

SECTION B – Information on Functions & Services Provided to the Public

Western Care Association provides services and supports to children and adults with intellectual disability and or autism across Co. Mayo. Since establishment in 1966 we have been to the forefront in developing community based services for people with intellectual disability and /or autism.

An outline of our functions and services are outlined below.

- **Child & Family Services**
- **Adult Services**
- **Community /Support Services**
- **Financial Services**
- **Training**
- **Human Resources Department**
- **Organisation /Administration Services**
- **Volunteering**
- **Fundraising & Development**
- **Special Schools**
- **Location of Services**

Child & Family Services

Child and Family Services work to empower and support children with intellectual disabilities and their families who are living in Co. Mayo. In partnership with families the service seeks to provide children with appropriate opportunities to learn, develop their potentials and live as citizens sharing their rights and responsibilities of their peers. Child and Family Services are based on the following values:

- Understanding and respecting your personal priorities.
- Empowering you to make choices about supports that will respect your daily routines and needs for privacy.
- Working together to main your natural connections, to family and community.
- Assisting you to achieve success for your child based on your priorities one step at a time.
- Enable you to identify possible safety concerns unique to your child.
- Offer information that you might need to enable you to make the best possible choices, by helping you to be well informed about your rights.
- Work with families to enable your child to have the best possible health.

Respite & Residential Services for Children

Respite offers families the opportunity to have a rest from the daily challenges of caring by having the child stay away from home for a short period. During this time away, the child has an extended opportunity to interact socially with peers, develop independence and avail of local community resources.

Respite options can also include:

- Home respite whereby staffing is provided in the child's own home.
- Homesharing, where a family provide supports to the child in their home.

Respite options are discussed through the family social worker and children are introduced gradually to help them adapt to a new experience.

Respite homes are typical homes in local estates or neighbourhoods which enables children to be integrated and interact with other members of the community.

Shared Care

Western Care Association also offers a shared care option to a number of children who may require more frequent periods away from home.

Contact and involvement from family is valued as an important component of this arrangement and reflects our mission to work in partnership with parents.

Summer Schemes

Each summer children avail of local schemes in their own community and are supported by Western Care Association staff to enjoy opportunities and activities alongside their non-disabled peers.

In addition to this, we run a number of smaller schemes specifically for children with intellectual disabilities at various venues throughout the County.

The schemes offers a range of activities;- arts, crafts, sports, trips to local attractions, drama groups, team games etc.

They allow children to have meaningful and positive experiences and opportunities to learn through play, whilst affording the family a break.

EARLY INTERVENTION SERVICES (0-6 years)

Families with children with complex needs aged 0-6 receive services through Mayo Early Intervention Services. This is a collaborative service model supported by Western Care Association, Enable Ireland and the HSE Primary, Community and Continuing Care (PCCC). In order to make a referral to this service you should contact the Mayo Early Intervention Services on 094-90 60234.

Contact & Address Details

Mayo Early Intervention Coordinator
Moneen
Castlebar
Co. Mayo

Telephone: 094-9060234

SCHOOL AGE SERVICES (6-18)

Primary supports to school age children is offered through:

- Social Work
- Psychology
- Behaviour Support Service
- After school Programmes
- Summer Schemes
- Respite

Contact & Address Details

Regional Services Manager for Children
Western Care Association
John Moore Road
Castlebar
Co. Mayo.

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Email: info@westerncare.com

SERVICES FOR CHILDREN AND THEIR FAMILIES WITH AUTISM SPECTRUM DISORDER

GENERAL DESCRIPTION

The Children's Autism Services exists to empower and support children and young people aged 6 to 18 years of age with Autism Spectrum Disorder, and their families, in Co. Mayo.

The service supports families with children of all abilities who have a diagnosis of ASD.

The Children's Autism Team strives to provide information and skills to families to empower them to provide required support for their child.

The service supports families and children to access appropriate opportunities to learn and develop their potential and to live as citizens enjoying the same rights and responsibilities as their peers.

We are working to achieve this through the provision of quality services, delivered in a family centered, individualised, innovative and flexible manner to provide comprehensive support to the children and their families.

We are committed to providing supports that facilitate and enable each family and child to work towards and achieve their unique personal goals.

