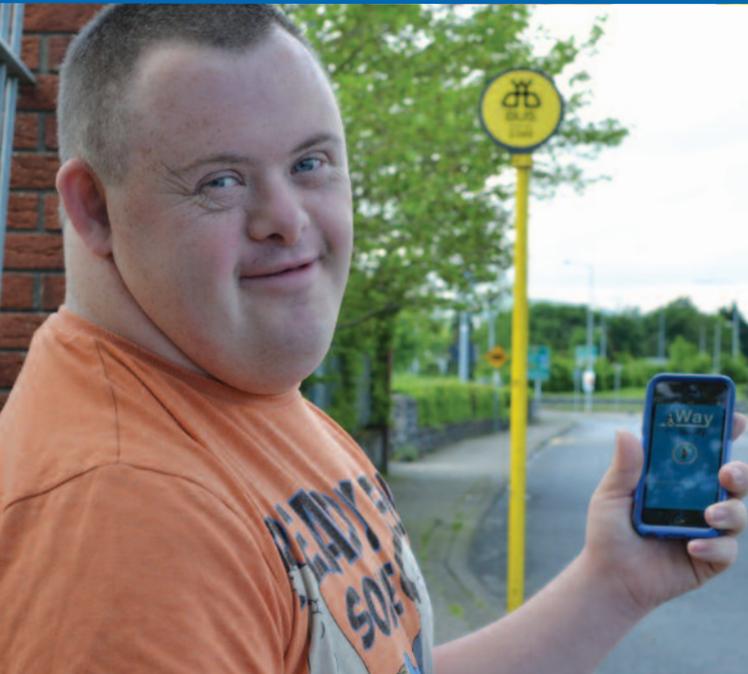


# Annual Report 2013



Saint John of God Community Services





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# About Saint John of God Community Services

Saint John of God Community Services Limited operates HSE (Health Service Executive) funded services across intellectual disability, adult mental health and child and adolescent psychiatry. As part of Saint John of God Hospitaller Ministries, the Irish arm of the Hospitaller Order of Saint John of God, it supports up to 6,700 children and adults annually with over 3,000 staff and volunteers, including members of the Order.

The Hospitaller Order of Saint John of God Founded by Saint John of God (1495 – 1550), is an international health care organisation with over 350 centres in 50 countries world-wide. It provides a wide range of social, education, welfare and health services. In Ireland, the Order provides mental health services, care for older people and services for children and adults with intellectual disabilities through a number of separate companies.

## **Ethos**

Based on the beliefs and values of Saint John of God, the philosophy of the Order's work is that people are the creation of God, with intrinsic dignity.

## **Our Mission**

To identify, respond and support the needs of individuals, in the manner of Saint John of God.

## **Our Vision**

A society inspired by Hospitality, where the potential of each individual is achieved.

## **Our Values**



Care



Compassion



Dignity



Excellence



Hospitality



Justice



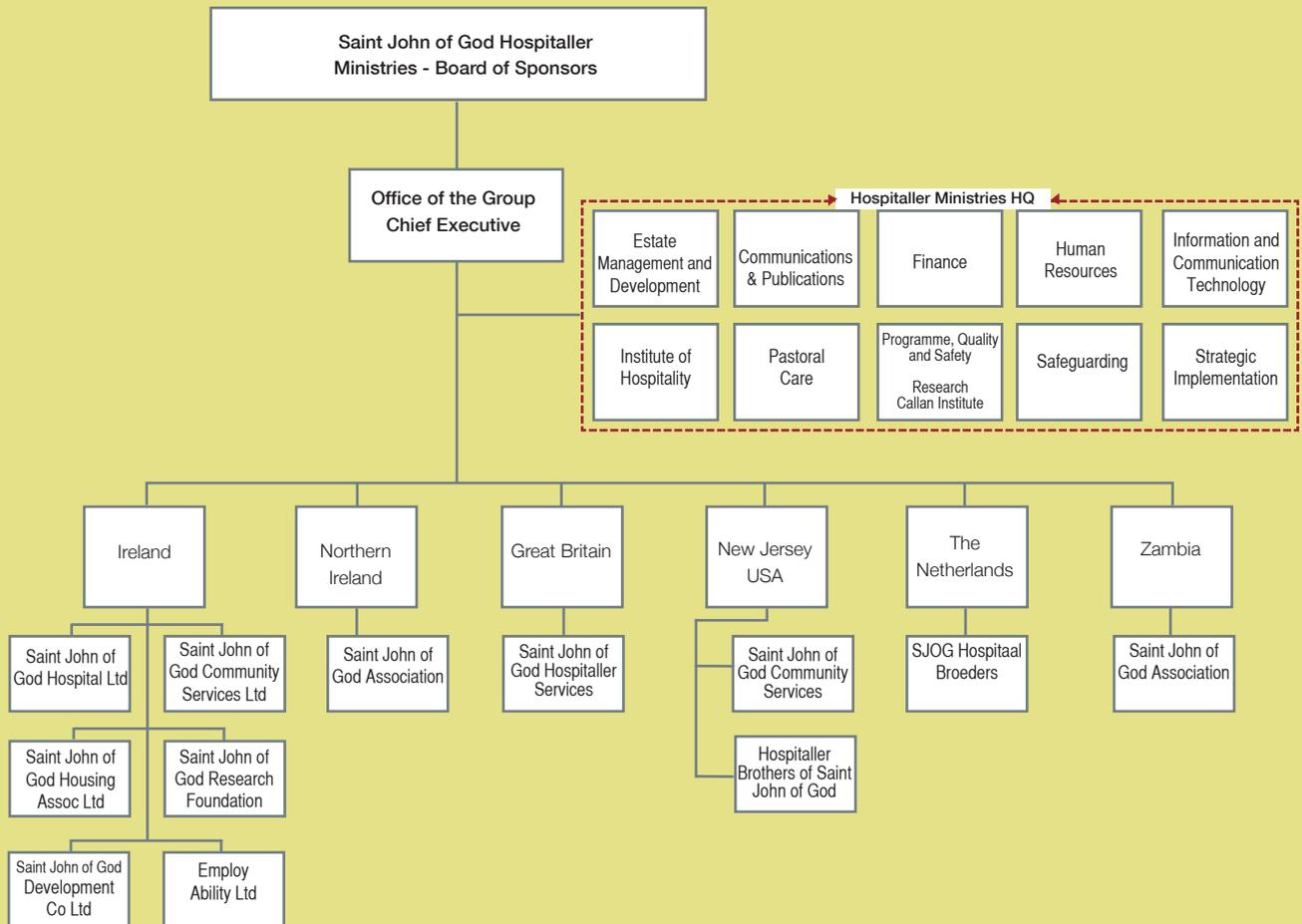
Respect



Trust

# Structure and Governance

Saint John of God Community Services Ltd is governed by a Board of Directors with the Chief Executive accountable for the overall performance of the organisation, the delivery of the strategic plan and for the day to day running of the organisation under the delegated authority of the Board. Hospitaller Ministries HQ provides support across various functions to all companies and entities within Saint John of God Hospitaller Ministries, including Saint John of God Community Services.



# Community Services Board of Directors



Br. Laurence (Michael) Kearns OH  
Provincial and Chairman of the Board



Br. Stanislaus (Michael John) Neild, OH



Br. Fintan (William) Brennan-Whitmore, OH



Br. Gregory (Patrick) McCrory, OH



Br. Michael Newman



Anne Gunning



Paul Robinson

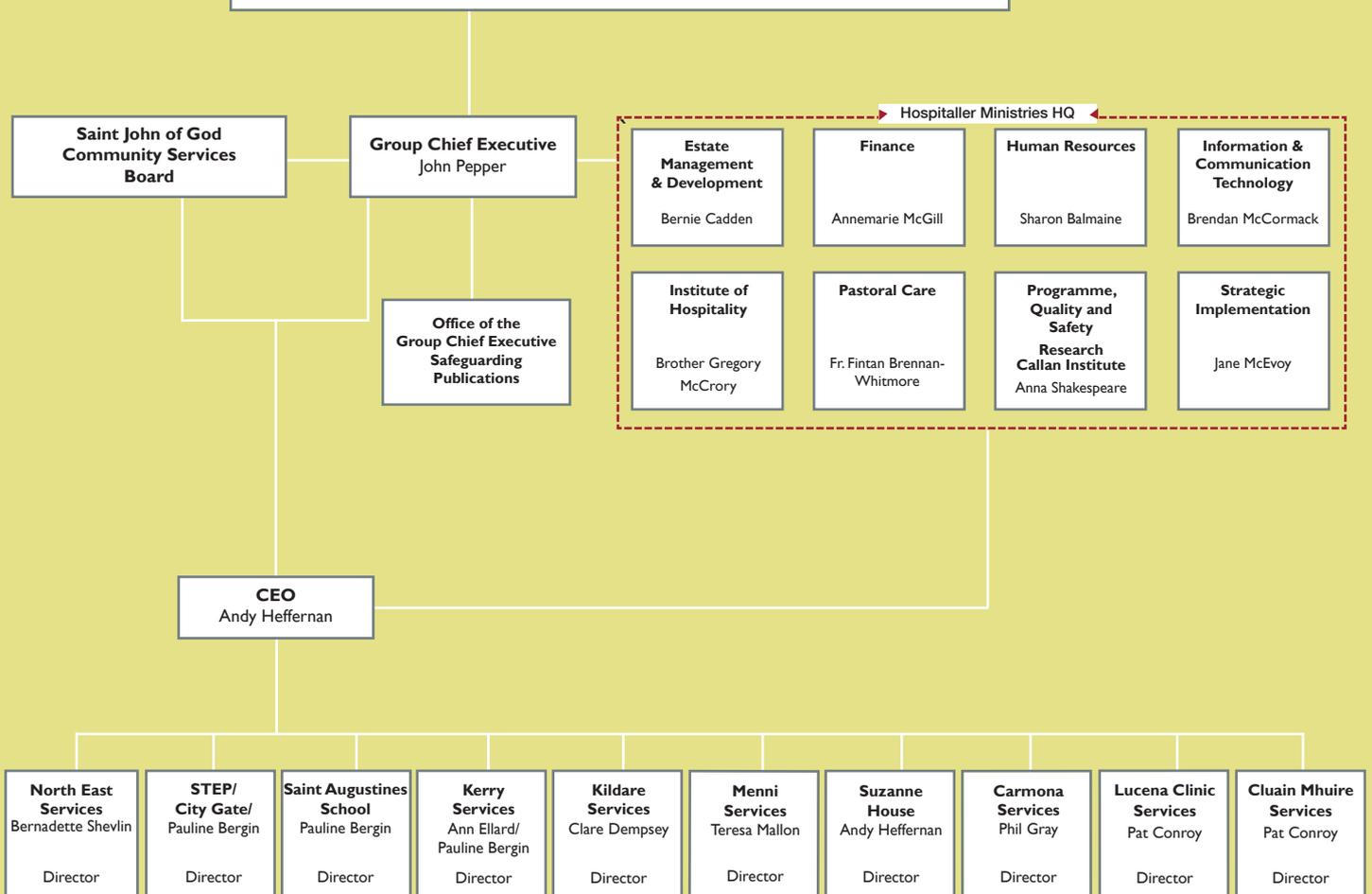


Michael Noone



John Pepper

## Saint John of God Hospitaller Ministries Board of Directors



# Service Provision

## **Saint Augustine's School**

A co-educational day and boarding school providing educational, social, recreational and vocational training programmes for children with special education needs, described as mild general learning disabilities. Pupils are in the main from the HSE Dublin Mid-Leinster area.

## **Saint John of God Carmona Services**

Provide a network of day, education, training, employment and residential services to children and adults with intellectual disabilities who reside in South East Dublin and North Wicklow. A respite service is also available to these children and adults.

## **City Gate**

Supports individuals with mild intellectual disabilities in the Dublin Mid-Leinster area to access their own housing.

## **Cluain Mhuire Community Mental Health Service**

Provides community mental health programmes for the population of Dun Laoghaire-Rathdown.

## **Saint John of God Kerry Services**

Provide training, employment, social and residential programmes for people with intellectual disabilities in County Kerry.

## **Saint John of God Kildare Services**

Provide a network of day, residential and respite service to children and adults with intellectual disabilities in North Kildare.

## **Saint John of God Lucena Clinic Services**

Provides child and adolescent mental health programmes in Dublin South, parts of Dublin West and Co. Wicklow.

