



# Western Care Association

## Annual Report 2010



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## Outgoing Board of Directors 2009/2010



**Back Row L to R:** Eileen Grier-Gavin, Lorraine Hall, Bernard O'Regan, Stephen Melia, Maura Harrison, Caroline Gordon, Mary Hegarty, Sarah Ruane.

**Seated:** Mary O'Malley, Berni Dwyer, Mary Daly

**Unavoidably absent from the photo were:** Chris Pratt, Dorothy Caden, Stephen Molloy

*Front Cover:  
Artwork by Gerry O'Malley*

*Back Cover:  
Artwork by Martina Walsh*

## Chairperson's Report



*Berni Dwyer, Chairperson*

I wish to acknowledge with thanks all families and Service Users for their continued support of the Association. Thanks also to the staff, the voluntary sector and the Board members. The continued partnerships between all sectors of the Association have been essential to the continued work of the organisation this year.

Finance continues to be a major challenge for the organisation. The budget announced in December 2010 was very challenging but, as a result of major lobbying at local and national level, it turned out not to be as bad as we feared. It is still a real worry as this is the third year we have had serious cuts to the budget. The ability to deal with reductions in our budgets is diminishing. The Board of Directors and Management are working constantly to ensure that there is a minimal impact on services, that quality is maintained and the conditions of employment for staff is maintained also.

We have tried to respond to emergencies and to School Leavers in the past year. We are under more pressure to respond to the needs of people with disabilities as they change. The flexibility that we were able to use in responding to emergencies is not as available in the current funding situation.

It is important that the HSE continue to support us. We thank them for all their support over the past number of years.

As we are now in a new political era we trust that our own local Taoiseach will be helpful to us.

There have been many changes in the Disability Sector in the past few years and we expect there are more on the way. We have no doubt we will be able to cope but we will be challenged as an organisation by new policies, new

funding arrangements, political changes and the economic challenges that we are all coming to terms with.

Western Care has vast knowledge in the area and work very hard to make a real contribution to improving services. We hope to be treated as real partners and be respected as such. The Association is serious about its commitment and are anxious to engage with any changes that will support people with disabilities to live a life of their choosing.

In October, we were granted Accreditation for a 4 year period. This reflects all the hard work done over the years. It is an external independent evaluation of the Association and we have to be up to a high standard to be deemed worthy of the Accreditation. There were some recommendations made and these are being worked on. Congratulations to all involved in the preparation and thanks to you all.

We are working on how we can energise the voluntary side of the Association, including reviewing the mechanism for electing the Board and are considering various suggestions. We will engage with the voluntary sector and families in regard to this.

Again thanks to all of you for your support.

A special word of thanks to all who worked so tirelessly during the nasty weather this winter.

**Berni Dwyer**  
*Chairperson*

## Executive Director's Report



*Bernard O'Regan, Executive Director*

Western Care Association began 2010 in the context of significant change. Following the retirement of John O'Dea who had been Executive Director for nearly twenty years, the Association implemented a management restructuring at senior levels. This required reduction in the number of managers, changes in roles and responsibilities

for some people and alterations to what we focussed our attention on.

It also implemented a major cut in its budget, including the public sector pay cuts, at the beginning of the year. In the light of the reductions to our allocation in previous years, we were challenged to develop strategies that ensured minimal impact on services, maintenance of quality, capacity to respond to people's changing needs, and maintaining the nationally agreed conditions of employment of staff. The Board of Directors approved a budget that ensured these values were delivered and over the course of 2010 the Association was able to break even.

In the current environment, it is essential that we continually review how we are using the resources available to us. We can no longer expect that the State will be able to provide ever-increasing budgets. Yet, the needs of people to live lives of self-determination, as citizens, as full members of their communities, are ever-present. We have been working throughout 2010 to explore new ways of supporting people, of partnering with families to support people with disabilities to realise their goals. We recognise the importance of developing partnerships with other community groups as being essential to realising the Mission of Western Care Association. This will continue to be a priority for us in 2011.

We received a grant from Genio to support twelve people who are currently living in a group home and who want a different arrangement. This grant is assisting us to learn about people's preferences, to develop more specific supports to people, building community capacity and supporting them as citizens.

We are in a changing environment and the pace of change will continue in the coming years. The overall goals of

public sector reform will impact on us and I welcome the changes that will clearly improve the quality of services for people with disabilities. We need to recognise that we cannot continue to work in the same ways. We must modernise and innovate. We must ensure we are using resources properly and cost effectively. We must do more with less. The Board of Directors and Management are committed to delivering a modern, effective organisation within the context of the nationally agreed mechanisms, especially the Croke Park agreement, and we are asking staff to engage in reforms with confidence and with the knowledge that they have a valued contribution to make.

The Association worked exhaustively to deliver on key priorities in the Strategic Plan. This plan is now past its timeline and a review is underway to develop the strategy to guide us over the coming years.

In October, the Council on Quality and Leadership visited the Association and undertook an accreditation of basic assurances, personal outcomes and shared values. Over the course of a very busy week, they met with individual service users and their families, with family members, community members, service users, staff, management and others. They reviewed policies of the Association and our practice of those policies. Following a thorough review, they awarded a four year accreditation. I want to extend my congratulations to everyone involved in this major achievement. This was the fourth such accreditation and it represents an independent, external validation of the work of the Association and it is something we should be both proud of and celebrate.

