

Section A – Information about Western Care Association

- **Mission Statement**
- **About Us**
- **Establishment /History of the Organisation**
- **Membership of the Executive Management Team**
- **Roles, Responsibilities & Functions of the Executive Management Team**
- **Membership of the Senior Operational Committee Team**
- **Roles, Responsibilities & Functions of the Senior Operational Committee Team**
- **Link to Policies**
- **Codes of Practice**
- **Annual Report**
- **Organisation & Pay /Grading Structure**
- **Service Level Agreement**
- **Classes of Records held by the Organisation**
- **How to Make a Complaint**
- **Links to other agencies /bodies under Western Care's remit**

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.

We are a voluntary organisation, made up of parents/family members, service users, staff, supporters and volunteers, and, in keeping with our pioneering traditions, we believe in:

- Supporting service users in making choices.
- Community-based services.
- Partnership with families and service users.
- The essential value of the voluntary organisation.
- The vital input of volunteers and friends.
- The principle of accountability.
- The unique contribution of all our staff.
- Partnership, unity of purpose and mutual respect in the achievement of our aims.
- Service through partnership and co-ordination with local and national organisations.
- Continually learning to improve the quality of the way we do things.
- The pursuit of equality of access and full service for all.

About Us

The Organisation has a Service Level Agreement with the Health Service Executive on whose behalf it provides supports and services to people with intellectual disabilities and/or autism in Co. Mayo.

The Association is a voluntary (non-statutory) Organisation, and this voluntary status ensures that:-

- Parents and Friends of its service users make up the membership of the Board of Directors of the Association.
- That voluntary workers are recruited and engaged in supporting service users and staff to enhance service quality and to support community integrations.
- That volunteers are engaged in fundraising and community awareness activities which also enhance service quality and social opportunities.

Western Care is a Company limited by guarantee and a Registered Charity with a Head Office at John Moore Road, Castlebar, Co. Mayo. Ireland. Telephone: 094-9025133

Establishment /History of the Organisation

In 1966, a public meeting was convened arising from a deep concern at the inadequacy of services for children with learning disability in Mayo. Almost two hundred people attended the meeting in a local hotel. The Organisations journey began on that night.

Through fundraising and support from government the Association started providing services throughout the County. Special Schools were the first services developed in the County. St. Anthony's, Castlebar was established initially and St. Brid's, St. Dymphna's and St. Nicholas' followed.

Special Classes were also opened in Ballyhaunis and Belmullet. As the years roll by, there were increased supports for individual children in mainstream schools through the provision of Special Needs Assistant, Autism Resource Workers and a wide range of multi-disciplinary supports based on their needs.

Day Services have and continue to be an important support to many people. Over the years, the number of people availing of these services has continued to grow. The Association is challenged to preserve what people need and value yet find new, different and more responsive ways to meet their needs. In addressing this challenge, the Organisation continually strives to provide more individualised and satisfying arrangements for people. Supporting people to explore the world of work and progress to paid employment, if so desired, is one development to emerge from this quest.

School leavers no longer automatically progress to adult day services, with an increasing number choosing further mainstream training options or proceeding directly to open employment. This is a big change from past years. These are important developments as they signify that people have a greater range of options and are better placed to elect a life path of their own choosing.

Residential Services provide a very necessary and valuable service to those who need them. At one time, group homes were the only option available to people who wanted or needed an alternative living arrangement. However for some time the Organisation has been moving away from congregate group home settings to providing more personally tailored arrangements.

Some people present with more complex needs and we are challenged to find the supports that will be most gratifying. This has required the Organisation to engage in a very substantial person centred planning approach. This process has enabled new living arrangement possibilities to become a reality for people such as home sharing, contract family arrangements or living in their own house. The person may live on their own or with others with some supports provided by a combination of staff, family, friends and volunteers.

We know from our conversations with the people who seek our support and those close to them, and if we are true to our mission statement, that we must do our best to honour their preferences. We will, therefore, be continually challenged to provide different and very

individualised arrangements, acknowledging that people’s needs and preferences may also change over time.

The Association also provide a range of community based supports. They provide a range of services such as Social Work, Psychology, Community Facilitation, Speech and Language Therapy, Occupational Therapy as well as Family Support, Autism Resource Workers, In Home Advisors, Transport and others. Often they provide individualised packages of support to a young child and their family, to a young adult contemplating life options after leaving school, or to an adult who wants to continue living independently.