The Service is based on the following core values and beliefs:

- The families' priorities are what drives the focus of the team. The team will work on the priorities that are important to the family. It is the family that decides what the priorities are.
- The priorities of the whole family are important. We will support the family around priorities they have for their child as well as wider family goals that are important to the family.
- We believe that that the family is the primary source of learning for their child. We strive to provide families with the knowledge and skills that they need to enable their child to reach his/her potential.
- The team works in partnership with children and their families. We respect that parents are the experts about their child and that they may require some additional information about ASD in order to enable them to use this expertise effectively.
- We endeavor to enable parents to have access to balanced information to enable them to make informed decisions.

- We recognise the role of other services in supporting children with ASD, both within the Association and from other agencies, statutory and non-statutory and in particular the HSE and the Department of Education and Skills. We aim to work in partnership with them to offer quality provision to the children and their families.
- We believe that children, young people and their families require support to ensure that they have a voice and the team strives to promote this in our work with them.
- We are committed to enabling children and young people to become valued members of their community and recognise the importance of inclusion.
- The Service works to utilize and enable communities to accommodate and support differences in young people due to their autism. We endeavor to do this by facilitating change within community-based organisations and providing education about ASD within local communities.
- The Service recognises the need for accountability, in particular for the quality of the services offered and the effectiveness of delivery. We believe that it is therefore essential to monitor and evaluate the effectiveness of the service.
- The service is committed to an evidence based approach to the understanding of autism and of interventions and is committed to developing in line with emerging research findings and will seek to contribute to this knowledge base through research and dissemination of our work and experiences.
- Team members bring a unique contribution through their individual experiences and knowledge, providing the resources to enable the Service to work within a multi-disciplinary framework. The Service is committed to the continuing professional development of its members.
- The team works with respect and empathy for children, young people and their families, being open and honest in relationships. Respecting and maintaining confidentiality is an integral aspect of the service.
- The Service works towards providing equal opportunities for all children and young people and their families.

The School Age Service provides support to children and their families from when they enter school until they leave school/the young person turns 18, whichever is later.

For this group of children, the Department of Education and Skills becomes the primary provider and the HSE provides Speech and Language Therapy, Occupational Therapy and Physiotherapy. However the children and family may continue to require access to additional specialist, autism specific services.

The School Age Service is committed to providing home, school or community based services, as these are the principal and natural environments for the child and family.

The programme aims to:

- Support the family, including siblings to develop mutual understanding and promote changes necessary to accommodate the child/young person.
- Support the family to develop each child's/young person's skills.
- Support the family to develop the child's/young person's experience of the community, recognising the importance of age appropriate activities and the skills that support community presence.
- Provide specialist support and advice to the Department of Education and Skills and individual schools to enable them to develop appropriate services for the child.
- Support the family to utilise appropriate after school facilities, if required.
- Contribute to the joint planning of transition of phased school transfer and support the family and child/young person through this process.
- Encourage and support continuity of experience between schools, home and elsewhere.
- Support the child/young person and family's access to additional medical services, particularly if there are mental health needs.
- Support the family and child/young person in the planning for transition to adulthood

(c) Training and Support Groups

Training is a key element of the service; the training provided has three aims:

- To promote the understanding, knowledge and skills of families, the child/young person, and those working with them.
- To promote the understanding of autism and effective practice amongst those supporting people with autism.
- To promote community awareness and understanding and to encourage greater acceptance and accommodation within communities for those with autism.

Training utilises the specialist & multi-disciplinary expertise of the staff team, enabling a broad range of courses and events to be provided. We link with other providers of training in this area to support autism specific training and to avoid unnecessary duplication.

Contact & Address Details

Western Care Association
John Moore Road
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Telephone: 094-9025133
Email: info@westerncare.com

Adult Services

ADULT DAY AND RESIDENTIAL SERVICES

GENERAL DESCRIPTION

In fulfilling our Mission Statement, Western Care Association provides a comprehensive range of services to adults with an Intellectual Disability in Co. Mayo, in order to empower them to live full and satisfied lives as equal citizens.

These services strive to be innovative in the way that they respond to the individual needs of people using services. They aim to elicit a person's needs across a broad spectrum, including training, social, leisure, employment and residential needs. Adult services put in place the correct level of support to facilitate the individual in meeting those needs.

This service provision includes the input of a variety of community disciplines, in conjunction with the person receiving a service, their family, community agencies and other service providers.

Western Care Association's services are located throughout County Mayo to enable each person have a localised service.

SERVICES PROVIDED

(a) A Place to Live

The Association provides a number of models of lifestyle supports. One example is the group home model, where staff are present at all times with the people in order to provide the level of care they need, to support leisure and recreation activities and to facilitate integration in the local community.