CQL also made some recommendations to the Association for further work and attention. Some fundamental areas were:

- Ensuring that the rights of people are protected through due practice, rights training, advocacy and stronger community participation in the Rights Review Committee. They also recommended that the use of psychotropic medication for PRN use be eliminated
- The development of a forum for family members to be more connected to the decision-making of the Association
- Build stronger partnerships with the communities we work within, including undertaking projects that enhance communities for all of its members, including people with disabilities.

In December 2010, the Department of Health and Children

## Executive Director's Report

published an important document outlining its initial principles and proposals about the future of disability supports in Ireland. This will be further developed this year and will be published, along with a value for Money report by the Department of Finance. Other important developments are a document published by the HSE on the future of multi-disciplinary and therapy supports to school-age children, the continuing development of standards by HIQA in relation to residential services for children and adults, the development of a framework for assessing the delivery of early intervention services. We will also see the publication of a document called New Directions which will set out the future of day service provision in Ireland. The HSE will also publish a document outlining the strategy for moving the over 4000 people who continue to live in congregate setting where 10 or more people live, including the many people with an intellectual disability who live in mental health hospital wards.

It is very difficult in such a short space to outline the potential implications of these. They have the potential to radically alter the way in which services are planned, funded and delivered. Many of their recommendations are exciting, right and long-overdue. However, some of them require consideration and debate. Western Care Association will be challenged to reflect on these developments, engage with them and influence their development and implementation to reflect the valuable contribution that we can make.

### Conclusion

One strong memory of 2010 was the challenges we faced by the weather in January and again in November/December. Transport was severely limited; some services had to close; staff faced many challenges in getting to and from work; families were without some services, often for several weeks; people had to get on without water supplies; and service users were often limited in the opportunities to get out to use their local communities.

As difficult as these challenges were, they also showed the resilience, innovation, commitment and collective community spirit that has always characterised the Association. I want to thank everyone for their efforts.

We have continued to find the local HSE leadership to be supportive of the work of the Association. I extend my thanks to them for their recognition of the contribution that we make and their effort to ensure that the needs of people with disabilities are prioritised.

I want to thank the Board of Directors for their continued support this year. Undertaking the responsibility of being a Director for such a large and complex organisation is daunting. They give of their time voluntarily and take their work seriously and enthusiastically. I want to pay particular appreciation to Chris Pratt, Lorraine Hall, Dorothy Caden and Mary O'Malley, all of whom have now completed six years on the Board.

In the course of the past year, Berni Dwyer, Chairperson of the Board, has given of her time generously and with a commitment to the people using services that is very much appreciated.

I want to thank the Management Team, Services Team, all of the organisation supports and staff working in services, for their hard work this past year. We appreciate your contribution to the lives of people served and want to enable you to continue to do your work effectively for people.

I want to thank the voluntary sector, collectors, volunteers and community organisations for their support.

I especially want to thank people with disabilities and their families for their continued support of Western Care Association.

**Bernard O'Regan**  
*Executive Director*

## Report on Adult Services 2010



Anne Nally,  
Adult Services Manager

There were some key challenges in the last year which required us to be even more creative and innovative in the way we provide supports to people. This year we had a number of people who for one reason or another could not live at home anymore and needed supports from the organisation. There are some who moved into their own homes supported by a blend of staff and support from their families. This has resulted in families playing a more dynamic role in the running of their son's or daughter's service and therefore feeling a sense of empowerment and control in the key decisions affecting their son or daughter currently and into the future.

## Report on Adult Services 2010

We continue to strive to provide individualised services to people, however, there are some for which we are endeavouring to support in a way that is meaningful and we continue to work with people and their families to find the best, most effective and most sustainable support system that provides for a good quality of life and richer relationships with family and friends.

A number of people have moved from a group residential setting to homes of their own which has resulted in a better life for the individuals and a more enriched working life for the staff that support them.

We have provided support to staff teams across the county in the area of autism which has resulted in staff teams taking a more reflective approach on the way they work with people and how stresses in the individual's life can contribute to difficulties that they may be encountering.

We are now supporting an increasing number of people during the day and evening in their own communities which is not strictly within a day service building but with the staff that may work in the day service supporting people to meet and get to know others in their own communities. This happens through work placements, work experience, courses that are run in the local communities as well as going out at night with people they know through initiatives from the day services they are part of or through the volunteers that they have been supported to meet.

We continue to support people in the community through community facilitation, personal assistant and therapy services which are targeted to the needs of people in their own homes .

**Anne Nally**  
*Adult Services Manager*

supports to families in the South.

There is an increasing number of children entering the service with high medical and complex needs which provides a significant challenge to the teams. The service begins upon diagnosis, the approach is family centred in that the team work together on family priorities, as the child reaches preschool age, these supports include those that support inclusion in their local preschool, beginning those all important links to their own community.

### *School Age*

There are currently 182 families with school age children within the school age learning disability service. There were 15 new referrals to this service in 2010.

Within this service there has been a move to provide more home based respite for children and their families, which in turn helps each child to remain a part of their community, to be included in their own community and be active contributors.

### *Autism Service*

The Autism service provides support to 190 families who have a child with a diagnosis of Autism Spectrum Disorder (ASD) in Mayo. There are 20 families in the early intervention service and 170 in the school age service. The team strives to help families achieve goals that are important to them.

Parents are the experts on their child and to build on this, the Autism Team ran parent training for Early Intervention families – 'Early Bird', which empowers families to help their children to become the best they can be. There has been a focus on providing community based support for families which is individualised for their child alongside an attempt to move away from group based activities and supports.