## **Saint John of God Menni Services**

Provide residential and day services to children and adults with intellectual disabilities in Dublin South City, Dublin South West and Dublin West.

## **Saint John of God North East Services**

Provide residential and day services to children and adults with intellectual disabilities in Louth, Meath and Monaghan.

## **STEP**

Supports men and women presenting with mild intellectual disabilities in the Dublin Mid-Leinster area to achieve employment through career planning, work options, education, training and continuous learning.

## **Suzanne House**

Provides specialised individual respite care for children with high medical support needs in a small homelike environment.

# Message from the Group Chief Executive



The year under review, 2013, continued to be both an exciting and challenging one for Saint John of God Community Services Ltd. Against the background of further curtailment in funding and restrictions on employment, coupled with increased demands and expectations, Saint John of God Community Services continued to deliver a high quantum and quality of Services to people with an Intellectual Disability and people with Mental Health challenges. It also maintained the tradition of these Services being values-driven and creative through innovation, enthusiasm and excellence.

As we approached year-end, the charity sector in Ireland came under scrutiny from the Public Accounts Committee in relation to pay rates. The publicity associated with this controversy became an unwelcome distraction for independent voluntary service providers. Saint John of God Community Services, as an entity within Saint John of God Hospitaller Ministries, being publicly funded, recognises its obligations for proper accountability and stewardship of all resources entrusted to it for the supports and services it is privileged to provide to the people we serve.

Our services for persons with an intellectual disability are, since November 1<sup>st</sup> subject to the regulatory compliance requirements of the Health Information and Quality Authority (HIQA). In keeping with our philosophy and value-system of pursuing excellence we look forward to working closely with HIQA to ensure the highest possible standards of service within Saint John of God Community Services.

The capacity and willingness of Saint John of God Community Services to recognise the need for continuous change and embrace it is evident from the active, open and constructive participation of so many people in the Strategic Review conducted by the Wolfe Group from August to November. The implementation of the recommendations from this Review will be underpinned by an inclusive and positive process which I believe will have the services well placed to, in the words of Saint John of God **“....do good to yourselves by doing good to others”**

As a member of the Board of Saint John of God Community Services Ltd where we take a strategic governance view, I commend the entire leadership of the Services for their stewardship and accountability for the resources provided for service delivery in that entity.

The Departments at Hospitaller Ministries Headquarters in Stillorgan are committed to providing the best possible advice, support and advocacy to and on behalf of Saint John of God Community Services.

I am confident that I can rely on everyone concerned to support me in realising the vision for Saint John of God Hospitaller Ministries contained in our Strategic Plan 2013 – 2016 of **“A society inspired by Hospitality, where the potential of each individual is achieved”**.

We face the coming year with even more daunting challenges. I am optimistic in the certain belief that we can overcome these obstacles, fuelled by the passion for the Mission, which our Brothers, staff, volunteers and benefactors, as fellow Hospitallers, bring to their daily vocation as members of the Family of Saint John of God.

A handwritten signature in black ink, appearing to read 'John Pepper'. The signature is fluid and cursive, with a long horizontal flourish extending to the right.

John Pepper  
Group Chief Executive



**Services Review**

**2013**

# Services Review

Corporate Strategic Plan reflects and takes account of the internal developments as well as the changing of the environmental landscape in the various jurisdictions and care areas that the organisation is active in. The new strategy articulated a shared vision and mission for the then Saint John of God Hospitaller Services, now Saint John of God Hospitaller Ministries, setting out priority areas for future development, identifying outcomes and defining outcome measures to evaluate success.

The Corporate Strategic Plan defines the five priority areas as follows:

- Heritage, identity, culture, ethos and values
- Person-centred service development and delivery
- Building capacity and relationships
- Innovation, quality and risk
- Sustainability and resilience

This strategic plan outlines a framework for Saint John of God Community Services over the next four years which points towards a different future for the organisation, but more importantly, a different future for those who avail of our supports and services. Given the challenges and changing landscape outlined, it is a critical juncture in the history of the organisation in Ireland and this plan presents a very real opportunity to ensure our continued relevance and contribution. However it will remain only a framework, unless there is a focused effort to implement across the five priority areas. Implementation will require strong leadership at all levels and alignment of planning at a local level is crucial to successful application and achievement of the outcomes.

What we cannot lose sight of is our vision which provides a perfect focus in our endeavours over the coming years.

*“A society inspired by hospitality,  
where the potential of each  
individual is achieved”*

# Saint John of God Kildare Services Early Services Support Programme

Since 2006, Saint John of God Kildare Services has offered an early intervention service to children with an intellectual disability living in the area of North Kildare. This service encompasses a multidisciplinary team, special preschool and the support of preschool assistants in mainstream preschools. In 2010 we conducted a thorough service review, with team members and family involvement, and from this a clear development plan was established and reviewed regularly. The focus was on developing a service that was family centred and in line with best practice. In 2013 we provided a service to approximately 70 children and their families and to provide a sense of what this involves one family have kindly agreed to share their story...

When I look back at the last few years I can't believe how fast time has flown by. This week Claire and Emma finish play school together and in September begin a new chapter in their lives in big girls school! Seems like yesterday it all began.....our two little women born in May 2009.

As first time parents we were thrilled at the arrival of our twin girls - yet our world was to be turned upside down when we received news of Claire's condition. Claire has neurone migration disorder a rare condition that affects her every day in every way. Those first few weeks and months were one of fear and loneliness trying to adapt to life with our twin girls. Thankfully it was in those first few months we were referred to early services in Saint John of God Kildare.

We were no longer alone and scared on this journey - we were given a team of the most caring professionals that would guide and assist us in helping Claire achieve her very best potential. When she started in early services at just a few months old she was a very different child to the little girl we see today....Claire didn't connect with us on any level really; she didn't move her hands/arms; there was no eye contact, she just lay still and we struggled to know how to help and enjoy our little girl.

When I try to explain what early services did for us simply all that I think is it's made us better parents and it's contributed to the lively fun loving happy little girl we see today. Claire's development has been slowly measured in little milestones that we've often taken for granted in other children.... we've celebrated every step.

We received support in every area and the home based service was wonderful as exercises and activities became part our everyday life. Support from the physiotherapists – Sivakumar and Paranee – meant that Claire can now roll over several times, play with all her favourite toys and enjoy her stander (choo choo) . We believe the physio training we've been given at home will one day soon help Claire to sit by herself . It's given us confidence in knowing what's important day to day to meet Claire's physical needs.

Our Occupational Therapist, Deepak, has been a godsend! We've been so grateful for all his advice and expertise in getting Claire the very best equipment to make daily living a comfy and happy one . We have been fortunate to have adapted our home to suit Claire's long term needs and because of Deepak we know what those needs are today and in the future and have turned our home into a fully accessible and fun place. As our key worker, Deepak, has always been on hand to help in any way he can and to link with the rest of the team.

Also our social worker from early services, Catriona, was a massive support and she helped us avail of additional support services, e.g. Jack and Jill home support. She was always at the end of a phone and would assist/support us if ever we needed anything.

Speech and language therapy has been a major priority for us with Claire and with the ongoing help from Niamh and Aoife we've learned how to assist Claire in communicating with the world around her. Claire can now make choices with the use of photos and objects of reference. We've learned to slow down and give Claire time to communicate. She loves music and animals and as a family we are embracing Lámh sign language, something that has taken time to develop as part of every day. Recently Claire has begun to use the sign for duck and more and is enjoying using her Big Mac button to request more bubbles/to turn the page of her favourite book.

In relation to education in the early days we had visits from the home teacher, Angelina who injected real fun into learning for Claire, showing me how to play and often giving me practical tips to make day to day life easier. When she turned three we were delighted to see Claire attend Laurels Preschool one morning per week where Jackie and other team members helped deliver multi-sensory fun each and every day. Through this we learnt about Claire's likes and dislikes and have enjoyed seeing Claire try new things like baking, gardening and circle time. With the support of the team we made the decision to also send Claire to mainstream preschool with her twin sister Emma. This has been the most positive decision I've made as the girls were able to attend together. This was made possible only because of early services and the wonderful preschool assistant - Fiona. We've been blessed with been able to include Claire in her local



*Claire and Emma proudly showing off their sports day medals*

community and with Fiona as Claire's voice, we've learned and loved every day of her early education. Magical memories have been made for both my girls because of Fiona's help, love and beautiful caring nature. Fiona has ensured that Claire has been a part of every activity and her lovely diary updates each day helped me see the fun Claire has had with all the other boys and girls. This diary has become a precious keepsake for all the family. Like her sister Emma, Claire also won a sports day medal, graduated with her peers, enjoyed every activity and made her own

friends in the community.....as well as playing the part of a beautiful angel at the Christmas play and a little devil at the school Halloween spooky walk. I believe it was also hugely beneficial for everyone who had the chance to meet and spend time with Claire and I know that little boys and girls have learned how to connect with Claire regardless of her condition.

What also helped us so much as a family was the regular IFSP meetings, whereby Caroline the early services manager would join with the whole team and ourselves to look back at the previous few months and review what worked well. These meetings were crucial to helping us plan and deliver the very best service for Claire. As well as these meetings Caroline would give us a plan for coming months, so we knew what to expect from the team.

Really in a nut shell the early services have given us the tools and earnings to be the very best for Claire and Emma. Sadly at times I've seen them work under difficult circumstances with cutbacks and positions not being filled for maternity or extended leave. Regardless of the pressures they have been faced with we have always felt as a family that they have done their very best - showing compassion, kindness and professionalism.

These early foundations have been so very important for our family as we've been made feel welcomed included and accepted in our community and this has really laid the vital foundation for continued involvement within our local community.

Claire's time in early services is soon to come to an end as she begins a new and exciting chapter "big girls school" - we're sad to say goodbye to our fab team yet thankful that they have prepared us perfectly to be ready for this next step.

### **Nicola Kiely**

(Mum to Claire and Emma, age 5)

# Saint Augustine's School

## My First Day at School

In September 2013 Saint Augustine's enrolled thirty five new students aged from 8 to 15 years. All the children settled in quickly. They had been well prepared for the transition to their new school by their parents, the school they were leaving and the staff at Saint Augustine's. Every year there are a number of strategies in place to help the young people make a successful transition to their new school.

- A meeting with the school psychologist and a tour of the school where they meet some students and teachers. The child is prepared for this by receiving a timetable for the visit.
- A welcome letter arrives in the post in May.
- Each child gets a letter about their starting day and time and pictures of their new teacher and SNA (Special Needs Assistant) and their timetable. The teacher and SNA pictures are on a bookmark.

In August all the parents of the new students visit for an afternoon to hear again about the facilities and programmes on offer at the school. This also gives them the chance to meet other parents of new children. They are also introduced to the Parents Council and get lots of information about clubs and facilities in the community where children from Saint Augustine's can meet up and make new friends.

**During the first week in September each student arrives for their first day at their new school. Here are some comments from children about starting at their new school:**

On my first day at school I met Ian, Jack and Sean. I was happy and then I met Brian and Joshua. It was nice in my class. I liked my new teacher Ms Collings and my new SNAs Emer and Christine. It was the best day ever in my life. We learned about Italy and Cork. I said to my Mum my new school was amazing.  
**Jamie (12 years)**

On my first day in Saint Augustine's I felt happy and excited. I met new friends. I met my new teacher and SNAs. I liked being in my new school. The best thing was playing with my friends on the yard. I didn't have a swing in my old school. I liked doing PE on my first day. I did lots of maths and I really enjoyed that as well.

**Oscar (11 years)**

On my first day in Saint Augustine's I felt nervous. I was eight. My teacher was Ms Carroll. My SNA was Emer. The first student I met was Glen. I went on the computer to look up cars, I really like cars. I went out to the yard. I did skipping. I was excellent at skipping. I felt happy at the end of the day. I was looking forward to the next day. The second student I met was Shannon.  
**Ian (12 years)**

On my first day my teacher was Ms McClean and my SNA was Sandra. Ian was the first boy I met. There were 8 boys in my new class. I felt sick. And then I felt happy again because everyone was nice to me. The work I did was cutting out pictures and sticking them on a sheet of paper so we could tell the story. It was good. Then we had PE and it was really fun. I enjoyed my first day in Saint Augustine's.

**Jack (11 years)**

### TIMETABLE FOR SCHOOL VISIT

- 

I go to reception in **Saint Augustine's**.  
In reception, I will meet with **Mr. Kingston** or **Mr. Casey**.