Another model used is where people are more independent but need the support of a staff at certain times. This may mean a staff coming to the house for those times or the house being near a group home.

Some people are also supported in living independently in the community.

Such support may be connected to social interaction, leisure activities and money management.

The purpose of all these services is to support the individual to live as independently as possible, with the necessary level of support from the Association.

(b) Respite Services

Western Care Association offers respite services throughout the county. This service is designed to give service users and families, a break. Such services allow an individual to use a group home for a short period of time. This opportunity supports the person to develop their social activities, to learn some new skills in a different location and to experience the opportunity to live away from the family home.

Respite can also be availed of through home-sharing arrangements, where the person would spend time in other people's homes for a short time.

(c) Day/Resource Centre

These services offer a variety of supports based on the needs of the people using them. With a strong focus on community integration they offer:

- Training opportunities across a range of skills for individuals. This training can be offered both within the centre and using community-based facilities.
- Personal enhancement including such important aspects as advocacy and person development.
- The opportunity to experience a range of options in the world of work.
- Leisure and recreation programmes.

(d) Supported Employment

Western Care Association has developed supports to adults with an Intellectual Disability in the world of work. This support incorporates training, coaching, monitoring and social support. The level of support is determined by the needs of the person. Many of these initiatives are developed in partnership with local employers.

This service is provided through the day services/community facilitation services in Ballina, Crossmolina, Belmullet, Foxford, Beehive, Kiltimagh, Ballyhaunis, Westport, Newport, Ballinrobe and Castlebar. The role of the job coach is to support the adult to gain meaningful paid employment in the community. The supports include work analysis, job matching, on the job training, social skills training and any other support as is deemed necessary for the individual adult to continue in their employment.

Western Care are also involved in a partnership with other agencies throughout the county under Department of Social Protection and through funding from the Department of Enterprise, Trade & Employment. This is called Employability Mayo.

The criteria for being referred for this project are: -

- Need to be registered with Department of Social Protection.

- Minimum wage requirement.
- Individual has to work a minimum of 8 hours a week.
- Duration of service 18 months.

(e) Outreach Services

The Association aims to individualise the service to the needs of the person. Those people who do not need or want to avail of a day centre service, may use support in an employment setting, in leisure and recreation and in social integration. This service involves a support worker spending time with the individual in order to support them.

(f) Volunteers and Natural Supports

The participation of members of the local community in the activities of each service is welcomed and promoted.

Families are involved at many levels in services through:

- Direct contact with services that visit their homes.
- Regular contact with day and residential services.
- Formal contact through meetings and discussions about how services can best support them.
- Informal contact through staff they know very well to discuss their concerns and issues as they arise.
- The organisation values and relies on family input in forging a future for people with disabilities in Co. Mayo.

Contact & Address Details

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Area Manager for the West
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Children's Services Manager
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INDIVIDUALISED SERVICES FOR ADULTS

GENERAL DESCRIPTION

Some people are supported to live in individualised arrangements in the community. Support is structured in a way to enable each person engage in valued roles in their own.

Individualised supports are defined as an array of supports, services and resources that are person centred, based on the unique interests of the person, afford the person as much

control over their supports as they desire, and are adaptable as the person's life changes. This means that supports are created around an individual's distinct vision for their life rather than created around a facility or funding stream.

Contact & Address Details

Head of Individualised Services
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Community /Support Services

SOCIAL WORK DEPARTMENT

GENERAL DESCRIPTION

Social Work is a confidential family focused and person centred service available to children and adults with an Intellectual Disability and their families. The Social Work Department has its Social Workers based throughout Co. Mayo to offer a localised and easily accessible service. The Social Worker supports children, adults and families concentrating on the difficulties that arise for a person with an Intellectual Disability and the challenges that this brings to them and their families.

The needs of individuals and families are assessed in the supportive professional approach addressing the concerns of the individuals with intellectual disabilities and their families at any given time. The service is delivered through the provision of a home based approach or within Western Care Association offices. The focus of the Social Work Department is to enable people to address the difficulties as they arise through the use of 1:1 counselling, family counselling, group counselling, group supports, networking, and other appropriate interventions as required.

The role of the Social Worker is to respond to the emerging needs of the individual and their family (where appropriate) in a planned coordinated approach focusing on the particular areas of self-esteem, self-confidence, independence, individual rights and entitlements. The Social Work Department operates as part of a community based multi-disciplinary team put in place to support and respond to the needs of individuals with an Intellectual Disability and their families.