There continues to be an increase in referral rates to the service, especially to the school age service. In 2010 there were 38 new referrals to the autism service, 12 of them to early intervention and 26 to the school age service. The increase in referral rates poses a significant challenge, in that we have a shrinking budget and a growing number of families to support. Our challenge is to find more efficient ways of using the monies available to deliver a meaningful support to families.

**Angela Regan**  
*Deputy Services Director*

## Report on Childrens Services



*Angela Regan,  
Deputy Services  
Director*

### **Early Intervention Service Mayo**

We continue to work in partnership with the HSE and Enable Ireland to provide supports to families with a child (age 0-6) with a disability living in Co. Mayo. There are two teams, one supporting families in the North of the county and the second providing

## Accreditation Review 2010

During the week of 18th – 22nd October 2010, the Council for Quality and Leadership for people with disabilities (CQL ) undertook an evaluation of Western Care services. This is the fourth time we have been evaluated by CQL since 2002. Each review has resulted in a successful Accreditation and 2010 was no exception although it involved a lot of extra preparation and hard work by all. CQL staff met with a representative sample of people and families to undertake 19 Personal Outcomes meetings which lies at the heart of the Accreditation process.

The review had a number of additional features based on changes to the CQL Accreditation Measures. The new features included a much more detailed and explicit set of requirements around what is known as Shared Values and Basic Assurances. Shared Values focuses on how solid the organisation foundations are in terms of commitment to valuing people as individuals and in particular how well people are supported to have meaningful connections to their community.

Basic Assurances are those organisation systems, policies, practices etc., that are concerned with the rights, safety and wellness of people. There were quite specific requirements across a range of factors such as Rights, Dignity and Worth, Natural Supports, Protection from Abuse and Neglect, Best Possible Health, Safe Environments, Staff Resources and Supports, Positive Approaches, Continuity and Personal Security and Planning and Monitoring Basic Assurances.

The presence of Shared Values and Basic Assurances was established in a number of ways including reviews of policies etc., but the strength of organisation practice was largely determined by speaking to a sample of people and families. If people's rights, protection, health, connections with their communities etc., was well supported in practice then this showed the organisation policy was being implemented individually in the day to day lives of people. The measure of the strength of Basic Assurances (81% present) in the organisation was higher than the average for accredited organisations in America (75% present) and significantly higher than the average for Irish organisations (53% present).

In addition to the 19 meetings with people and families to explore the outcomes in their lives and how well the organisation supported them, there were a number of targeted interviews that focussed on specific assurances. This involved meeting a person who had a rights restriction, a person who had made a formal complaint and a person who had experienced incidents. All of these focussed on getting a deeper look at how well the organisation addressed Basic Assurances for people. While the organisation was generally determined to have strong

practices in place, the report also contained a number of recommendations stating where additional effort was required.

Along with the reviews of Shared Values, Basic Assurances, Personal Outcomes meetings with a representative sample of people and families and Targeted Interviews, there were also a number of meetings with focus groups. These groups included people who used services, families, community members and staff. The information from these groups helped to give the CQL Review Team additional information about the organisation, its values and its practices.

The additional dimension to the review added substantially to the workloads and arrangements during the week in which the Accreditation Team visited. There was a fantastic team effort displayed by all staff whether directly or indirectly involved. Everyone pulled together in another exceptional display of commitment and support which reflects more than just a desire to achieve another Accreditation. It represents a true belief in what the Association stands for and the people we support.

While the Association was successful in achieving Accredited status, the review process also identified a number of areas that require attention;

The primary area requiring attention concerns how well the Association promotes and protects the rights of people and families. Recommendations included the provision of training for people, families and staff in the area of rights, increasing the role of the Rights Committee in ensuring people's rights are protected, include more community members on the Rights Committee and strengthen the Complaints Procedure.

Some additional recommendations included simplifying the Individual Planning system, develop more unpaid members on Circles of Support, be stronger in developing a vision with each individual, use information and data about people's outcomes to plan more systematically, strengthen community connections and develop ways to engage with families to advise and consult the organisation.

In the coming months and years we will continue to sustain the high standards evident in the Accreditation results and will be working with all our energies to address the recommendations of the Review.

**Tom Hughes**  
*Head of Evaluation and Training*

# Financial Accounts for Year Ended 31st December, 2010

## Income & Expenditure Account for year ended 31st December 2010

Income	2010	2009
	€	€
Health Services Executive Allocation	28,143,452	30,160,348
Rehabilitative Training	641,884	641,884
National Lottery	2,000	4,000
Other	-	32,500
Dormant Accounts Fund	-	114,908
Sale of Goods & Contract Work	36,334	31,352
Sundry Income	130,762	89,357
Contributions from Residents	597,268	604,072
<b>Total Income</b>	<b>29,551,700</b>	<b>31,678,421</b>
<b>Expenditure</b>		
Pay Costs		
Salaries & Wages	22,727,889	24,402,315
Employers P.R.S.I.	2,273,600	2,421,488
Employers Pension Contributions	1,365,908	1,361,612
Non-Pay Costs	3,178,716	3,505,231
<b>Total Expenditure</b>	<b>29,546,113</b>	<b>31,690,646</b>
Surplus/(Deficit) for year	5,587	(12,225)
Less Depreciation	728,326	741,279
Plus Capital Grants Written Back	940,827	940,827
Surplus on Disposal of Fixed Assets	-	51,322
Pension Scheme Deficit	-	(933,000)
Surplus/(Deficit)	218,088	(694,355)