**Mr. Kingston** is the school principal.



**Mr. Casey** is the deputy principal.
- I will go on a school tour.  
My parents will go to the canteen for tea or coffee.
- On the school tour I will see different places in **Saint Augustine's**.



I will see the **swimming pool**.



I will see the **PE hall**.



I will see the **music room**.



I will see the **art room**.



I will see the **computer room**.



I will see my **new classroom**.
- I finish the school tour.



I go to **reception**.  
My parents will collect me at reception.  
I leave **Saint Augustine's**.  
I will come to **Saint Augustine's** when I start school in September 2014.



# Saint John of God Carmona Services Transition from Primary to Secondary School

## Leah

Transitioning for anybody can be difficult but especially for Leah who really likes her structured routine. For Leah moving to Carmona National School was going to be her fourth move over 7 years so as parents we were used to what supports were necessary to make the transitioning less anxious for her.

Carmona School were there 100% for Leah and before her move which was due to commence September 2013 we were given a small booklet with pictures of who her Teachers were going to be, also pictured was her classroom.

Leah visited the school for short hours in July which really helped. Leah was aware of the campus but not necessarily the school itself. Again we count ourselves lucky that we knew some of the students prior to her starting. It meant during the summer we could make up social stories involving her peers.

As a parent you need every support yourself and I felt from the moment I met the School Principal that both Leah and I were both going to receive that support. It is wonderful to have such a positive two way relationship and that the most important thing in all of it is what is best for Leah.

Nothing has been a problem, I feel completely free to share any concerns I may have and this also works both ways. Everyone involved in Leah's school life have been really kind, caring and respectful towards Leah. I feel a sense of security, some piece of mind for now, I suppose until she is 18 and I'm sure the battle will begin again in this ever evolving world of disability!

Claire Hendrick  
(Mum of Leah)

# Saint John of God Carmona Services Transition from Primary to Secondary School

## Ellie

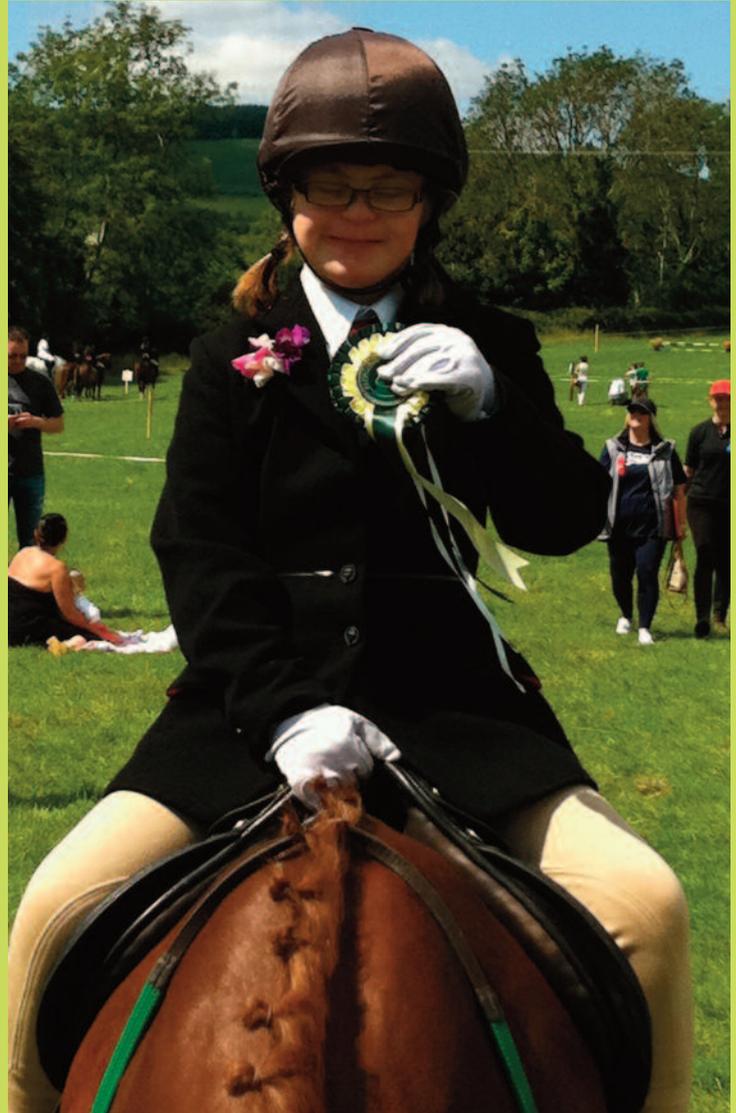
Our daughter Ellie is fourteen and a first year student at Newpark Comprehensive School in Blackrock, Co. Dublin. Ellie has Down Syndrome.

As we come to the end of her first year in mainstream secondary school, and as the hectic schedule of extra curricular activities begins to wind down for the summer, there is a little more time in which to take a step back and reflect on the incredible journey that she is making.

From the very beginning, it was our hope that Ellie would attend mainstream school. Throughout the time that we have been involved with Saint John of God Carmona Services, our wishes in relation to the planning of her education have been respected, and the staff have worked with us to help her to achieve to the best of her ability.

When Ellie was a pupil at Dalkey School Project National School (DSPNS), the Outreach team were regular visitors to the school to ensure that any difficulties that arose were addressed before they became serious problems. The Psychology Department liaised with the teaching and resource staff at DSPNS in relation to learning strategies that might help Ellie. They also assisted the school in terms of making a strong case for Ellie to have a Special Needs Assistant, who she retained throughout her time at DSPNS and who undoubtedly helped her in terms of achieving academic and social targets. Carmona personnel made themselves available for the important annual Individual Education Plan (IEP) meetings and made valuable contributions. There was a clear understanding on the part of the Carmona staff that we were working together towards the common goal of Ellie being properly prepared to make the transition to mainstream secondary school.

Although we visited other schools and discussed Ellie's options with both Carmona staff and the parents of older children with Down Syndrome, we decided to accept a place for Ellie at Newpark in early 2013. Once the decision was made, the Psychology team again met with the relevant staff at Newpark and helped to prepare the way for Ellie's arrival.



The Outreach team arranged for us to meet with other parents of children with Down Syndrome in mainstream secondary school and some of the tips that they were able to give us in terms of preparing Ellie, have proved invaluable.

Since Ellie started at Newpark in September 2013, we have been supported by the staff of Carmona through contact between them and the teaching staff at the school to facilitate Ellie to make the best possible progress. We are not overly concerned with Ellie taking a large number of subjects in state examinations, but welcome advice from the Psychology Team in Carmona on an ongoing basis as to the subjects that other students with Down Syndrome have succeeded with in the past.

The support that we as a family have received in terms of Ellie making a successful transition from primary to mainstream secondary school has been significant and we have found the experience to be positive. Most importantly, Ellie is a happy teenager who becomes more independent each day and looks forward to going to school ...most of the time.

Parents of Ellie



# Saint John of God Carmona Services Transition from Primary to Secondary School

## Laura

It seemed to be an easy and exciting decision for us to make for our daughter, Laura, to commence at primary school, and her time there was happy and so beneficial to her development both educationally and socially. As she approached her final years in primary school, however, we became increasingly anxious about making the most appropriate decision about which type of secondary education would be the most suitable for her, and indeed relevant to her particular needs and learning style and capacity.

During her time in primary school she enjoyed her sessions with the Friendship Club and occasional stays in Angels Quest, but the greatest benefit of the support from Carmona Services at this time was probably the link established between the staff of the primary school and the Outreach support staff of Carmona. They were able to assist the school in preparing Laura for her move to secondary school, helping in particular with advice on which skills and competencies would be most required in the new and more challenging environment. A psychological assessment was conducted by Carmona, giving us indicators as to what were our daughter's strengths and weaknesses and how she might best move forward.

The transition to the school that we chose took place with no problems and our daughter continues to enjoy the Teenzone club and some summer holiday activities, along with stays in Angels Quest. It is nice that the Outreach team keep in touch with us and hold information talks and network meetings for parents of students in secondary school. The Outreach team are also available for consultation should we have any queries or concerns. In addition the speech therapist from Carmona visits our daughter's school and supports the pupils in a group setting.

Parents of Laura

# Saint John of God Kerry Services Training/Third Level

## Training for Life!

Don't wish for it, work for it! This certainly captures the motivation and dedication of Mark O'Sullivan who completed a health and leisure fitness programme in conjunction with the IT Tralee. Mark tells his journey in attaining personal fitness which has proved an essential life skill for him in maintaining a healthy lifestyle.

I attended Personal Training classes every Monday and Friday at the Institute Technology Tralee. My personal trainer's name was Dominique Wehrkamp. I liked training in the gym with Dominique because it helped me to become fit and to lose weight. I also liked it because it helped me gain muscles. I got to meet other people who were interested in getting fit.

On a Monday I did a 5k jog. Dominique checked my heart rate after every kilometre and at the end of the jog he checked how long it took me.

On Friday I attended a gym session with Dominique. I went on the exercise bike for ten minutes of the class. I then lifted all the different weights for the rest of the hour. Dominique also took a note of what I had eaten during the week.

At the end of the six weeks Dominique did a test on my body checking my balance, posture and my overall progress. This improved drastically as I was much fitter than when I started the program.

I really enjoyed having a personal trainer because the exercise is good for the mind and body. My time with Dominique has given me confidence to join a local gym in my community now that I feel fitter and better about myself.

*Mark pictured right with his personal trainer  
Dominique Wehrkamp*

# Saint John of God Kerry Services Training/Third Level

## Mastering the art of foreign travel

It is said there are only two emotions in a plane: boredom and terror! Well for Seamus O'Connor he learned to master both and have a wonderful holiday in Lourdes. The going on holiday and negotiating all that goes with it is often something we all take for granted. Well for Seamus this involves a little more detail and development of skills to understand and cope with a foreign trip. Seamus and his family really wanted Seamus to have the opportunity to travel to Lourdes with The Irish Pilgrimage Trust so the challenge of achieving this goal was set and achieved in April this year by Seamus and his circle of support.

This was a team effort implemented by Seamus, his keyworker, his family and support from MDT members, clinical psychology, speech and language therapy and the staff in his home.

Seamus' keyworker consulted with the psychologist who gave advice on how to structure the information to relay to Seamus about his upcoming trip and what this would entail. The psychologist suggested designing a social story which the speech and language therapist facilitated. The keyworker designed and implemented the social story which staff discussed and reinforced with Seamus regularly.

Prior to the trip, Seamus enjoyed a one to one day out during which he got a new haircut and bought some trendy new clothes which he carefully packed away for his journey. Seamus' support staff ensured that Seamus' family were fully involved in planning the trip with Seamus.

Two staff members drove Seamus to Shannon Airport and stayed in regular text communication with volunteers throughout the week. They reported that Seamus enjoyed the plane journey and was a wonderful help to staff throughout the trip, pushing wheelchair users and helping to serve snacks. As a result of this, volunteers have said that they would simply love to have Seamus participate in the Lourdes Pilgrimage again.

Seamus was collected from the airport by his family who reported that they were utterly delighted that he had enjoyed such a superb trip. His family have also reported that Seamus appears more confident at home since his experience in Lourdes; he recently enjoyed a day out on his dad's boat, which he had not done in a number of years.

Congratulations to all involved for the integrated team work and preplanning which contributed to such a positive outcome. But most of all, congratulations to Seamus O'Connor whose hard work and generosity of spirit helped to make the Pilgrimage to Lourdes an unforgettable experience for all involved.



# Saint John of God Kildare Services



## Advocacy and Leadership

The DIT, in collaboration with Saint Michaels House, offered a programme in Advocacy and Leadership, which commenced in November 2013 and will run until May 2014. Two service users from the Seasons day programme took part in the course. The course took place on two Fridays every month in Dublin Institute of Technology, Mountjoy Square, Dublin and the students travelled to and from DIT by train, with the support of one staff member. They attended college from 10.00am to 3.30pm and some of the modules they participated in included:

- History of Disability in Ireland
- Advocacy – what it is and why it is important
- Social Inclusion – your rights and responsibilities and bringing about changes in your life
- Voter Education – learning about being an Irish citizen
- After the Elections – the role of the Irish Government and local representatives
- Standards Awareness – learn about standards in services and why they are important
- Communications – thinking about the different ways we communicate with each other

The aim of the course is to develop skills to 'speak up' and to help build confidence and self esteem. Students learn to work as part of a team and are supported to make choices and decisions that can bring about change for themselves and for other people using disability services. They also made some new friends and enjoyed a visit to Dail Eireann where they met with a Government Representative to discuss the issues that are currently impacting on both their service and their lives.



