublin South East services and Yvette Ebbs has played a central role in making this support available to more and more people in recent years. City Gate supports people with intellectual disabilities to live independently. Yvette has worked with City Gate for the last four years but she has been part of the Saint John of God service for over 24 years.

Yvette initially worked as a chef and an instructor in Cosy Kitchen. In this role, Yvette discovered a vocation for working with people with intellectual disabilities. This led to Yvette undertaking and completing a Diploma in Training and Education in Supported Employment with NUI. After completing her studies, Yvette moved into providing supported employment services within STEP in Sandyford. Yvette worked in STEP for over 14 years before moving across to City Gate.

In City Gate, Yvette works with 20 service users and supports them to live independently. The help she provides is determined by an annual reviewed “contract of care” that is created with each person and documents what kind of help the person wants.



Gemma Foley – Kerry Services

Gemma is passionate and respectful to everyone’s preferences, needs and values ensuring that each individual is guiding their own decisions. Gemma brings a positive high energy to St Mary of the Angels service in the Kerry Region. Person

centeredness is at the heart of everything Gemma does. Gemma goes above and beyond the call of duty and takes great initiative in pursuing excellence in her everyday work.

Gemma had recently taken on a voluntary role as our activity coordinator. Staff from different areas come to Gemma for ideas on activities. Gemma helps organise events for same such as cooking classes at weekends for residents.

Gemma builds up fantastic relationships with residents and they have great trust in her, for example there is one particular resident who has severe social anxiety and refuses to leave campus for any activity, Gemma has worked tirelessly to ensure he has a meaningful day through skills teaching. Currently Gemma is helping him with a desensitization program to try an ease his fears around going on transport which is working really well. Thank you for all you do in St Mary of the Angels Gemma, you are a great asset to the service.



Turlach King, North East Services

Turlach began his career in 1981 at St. Mary's Drumcar, completing his RNID training there before working as a staff nurse in various areas. He provided support to those in need and became Charge Nurse of Rivergrove House in 1994. Turlach was ahead of his time, ensuring the ten men under his care lived active and engaged lives within the community. He was a supportive manager and became Clinical Nurse Manager III in 2003, overseeing several houses. In 2014, Turlach took up a position of CNM III on Night Duty, providing guidance and advice to staff. Turlach is retiring this year and will be missed by residents and staff in Saint John of God North East Services.



Mary O`Connor – Volunteer, Kerry Services

Mary has been a volunteer to a resident in supported living for the last number of years who has a visual impairment. Mary and the person she supports have a fantastic relationship and regularly go on trips and they both love to shop!

Not only is Mary a volunteer to this individual but she is a very good friend, so much so that the individual would often ring Mary for a chat.

Mary is a wonderful volunteer and provides wonderful friendship to this person in our service. Mary is a perfect example of the vital support that our community of volunteers provide to the men & women in our care.



Liz Mc Guinness – Liffey Services

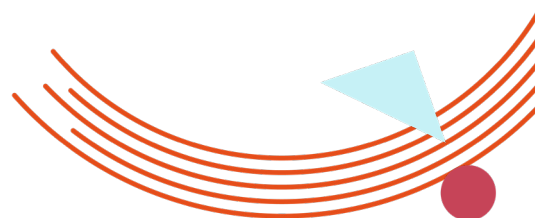
Liz commenced her Nursing career in 1980. She trained as a Psychiatric Nurse in St Ita's Portrane. In 1984 completed her postgraduate training in General Nursing in University Hospital Galway and returned to Psychiatry in 1986. Liz in 1987 completed a Conversion Nurse training course in Lothian Health Authority, Edinburgh, Scotland in Intellectual Disability.

In 1990 Liz returned to Ireland and commenced employment in St. John of God Liffey Region and worked on a range of services including, "The Willows and "Balfe Gardens" in Celbridge.

Liz was the team leader in the development of Avalon (1995), with special supports for people with intellectual disability, superimposed mental illness and presenting with behaviours of concern. Liz working in a variety of roles and locations. She moved to Naomh Brid before taking up a CNM 2 role in Carraig Beag. Some of the service innovations that Liz became involved in included the development of step-down facilities in Balfe Gardens and Priory Way, in addition to Day Service provision in Glencomeragh and The Lodge to name but a few.

Soon after, Liz was promoted to Clinical Nurse Manger III, and took over responsibility for Cill Seilin and Appian Way Day Service.

Liz has strongly advocated over the years for the men and women in her area of responsibility and supported staff members at all times. Liz retired on the 6th April 2023 after 33 years of service with St. John of God Community Services and we wish her a long and wonderful retirement.





Nita Desai

In her role as an Occupational therapist, Disa works closely with residents, their families, front line staff members, the wider multi-disciplinary team, as well as the Management Team. Her work as an OT is very interesting as every day is very different.

Over the last 18 years, she has been fortunate to feel both respected and supported by her colleagues and her managers at a professional and personal level. She is grateful for the learning opportunities that have come her way through her work while working with SJOG.