## Balance Sheet as at 31st December, 2010

	2010	2009
	€	€
<b>Fixed Assets</b>		
Freehold Land & Buildings	10,800,093	11,003,901
Leasehold Buildings	-	-
Motor Vehicles	455,951	443,487
Furniture & Equipment	269,420	420,954
<b>Total Fixed Assets</b>	<b>11,525,464</b>	<b>11,868,342</b>
<b>Current Assets</b>		
Debtors & Prepayments	2,422,391	2,111,072
Cash on Deposit & on Hand	33,441	39,343
<b>Total Current Assets</b>	<b>2,455,832</b>	<b>2,150,415</b>
Less Current Liabilities (Amounts Due within One Year)	2,976,551	2,303,273
Excess of Current Assets over Current Liabilities	(520,719)	(152,858)
Less Long Term Creditors (Amounts Due in more than One Year)	(11,244,884)	(12,173,711)
<b>Net Assets</b>	<b>(240,139)</b>	<b>(458,227)</b>
<b>Represented By</b>		
Other Reserves	4,445,000	4,445,000
Profit & Loss Account	(4,685,139)	(4,903,227)
	(240,139)	(458,227)
Approved by the Board of Directors on 18th April. 2011		
Signed on Behalf of the Board: Berni Dwyer, Director Mary Daly, Director		

## Audited Accounts

The Income & Expenditure Account and Balance Sheet information provided in this Annual Report has been extracted from the Audited Financial Accounts for Western Care Association for year ended 31st December, 2010.

The Association's Auditors, Jim Finan & Associates, reported on 22nd March, 2011 without qualification, in accordance with the Companies Acts 1963 to 2009, as applicable to companies limited by guarantee, on the statutory financial statements for Western Care Association for year ended 31st December, 2010.

## Statement of Directors Responsibilities

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the Association's state of affairs at the year end, and surplus or deficit for the year then ended.

In preparing those financial statements, the directors have:

Selected suitable accounting policies and then applied them on a consistent basis, making judgements and estimates that are prudent and reasonable.

Ensured that applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts and notes.

Considered whether the Association's accounts have been prepared on a going concern basis. In this context, the directors acknowledge that the funding necessary for the continuance of the Association's activities is in the hands of Government and other state agencies.

The directors are responsible for keeping proper accounting records, for safeguarding the assets of the Association, and for taking reasonable steps for the prevention of fraud and other irregularities.

The directors have adopted a health and safety standard which is designed to protect the health and welfare of its employees and the people in its care.

The Books and Records of the Association are kept and maintained at its headquarters at John Moore Road, Castlebar, Co. Mayo.

James Roche  
*Financial Controller*

**Western Care Association is a Company limited by guarantee. Registered No. 28067.**

**Western Care Association is registered with the Revenue Commissioners as a charity and as an eligible charity for the purposes of Section 45 of the Finance Act 2001 (Corporate Donations to eligible charities).**

**CHY No. 5578.**

**Tax Ref. No. 000038581.**

## Development & Fundraising

### Fundraising

In 2010 Mayo people raised €251,770 to support Western Care local services through fundraising events. This ongoing help is crucial, particularly in the present economic climate, as it provides the Association with critical extra resources to fund repairs to training centres and group homes, extra transport and helps fund training, social and sporting opportunities for our service users. Fundraising activities also raises an awareness of the work of the Association. Western Care is greatly indebted to the many volunteers and benefactors who give so much of their time, energy and money to support Mayo people with learning disabilities. If you would like to help in any way please contact the Fundraising Department (details below) or call to me at John Moore Road, Castlebar, County Mayo.

**Joe Brett, Fundraising Manager**

Phone: 094 9029136/144

E-mail:

fundraiser@westerncare.com

### Income from 2010 Fundraising Events and Projects

Event/Project	Amount
AIB Better Ireland Award	€ 5,000
Cáirde Crann Mór Bingo	€10,380
Cáirde Crann Mór Fundraising	€30,500
Castlebar Cycling Club Sponsored Cycle	€ 4,466
Chefs of Mayo	€ 7,364
Christmas Cards	€10,235
Classic Car Show & Draw	€10,354
Collection Boxes & Old Currency	€ 2,105
Corporate and Personal Donations	€23,144
Croagh Patrick Seven-Day Challenge	€ 5,756
Donations via mycharity.ie website	€ 1,300
Golf Classics & Donations (Wings GS)	€ 8,316
Griffith Trust & Grants	€ 9,300
Mayo Society of New York	€ 1,500
Staff Deductions/Standing Orders	€ 6,553
Textile Recycling Banks	€25,465
Various Draws & Raffles	€ 4,253
VTC Fundraising (Christmas Trees, Carols by Candlelight)	€ 9,870
Western People National Schools	
Bounce-athon	€12,827
West of Ireland Women's Mini Marathon	€22,278
Women's Mini Marathon, Dublin	€ 2,476
Sundry (includes Donations and Events organised by Individuals, Groups, WCA Centres, Group Homes, Bank Interest, etc)	€38,328
<b>TOTAL</b>	<b>€251,770</b>