PJ Tumelty and John Monaghan – students at DIT



NUI MAYNOOTH  
Ollscoil na hÉireann Má Nuad

## The Inclusive Learning Initiative

Five partner organisations formed a service learning partnership group in 2009 – Saint John of God Community Services; Camphill; KARE; Stewarts Hospital and the NUI Maynooth. The aim of the initiative was to provide people with intellectual disabilities with the opportunity to avail of third level education. In 2011 five students were recruited to participate in the pilot project – two of whom avail of services in Saint John of God Kildare Services.

The programme, which will run until 2015, adopts a full inclusion model – each student is supported to follow his/her chosen programme of study and to integrate fully into all aspects of college life. They attend lectures; take notes, complete assignments as well as becoming involved in leisure and social activities. The students are registered as occasional students and a flexible approach to accreditation is key to the individualised nature of the programme. Students are supported by a programme facilitator, employed by the partnership group and via a volunteer support programme.



Teresa Flood, student at NUIM



Mark Smith, student at NUIM



## Service Improvement with Co-operative Learning

Service Improvement with Co-operative Learning is a module delivered by the school of nursing in DCU, and has been running annually since 2009. The module offers a team of three – a service user, family member and staff member - from each participating disability service to work together on a project. Each project specifically focuses on changing and improving services for people with disabilities. The team attend modules in DCU over a period of 9 months and identify a work project that they can bring back to the service to improve it over that time period. The programme is assessed and provides each individual in the team of three the opportunity to study and work together to achieve certification for this DCU approved module at level 8. In October 2013 the Saint John of God Kildare Service team commenced the programme. They chose to explore the establishment and development of a friendship programme so that an individual participating in an individualised day programme could make and maintain friendships with others who were using more traditional programmes. The need for having opportunities to meet and socialise with friends, when not involved in traditionally structured day programmes was highlighted as part of the project.



Emma Doughty, Jennifer Fagan and Eileen Slattery students at DCU

# Saint John of God North East Services

## A Home of Our Own At Last

Hi everyone, firstly let us introduce ourselves, we are Pat and Anthony Rafter, brothers and best friends. We have an exceptional story to tell and would love to share it with you.



Our story begins in Knockraheen, Roundwood, Co. Wicklow where many of our large extended family still live, we were born into a very large family (21 siblings!!) and though Mammy was very kind, loving and caring it was very difficult for her to cope with everything and that is how we both came to be living in St. Marys, having both arrived there in 1967, and so the story begins....

Living in Saint Mary's cemented our relationship as brothers and we have been each other's best friend throughout our life, we have been a familiar sight through the years walking through the grounds of Saint Mary's, stopping to talk to friends all the time as we went. Our story could fill a whole book but we will just tell a few important bits to give you a snapshot of our life.

Though our lives had been firmly set in Saint Mary's for so many years we never forgot Wicklow and every year we would go to Roundwood to visit Mammy up until the year she died, and still we visit Wicklow a few times a year to lay flowers on Mammy's grave. We have often bumped into other family members on these visits, recently in 2012 and by total coincidence we bumped into our twin sisters in a pub in Wicklow while on holidays, that was a great night!!

There have been lots of trials and tribulations through the years, too many to mention but we try to face each one with the courage and dignity for which we have become known like when in 1982 Anthony lost his arm through a benign tumor. Though we have always lived in very close proximity we have never actually shared a house before now. We remember well the days of the big dormitory and in later years getting our own rooms, this was a great day but the best was yet to come!!

Though we always had a good life with many friends both on and off campus nothing could have prepared us for the life we were about to achieve the day we moved to Blackrock.....initially we lived together for the first time ever in a large house in Hamilton with four other people, we got along famously with just a few minor hiccups (we are brothers after all!! ha). We loved living together and what an achievement after all these years, though an even bigger surprise was in store for us! In November 2013 something happened that we simply couldn't believe....we got a Tenancy to our very own 2 bedroom home right here in Blackrock – a place we can truly call our own. Our life from Wicklow to Drumcar to Blackrock is proudly displayed on every wall of this house, photographs that tell our story of friends and family and most importantly of brothers and best friends.

Again we will just give a brief outline of how life has changed just so you get the whole picture.....we are now part of another community, we will never forget our old one, how could we forget such a big part of our lives but this new community is equally important, our joy at being recognised down on the street in Blackrock, shopkeepers calling us by name, having a local bar called Harrisons! Talking about our local bar we think its' worth mentioning we have both have had significant birthdays since our move to Blackrock, Pat had his 50th in 2011 and Anthony had his 60th in 2014....we both celebrated with a big party in Harrisons of course. These parties have been a great success, a wonderful way of mixing the old with the new, an important chance of catching up with old friends from Saint Marys and introducing them to new friends in Blackrock.....LIFE IS GOOD.

Just as we started our story with family we will finish it with family. In 2012 we had a wonderful reunion with our brother Tommy who is living in Saint John of God Kildare Services, this was a very special occasion and we have grown closer and closer ever since, one of our proudest moments this year was welcoming Tommy into our very own home here in Blackrock for a visit, a great moment for us!!

# Cluain Mhuire Community Mental Health Services

## I was just thinking..... Our Club is great

The Trip to Cork was great. Everyone seemed to enjoy it. The highlight definitely was visiting the Irish Guide Dog Centre.

It is great to look forward to something and it's always time to try something new. I always wondered what motivation was. Now I see it as seeing myself doing or being part of something in the future. It feels good to be included. Our Club is great. We make choices. We have a say in what we feel will make us feel good. We decide on most of the day to day stuff. We treat each other as equals..... not as a dependant who always needs help and we help each other.

I have made great friends at our Club and this friendship continues outside of the Club. Loneliness is an awful thing and it is great to have friends.

We have our Committee. We have a weekly Members Meeting. We choose the places we visit, the activities we do and the classes that we would like to support. Issues are dealt with as they happen at our Members Meeting.

However I don't forget that I feel secure because I can talk to staff at any time and get support from the community nurses and my clinical team. This feeling of security is so important to me and is with me all the time.

I was just thinking..... I hope the Fun Day this year is as good if not better than it was last year. Hopefully we get the good weather.

### **LIZ KINKADE**

Club Los Pisa Committee Member, Burton Hall.



Liz Kinkade

# Saint John of God Menni Services Caring for the Elderly

The Older Adult team was established at Menni Services following a major literature review and projective analysis of service needs in March 2010. The terms of reference for the team included –

- (a) to make recommendations to the Management Team about the development and delivery of best practice-informed services for our older service users in line with the Order's vision and strategy;
- (b) to consider and develop with Management Team approved dementia screening and support services for our older adults with a diagnosis of dementia;
- (c) to develop training and support for staff who will support service users who are ageing with a particular focus on training and support initiatives in the area of dementia;
- (d) to be involved with the wider Order initiatives in terms of end of life care and support.

Over the year, the team has developed a multidisciplinary care/support pathway for our older adults which involves service user, family and external agencies. The team have also developed a training package (based on "Supporting Derek" a practice development guide to support staff working with people who have a learning difficulty and dementia) for all staff supporting our older adults with an initial focus on staff supporting people with dementia. Proactive screening for dementia will start in mid-2014 as resources will then allow.

Our Chaplain is involved with the wider Order initiatives in terms of "End of Life" support and she keeps the committee informed of developments. Two team members have completed the "Final Journey" programme.



# Suzanne House Isolde's Volunteer Story



Isolde Bradley works in Saint John of God Hospitaller Ministries in Stillorgan. She has been a volunteer in Suzanne House for a number of years.

“When you walk into Suzanne House you immediately realise what a very special place it is. The level of care, dignity and respect shown to the children is very moving to see, as is the response from the children themselves. For them it is a home from home and they are looked after to the highest standards. The atmosphere is like someone's own home, welcoming and caring.

I was always aware of the great work done in Suzanne House from its early beginnings in 1986 when Brother Laurence was its first director. I took great interest in the service and immediately took the opportunity to volunteer there when it arose.

As a volunteer I will sit with the children for company, maybe reading some stories or watching a DVD with them. I also assist staff with some basic tasks around the house. I stay overnight on my visits so that if a child should need to go to hospital at any point I am available to accompany them.

People sometimes ask me if I find it difficult to volunteer for a service like Suzanne House, that it must be distressing at times. My reply is always that it is quite the opposite. I find the experience incredibly rewarding and definitely feel my life has been enriched as a result. I feel I receive far more from my work there than I could ever hope to put in. After even a brief visit to Suzanne House the small everyday things that may concern us all fade into complete insignificance as a result of spending time with these special children.

I always look forward to the time I spend there and while my contribution may be small I know that in some way it enables the service to carry out its very special work providing respite for children with life limiting conditions and also for the families.”

# City Gate Supported Living

Citygate provides housing and social supports to people with a mild intellectual disability who require help to live independently in the Community.

The City Gate team, Pat Quigley, Natalie Sheils and Elaine Fairley are providing the tenancy supports to residents and currently 17 units of accommodation are rented. These apartments have arrived in a timely fashion; such are the current wait lists and the accommodation is the result of many years of hard work between the Order, The Local Authority and Respond.

Tenancy agreements are with the Saint John of God Housing Association and it is hoped that residents have a long and fruitful experience living in Tessa House.



**Testimonial from Gerard, a Tessa House resident:**

*'I was lucky enough to get an apartment in here. I've been happy here because of it being so convenient to everywhere. If I want to walk to the hospital, I can walk to the hospital in five or ten minutes. Then if you want to go to the Luas or The Square, they're all in walking distance.*

*It's brilliant. I think that it's a well run apartment block and the outside is nice and well kept.'*

# Saint John of God Menni Serives Person-Centred Technology

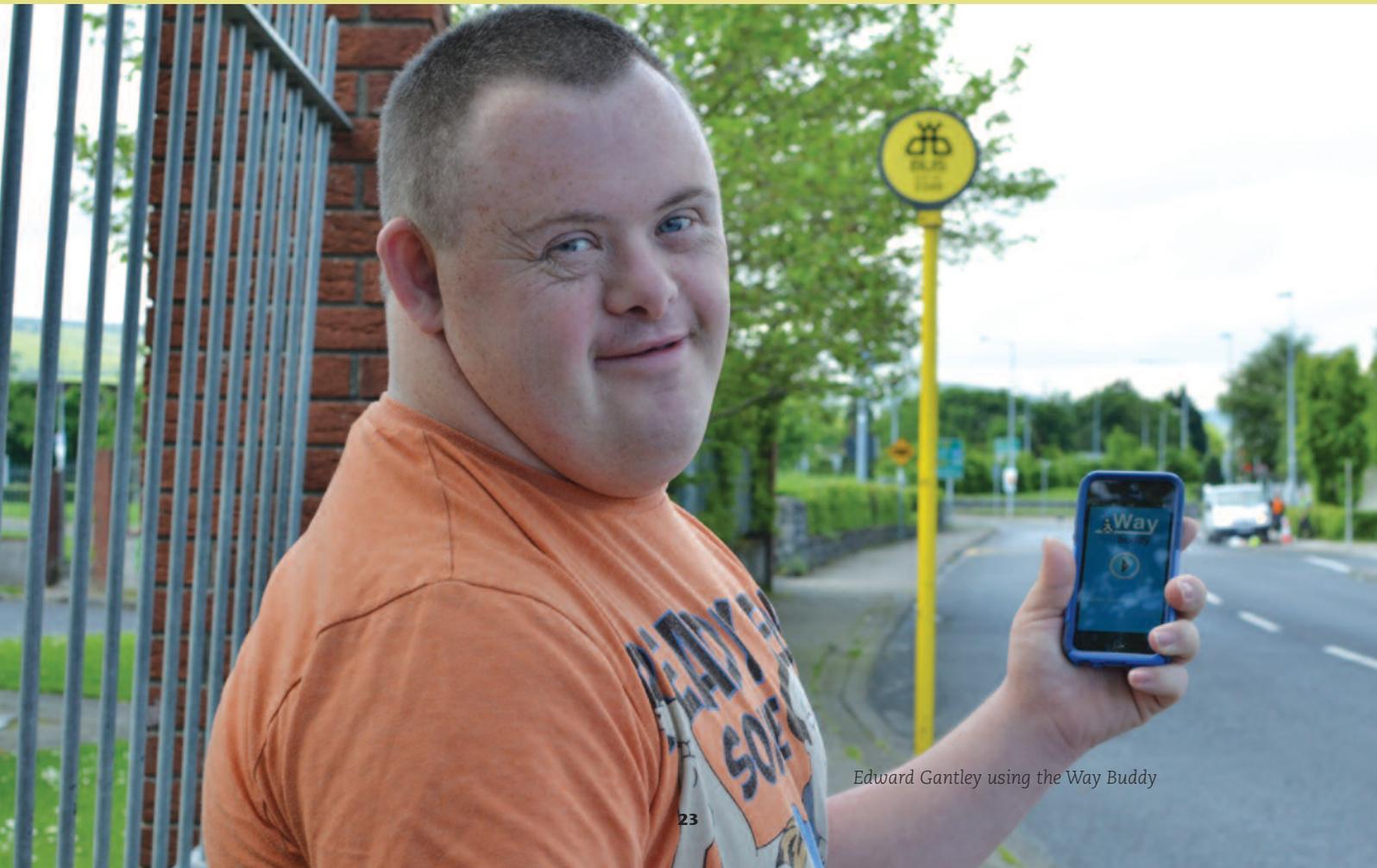
Software developers around the world are starting to realise that they need to build accessible apps and websites, and it is this shift that is helping the growth of affordable mainstream assistive technology. The introduction of this easy to use, touchscreen technology has opened up a whole new world of tools and apps for people with intellectual disabilities.