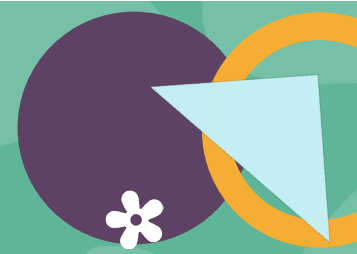
Her journey from East to West; India to Ireland, has been both interesting and challenging, but she wouldn't have had it any other way! She would like to take the opportunity to thank everyone who helped her settle in Ireland. She has felt such a sense of belonging with the warm and welcoming nature of her Irish friends, and she is glad to be able to say that Ireland feels like "Home away from Home" to her.

Retirees

We acknowledge with appreciation the contribution of all our retirees, many of whom worked the majority of their working lives at our services. Your commitment to the people we support is appreciated.

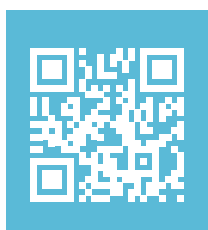


Better Life Grants Programme

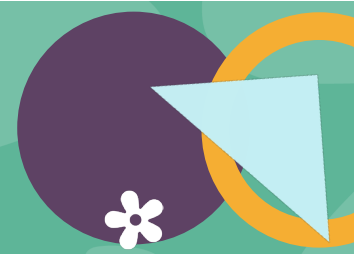


The Better Life Fund is an initiative of Saint John of God Foundation which provides the opportunity for services to seek grant funding for projects that will enhance the quality of life and the experience of children and adults who are supported at our intellectual disability and community mental health services.

The Better Life Grants fund initiated in 2022. Nineteen projects across Saint John of God Community Services were successful with their grant application. Saint John of God Foundation allocated € 425 thousand to 19 projects that include the development of sensory gardens and sensory rooms, art therapy programmes, independence skills programme and the use of assistive technology. The allocation of these grants greatly enhances the quality of life and experience of those who are associated with the projects. We acknowledge with appreciation the generosity of donors and the work of Saint John of God Foundation.



Embracing Technology



Technology is a key enabler for the effective management of the business of the organisation and the delivery of services to individuals.

A new data centre was installed in 2022 which has significantly enhanced the organisation’s data management and storage capabilities ensuring better data security reliability and accessibility.

Microsoft 365 was rolled out across community services enabling the services to streamline communication, collaboration and data sharing processes and support staff to work more effectively and productively. Microsoft 365 also provides access to data and tools anywhere at any time and supports remote working. Microsoft 365 has also significantly enhanced data security and data compliance

A comprehensive CIS (Center for Internet Security) cyber review completed in 2022. Systems and data were analysed by an independent team of expert cybersecurity professionals, using the CIS controls v8 framework to evaluate security measures against industry standards. The audit recorded good scores in some areas and identified areas for improvement in other domains. A comprehensive plan is in place to improve our cybersecurity practices. The ICT team is dedicated to implementing this plan and ensuring that we maintain the highest standards of security. Cybersecurity practices will be monitored continuously to safeguard the organisation against potential threats and aligning cybersecurity practices with industry standard guidelines.

In 2022, new opportunities arose to enhance service delivery and provide more options for the individuals we support. Remote online engagement activities continued, allowing individuals to connect with services and enabling greater collaboration across services. Continued investment in infrastructure, such as hardware, broadband, and wi-fi as well as innovative smart home technology deployed through residential service, further promotes independence.

Significant investment was made in sensory experience technology, including the introduction of Tovertafel Magic Tables throughout the services. These and other sensory assistive technologies support many of the individuals we support to participate as active citizens of society.

The CREATE Assistive Technology grant provided a significant boost to the Assistive Technology (AT) Eco System in Ireland. In conjunction with the Global Report on Assistive Technology by the WHO and UNICEF, we partnered with Enable Ireland, MS Ireland, Headway, DFI, and Microsoft to co-design the AT Passport and support 17 people at Saint John of God Community Services to obtain the Assistive Technology necessary for Access, Education, Independent Living, Entertainment, Life Skills, and Employment.





Saint John of God Community Services have a long tradition of research-active services. The innovations borne out of a culture of research have enhanced the quality of care provided and have laid the blueprint for services nationally and internationally. In 2022, staff from Community Services were engaged in 25 projects across child and adult mental health and including intellectual disability. Research involved a variety of clinical disciplines (psychiatry, speech and language therapy, occupational therapy, psychology) and included subject areas of trauma, sleep, eating disorders, psychosis and ADHD.