### Door to Door Collection and Other Branch Fund Raising Activities

Branch	Amount Allocated
Achill	€13,581
Ardagh	€ 2,053
Balla	€ 2,262
Ballina	€10,383
Ballinrobe	€15,802
Ballintubber	€ 1,018
Ballycastle	€ 1,716
Ballycroy	€ 210
Ballyhaunis	€11,732
Belmullet	€ 4,544
Bohola	€ 883
Bonniconlon	€ 3,778
Burrishoole/Newport	€ 5,900
Carnacon	€ 625
Carracastle	€ 500
Castlebar	€ 40,474
Charlestown	€ 902
Claremorris	€10,599
Cooneal	€ 1,417
Crossmolina	€ 5,488
Currane	€ 1,500
Drummin	€ 800
Foxford	€ 1,206
Glenamoy	€ 296
Islandeady	€ 3,210
Keelogues/Manulla	€ 600
Kilfian	€ 1,488
Kilkelly/Kilmovee	€ 7,900
Killala	€ 2,088
Killawalla	€ 1,103
Kilmeena/Fahy	€ 1,979
Kiltane	€ 262
Kiltimagh	€ 7,698
Knock	€ 2,202
Knockmore/Rathduff	€ 9,268
Lacken	€ 1,217
Louisburgh	€ 5,470
Mayo Abbey/Facefield	€ 4,851
Mayo Association Dublin	€ 3,397
Murrisk	€ 1,647
Robeen/Roundfort	€ 613
Shrute/Glencorrib	€ 5,521
Swinford	€ 710
Taugheen/Crossboyne	€ 1,955
Tourmakeady	€ 3,422
Westport	€18,264
<b>TOTAL</b>	<b>€222,534</b>

### Voluntary Sector 1966-2011

The people of Mayo have been extremely supportive to Western Care in so many ways providing an environment for the organisation to develop within, by their inclusive attitude and community based values and also with the massive financial support given yearly since the Association was founded. One of our principal fundraisers is our Annual Door To Door Collection which takes place from 1st of May. The credit for the success of this Fundraiser must go to the network of dedicated voluntary collectors who go Door to Door in what is one of the hardest forms of Fundraising. The respect, loyalty and generosity that Western Care receives is thanks to this group of Voluntary people. Western Care Association greatly appreciates the hard work and voluntary time that these people give.

#### Supporting the Local Economy

Our Services are spread out throughout the County. The majority of the seven hundred employees also live locally. This means that they contribute to the local economy. Through our network of Training Centres, Group Homes and Transportation, Western Care Association provides many opportunities to builders, tradesmen, shops and builders providers. By supporting the local economy Western Care has built an excellent relationship with the people of Mayo. In 2011 Western Care needs your continuing generous support for your Mayo Charity.

**Johnny Groden, Development Officer**

Phone: 0949029174/144

E-mail: jgroden@westerncare.com

# Human Resources

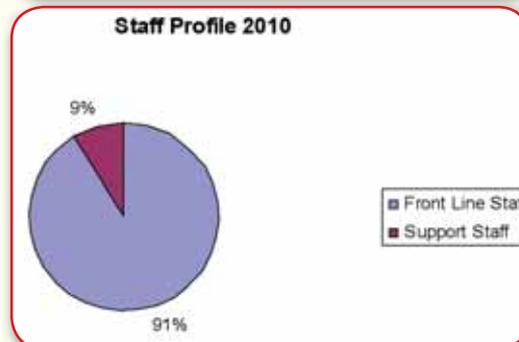
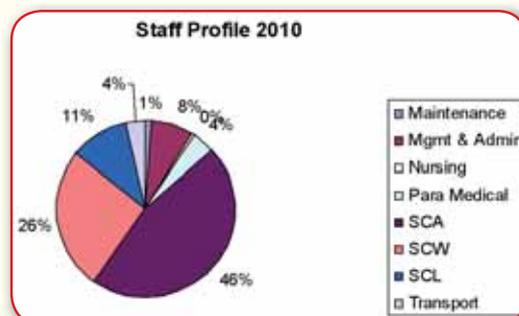
The Human Resources Department provides supports to the Organisation in respect of all aspects of Human Resources, including recruitment and retention, employment law, development of policies and procedures relating to employees, staff welfare and performance.

## Employment Statistics 2010

Total Staff (Headcount) 712  
Whole Time Equivalent 522.01

## Staff Profile – Whole Time Equivalent (WTE)

Employment Category	Job Type	WTE
Front Line Staff	Para Medical	21.70
	Nursing	2.00
	Social Care Leader	55.16
	Social Care Worker	137.13
	Care Assistant	240.24
	Transport	18.9
	<b>Total Front Line Staff</b>	<b>475.13</b>
Support Staff	Administration & Management	40.88
	Maintenance	6.00
	<b>Total Support Staff</b>	<b>46.88</b>
<b>Overall Total</b>		<b>522.01</b>



Pauline Brennan, *HR Manager*

## General Information

### Board of Directors 2010/2011

Mrs. Berni Dwyer	East	(Chairperson)
Mr. Chris Pratt	East	
Ms. Mary Daly	North	(Vice-Chairperson)
Ms. Dorothy Caden	North	
Mr. Stephen Melia	South	
Ms. Mary Hegarty	South	
Mrs. Mary O'Malley	West	
Mrs. Lorraine Hall	West	
Mr. Enda Mc Donagh	Co-opted	
Mr. Anthony McCormack	Co-opted	
Mrs. Caroline Gordon	Co-opted	
Mr. Bernard O'Regan	Company Secretary & Executive Director	

### Finance & Audit Sub-Committee

Ms. Mary Daly (Chairperson)  
Mrs. Berni Dwyer  
Mr. Enda McDonagh  
Mr. Bernard O'Regan  
Mr. James Rocke