In 2013 Menni Services set out three main objectives to maximise the opportunities assistive technology can provide:

1. Design, Create and Test Apps
2. Improve Access – to both devices and internet
3. Technology Training

## **Design, Create and Test Apps**

In analysing the Personal Outcomes Data, one essential life skill clearly identified by Menni Services was Independent Travel. Eddie Gantley, a 29 year old man, who receives his day supports from the Avila Centre in Tallaght, said he “would like to travel on his own, but that he would be afraid he would get lost or get off at the wrong bus stop”. With the introduction of the Location Sharing feature that comes as standard now with all smartphone technology, Menni Services set about exploring whether this along with easy to use touchscreen technology could help to break down some of the barriers that stand between people like Eddie and independent travel. In November 2012, Menni Services teamed up with the Digital Skills Academy, DIT to explore these possibilities further. Over a four-month research period Sarah Boland (Digital Skills Academy Student) worked closely with a task group of Individuals in user-led design workshops to create a travel app prototype called WayBuddy.



Edward Gantley using the Way Buddy

WayBuddy is an accessible travel-training app, which aims to support individuals to create, learn and navigate their own travel routes independently. The research team of students involved a wide range of stakeholders from service users, families, frontline staff, SPL, National Transport Authority, Luas, Dublin Bus and travel software developers. The input from the task group was instrumental in creating a prototype that ensured the end users accessibility was guaranteed. The icons, colours, navigation, interface, name and logo was all created by the individuals in the task group.

Following the prototype, the next stage was to research the feasibility of WayBuddy to various bodies. The WayBuddy APP was successful in achieving semi-finalist in the Ireland Fund Business Plan Competition and was a World Youth Student Travel Competition APP finalist. It was also awarded funding from Genio, Saint John of God Development Company and The Ireland Fund.

The Vodafone Foundation is also supporting this project through its World of Difference Programme which funds the project lead Sarah Boland to work with Menni Services for one year exploring the introduction of technology for service users. Sarah says, "There has been a huge learning curve for everyone involved from the outset of this project. The potential benefits that smart technology can offer people with disabilities are endless and ensuring support from all the stakeholders is paramount for successful removal of barriers".

### **Improve Access – to both devices and internet**

Coupled with funding obtained from Saint John of God Development Company, The Ireland Fund and Genio, Menni Services have been able to purchase 12 iPads and 9 smartphones and €300 worth of Apps. The early positive outcomes have in turn encouraged individuals and families to purchase their own devices, apps, etc.

In order to maximize the potential of these devices, Menni Services has recognised and developed a plan to roll out Wi-Fi internet access across the service. We are also working closely with service users, their families and Network Providers to ensure that each Person is on a tailored data plan that maximises their monthly subscription.

### **Technology Training**

Menni Services have developed a Person Centered Technology Pilot Plan to work initially with twenty individuals in six locations. This meant each person received individualised supports to explore what technologies are out there that might assist them and learn how to use them; technologies such as text to speech, zoom control, voice activation. As mentioned earlier, stakeholder involvement is imperative to maximize opportunities for people in this area. The pilot plan also includes training for staff and families. This work is well under way with the initial twenty users and we are now developing a timetable to roll out the training for staff in additional locations.

### **Current Status**

Menni Services have ten service users engaged at different stages of the WayBuddy Pilot. Some are in the stage of taking and uploading their own photos of landmarks and others like Eddie are following these geo-tagged images to support them along their routes home or to work. Eddie's sister Natalie recently said, "we never thought we'd see Eddie travelling on his own, his confidence has just soared and we are delighted for him". Phil Seville, Eddie's support staff said, "it is without doubt the biggest thing to happen for Eddie, travelling on his own has opened up so many opportunities for him and the back up support that WayBuddy provides means that Eddie will never look back".

In summary, Menni Services believe it is vital that all stakeholders embrace new smart technology and look at new innovative ways to offer more personalized and accessible solutions to empower the people we support. We have found that with the introduction of projects like the WayBuddy prototype, we can now show other service users and their families some real success stories that highlight people's abilities to interact with new smart technology and the many opportunities it can offer.

**Eoin Mooney**  
Programme Manager  
Menni Services



# Saint John of God Lucena Clinic Services ITRACK Project

The findings of a three year study exploring the transition from Child and Adolescent Mental Health Services (CAMHS) to Adult Mental Health Services (AMHS) in Ireland were released at a conference held in Lucena Clinic Services. They suggest that improved planning, delivery and quality of effective transition between CAMHS and AMHS are necessary to improve the process and outcomes for young people with mental health service needs.

While the transfer of written information between services was perceived to be very good, there was clear evidence that the process of transition between CAMHS and AMHS was poorly managed, with little direct face-to-face or telephone communication between services.

Funded by the Health Research Board and completed in partnership with University College Dublin, the ITRACK study examined mental health service organisation, policies, processes and user and carer perspectives. Pictured below (from left) are research collaborator Dr Barbara Dooley of UCD, Principal Investigator Professor Fiona McNicholas of Lucena Clinic Services and UCD, lead researcher Dr Niamh McNamara (University of Bedfordshire) and conference speaker, Dr Zoebia Islam of University of Warwick and DeMontfort University.



Research Assistants were Mr Michael Adamson (University College Dublin) and Dr Lesley O'Hara (Lucena Clinic). Collaborators included Dr Blanaid Gavin, Dr Siobhan Barry and Dr Karen O'Connor from Saint John of God Hospitaler Ministries, along with collaborators from Trinity College Dublin (Prof Imelda Coyne), University of Limerick (Prof Walter Cullen), University College Dublin (Dr Barbara Dooley) and University of Warwick (Prof Swaran Singh, Dr Moli Paul).

The ITRACK project was carried out with an award of €198,973.80.

The conference held at Lucena Clinic Services on 11th February was called Mind the Gap: Transition from CAMHS to AMHS in Ireland. Speakers were Dr Zoebia Islam (De Montfort University/University of Warwick), Dr Niamh McNamara (University of Bedfordshire) and Ciaran Cobbe (PROTECT Wicklow).

The conference was well attended by interested parties from Saint John of God Hospitaler Ministries, Crumlin Children's Hospital, ISPCC, Barnardos, Headstrong, HADD, the National Service Users Executive, Mental Health Ireland, the Mental Health Commission, Mental Health Reform, University of Ulster, University College Dublin, University of Limerick, University of Bedfordshire and University of Warwick.

# Saint John of God Kildare Services Speak Up & Advocacy

My name is Sarah Jane Lavin and I am an independent advocate and a member of the Speak Up Council in Saint John of God Kildare Services. Advocacy is about speaking up and out about things that are important to ourselves and others and about making life better for people with disabilities. I would like to tell you about some of the work in the Saint John of God Community Services Advocacy that took place in 2013.



## **Strategic Review 2013**

In Saint John of God Community Services, service users were consulted on the strategic review that took place in 2013. Jane McEvoy, Director of Strategic Implementation, Maria Slattery and I delivered a PowerPoint presentation to supervisors on the 23<sup>rd</sup> of October 2013 and it was a great success.

An easy read questionnaire was distributed to all service users asking what they like, what they did not like, and what would they like to change. Service users and advocates filled out the questionnaire. There was a very positive response and all the forms were sent to Jane to help the organisation deliver a more individualised service.

## **The National Anti-Bullying Advocacy Group Information Day for People with Disability 1<sup>st</sup> November 2013**

Three members from Saint John of God Community Services and I attended this information day and the topics that were talked about were:

- UN convention on the rights of disabled people
- New directions policy
- New HIQA standards for residential services for disabled people
- Assistive decision making bill
- New housing strategy for persons with disabilities
- Independent living
- Individualised funding and brokerage

The group came away with an awareness and understanding of up to date information about disability issues.

## **Integrated Services Programme**

Honor Griffin, the Coordinator of the Integrated Services Programme, came to the Speak Up Council, where I am an active member and asked if we would take part in a survey to see what service users liked or did not like about our local community and to see what would make it a better place for everyone. We prepared a questionnaire which was sent out to all service users in our service to get their input and this was forwarded to the Integrated Service Coordinator. The Council will be invited to a meeting in 2014 to look at the outcomes and action plans.

### **Photo Bank Project**

The Council worked on a photo bank project in 2013 which will give service users and staff access to pictures on a shared drive to aid communication, promote independence and offer choices in everyday living. We are covering categories such as food, places of recreation, community facilities e.g. shop, restaurants, the administration team, clinical team, management team and equipment that service users use. We hope to see the launch of the photo bank in early 2014.

### **Voter Education Programme**

I completed training in the voter's education programme that was delivered by the Vincentian Partnership. All of my peers on the Council have graduated and received their certificates and are looking forward to visiting the Dáil on the 21<sup>st</sup> of May 2014.

### **Assisted Decision Making Bill Focus Group 10<sup>th</sup> September 2013**

I attended a focus group of self-advocates in Inclusion Ireland to discuss what the assisted decision making bill was about and how it would affect me as a person with an intellectual disability. The views and concerns are included in a report that was sent to the Department of Justice for their consideration.

### **The National Advocacy Services for People with Disabilities Conference 9<sup>th</sup> September 2013**

My peers and I from Saint John of God Services attended the conference in Dublin Castle run by the National Advocacy Service. Speakers who are experts spoke about their experience of working with an independent advocate and how the process changed their lives. From this conference we organised our independent advocate to come and give a PowerPoint presentation to our Speak Up Council and we have voted to give PowerPoint information training to staff and service users to inform them of their right to an Independent advocate. The Council members are hoping to run this training in early 2014.

### **Leinster Advocacy Group of Self Advocates**

Self-advocates like me supported by our Speak up Facilitator are linking with other advocacy groups and are working towards a coordinated network in Ireland. We are a group of self-advocates with an intellectual disability speaking up and out about things that are important to people with a disability. We are working towards coming under the umbrella of the National Platform Group. I bring back information that is important to service users in my service.

### **National Platform of Self Advocates**

Some of my peers and I attended a meeting on Wednesday the 11<sup>th</sup> of December 2013 in the Aisling Hotel, Dublin. The programme was delivered by people with an intellectual disability to many people who attend services throughout the Leinster region. We discussed how this group would go about making life better for people with an intellectual disability. I joined the Platform group and I am considering running for election next year to be on the committee.

### **HIQA Standards – What they mean for us?**

Inclusion Ireland/Genio Funded Project Train the Trainer in HIQA Standards – What they mean for us? Aine Walsh, Simon Daragh, Derek Murphy, Maria Slattery and I have been selected for this training and we will commence training in January 2014. Our aim is to deliver training to service users in our own organisation and other organisations throughout Ireland. We will be informing people about what the HIQA standards are and what that means for people who use services. We are looking forward to the training as we will meet other advocates from other organisations throughout Ireland.