Executive Management Team

Name	Job Title
Tia Crowley	Chief Executive Director
Clare O’Dowd	Director of Operations
Pauline Brennan	Director of Human Resources
Una Owens	Director of Finance and Corporate Services

Roles, Responsibilities & Functions of Executive Management Team

Role & Responsibilities of the Chief Executive Director

- Lead and manage the organisation on behalf of the Board of Directors, and reporting to it, to deliver the mission of the Association as set out in agreed plans approved by the Board of Directors.
- Ensure the Association meets its legal, regulatory, contractual and financial obligations.
- Manage and lead the Management Team and others to deliver on agreed priorities, individually and collectively, ensuring it is responsive, flexible and inclusive. This will include clarifying the responsibility of each of the elements of the structure.
- Support the Board of Directors to exercise its governance role.
- Support the voluntary structures of Western Care.
- Implement the decisions of the Board of Directors about how Western Care exercises its role as patron of the special schools.
- Develop and implement:
 - Organisation Planning Cycle.
 - Strategy for the Management of Change
 - Leadership and Management practice in line with the leadership development programme.
- Develop a strategy for service users in governance.
- Establish a family advisory committee.

- Represent Western Care on a range of external forums including:
 - National Federation of Voluntary Bodies
 - Governance Committee of Mayo Early Intervention Service.
 - National Federation of Voluntary Bodies Sub-Committee on Quality and Standards.
 - Western Regional Consultative Committee.
 - Mayo Planning/Mayo Consultative Committee.

Role & Responsibilities of the Director of Operations

This section is currently being updated

Role & Responsibilities of the Director of Human Resources

- Lead and manage the Human Resources Department
- Support managers and engage with staff and unions in the management of change (especially associated with cost reduction strategies) using the tools available, where appropriate, for example, the Croke Park Agreement, Haddington Road Agreement.
- Ensure that the HR Policies and practices are current and in line with Employment Law
- Lead the engagement with Unions, Staff, IBEC and HSE in relation to industrial relations issues.
- Establish a Management/Staff Forum to ensure the effective inclusion of staff in decision making.
- Ensure compliance with relevant employment legislation.
- Ensure Western Care has staffing resources to meet its needs.
- Manage Western Care transport services.
- Ensure the appropriate Insurance is in place in the Association and deal with claims as necessary.
- Ensure effective Health & Safety practice in the organisation.
- Explore and develop HR practices to meet the needs in innovative services, including developing job descriptions, including people served in recruitment, compliance with legal requirements and so on.
- Develop and implement a procedure for assessing the safety of people in all environments.

Role & Responsibilities of the Director of Finance and Cooperate Services

- Set out a budget for the year ahead in line with the allocation provided and the decisions of the Board of Directors with respect to the use of those resources.
- Monitor the income, expenditures and cash flow position for Western Care on an ongoing basis, ensuring remedial action is taken in a timely manner.
- Ensure the financial viability of Western Care.
- Develop capacity and competency within the Association to engage in new funding arrangements and resource allocation systems.
- Lead to the development and implementation of a comprehensive fundraising strategy.

- Support and manage the development and sustainability of a voluntary structure to meet the governance needs of Western Care.
- Ensure the proper accounting and use of service users monies.
- Ensure that Western Care is compliant with all applicable financial and accounting legislation, contractual and audit requirements.
- Implement agreed recommendations of internal audit.
- Keep the Board of Directors, people using services and families, and staff briefed on the financial position of Western Care as necessary.
- Manage the capital projects approved by the Board of Directors.
- Support Western Care in understanding the implications of the Value for Money Review.

Senior Operational Management Committee

Name	Job Title
Clare O’Dowd	Director of Operations
Declan Sweeney	Head of Planning & Projects
Anne Nally	Head of Individualised Services
Angela Regan	Head of Day Services
Anne Chambers	Regional Services Manager
Mary Forkan	Regional Services Manager
Noreen Meredith	Regional Services Manager
Marion Earley	Principal Speech & Language Therapist
Noreen McGarry	Community Inclusion Co-coordinator
David Tuomey	Principal Social Worker
Connie O’Regan	Quality and Compliance Manager
Mary Randles	Senior Occupational Therapist
Pat Walsh	Senior Physiotherapist
Post vacant	Principal Psychologist

Role & Responsibilities of the Senior Operational Management Committee

This section is currently being updated

Governance/Management Arrangement

Membership – Board of Directors

Name	Position
Frances Burke	Chairperson Southern Region
Michael Leyden	Company Secretary/Nominated Director
Paddy Geraghty	Western Region
Iarla Duffy	Southern Region
Marie Munnelly	Northern Region
Michael Prendergast	Eastern Region
Marilyn McNicholas	Eastern Region
Ed Rose	Western Region
Kieran McGloin	Nominated Director
Denise Swanick	Eastern Region
Ann Loftus	North Region
Vacancy	Nominated Director

Click below for information on being a Director.