### Rights Review Sub-Committee

Mr. Chris Pratt (Chairperson)  
Ms. Ena Mulroy  
Ms. Connie O'Regan  
Mr. Michael Kneafsey  
Mr. David Tuomey  
Mr. Michael Corbett  
Ms. Dorothy Caden  
Mr. Willie Walsh  
Ms. Rosemary Syron

### Planning/Steering Sub-Committee

Mrs. Berni Dwyer (Joint Chairperson)  
Mr. Bernard O'Regan (Joint Chairperson)  
Ms. Mary Daly  
Ms. Dorothy Caden  
Mr. Tom Hughes  
Ms. Pauline Brennan  
Mr. James Rocke  
Ms. Angela Regan

# Evaluation and Training

The Evaluation and Training Department organises and delivers staff training and facilitation, co-ordinates procedural development and leads the Quality Management Planning and Evaluation functions.

The 2010 Report indicates that overall, training activities have been impacted by the reduction in ETD staff and the training budget, due to the current economic conditions.

## Staff Training in Basic Assurances

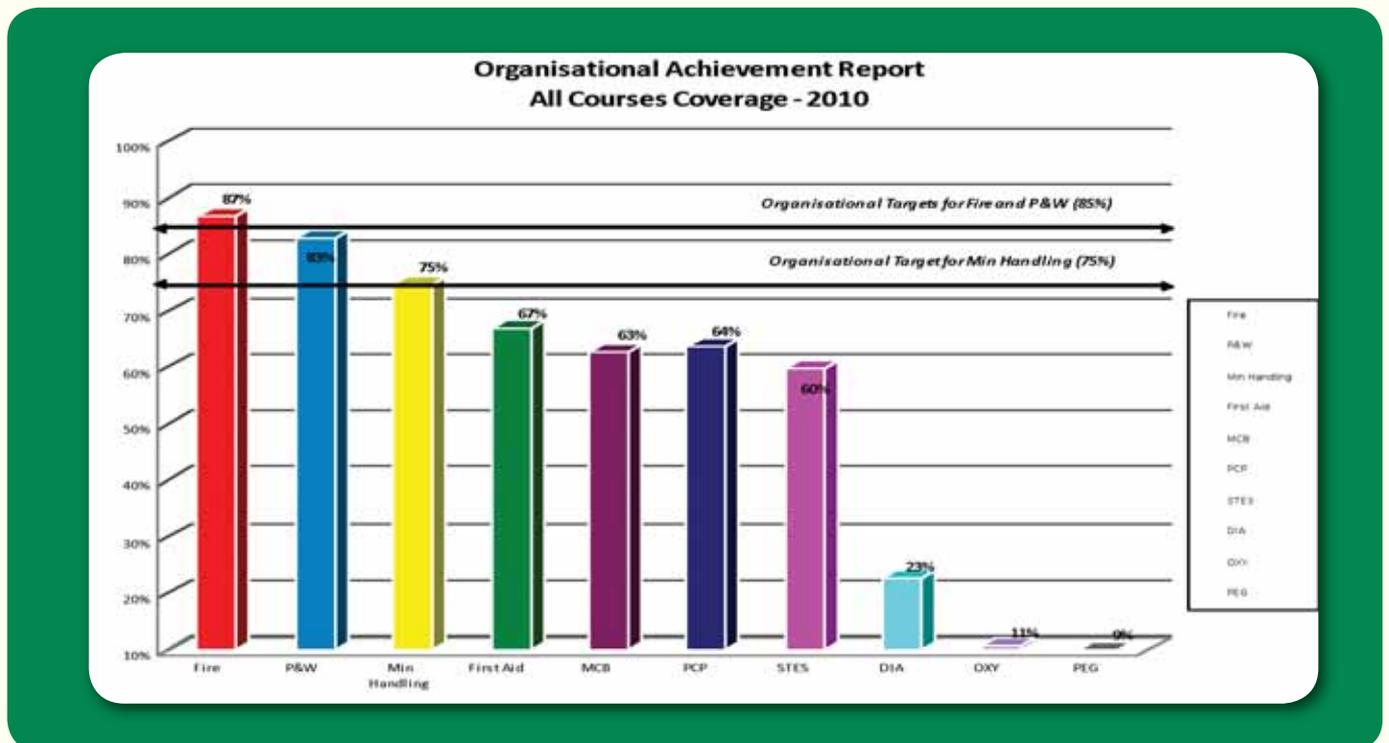
Training in Basic Assurances addresses the critical domains of rights and safety and locates this in a Person Centred perspective. One of the features of Assurance level training is that many of these events are based on a three year refresher cycle in order to maintain skill levels. This means there is a requirement for up-to-date coverage data available for all staff which informs the training needs plan for each year.

The coverage report for 2010 shows targets were exceeded in two of the three mandatory events:

87% of all Permanent and Temporary staff for all grades and functions were current for Fire Safety against a target of 85%. Minimal Handling training targets were increased from 70% in 2009 to 75% in 2010. Training coverage levels met the target set at 75%. Protection & Welfare training fell marginally short (-2%) of the 85% target. However, safeguards such as the mandatory sign off on the Protection

and Welfare policy by all staff ensure a solid foundation for protection continuing. Organisational averages were maintained with minor variations from the 2009 averages for discretionary events such as Person Centred Planning (no change), Managing Challenging Behaviour (-3%), First Aid (-1%) and Stesolid Administration (no change). These events have achieved a range of 60% - 67% coverage levels for all staff.