Research funding

The Saint John of God Research Foundation clg awarded research grant funding to two Community Services staff members. Niall Turner (Occupational Therapy Manager) received €12,000 for his study Growing Together: Exploring the benefits of a nature-based occupational therapy programme for attendees and occupational therapy students. The research received the best poster presentation award at the annual Research Study Day (delivered by the Saint John of God Research Foundation clg) in November 2022. Dr Sharon Hardiman (Senior Clinical Psychologist) received €12,000 to conduct a pilot randomized control trial examining the benefits of cognitive stimulation and physical exercise for adults with intellectual disabilities at high risk of developing Alzheimer’s Disease.



Alexandra Armstrong & Niall Turner

Patient and Public Involvement

The Saint John of God Research Foundation was delighted to award funding to Sarah Boland and her colleagues in Liffey Services to develop a Patient & Public Involvement (PPI) toolkit for research. PPI in research means research carried out ‘with’ or ‘by’ members of the public rather than ‘to’, ‘about’ or ‘for’ them (<http://www.invo.org.uk>). The Liffey Services research team shared details about their PPI



David, Fiona, Patrick, Fatima, & Sarah of Liffey Services

work, in addition to their assistive technology projects at the Research Study Day in November 2022, where they were awarded the prize for best oral presentation.

20-year psychosis research

In April 2022, the American Journal of Psychiatry published the findings from DETECT's 20 year follow up study. The study, one of the longest-running studies of its kind to be undertaken globally, involves 171 persons who first presented with psychosis to Cluain Mhuire Mental Health Service or St John of God Hospital in Dublin between 1995 and 1999. They were studied again at 6 months, 4, 8, 12 and 20 years later, with participants' psychotic symptoms, functioning and quality of life assessed at each time point.

20-year prospective, sequential follow-up study of heterogeneity in associations of duration of untreated psychosis with symptomatology, functioning, and quality of life following first episode psychosis by Donal O'Keeffe, Anthony Kinsella, John Waddington, Mary Clarke



Prof Fiona McNicholas

Staff burnout

Prof Fiona McNicholas (Consultant Child & Adolescent Psychiatrist) identified very high rates of personal and work-related burnout in her national survey of consultant child psychiatrists. Pre-pandemic levels of stress were also high among clinical and non-clinical SJOG CAMHS multidisciplinary team members in a subsequent study (n=55), although somewhat lower than the national average (personal 53% and work-related BO 54%) (McNicholas et al 2022). In addition to high rates of BO, what was equally concerning across studies was a high rate of turnover intention which would further deplete services. Most consultants (69%), and a smaller number of MDT members (44%) had seriously considered changing jobs in the prior year, and more than half were unsure if they would choose psychiatry as a career. Research since the pandemic shows levels of BO to remain high, with higher personal BO (64%) compared to work related (59%) (Adamis et al, 2023 under review).

Intellectual Disability Statistics by Region

Dublin South East Services



Residential	172
Day Service Attendees	541
Respite	26 children 92 adults

Kerry Services



Residential	99
Day Service Attendees	171
Respite	42 children 5 adults

Liffey Services



Residential	249
Day Service Attendees	555
Respite	44 children 106 adults

North East Services



Residential	207
Day Service Attendees	152
Respite	0

Mental Health Regional Statistics

Referrals to Cluain Mhuire

Total Referrals	1826
Refferals Accepted	1574
Referrals Declined	252

Total Outpatient Appointments: 40653

Referrals to Lucena

Total Referrals	3140
Referrals Accepted	2146
Referrals Declined	994

Total Outpatient Appointments: 44837

Community Mental Health services are funded to provide services to people of a certain age range, within a defined geographical region who meet relevant criteria. On receipt, each referral is considered under three criteria:

- Confirmation that the person lives within the defined geographical region
- Confirmation that the person is in the correct age range to access services
- Confirmation that the person has a mental health need at a moderate to severe level, which requires treatment by a specialist team

These requirements are ascertained by considering the information provided by the referrer, and on occasion if there is insufficient information the team will contact the referrer to seek more information prior to making a decision. The decision to decline a referral will always reflect that one or more of the above criteria has not been met.

Day Services

Burton Hall Members	137
Burton Hall avg daily	60
Acute Day Hospital (episodes of care)	201

Inpatient Admissions

Average Bed Usage	25
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Residential/Housing

High Support beds	25
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Service Operations Report

Service Operations

Saint John of God Community Services is committed to developing and improving the delivery of our services across the 5 Regions in which we operate. Our objective is to deliver a high quality, compliant and sustainable service. We face significant operational challenges to achieve this, but we continue to make progress. We are working hard with our funding partner the HSE, to meet the challenges that arise as the needs of those we support change, demand for service grows, and policies and legislation evolve. We do not always have the resources and funding available to meet these requirements, but we are hopeful that the Sustainability Impact Assessment process will identify pathways to improve compliance and service quality.



Intellectual Disability

Compliance with HIQA Care and Support Regulations continues to be a major focus for services. In 2022 we maintained a compliance or substantial compliance level of 91% with the regulations. However, we did experience regulatory escalation with respect to some designated centres. Remedial action plans have been put in place, with many of these actions now completed. 2022 saw an increased focus by HIQA in areas like Infection Prevention and Control, Fire Safety and Premises. 2022 also saw the formal introduction of the HIQA Fire Safety Handbook. Compliance is an ongoing challenge, but we continue to deal with the issues we can action, and seek the resources required to deal with those we cannot.