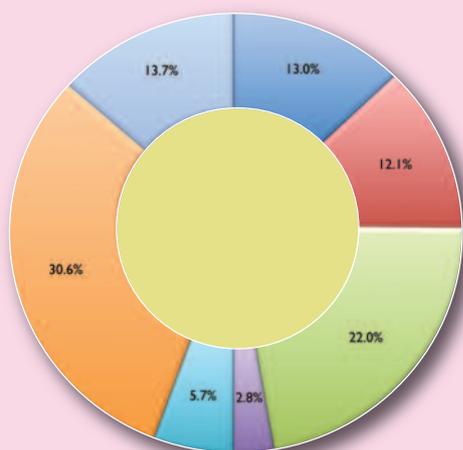
# Services Activity Report

<b>Children/Adults Attending Day Programmes</b>	<b>Start of Year</b>	<b>End of Year</b>
Early Childhood/Preschool	105	96
Child Education and Development Centre	28	16
Multi-Discipline Support	198	210
Children Outreach	101	74
Special School	439	426
Training Programmes	181	185
Sheltered Work/Enterprises	188	108
Supported/Open Employment	266	289
Activation/Adult Care Programmes	645	726
High Support/Intensive Programmes	103	104
Programmes for Older People	91	134
<b>Total</b>	<b>2,345</b>	<b>2,368</b>

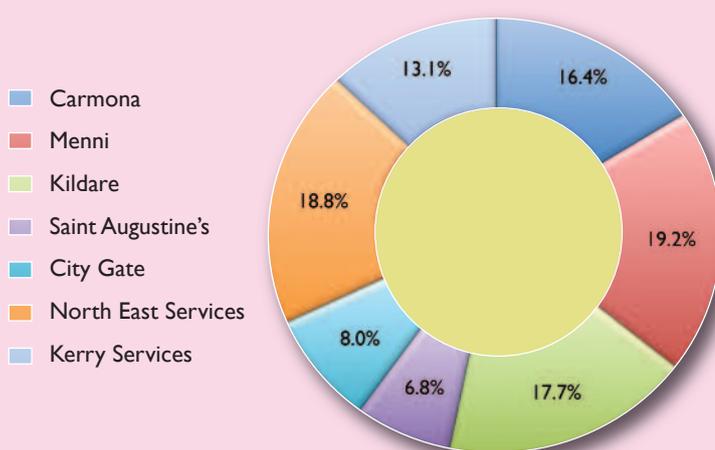
<b>Children/Adults in Residential Settings</b>	<b>Start of Year</b>	<b>End of Year</b>
Centre Based 4 Nights	4	18
Centre Based 7 Nights	396	376
Group Homes 4 Nights	74	47
Group Homes 7 Nights	270	332
Supported Living	108	87
High Support	38	22
<b>Total</b>	<b>890</b>	<b>882</b>

<b>Children/Adults Attending Day Programmes</b>	<b>Start of Year</b>	<b>End of Year</b>
Permanent Residents	93	91
Permanent Residents receiving a day service	797	791
Day Attendees Only	1,548	1,578
<b>Total</b>	<b>2,438</b>	<b>2,460</b>

## Residential Service Users



## Day Attendees (Incl. Special Schools)



## Adult Mental Health

CLUAIN MHUIRE COMMUNITY MENTAL HEALTH SERVICES

### Acute Bed Nights

Average Monthly Number 16

### Community Accommodation

High Support Places 21

Low Support Places 0

Support to Independent Living Places

### Day Centres

Burton Hall Average Daily Attendances 75

Burton Hall Number on Register 132

Venegas Club House Average Daily Attendances 50

Venegas Club House Number on Register 81

### Outpatients Clinics

Return Appointments 21,179

New Patients 738

### Liaison Team

Referrals 411

## Child and Adolescent Mental Health

SAINT JOHN OF GOD LUCENA CLINIC

### Day Hospital

No. of Places 16

New Referrals 121

Total Attendances (per day) 14

Total No. of Persons Attending 156

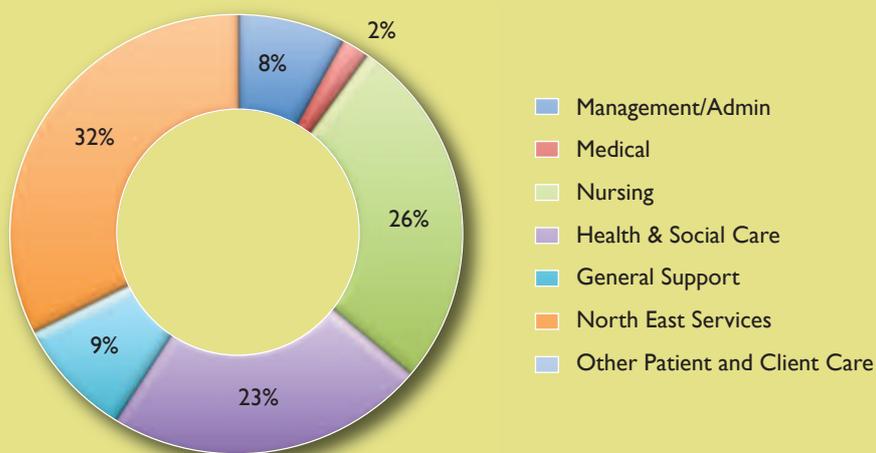
### Outpatient Clinics

New Attendances 1,565

Repeat Attendances 328,802

Total No. of Attendances 30,367

## Breakdown of Staff Complement by Care Group



**Staff Complement (as at 31st December 2013)**  
**Number of Volunteers**

2111.94  
 224



**Management Team Review**

**2013**

# Corporate Strategic Development

The Strategic Implementation Department is responsible for communicating the vision, priorities and goals of Saint John of God Hospitaller Ministries Corporate Strategy 2013 - 2016 and supporting the Chief Executive and Directors of Services within Saint John of God Community Services in fulfilling their obligations with regard to same.

The new Corporate Strategy for Saint John of God Hospitaller Ministries 2013 – 2016 was launched by the Group Chief Executive, John Pepper, throughout Saint John of God Community Services in 2013.

Five priority areas have been chosen to ensure that the Vision and Mission is achieved, namely

- Heritage, Identity, Culture, Ethos and Values
- Person-centred Service Development and Delivery
- Building Capacity and Relationships
- Innovation, Quality and Risk
- Sustainability and Resilience



Jane McEvoy  
Director of Strategic Implementation

In 2013, Saint John of God Community Services developed its own Corporate Strategic Plan, approved by the Board, under the framework set out by the Hospitaller Ministries Corporate Strategy, to ensure a cohesive and aligned approach to how and what Community Services do over the coming 3 to 4 years. In the plan it is noted that the current situation in the publically funded sector has never been more challenging from a number of perspectives, not least the funding and staffing reductions, but also in terms of rapidly changing policy and regulatory environment. Nonetheless detailed outputs are set out in the plan to support positive outcomes for people who attend services. For example,

- 10% of service users currently residing in a congregated setting in each service *within Community Services* will be supported into an alternative residential option in the community annually in line with national policy;
- Each mental health service *within Community Services* will have in place by 2014 a quality framework appropriate to its activities
- Each ID service *within Community Services* will conduct a self-assessment with external involvement prior to the commencement of HIQA inspections

The framework of the Corporate Strategic Plan provides the perfect opportunity for Saint John of God Community Services to ensure that all its services and supports meet the significant challenges which lie ahead. It has also provided the opportunity to be strategic in thinking and planning and to ensure the continued relevance of Saint John of God Community into the future in what is a very dynamic landscape.

# Programme Quality and Safety Development

2013 was a year of great change for what was previously known as the Programme Quality Assurance and Regulation Department. Following the report of a Task Group Commissioned by the Group Chief Executive the title of the department was changed to Programme Quality and Safety to more accurately reflect the work and focus of the department. The changes recommended by the task group resulted in the realignment of existing posts and resources with a programme quality or risk management brief from across our services to come together under one department to work more effectively and strategically in supporting a culture of quality and safety being everyone's job. The department was fully functional from September 2013 onwards with all posts reconfigured and in place.



*Anna Shakespeare  
Director of Programme  
Quality and Safety*

A further driver for the change was the focus on quality improvement with particular emphasis on regulatory compliance within all our services. With the commencement of the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations, 2013 on the 1st of November 2013 the department was instructed by the Board of Saint John of God Community Services to complete a full assessment of the compliance of all designated centres with these regulations in compliance with Regulation 23. This data will then be presented to the Board so they have a full picture of services compliance with the regulations and can use this information to inform Board decisions, actions and resourcing of services. This work commenced in November 2013 and is expected to be completed by the end of Q2 2014. Ultimately action plans developed from the data gathered will result in improved services and supports for the people who use our services.

We developed and launched a number of policy and procedure documents relevant to the work of the department. These included Serious Incident Management Policy; Incident Management Policy (Negligible, Minor, Moderate Impact); and Guidelines on Systems Analysis. The focus of these policies and procedures is to support a standardised transparent approach to reviewing and monitoring all adverse incidents and to ensure that when things go wrong there is a focus on organisational learning in accordance with international best practice. In addition we developed Guidelines for the Establishment of Quality and Safety Committees which was approved by the Board. The focus of this policy and supporting documentation is to establish and strengthen the organisational governance of quality and safety from the frontline right through to the Board. Implementation of this commenced in 2013 and will continue into 2014.

We look forward to a busy workplan for 2014 where we will support services in working towards and achieving compliance within our mental health and disability services and ultimately improved quality of service and outcomes for the men, women and families we support.

# Human Resources

The Human Resources function at Hospitaller Ministries Headquarters provides advice, service, representation and guidance to enable management at all levels in Saint John of God Community Services Limited to deal effectively with all matters concerning the employment of people. The following areas outline where the Human Resources Department has had a direct impact on Saint John of God Community Services Limited:



*Sharon Balmaine  
Director of Human  
Resources*

## **Recruitment and Human Resources Planning**

The Human Resources Department supported the services in the application of the Haddington Road Agreement through systems and processes to administer the various changes to terms and conditions of employment as set out in the agreement. Hours of work and roster systems were reviewed, negotiated and amended to deliver on the terms of the agreement.

Significant work was undertaken by the Human Resources Department in conjunction with the services to ensure employee pay in Saint John of God Community Services Limited is in compliance with Public Pay Policy and assurances were provided to the Health Service Executive that all remuneration is in compliance with the Department of Health Consolidated Pay Scales.

## **Learning & Development**

### **Safeguarding Vulnerable People Training**

The Safeguarding Vulnerable People policy was updated in November 2013 following which a two day Facilitate the Facilitator programme was organised in order to equip the relevant staff to present sessions to all staff/volunteers with the aim of educating them around the policy. In addition, a one day programme was organised for Designated Persons which outlined the role and function of the Designated Person.

### **Core Skills Programme for Directors**

The Human Resources Department organised a very successful 6 day Core Skills Programme for Directors.

### **Industrial/Employee Relations**

The Department represented Saint John of God Community Services Limited in direct negotiations with trade unions and in the Labour Relations Commission, Rights Commissioner hearings, the Labour Court and Employment Appeals Tribunals. The Department continues to represent the National Federation of Voluntary Bodies in negotiations under the auspices of the Labour Relations Commission.



*Pictured are Human  
Resources Manager  
Rosaleen McCabe with  
one of the attendees,  
Brendan McCormack,  
Director of ICT.*

### **Health, Safety and Welfare of Employees**

A review was undertaken of the Risk Management unit and in January 2013 a decision was taken to transfer this function to the Programme, Quality and Safety Department. Responsibility for Occupational Health & Safety remains with the Human Resources Department and as a result the position of Occupational Health & Safety Advisor was created in late 2013. Fire Safety was the initial primary focus with the commencement of audits in all locations to determine compliance with legislation and regulation.

### **Administration, Records & Information**

The Human Resources Department continued to co-ordinate and report staff census data to the HSE in relation to employee numbers, vacancies, absenteeism etc. The Department responded to a variety of requests for information during 2013 which emanated from the Department of Health & Children, Department of Public Expenditure & Reform and the Health Service Executive.

# Information and Communications Technology (ICT)

The ICT Department provides a range of technical services in support of the corporate strategy and operational needs of Saint John of God Community Services. We are responsible for maintaining all computer systems environments, hardware and network infrastructure along with supporting all ICT users throughout Community Services. Our primary objective is to facilitate ICT users during the delivery of care and supports, while at the same time ensuring the privacy, integrity and resilience of our data and systems.