There were a total of 81 Assurance level training events provided in 2010. These delivered a total of 1042 training places which were completed by staff, which represents a 26% decrease in training activity levels since 2009. This includes a figure of 101 staff who attended area level briefings on the new Rights Policy. A pilot Rights Training event was trialled and a modified version will be operating in 2011.



## Evaluation and Training

### Enhancement Level Training

The level of enhancement Training events was substantially reduced in comparison to previous years due to budgetary restraint. A total of 119 staff attended a total of 49 events which represents a fall of 54% compared to 2009 and can be broadly categorised into three main areas. These include Continuing Professional Development, Innovations in Support Arrangements and Organisational Support Specialisms. The bulk of the training events comprised those events related to Continuing Professional Development and which impact directly on frontline practice in topics such as Dysphagia, Approaches to Psychological Assessment, Sensory Integrative Approaches, Positive Behavioural Approaches, Approaches in Autism. In addition to the more clinical events, staff attended courses such as Disability Swimmers Helpers, Housing Law, Ageing, Health and Quality of Life for people with Intellectual Disability. Staff in the Autism Team attended a three day event in Training in Systematic Instruction, delivered by Western Care Association internal trainers. Added value for Enhancement events was delivered through staff attending "Train the Trainers" courses such as the Autism "Early Bird" and Hanen Communications events which involves the onward delivery of the programme to families over a period of weeks.

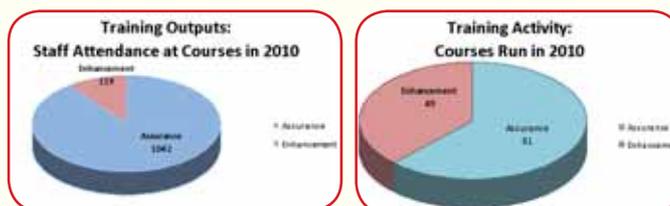
Events which focussed on Innovative Support Arrangements included Designing Sustainable Supports for Individuals, a conference organised by the New Options Alliance in which a family using Western Care Services made the opening presentation and which included several presentations by people who use Association Services and by staff. This was a major national conference and was very well represented in the number of Western care presentations. Additional events concerning Innovations and new ways

of addressing people's needs included ; A Day in the Life – Developments in Day Supports , Enhancing Community Life , Short Breaks – Enhancing the Path to Inclusion, the International Initiative for Leadership in Disability which included a study visit to Western Care by Organisations in New Zealand and the USA.

The events concerned with Organisational Support Specialisms included the Freedom of Information Act, HIQA Standards for Residential Services, Who Decides and How – Mental Capacity in Ireland, Excel Advanced, Volunteer Management Training and Train the Trainers Programme for Manual Handling in order to invest in building internal trainer capacity and reduce costs.

Procedural Development and Co-ordination: ETD continued to facilitate the Development and distribution of Policies and Procedures in 2010 based on an agreed schedule of Policy and Procedural Releases.

Accreditation 2010: ETD was responsible for the coordination of the Accreditation visit by the Council on Quality and Leadership in October 2010 which resulted in our 4th successful Accreditation since 2002.



Tom Hughes  
*Head of Evaluation & Training*

## Volunteering in Western Care Association

Western Care Association has a long tradition of recruiting volunteers to support people with disabilities in Mayo. The contribution of volunteers to the lives of people Western Care support has long been recognised and appreciated by the Association.

A challenge facing many service providers is to find ways of empowering and enabling people with intellectual disability to participate in a meaningful way in their community, in essence to live ordinary lives. This aim is achieved in a number of ways including developing natural supports around individuals e.g. relationships with families, friends, neighbours, people living in the community, etc and the ongoing development of volunteering activities and supports.

When volunteers come forward we do our best to match people's skills and interests to the most suitable opportunity available. These opportunities are based directly on requests identified by the person themselves or by a staff member on their behalf. They will include a variety of things but very

often people want to be able to spend more time socialising in their local communities, getting involved in what's on for everyone, meeting new people, and making new friends.

As we move forward we hope to keep expanding the variety of opportunities available to potential volunteers. With so many options right across the county to get involved in, there is almost always something that catches people's interest.

As 2011 is designated the "European Year of Volunteering", we would like to take this opportunity to thank all of our volunteers who are already involved with the organisation and also to encourage new people to consider volunteering in the future.

If you would like to know more about Volunteering in Western Care Association please contact:

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# Service Locations

**Headquarters (HQ)**  
 John Moore Road,  
 Castlebar, Co. Mayo  
 Email: [info@westerncare.com](mailto:info@westerncare.com)  
 Fax: 094-9025207  
 Tel: 094-9025133



- Day Centres
- ▲ Residential Centres
- Day/Residential Centres
- Respite Centres
- ▲ Other
- ◆ Special Schools
- ▮ Special Classes