The Regional updates in this report highlight that we continue to innovate and improve our Intellectual Disability services with further progress on community living and integration, decongregation, more innovative ways to use IT, multi media etc.

Day Service and Respite levels continued to return to normal service as the impact of COVID 19 eased.



Community Mental Health

Twenty Twenty-two saw a substantial increase in the demand for Mental Health services. Our teams continue to provide high quality service despite operating at staffing levels well under those recommended by national policy.

We have received significant investment from the HSE to facilitate the opening of several new services, with nine services expanding or opening in 2022 as outlined in the regional update. Our priority now is to improve the staffing levels in the core services, to further improve services and reduce waiting lists.



Health & Safety

We saw significant improvements in the area of Health & Safety in 2022. We appointed Damien Mc Carthy to an interim National Health & Safety role. In addition, four of the five regions now have a dedicated health and safety role in place. The National Health and Safety group continues its work to further enhance the focus and awareness on health and safety as a key priority for the organisation. Level 1 & 2 safety audits have been completed by each region, and a lot of good work continues to happen. Our key focus here is to continue to improve our performance in this important area.



Fire Safety

By the end of 2022 we had completed Independent Fire Risk Assessments on most of our properties, with an expectation that this will be completed in early 2023. Many actions required have been dealt with, however, some will require additional funding, and this is being actively pursued with the HSE.



Procurement

We continue to progress towards improving our levels of compliance with Procurement Regulations. Two staff completed qualifications in UL on Public Sector Procurement this year. HSE are providing some funding for regional procurement staff which is most welcome and will further assist our efforts to improve compliance.

New OGP and HSE Framework Contracts were activated including furniture and food supply contracts. A new Dynamic Purchasing System (DPS) for second hand vehicles was established in 2022 which is being utilised by the regional services. With the assistance of the OGP, a new contract for the Maintenance Services for Fire Alarm and Emergency Lighting Systems was put in place in 2022.

Procurement compliance improved by 7% in 2022.



Estates

A detailed review of the properties used by Saint John of Community Services has been undertaken including an assessment of the works required to maintain and upgrade these properties. The output of these assessment will be costed and included in the report of the SIA.



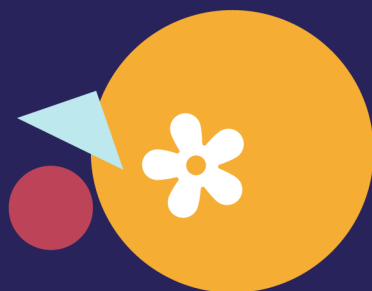
DPO Data Protection Officer

The Data Protection Officer is currently outsourced by the organisation. The DPO works with the services and headquarters to ensure that all data breaches are managed and reported while all Data Subject Access Requests are responded to within the allocated timeframe. Several of our GDPR and FOI policies were updated in 2022. Ongoing staff training is also an important feature of our approach to Data Protection. We also completed an ICT review in 2022 with a focus on data security and protection.



9 Impact Stories

Sustainability Development Goals





- Compostable cups and cutlery in use for take away
- Washable, reusable tubs for staff take away meals which they are encouraged to return for re-use

SJOG COMMUNITY SERVICES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



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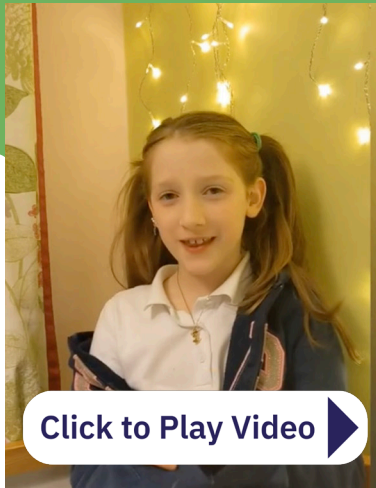
Responsible Consumption and Production - Dublin South East Services

The Dublin South East Services has a café called the Oasis that is very popular among service users, staff, and visitors. The team and customers of the café have been focusing on sustainability and taking steps to reduce their negative impact on the environment.

They have implemented several initiatives, such as using water coolers instead of plastic bottles, using dishwashers instead of disposable cups, and using compostable cups and cutlery for takeaway food and drinks. They also encourage staff to return washable, reusable tubs for takeaway meals. They turn off lights in areas that are not in use and use “smart dose” chemicals for some tasks to reduce recycling containers. They also car share where possible.

These efforts support the SDG of sustainability and the team is committed to making more progress in the future.





I learned
about my
emotions
turning on my
feelings and
making friends.

SJOG COMMUNITY SERVICES

3 GOOD HEALTH
AND WELL-BEING



Click anywhere on the image above to open the video or scan the QR code next to it.