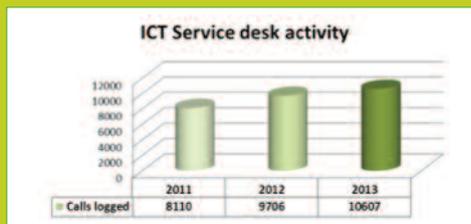


Brendan McCormack  
Director of ICT

## Support Desk

2013 saw a 9% increase in call volumes to the ICT support desk - exceeding ten thousand calls per annum for the first time.

This increased activity is related to an increase in our ICT user population along with a rollout of new/refurbished equipment and upgraded software.



In parallel to dealing with the daily support calls, we continued to migrate the standard PC operating system from Windows XP to Windows 7 and by year-end only 18% of 1350 PC's had the older operating system.



## Operations

The operations team is responsible for the business network including our servers, network switches, routers, and firewalls and in 2013 ensured 99.9% availability of the corporate systems during the year.

In January the team implemented a storage area network (SAN) solution to significantly improve the performance and overall resilience of the Citrix environment used to deliver the clinical and financial systems.

In addition a program to extend the Wide Area Network (WAN) to all areas across Community Services continued and by year end we had 112 nodes on the network including 59 group homes.

## Project Management

The ICT project management team are responsible for the implementation of any new or updated ICT systems throughout the organisation, ensuring compatibility with current systems. The team was involved in several projects of various sizes across Community Services including;

- SAN Datacentre project
- Ulysses Upgrade
- Windows 7 & Office 2010 Migration
- eBIS implementation
- Infrastructure upgrades

## Software Development

Over the past twelve months the software development team, with reference to the identified business needs developed, tested and implemented the following key updates to the Mental Health and Intellectual Disabilities Information Systems ;

- New Referral module (MHIS)
- Updated Patient/Team Management module (MHIS)
- Enhanced clinical note section (MHIS)
- New current service module (IDIS)

## Towards 2014

In the year ahead ICT will again be tested to achieve forward momentum in delivering new technical solutions. With limited resources we will be challenged to improve effectiveness while utilising current assets– but we look forward to it. As we do to again working with our committed colleagues across the country delivering the supports to the men and women availing of our services.

# Estate Management and Development

The Estate Management & Development Department provides an advice, project management and procurement service in respect of all major capital developments across all Services of the Company. The Department strives to ensure good governance in respect of the safe keeping and use of the organisation's assets. The Saint John of God Housing Association Limited (Housing Association) comes within the remit of the Department. The Department works in partnership with Saint John of God Community Services Limited to promote and develop community living for people with special needs. In September, we took over the Dundalk Voluntary Housing Association Limited; an approved voluntary housing association that develops and provides high-quality, affordable housing for people with an intellectual disability. We acquired 3 properties of very high quality in the town of Dundalk which deliver 18 residential units to tenants. In addition, the Department provides support and information to Services on Freedom of Information matters.

## Challenges in 2013

Austerity has had an impact on all individuals within our society. The reduction in funding for mental health services and social services, which carries into the foreseeable future, is a challenge to the work of both Saint John of God Community Services Limited and the Housing Association. This austerity runs contrary to recent positive strategic housing policy decisions by Government and it will be a challenge to maximise the delivery of independent housing to our clients and to ensure that strategies are more cost-effective and capable of delivering better value for money alongside the desired outcomes for people with disability, which is to improve their longevity and quality of life, and allow them to participate in the activities of the communities in which they live.

One of the most important strategic objectives of Community Services is to move our service users from large institutional settings into smaller community-based accommodation. The Department is working with Community Services to assist in the implementation of the HSE's Report: "Time to Move on from Congregated Settings - A Strategy for Community Inclusion", June 2011 and we have been proactive in assisting preparation of the impending HIQA regulations. The Department is heading up a number of Development Committees in respect of the Congregate Settings, which will inform the Department's strategy over the next 3 – 5 years.

2013 continued to provide us with ever-increasing challenges in relation to the provision of capital & revenue funding to provide accommodation for the

people we serve. Following on from its success in securing the funding for four apartments at 6, 23, 29 & 38 The View, Carrickmines Manor, Dublin 18 via The Payment and Availability Agreement, further applications by the Housing Association to the Department of Environment, Community and Local Government's (DoEC&LG) Leasing Scheme has been held up whilst the DoEC&LG considers the implications of tenants sharing accommodation. The hope is that it will be expanded to provide more units for services clients.



*Bernie Cadden,  
Director of Estate  
Management and  
Development*

The Housing Association, through its approval as a housing body, has the capacity to apply for funds from the Capital Assistance Scheme, provided by the Department of Environment Community and Local Government, for the provision of rental accommodation to special needs clients. Funding for CAS units has been reducing year on year and except for a call for CAS submissions in June 2013, there was no other public capital funding available. Despite that, the department managed to secure a grant of €494,694 for the purchase of 24 Griffin Rath Manor, Celbridge Road, Maynooth, Co. Kildare from the June call for submissions, for a specially-adapted property; providing accommodation for four tenants attending Kildare Services.

The Saint John of God Housing Association Limited now provides 377 units of accommodation. Our thanks go to the Directors of Service and their administrative and programme staff for their important research on needs assessment, for their participation in and contribution to the various committees created as part of our three-stage planning process and for their patience with a growing bureaucracy brought about by better governance and increasing regulation. We appreciate also the service and advice which we receive from our property and building consultants and legal advisers. We liaise with many County Councils, the HSE and other funding sources and cooperate with several housing associations and their support is always appreciated.



*Acquisition of 24 Griffin Rath Manor*

# Director of Finance Report

Results for year ended 31st December 2013

The financial year 2013 was significantly challenging. The Saint John of God Community Services Limited experienced additional funding cuts from the HSE. The HSE total revenue allocation for 2013 amounted to €121.3m as compared to €126.8 in 2012, (included in this were cuts in July, arising out of the Haddington Road Agreement).

This reduction in funding was offset by a €3.8m decrease in direct salaries and agency costs which amounted to €116.3m (net of lump sums and pensions) as compared to €120.1m in 2012. This equated to a reduction of 4% in staff numbers. As in previous years there was no funding allocated for payroll increments, but the Company honoured commitments made to pay increments to staff.

The non-pay costs remained static. In total the non-pay costs in 2013 were €28.6m. The main areas of cost incurred were the following:

	€
Drugs, Medicines and Surgical	2,442k
Heat, Power & Light	2,656k
Maintenance	1,971k
Psychiatric In Hospital Beds	3,852k
Rent and Rates	5,163k
Transport Patients	2,178k

These cost containments are testament to the significant efforts by Directors of Services to curtail costs, re-negotiation of contracts, and obtain better value for money through tendering for goods and services in line with public procurement policies.

The main changes to the other Income are the non HSE income amounted to €27m compared to €29.3m in 2012, a reduction of €2.3m.

Despite the funding cuts and an extremely challenging year, the company achieved a good result with a modest deficit of €0.6m; this was achieved allowing for local fundraising income received during 2013. This was also achieved through continuous cost reduction and cost containment measures, and new innovative ways of delivering services. The change in levels of service and quality of services delivered to our clients was kept to a minimum, due to the huge efforts by all staff in the company.

The Directors of Services and respective Management Teams are to be commended on their financial management performance during another very difficult financial year.

Saint John of God Community Services Limited is an approved agency of the Nominated Health Agencies Superannuation Scheme (NHASS). Superannuation is collected from employee's payroll and the income collected forms part of the baseline funding of the company and is credited to the Income & Expenditure account when received. Payments in respect of pensions and lump sum payments are charged to the Income and Expenditure account as amounts become payable. No provision has been made in respect of benefits payable under the scheme as the liability is underwritten by the Minister for Health & Children. This will become a more significant issue for the company as there is an increase in superannuation costs with an increase in the number of pensioners and a reduction in superannuation income as the staff numbers are reducing. This is a national issue and is similar to that applying to many publicly funded organisations.

With effect from 01 January 2014 the Nominated Health Agencies Superannuation Scheme (NHASS) was closed to new members.

The company managed its cash flow tightly and as at 31 December 2013 had net current assets of €7k, being the difference between the current assets of €11,624k compared with current liabilities of €11,617k.

Since Saint John of God Community Services commenced trading in 2009, a reduction in the annual HSE revenue allocation of €23.4 million has been absorbed, while maintaining high standards, good financial management and remaining faithful to the Saint John of God mission underpinned by our values.



Annamarie McGill  
Director of Finance

# Director of Finance Report

## Summary Income and Expenditure Account Year ended 31 December 2013

	2013 €	2012 €
<b>Ordinary Expenditure</b>		
Pay Expenditure	(123,350,946)	(130,550,979)
Non-Pay Expenditure	(28,641,050)	(28,570,333)
	<hr/>	<hr/>
	(151,991,996)	(159,121,312)
 <b>Ordinary Income</b>		
Other Operating Income	26,979,109	29,257,801
	<hr/>	<hr/>
 <b>Deficit on Ordinary Activities</b>	(125,012,887)	(129,863,511)
 HSE Revenue Allocation for the year	121,369,655	126,821,431
HSE Direct Income	3,084,331	3,016,907
	<hr/>	<hr/>
Total HSE Income	124,453,985	129,838,338
	<hr/>	<hr/>
 <b>Operating (Deficit)</b>	(558,902)	(25,173)
	<hr/>	<hr/>

## Balance Sheet As at 31 December 2013

	2013 €	2012 €
<b>Current Assets</b>		
Current Investments	1,981	1,981
Stocks	147,368	167,122
Debtors	9,079,556	7,344,549
Cash and Bank	2,394,983	3,935,427
	<hr/>	<hr/>
	11,623,888	11,449,079
	<hr/>	<hr/>
<b>Current Liabilities</b>		
Creditors and Accruals	11,616,935	10,883,224
	<hr/>	<hr/>
 <b>Net Current Assets</b>	6,953	565,855
	<hr/>	<hr/>
<b>Financed by:</b>		
Reserves	6,953	565,855
	<hr/>	<hr/>

# Research in Saint John of God Hospitaller Ministries

## **23rd Research & Evaluation Study Day: Wellbeing across the Lifespan**

The 23<sup>rd</sup> Research & Evaluation Study Day took place on 14<sup>th</sup> November, 2013. A record number of delegates (N=130) attended from a range of services across adult, child and adolescent mental health and intellectual disability services. The day was opened by Dr Aine Kelly of the Research Department. The morning session hosted four guest speakers who addressed the theme of wellbeing across the life span for delegates in a thoughtful, timely and stimulating fashion. Professor Richard Hastings from the Centre for Educational Development Appraisal and Research, University of Warwick, Dr Fiona Keogh, Director of Research and Evidence with Genio, Clinical psychologist, Marie Murray and Prof Mark Morgan of Saint Patricks College. The afternoon session highlighted both the high quality of research being undertaken across services and the innovative actions for improved services arising out of research with six oral research presentations and ten poster presentations in total. The Saint John of God Perpetual Trophy was awarded to Sean Shanahan, Kildare Services for Best Oral Research Presentation. The award for Best Poster was awarded to Kevin Madigan, Cluain Mhuire Family Services. Details of all oral and poster presentations are available on the Research Department Intranet - <http://sjogresearchsvr>.

## **Prof Eadbhard O'Callaghan Bursary Award**

Winners of the 2013 Bursary award were announced at the Research & Evaluation Study Day:

- Marie Sutton (Detect) to facilitate producing the play "One Man; Many Voices" the story of one young man's experience of psychosis and its impact on his family and himself.
- Laura Moloney (Blanchardstown Rehab/Outreach team) to engage in the research project Kickstarting Recovery Programme (KRP); A Community Based Football Training Programme for People with Psychosis.
- Dr John Paul Lyne (Detect) to facilitate travel expenses to present his study Negative Symptoms in First Episode Psychosis at the Schizophrenia International Research Society



From left: Dr John Paul Lyne, Sharon Boyle – FAI, Laura Maloney - HSE Services, Blanchardstown, Marie Sutton - DETECT, Dr. Mary Clarke - DETECT and Andy Heffernan - CEO of Saint John of God Community Services

## **Funding Awards 2013**

Two staff members were awarded Health Research Board (HRB) Research Training Fellowships for Healthcare Professionals 2013. The successful candidates were among only 12 PhD fellowships awarded this year by the HRB. Successful staff members were

- Dr Eric Roche for a study titled: *Functional capacity and thought disorder in first episode psychosis: an investigation of their clinical correlates and predictors over the first year of illness*
- Niall Turner for a study titled *Does early detection and treatment of psychosis improve employment outcomes?*

Saint John of God Research Grant Committee awarded €125,000 to three research projects in the area of Adult Mental Health:

- Patrick Egan for Trial of DETECT Information and support course enhancement (DISC).
- Prof. Mary Clarke for An evaluation at seven years of the health and social outcomes of people with psychosis who attended Ireland's pilot early intervention in psychosis service, DETECT.
- Kevin Madigan for The Health TRAC Clinic and programme , Improving the physical health of those with treatment resistant schizophrenia

### **Building Capacity: Research Educational Seminar series 2013 and individual consultations**

The research educational seminar series had three cycles and 27 seminars in total.