<b>NORTH</b>	<b>DAY</b> ■ Cluainin, Crossmolina Beehive, Ballina Ridgepool, Ballina Scannan, Ballina Moy Chocolates, Ballina Shanaghy Heights, Ballina Belmullet	<b>RESIDENTIAL</b> ▲ Belmullet Gladeview, Ballina Aras Aoibhinn, Ballina 32 Castlecourt, Ballina Orchard Grove, Ballina 7 & 8 Riverwalk, Crossmolina 42&43 Abbeystown Crossmolina	<b>RESPIRE</b> ✕ Moy Heights, Ballina Curlew Hill, Belmullet			
	<b>DAY</b> ■ Ballyhaunis TC Manor Brook, Ballyhaunis St. John's Resource Centre Shalom, Kiltimagh	<b>RESIDENTIAL</b> ▲ Hazel View, Ballyhaunis Croí Oscalte, Ballyhaunis 12 Abbeyvale Ballyhaunis 29 Hazelhill Downs Ballyhaunis 45 Hazelhill Downs Ballyhaunis 15 Glendale Claremorris Highland Lodge, Kilkelly	<b>DAY / RESIDENTIAL</b> ● Riverside, Kiltimagh Pinegrove, Kiltimagh St. Rita's, Claremorris Kilmovee, Ballaghaderreen	<b>RESPIRE</b> ✕ 4 Abbeyvale, Ballyhaunis	<b>OTHER</b> ▲ Maintenance Department, Kiltimagh	
	<b>DAY</b> ■ VTC, Castlebar The Beacon, Foxford	<b>RESIDENTIAL</b> ▲ Belass, Foxford Garryduff Drive, Castlebar St. Francis', Castlebar St. Kevin's, Castlebar 20 Knockthomas, Castlebar	<b>DAY / RESIDENTIAL</b> ● St. Eithne's, Foxford	<b>RESPIRE</b> ✕ The Orchard, Castlebar	<b>OTHER</b> ▲ Drop in Centre, 4 Davitt Terrace Castlebar	
	<b>DAY</b> ■ Crann Mor, Ballinrobe Carrowbeg, Westport Resource Centre, Newport	<b>RESIDENTIAL</b> ▲ Rathkelly Close, Ballinrobe Suimhneas, Ballinrobe Cois na Roba, Ballinrobe 24 Pinewoods, Westport 7 Seaview, Newport	<b>DAY / RESIDENTIAL</b> ● The Paddock, Westport Barrack Hill, Newport Cois Abhainn, Newport	<b>RESPIRE</b> ✕ Aisling Gheal, Ballinrobe		
	<b>DAY</b> ■ St. Hubert's, Castlebar	<b>RESIDENTIAL</b> ▲ Blath na hOige, Castlebar Lakelands, Manulla, Castlebar 34 Castlegrove, Castlebar	<b>RESPIRE</b> ✕ 23 Knockaphunta, Castlebar St. Stephen's, Castlebar Teach na hOige, Ballina	<b>SPECIAL SCHOOLS</b> ◆ St. Dymphna's, Ballina St. Nicholas', Ballina St. Anthony's, Castlebar St. Brid's, Castlebar	<b>SPECIAL CLASSES</b> ▮ Glencastle NS Belmullet Swinford NS. (Autism Specific) Swinford Secondary School (Autism Specific) Newport (Autism Specific) Foxford (Autism Specific) Bunacurry Achill Knockrooskey Westport (2 Autism Specific); Autism Pre-school	

# Acknowledgements

The Association wish to thank and pay tribute to all volunteers, collectors, branch members and staff, who consistently give their time and effort to the work of the Association. Particular appreciation is extended to the parents and families of children and adults with a learning disability and /or autism in our care, for their support and confidence.

We also wish to thank the following, whose co-operation and assistance to the Association's objectives and work throughout 2010 has been invaluable:

## Our Patrons

Health Services Executive West Region  
Michael Keady – Regional Training Co-ordinator

Mayo Local Health Office  
Frank Murphy – ISA Manager  
Frank Murray – Local Health Office Manager  
Martin Greaney – General Manager  
Mary Warde – Director of Disability Services  
& Staff of Aras Attracta  
Michael Tobin (Mental Health Services)

Mayo General Hospital  
Mayo Mental Health Services  
Department of Health & Children  
Department of Environment  
Department of Education and Skills  
Department of Community, Rural & Family Affairs  
FAS  
IBEC  
Mayo County Council  
Mayo County Enterprise Board  
Mayo Vocational Education Committee  
Galway Mayo Institute of Technology  
Bank of Ireland  
South West Mayo Development Co.  
Moy Valley LDP  
Erris LDP  
Muintir Mhaigh Eo Dublin  
Muintir Mhaigh Eo Galway  
Cairde Cranmor  
Downs Syndrome Association of Ireland  
People In Need Trust  
National Lottery  
N.L.N.  
Rehab Care

Irish Society for Autism  
Mayo Autism Support Association  
National Federation of Voluntary Bodies  
National Partnership Forum  
Disability Federation of Ireland  
Brothers of Charity Services Galway & Roscommon  
Ability West  
Genio  
St Hildas Athlone  
Inclusion Ireland  
Irish Council for Social Housing  
National Disability Authority  
Special Olympics Ireland  
Western Care Trust  
Griffith Mayo Trust  
The Council on Quality & Leadership  
Castlebar Cycling Club  
C & C Cellular Ltd  
Chefs of Mayo  
Cookstown Textile Recycling Ltd  
A.I.B. Bank  
Mayo Associations - Dublin and New York  
All Public Representatives  
Western People  
Connaught Telegraph  
Mayo News  
Midwest Radio  
Local Media

In addition, we are deeply indebted to all other organisations, and the people of Mayo for their help and support throughout the year.



# Western Care Association



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#### Mission Statement

Western Care Association exists to empower people with a wide range of learning and associated disabilities in Mayo to live full and satisfied lives as equal citizens.

We achieve this through the provision of a comprehensive range of innovative services and supports.