Good Health and Wellbeing- Secret Agent Society, CAMS

The Secret Agent Society (SAS) is a program that helps children with ADHD and dyslexia to improve their attention and learn about their emotions. Elizabeth, an 8-year-old girl with ADHD and dyslexia, joined SAS and learned how to pay attention, identify her different feelings, and manage them. She also learned how to make friends and has three best friends now. Her parents also learned from SAS and know how to support her when she is feeling overwhelmed.

The program supports the SDG of Good Health and Wellbeing by improving the mental health of children and helping them develop social skills.





We saw the value of having additional outdoor options for our residents, and each house developed an enclosed garden.

This was the first step in the Reduce, Reuse & Recycle Horticultural Programme

SJOG

11 SUSTAINABLE CITIES AND COMMUNITIES



Click on the image above to open the video or scan the QR code next to it.

Sustainable Cities and Communities- Liffey Services

The Reduce, Reuse & Recycle Horticultural Programme aims to make sustainable living a reality for the residents of Cill Seilin. The project started with enclosing the gardens of each house and planting window boxes. With the help of donations and maintenance, all staff and residents worked on each garden to create a safe and therapeutic environment. The project involves making compost, reusing old water tanks, and recycling used coffee granules from local businesses to grow flowers. The project not only aims to reduce costs but also helps reduce waste and supports the SDG of sustainable cities and communities.





We placed an importance on recycling & reusing in all our programmes and activities.

SJOG COMMUNITY SERVICES

13 CLIMATE ACTION



Click anywhere on the image above to open the video or scan the QR code next to it.

Climate Action- North East Services

The Green Flag project at the Venegas Centre aimed to promote sustainability and reduce waste by recycling, reusing, and reducing litter. Everyone in the center worked together for two years to achieve the Green Flag and celebrated with schools and centers from all over the country via Zoom. They recycled and reused plastic bottles to grow strawberry plants, used reusable bottles instead of

single-use ones, composted coffee bean waste for growing fruits and vegetables, and actively participated in litter picking in the local community. They established sustainable land use by reducing, reusing, and recycling, sustaining wildlife, and creating flower gardens. The project is now focusing on the Water Theme for the next 2 years and supports the SDG of climate action.



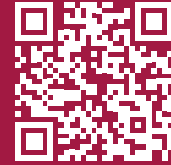


[Click to Play Video](#)

With the help of NEWKD (A local Dev Company) we set up our co-op. We did training on Committee roles, how to run a meeting and Art and Design course

SJOG COMMUNITY SERVICES

8 DECENT WORK AND ECONOMIC GROWTH



Click anywhere on the image above to open the video or scan the QR code next to it.

Decent Work and Economic Growth- Oilean Beo, Kerry Services

The Oilean Beo Craft Co-Op Upcycling Program was created in 2011 to showcase the talents of adults who attend Oilean Beo, at Kerry Day Services. The Co-Op has 7 users, 3 staff, and 2 independent members from the community. With the help of a local development company, the Co-Op set up a committee and received a start-up grant. They attended craft fairs and now sell their crafts and cards at community buildings and local shops. The Co-Op promotes a circular economy, learning new skills, gaining confidence, and equal opportunities. This gives the members a meaningful and productive day and ownership of their activities outside of Kerry Service. This program supports the SDG of decent work and economic growth.





The impact of this program was to promote equal opportunities, inclusion and awareness for the disabled communities across Co. Louth.

SJOG COMMUNITY SERVICES

4 QUALITY EDUCATION



Click anywhere on the image above to open the video or scan the QR code next to it.

Quality Education- Breaking the Mould, North East Services

Breaking the Mould was a 16-week visual art program in County Louth for people with disabilities. The program was facilitated by four artists and included participants from four different groups, including Saint John of God North East Services. The participants created individual art pieces, such as pottery and paper butterflies, as well as a sketchbook of their group work.

The program was funded by Louth County Council and was designed to provide an opportunity for people with disabilities to express their creativity and exhibit their work in a gallery. The program aimed to promote equal opportunities, inclusion, and awareness for disabled communities and support the SDG - Quality Education for all.



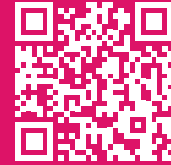


HSE National Sharing Event

What decisions are important to us?

SJOG COMMUNITY SERVICES

10 REDUCED INEQUALITIES



Click anywhere on the image above to open the video or scan the QR code next to it.

Reducing Inequalities- The Right to Choose: Intellectual Disability Services

Reducing inequalities is the goal of All Intellectual Disability Services’ project called “The Right to Choose.” In 2022, over 30 self-advocates from Saint John of God Services across Ireland created a video about the important decisions they make, which they shared at the HSE National Sharing event. The project was made with the help of artists and

was done over Zoom with people from different parts of Ireland. The videos were created using iPads and smartphones with the Adobe Spark app. The project aims to empower people with disabilities to make their own choices and have their voices heard, supporting the SDG of reducing inequalities.