[Link to Company Membership](#)

[Link to Principles of Governance](#)

Policies

Western Care Association has a wide range of policies and procedures that are used to guide our practice and to ensure that the Association is compliant with a range of obligations, as set out under various legislation and regulations. Click [on this link](#) below for access to the following policies under the policy tab:

Code of Conduct
Complaints Policy
Referrals and Admissions External Referral Form
School Leavers Process

Safeguarding Vulnerable Persons

*Western Care Association operates a NO TOLERANCE approach to any form of abuse against people using its service, as the safety and wellbeing of service users is the Association's foremost concern.
Any act of intimidation, threat of violence, act of violence or threat of any type of abuse as defined in the Safeguarding Vulnerable Persons at Risk of Abuse National Policy and Procedure will not be tolerated.*

National Safeguarding Policy for Vulnerable Adults National Safeguarding Flow Chart
Adult Safeguarding Policy
Child Protection Policy

The organisation also has other policies and procedures in place. See also above policy link.

You can get a copy of these policies by emailing info@westerncare.com or phone (094) 9025133.

Codes of Practice

Access statutory regulations, codes of practices, standards and quality assurance programme under the Service Arrangement.

Available on the Health Service Executive website

You can also refer to our Internal Policies.

Annual Report for the Organisation

[Click here](#) to access our 2019 Annual Report under publications.

Service Level Agreement

[Click here](#) to access the current Service Level Agreement under publications.

Organisation & Pay /Grading Structure

Western Care Association salaries are aligned to the HSE Consolidates Pay Scales.

This section is currently being updated

Classes of Records held by the Organisation

Service User Records

Communication Records

Procedure Records

Training Records

Recruitment Records

Personnel Records

Finance Records

Health & Safety Records

Planning Records

Department & Contact Details for Head Office

<p>Head Office Western Care Association John Moore Road Castlebar Co Mayo Ireland Tel: (094) 9029100 (International: +353 94 9029100) Email: info@westerncare.com</p>	<p>Chief Executive Officer Tel: (094) 9029169 Email: ravelle@westerncare.com</p>
<p>REFERRALS should be addressed to Director of Operations Tel: (094) 9029113 Email: cbarrett@westerncare.com</p>	<p>HR Department Pauline Brennan Director of Human Resources Tel: (094) 9029112 Email: hr@westerncare.com</p>
<p>Finance Department Una Owens Director of Finance Tel: (094) 9025133 Email: uowens@westerncare.com</p>	<p>Volunteering Noreen McGarry Community Inclusion Coordinator Tel: (094) 9025133 Email: nmcgarry@westerncare.com</p>
<p>Training Tel: (094) 9029138 Email: jmurray@westerncare.com</p>	<p>Fundraising & Development Teresa Ward, Fundraising Officer Fundraising Department Tel: (094) 9025133 Email: fundraiser@westerncare.com</p>
<p>I.T. Department Post vacant Tel: (094) 9025133 Email:</p>	<p>Quality & Compliance Connie O'Regan, Quality & Compliance Officer Tel: (094) 9025133 Email: coregan@westerncare.com</p>
<p>FOI & Subject Access Requests should be addressed to Data Compliance Officer Tel: (094) 9025133 Email: bnolan@westerncare.com</p>	<p>COMPLAINTS should be addressed to Complaints Officer Tel: (094) 9025133 Email: complaints@westerncare.com</p>

How to Make a Complaint

Please click on [the link](#) below to review our Complaints Procedure under the "Concerns" Tab

Contact Details:

Complaints Officer, Western Care Association, John Moore Road,
Castlebar, Co. Mayo

Tel: 094 90 25133 **Email:** complaints@westerncare.com

Western Care Internal Reviewer, Marion Murphy,
John Moore Road, Castlebar, Co. Mayo

Tel: 094 9025133 **Email:** complaints@westerncare.com

Western Care Website: www.westerncare.com

Director of Advocacy, "Request for Review", National Advocacy Unit HSE, Quality and Patient Safety Directorate, Oak House, Limetree Avenue, Millennium Park, Naas, Co. Kildare.

Tel: 1850 24 1850 **Email:** hselive@hse.ie

Office of the Ombudsman

6 Earlsfort Terrace, Dublin 2, D02 W773.

Tel: 01 639 5600

Email: complaints@ombudsman.ie **Website:** <https://www.ombudsman.ie/>

Confidential Recipient for Vulnerable Persons

Ms. Leigh Gath, Confidential Recipient will operate independently of the HSE to address any complaints or concerns that are raised with her office in relation to any HSE or HSE funded facility.

Ms. Gath can be contacted as follows: -

By post to: Confidential Recipient for Vulnerable Persons.
Training Services Centre, Dooradoyle, Limerick

By telephone: Lo Call 1890 100 014 or mobile (087) 6657269

By e-mail: leigh.gath@crhealth.ie

Links to other Agencies /Websites

Click [on this link](#) to find a list of useful websites