- There were 142 (versus 125 in 2012) subscribers to research series seminars throughout the year
- 62 staff members received individual consultation on various facets of the research process

The final Autumn cycle was evaluated by participants who also provided positive and constructive feedback to improve the seminar series. All seminars were evaluated on several topics. No seminar received an average evaluation less than 4.5.

### **Research Accessible: New web resources developed provided to staff in 2013:**

- *'Writing for publication- guidelines and standards'*. This provides extensive easy to read information on how to draft manuscripts and how to adhere to publishing standards for specific study types.
- *'Best Practice in Research'*. This resource provides staff with access to key Irish and international guidelines and policies regarding good scientific practice.
- *'Using telephone assessments in research: evidence and guidelines'*. This resource provides staff with a review of the literature on using telephone assessments in mental health research including the advantages and disadvantages and guidelines on good practice.
- *'Getting to grips with the language of research: jargon buster'*. This resource provides a glossary of key research terms to help the novice researcher understand the terms often found in research papers.

### **Academic Qualification**

44 (43%) out of the 102 active research projects in 2013 were associated with academic study. Just over half of academic research projects were conducted by staff. 62% of research is at Doctoral level. Saint John of God provided support for 24 staff members conducting academic study, 1 D.Clin.; 3 BA's ; 9 staff PhD's; 9 Masters; 1 MD and 1 non-specified.

### **Research Awards**

Saint John of God Hospital won the Nursing Project of the Year Award at the Irish Healthcare Awards for its project on "Changing observation practice in a mental health setting". This new approach to patient observation marks a shift in emphasis from a paternalistic approach to one where patients are actively involved in their own care and recovery. Director of Saint Joseph's Centre, Brid O'Meara, who led the research project while still a member of staff at the hospital says: "At present there are no national guidelines for patient observation in acute mental health settings in Ireland and Saint John of God Hospital hopes its work in this area may influence future practice."



From left: Mark Stewart, Paul Hawkins, Lesley Vard, Dr Richard Blennerhasset, Brid O'Meara, Niall Delaney, Brother Dominic Barry OH and Stephen Boss

*"At present there are no national guidelines for patient observation in acute mental health settings in Ireland and Saint John of God Hospital hopes its work in this area may influence future practice."*

# Peer Review Research Publications

In 2013 there were 27 publications with staff authorship in peer-reviewed journals. This compares with 22 in 2012 and 16 in 2011. Notably, peer reviewed publications in CAMHS research tripled in 2013 compared to levels reported in 2012.

## Adult Mental Publications

Ramsay, H., Roche, E., & O'Donoghue, B. (2013). Five years after implementation: A review of the Irish Mental Health Act 2001. *International Journal of Law and Psychiatry*, 36(1), 83-91.

Feeney, L., Jordan, I., & McCarron, P. (2013). Teaching recovery to medical students. *Psychiatric Rehabilitation Journal*, 36(1), 35.

Lyne, J., Renwick, L., Grant, T., Kinsella, A., McCarthy, P., Malone, K., & Clarke, M. (2013). Scale for the Assessment of Negative Symptoms structure in first episode psychosis. *Psychiatry Research*, 210(3), 1191-1197.

Lyne, J., Renwick, L., Madigan, K., O'Donoghue, B., Bonar, M., Grant, T., & Clarke, M. (2013). Do psychosis prodrome onset negative symptoms predict first presentation negative symptoms? *European Psychiatry*. doi: 10.1016/j.eurpsy.2013.02.003.

McCormack, M., Tierney, K., Brennan, D., Lawlor, E., & Clarke, M. (2013). Lack of Insight in Psychosis: Theoretical Concepts and Clinical Aspects. *Behavioural and Cognitive Psychotherapy*, 1-12.

O'Donoghue, B., Roche, E., Ranieri, V. F., Shannon, S., Crummey, C., Murray, J., & Feeney, L. (2013). Service Users' Perceptions About Their Hospital Admission Elicited by Service User-Researchers or by Clinicians. *Psychiatric Services*, 64(5), 416-422.

O'Donoghue, B., Lyne, J., Kinsella, A., Turner, N., O'Callaghan, E., & Clarke, M. (2013). Detection and characteristics of individuals with a very long duration of untreated psychosis in an early intervention for psychosis service. *Early Intervention in Psychiatry*. doi: 10.1111/eip.12063.

O'Donoghue, B., Roche, E., Shannon, S., Lyne, J., Madigan, K., & Feeney, L. (2013). Perceived coercion in voluntary hospital admission. *Psychiatry Research*. doi:10.1016/j.psychres.2013.10.016

Renwick, L., Lyne, J., Owens, E., O'Donoghue, B., Madigan, K., Turner, N., & O'Callaghan, E. (2013). Comparison of generic and disease-specific measures of quality of life in first-episode psychosis. *Journal of Psychiatric Research*, 47(10), 1403-1408.

Turner, N., Foley, S. R., Kinsella, A., O'Callaghan, E., & Clarke, M. (2013). Putting television's portrayal of schizophrenia into reverse: an evaluation of the impact on public opinion. *Early Intervention in Psychiatry*. doi: 10.1111/eip.12056.

## Child & Adolescent Mental Health Publications

Beirne, M., McNamara, N., O'Keeffe, G., McNicholas, F. (2013) Survey Examining the Views of Adult Psychiatry Consultant and Senior Registrars Regarding ADHD. *Irish Journal of Psychological Medicine*. 30 (3) 197-203

Coughlan, H., Cannon, M., Shiers, D., Power, P., Barry, C., Bates, T., Gavin B. & McGorry, P. (2013). Towards a new paradigm of care: the International Declaration on Youth Mental Health. *Early Intervention in Psychiatry*, 7(2), 103-108.

Fitzgerald, M., McNicholas, F. (2013). Attitudes and Practices of healthcare professionals in the management of ADHD who responded to a European survey. *Irish Journal of Psychological Medicine*. <http://dx.doi.org/10.1017/ipm.2013.45>

Healy, E., Reichenberg, A., Nam, K. W., Allin, M. P., Walshe, M., Rifkin, L., & Nosarti, C. (2013). Preterm Birth and Adolescent Social Functioning—Alterations in Emotion-Processing Brain Areas. *The Journal of Paediatrics*, 163(6), 1596-1604.

McNamara, N., McNicholas, F., Ford, T., Paul, M., Gavin, B., Coyne, I., & Singh, S. P. (2013). Transition from child and adolescent to adult mental health services in the Republic of Ireland: an investigation of process and operational practice. *Early Intervention in Psychiatry*. doi: 10.1111/eip.12073

McNicholas, F., Healy, E., White, M., Sherdian-Perira, M., Dooley, B., O'Connor, N., & Coakley, S., (2013). Medical, Cognitive and Academic Outcomes of Very Low Birth Weight Infants at Age 10-14 years in Ireland. *Irish Journal of Medical Science*. . doi:10.1007/s11845-013-1040-9

McNicholas, F., & Skokauskas, N. (2013). Multicultural Issues in Child and Adolescent Psychiatry in Ireland. *Adolescent Psychiatry*, 3(1), 34-38.

McNicholas, F. & Bandyopadhyay, G. (2013). Are We Meeting the Mental Health Needs of Irish Children in Care? *Adolescent Psychiatry*, 3(1), 90-94.

McNicholas, F., Prior, C., & Bates, G. (2013). A case of pervasive refusal syndrome: A diagnostic conundrum. *Clinical Child Psychology and Psychiatry*, 18(1), 137-150.

Johnson, K. A., Barry, E., Lambert, D., Fitzgerald, M., McNicholas, F., Kirley, A., & Hawi, Z. (2013). Methylphenidate Side Effect Profile Is Influenced by Genetic Variation in the Attention-Deficit/Hyperactivity Disorder-Associated CEST1 Gene. *Journal of Child and Adolescent Psychopharmacology*, 23(10), 655-664.

O'Keeffe, N., Gavin, B., & McNicholas, F. (2013). Survey on critical incident reporting in a child and adolescent mental health service. *The International Journal of Risk and Safety in Medicine*, 25(1), 33-38.

Paton, K., Hammond, P., Barry, E., Fitzgerald, M., McNicholas, F., Kirley, A., Robertson, H., Bellgrove, M., Gill, M., & Johnson, K. A. (2013). Methylphenidate improves some but not all measures of attention as measured by the TEA-Ch in medication-naïve children with ADHD. *Child Neuropsychology, A Journal on Normal and Abnormal Development in Childhood and Adolescence*. 1-16. [<http://www.ncbi.nlm.nih.gov/pubmed/23639119>]

Leahy, D., Schaffalitzky, E., Armstrong, C., Bury, G., Cussen-Murphy, P., Davis, R., McNicholas, F. & Cullen, W. (2013). Primary care and youth mental health in Ireland: qualitative study in deprived urban areas. *BMC Family Practice*, 14(1), 194.

O'Keeffe, N., Gavin, B., McNicholas, F. (2013). Survey on Critical Incident Reporting in a Child and Adolescent Mental Health Service. *International Journal of Risk and Safety in Medicine*, 25, 33-38.

## Intellectual Disability Publications

Hagan, L., & Thompson, H. (2013). It's good to talk: developing the communication skills of an adult with an intellectual disability through augmentative and alternative communication. *British Journal of Learning Disabilities*. doi: 10.1111/bld.12041

In addition to peer reviewed publications there were 35 oral and poster presentations during 2013. Of these 18 were national and international (Belgium, USA, England) external presentations and the remainder were internal: 11 in Adult Mental Health; 4 in Child & Adolescent Mental Health and 2 in Intellectual Disability.

**Provincial and Council**

Brothers: Laurence Kearns, O.H. – Provincial;  
Stanislaus Neild, O.H.; Fintan Brennan-Whitmore, O.H.;  
Gregory McCrory, O.H.; Tom Osorio, O.H.

**Intellectual Disabilities**

Saint Augustine's School (Dublin)  
01 288 1771  
[www.saintaugustines.ie](http://www.saintaugustines.ie)

Saint John of God Carmona Services (Dublin)  
01 285 2900  
[www.carmona.ie](http://www.carmona.ie)

Saint John of God Kerry Services  
066 712 4333

Saint John of God Kildare Services  
01 628 8161  
[www.sjogkildare.ie](http://www.sjogkildare.ie)

Saint John of God Menni Services (Dublin)  
01 468 6400

Saint John of God North East Services (Louth, Meath and Monaghan)  
041 685 1211

STEP Enterprises (Dublin)  
01 295 2379

City Gate Services (Dublin)  
01 663 8588

**Children**

Suzanne House  
01 452 1966

**Mental Health Services**

Cluain Mhuire Community Mental Health Services (Dublin)  
01 217 2100  
[www.cluainmhuire.ie](http://www.cluainmhuire.ie)

Lucena Clinic Services (Dublin and Wicklow)  
01 492 3596  
[www.lucenaclinic.ie](http://www.lucenaclinic.ie)

**Auditors:**

PricewaterhouseCoopers, One Spencer Dock, North Wall Quay, Dublin 1

**Bank:**

Bank of Ireland, College Green, Dublin 2

**Solicitors:**

Porter Morris and Company, 10 Clare Street, Dublin 2

**Charity Number:**

CHY18284

**Reg Company No:**

430744



Saint John of God Community Services Ltd.  
Crinken House, Crinken Lane, Shankill, Co. Dublin  
[www.sjog.ie/community-services](http://www.sjog.ie/community-services)