SJOG continued to embrace technology in 2022 and find new ways make information more accessible.

SJOG COMMUNITY SERVICES

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



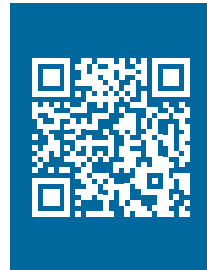
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Industry Innovation and Infrastructure -Digital Assistive Technology

Digital Inclusion and making technology and information more accessible through digital accessibility and Assistive Technology (AT) continues to grow across Saint John of God Community Services. Saint John of God Community Services, Enable Ireland, Headway, MS Ireland and DFI, partnered to create the AT Passport, which provides assistive technology to 75 people who need it. 15 staff members received training in AT and assessment, and the services invested in infrastructure to support the use of technology. The Right to Connect and Erasmus+ funded the project with ten European partners. The project aims to train young adults to create learning resources in technology and social media while

making information more accessible. By embracing technology and making it more accessible, Saint John of God Community Services supports the SDG - Industry, Innovation and Infrastructure.





Click anywhere on the image above to open the video or scan the QR code next to it.

Peace, Justice and Strong Institutions - What About US - Skills4Life Kerry Services

The Skills for Life RT Programme in Kerry made a music video called “What About Us” to show the importance of trust, freedom and choice in supporting relationships for people with intellectual disabilities. The project was funded by the HSE. The video features the students performing PINK’s song and shows the struggles that people with disabilities face in finding love, trust and the freedom to make their own choices. This project aims to promote the rights of people with intellectual disabilities and raise awareness that they desire meaningful relationships like everyone else. This project showcases the importance of the SDG of peace, justice and strong institutions to protect the rights of everyone.



Quality And Safety



Saint John of God Community Services is committed to the development and delivery of quality services and supports to individuals availing of services at its Intellectual Disability and Mental Health Services.

Continuous quality enhancement plans aligned to national policy, standards, regulation and best practices are in place at organisational and regional service levels to support the delivery of quality services to each individual.



Coronavirus

COVID 19 continued to dominate and impact all of society in the early part of 2022. Despite the spike of COVID in January and February, services did all they could to maintain services operational with some service areas closing for short periods resultant from the impact of COVID on staffing levels. Our focus continued on adherence to and implementation of HSPC and HSE Infection and Prevention Control Guidelines to control and minimise the spread of COVID 19. As the year progressed, restrictions lifted allowing all to commence return to experience life and all society has to offer as we experienced it



pre -COVID.

Transforming Lives

The plans to complete the de-congregation of our services are developed and costed and will feature in the Report of the SIA. We are committed to supporting residents with Intellectual Disability to live a life of their choosing in the communities at which our services operate.

The outcome and impact for each individual who has transitioned is transformational with residents supported to become active members of the community in which they live. We will continue with this Transforming Lives Programme at North East, Liffey and Kerry Services in line with the allocation of the required capital and revenue funding by the HSE.

New Residential Service

A family of an individual who attends Dublin South East Services bequeathed the family home to Saint John of God Housing Association to support the development of a residential service for their son. Saint John of God Housing Association completed significant adaptations and renovations to the house to meet the needs of this individual and three other people who have been waiting residential supports for some years. We acknowledge the generosity of this family, the positive impact for the residents and the support of HSE with the allocation of funding to operate this new house.

Enhancing Mental Health Services

We are delighted that additional resources were allocated in 2022 to develop a number of specialist services to address the needs of children, adolescents and adults. These specialist services include the development of an Eating Disorders team, Crisis Response team, Day Hospital and Crisis Café for children and young people and a Rehabilitation Team, Crisis Resolution Service and MHID Teams for adults.

Regulation of Residential Services

The regulation and inspection of our Intellectual Disability residential and respite services continued throughout 2021. We operate 99 Designated Centres at our services in Dublin, Louth, Kildare, Wicklow and Kerry. We received 80 reports on HIQA inspections in 2022 and recorded a compliance level of 91% across the regulations inspected by HIQA. We did experience regulatory escalation with respect to some designated centres. Governance and Management Systems are reviewed and enhanced to promote the highest levels of compliance with the

Regulations. Action plans are in place to address identified areas for improvement. The Programme Quality and Safety Department produced analysis of data relating to regulatory compliance and disseminate to all services from a learning perspective. Unannounced audits on behalf of the provider continued in 2022 with the introduction of an escalation mechanism relating to incidents of significant safeguarding or practice impacting the lived experience of residents.

Policy and Practice Development



The delivery of quality services is underpinned by a suite of comprehensive policies, procedures and protocols. The following policies and procedures were reviewed and approved in 2022.

- Standard Operating Procedure Intellectual Disability and Mental Health Services for HSE Child Protection and Welfare Policy 2019
- Child Safeguarding Statement
- Integrated Risk Management Policy and Standard Operating Procedure – COVID 19 Addendum updated
- Food Safety Policy and Procedures for Individuals Supported, Staff and Visitors (Intellectual Disability and Mental Health Services)
- Visitors Policy
- Person-Centred Medicines Management Policy for Disability and Community Mental Health Services
- Policy on Education for Children in Respite in Intellectual Disability Services
- Policy on the Management of Urinary Catheters
- Policy on Stakeholder Feedback and Complaints in line with HSE “Your Service Your Say” (Intellectual Disability and Mental Health Services)
- Policy on the Prevention and Management of Work-Related Aggression and Violence 2018 (HSE) Standard Operating Procedure including the Protection of Staff
- CCTV Policy
- Data Protection Policy

- Code of Conduct

The following policies were approved for extension pending a review with a particular focus primarily on their alignment to the provisions of the Assisted Decision Making Act

- Food, Nutrition and Hydration Policy for Individuals in Saint John of God Community Services clg
- Policy on Access to Education, Training and Development Opportunities for Adults in Intellectual Disability Services
- Policy on using a Total Communication Approach
- Supports Policy for Individuals with an Intellectual Disability
- Personal and Intimate Care Policy for Individuals with an Intellectual Disability
- Policy on Falls Prevention for Individuals with an Intellectual Disability
- Dysphagia Policy and Procedure for Individuals with an Intellectual Disability
- Restraint Reduction Policy
- Policy and Procedure on Enteral Feeding (Percutaneous Endoscopic Gastrostomy and Button Gastrostomy)

The implementation of organisational policies and procedures was supported by practice development information and awareness training for staff. Practice development and awareness sessions were provided in the following areas

- Training & workshops to staff on Positive Behaviour Support and the Relationships Understanding and Awareness (RUA) programme
- Redesigned the Practice Certificate in Skills Teaching (Using Systematic Instruction) for delivery to staff for utilisation across the services
- Developed a Relationship and Sexuality Education and Support resource pack for individuals with high support needs
- Provided training to individuals on behaviour supports and on UNCRPD through the Online Engage Programme
- Sharing and Learning Fora in Multi Element Behaviours Support (MEBS), RUA Facilitator's, De-escalation, and Resolution (which brings together practitioners skilled in MEBS and Crisis Prevention Institute (CPI) programmes was facilitated which supported CPD hours
- Facilitated training and webinars to support Person Centred Approach Policy and Equality and Human Rights Policy which was recorded and viewed by staff across all regional services

- Co facilitated workshops & seminars with Disability Psychotherapy Ireland (DPI) on emotional wellbeing, trauma, and resilience
- Supported Saint John of God Community Mental Health Services in their preparation for the Mental Health Commission Review of Child and Adult Mental Health Services
- Review of existing Open Disclosure trainers and the HSE National Office conducted training for staff . Module 2 and Train the Trainer was covered through a series of 3 workshops
- Ongoing inputs were given directly to regulated services relating to compliance with policy, person centred planning, Human Rights based approach, safeguarding and record keeping

Assisted Decision Making

The Assisted Decision-Making Capacity Act 2015 expected to commence in June 2022 was deferred and is now expected to commence in April 2023. The provisions of the Act are welcomed from a human rights perspective and will have significant challenges for our day to day practice and the culture of our organisation.

An organisational oversight committee and regional implementation committees are in place to support the implementation of the legislation with a focus in 2022 on;

- Roll out of bespoke training to senior management teams, regional ADM committee members, managers and self- advocates
- Increasing awareness among staff of ADM principles and human rights based approach in practice through dissemination of educational material from Decision Support Services office and HSE land
- Development of guidance to support accessible information and education for individuals supported.
- Commencing the alignment of all policies with ADM principles
- Established ADM Practice Development Forum to support ADM principles into practice
- Securing funding for the recruitment of ADM Co Ordinator's at two regional services
- Working closely with HSE Equality and Human Rights Office to prepare for ADM commencement and inputted to HSE National Impact Assessment and stakeholder fora.

There will be a continued focus on education, awareness and training for individuals and their families and staff throughout 2023 to support the successful implementation and adoption of the provisions of the Act.

Risk Management and Serious Incident management

The management of risk is key to supporting individuals to safely and effectively achieve outcomes that are important to the person. Risk management workshops continued throughout 2022 with a focus on supporting staff to develop and ensure their risk registers were appropriately identifying risks and mitigating actions to manage identified risk at individual regional and organisational level.

A Serious Incident management team is in place for Community Services. Local Incident Management teams operate at regional services. As part of our commitment to continuous quality improvement, all serious and moderate incidences are reviewed appropriately with a focus on learning from an incident and implementing actions to prevent recurrence of incidents. A number of learning notices were circulated following on from serious incident reviews.

Q&S Committees

Quality and Safety Committees are in place at organisational and regional service. The Committees meet regularly with a focus on the review and development of key metrics to support the provision of quality and safe services. Quarterly Quality and Safety Reports were prepared for the Quality and Safety Sub Committee of the Board.

Fire Safety

The Health Information and Quality Authority (HIQA) launched the Fire Safety Handbook in 2021 and commenced the inspections of fire protections systems in residential services against the provision of the handbook in 2022. Independent Fire Safety Risk Assessments are organised for all service and administrative locations and are completed for the majority of locations in 2022. Priority risks identified through these assessments are addressed.

Further actions which require the allocation of additional funding are costed and an application for funding is submitted to the HSE. Risks requiring a change to organisation and practice are being addressed and implemented.

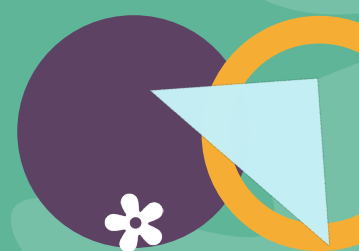
Health and Safety

Health and Safety Committees at organisational and regional level are in place with a focus on adherence to Occupational Health and Safety legislation. Safety Audits are completed or underway at all locations to identify levels of compliance with health and safety requirements. Action plans are in place to address areas for improvement identified through these audits.

QQI Accredited Programmes

An application to QQI to become a single provider of accredited training programmes at level 1, 2 & 3 to individuals receiving services was approved. A Quality Manual and Learners Handbook was developed together with a comprehensive range of policies and procedures to support the delivery of accredited programmes . A Governance committee is established with a number of sub committees to oversee the implementation of training programmes.

Acknowledgements



We wish to acknowledge and thank the following people and groups for their ongoing assistance, advice and support throughout.

- The individuals we support and their families
- Staff across all areas of Saint John of God Community Services
- Volunteers
- Chief Executive HSE and officials at HSE National Office
- Stability and Sustainability Team HSE National Office
- Chief Officers and staff at CHO Areas 4, 6,7 and 8
- Ministers and Officials at Department of Health
- Ministers and Officials at Department of Disability, Equality, Children, Integration and Youth
- Secretariat and the National Federation of Voluntary Service Providers
- Chief Executive and staff at The Wheel
- Chief Inspector and staff at Health Information and Quality Authority
- Chief Executive and staff at Mental Health Commission
- Chief Executive and staff at Mental Health Reform
- National Parents and Friends Association
- Parents, Friends and Family Associations
- Hospitaller Order of Saint John of God
- Saint John of God Hospitaller Services Group
- Saint John of God Hospital
- Saint John of God Housing Association
- Saint John of God Research Foundation
- Saint John of God Foundation
- Saint John of God Special Schools
- Staff Representative Bodies
- Charities Regulator
- Companies Registration Office
- Sustainable Energy Association of Ireland
- University College Dublin
- Trinity College Dublin
- National University of Ireland Maynooth
- Dundalk Institute of Technology

- Munster Technological University Kerry
- Legal, Public Relations and Financial Advisors
- Suppliers of Goods and Services

We also acknowledge the various corporate and community groups who gave of their time and expertise in various ways to support the work of our services and who openly welcome the participation of the individuals we support as equal and active members of community groups.

Staff

In the year that life started to return to normal post the pandemic we acknowledge the commitment, flexibility and dedication of staff to do all that was necessary to minimise the spread of COVID 19 particularly in the early part of 2022. We also acknowledge the many and varied creative and innovative developments to support individuals during and post the pandemic. Your contribution to the continued provision and development of services and supports is truly appreciated.

Families and Guardians

We equally acknowledge the continued commitment and support of families and guardians to their family member. The closure or curtailment of services resultant from the pandemic placed an additional burden on families and guardians as they supported individuals at their home. We acknowledge and thank those families who participated in the survey completed by Inclusion Ireland. Your feedback is critical to the provision and development of services.

Retired members of staff

We thank and acknowledge all retired staff members, many of whom have worked with our services for a long number of years. Your commitment and dedication to the people we support is appreciated. We wish you and your family a long, happy and healthy retirement.

Expressions of Sympathy

We express our sympathy and condolences to the people we support, their families and friends and staff who have lost loved ones during 2022.

Volunteers

We acknowledge and thank our Volunteers who so generously give their time in a variety of ways. Volunteers are involved in supporting individuals to achieve their personal goals, assisting individuals to attend sporting or recreational activities, fundraising and much more. We truly appreciate the unique contribution you make to our services.

Annual Report Committee

We acknowledge with thanks and gratitude the Editorial Committee for the preparation and production of this annual report. We also acknowledge and thank those who have contributed in a variety of ways to the development of this report. Your contribution has enabled us to bring to life the very real examples of the great work that is ongoing daily across our services and the impact that this work has on the quality of life for people we support and the importance of all in making a contribution to the sustainability of the world in which we live.

Board of Directors 2022



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Charles Watchorn



James Hussey



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