SERVICES PROVIDED

Within the Social Work Department, Social Workers are assigned to the following developing areas.

(a) Early Intervention Services

Western Care Social Work Department have assigned Social Workers to the Mayo Early Intervention Services based in the South and North of County Mayo. Priority is given to supporting parents and siblings on the changes and dynamics that occur in the family after the birth of a child that may have a sensory, physical or intellectual disability. Social Worker focuses on counselling, supports, entitlements, advocacy and protection and welfare. The Social Worker is a member of an Early Intervention Team that ensures co-ordination, communication and full inclusion of families in all decisions and individual plans for their child.

(b) Children's School Age Services

The aim of the Social Work Department is to support children and their families through the presenting issues and challenges that face them while attending their local national, secondary or special schools. Particular attention is given to the area of inclusion and participation in society. Concerns and blockages to this are addressed and anticipated where possible jointly by the family, child and Social Worker. The emphasis of the services is to support children locally ensuring outcomes for children and their families.

(b) Autism specific services

The Social Work Department have assigned a Social Worker to provide Social Work support to children and their families from the stage of diagnosis 6 to 18 years of age. The Social Worker operates as a member of a multi-disciplinary team focusing on the needs of the child and their family. The aim of the Social Worker is to address the presenting issues that arise for the children and their families while putting in supports to enable the children to avail of local pre-school, schooling and community opportunities. Within this service provision there are Autism Resource Workers who are recruited, supported and managed by the Social Worker assigned to the Autism services. The Autism Resource Workers work with children in their family home, pre-school and community setting as agreed between the families and multi-disciplinary team.

(c) Adult Services

The Social Work Department aims to support adults living in independent or semi-independent settings either with their families, relatives, family placements, shared housing or sole living arrangements. The Social Work Department aims to support individuals throughout all stages of their lives by addressing the presenting needs and issues through individual casework, group work (parent groups, peer groups, sibling groups, support

groups) and community work. The emphasis of the service is to enable adults to participate, contribute and live in the community focusing on outcomes for each individual.

(d) Child and Adult Safeguarding and Protection

Where issues of concern around abuse arises for children and adults with an Intellectual Disability the Social Work Department respond in accordance with the relevant national policies and legal requirement (National Policy for Safeguarding Vulnerable Adults and Children's First) and the Associations guidelines for protection and welfare of children and adults with an Intellectual Disability. The role and responsibility of the Designated Person is undertaken by the Principal Social Worker within Western Care Association.

The Designated person is responsible for acting as:-

- A source of advice on child and adult protection matters.
- For coordinated action within the organisation
- For liaising with the Safeguarding Team, Tusla, HSE, Garda and other agencies around suspected or actual cases of child and adult abuses.

(e) Family Support Services

The Social Work Department have responsibility for the recruitment support, training and management of the family support workers. The family support workers are engaged to work in the following defined areas:-

- To support Service Users and their families who require this facility in order to alleviate difficulties and pressures involved in caring for an individual with an Intellectual Disability in their home.
- To support children in availing of pre-school opportunities.
- To support children and adults to avail of community opportunities.
- To support adults with an Intellectual Disability who are living in independent situations.

(g) Home Share Services

The Social Work Department have the responsibility of the recruitment, assessment, training and support of home sharing service providers. Home share is a service where families, partners, and individuals offer opportunities to children and adults with an Intellectual Disability to reside with them over a defined period of time. The Home Sharing service provision is offered in the following context. Planned breaks as required and offered on a respite situation this service is available to both children and adults.

The provision of permanent consistent home sharing opportunities so that individuals can experience continuity and reliability in their chosen living all this arrangement option although this arrangement is a permanent long term one it is reviewed on annual basis by both the service users and the home share provider.

- To offer a crisis response in situations where this is applicable or possible.
- To offer holiday breaks during Christmas, summer and Easter in a planned way.

(h) Community Facilitation

The Community Facilitation service is there to provide support to adults with an Intellectual Disability residing in the community focusing on their living, working and social priorities. This service enables and supports individuals to connect with natural network and support systems in their immediate community. The community facilitators work towards achieving outcomes from agreed intervention plans under the guidance of the principle social worker.

ACCESS TO SOCIAL WORK SERVICES

The Social Work Department operates a duty system between 9.00 a.m. – 5.00 p.m. Monday to Friday at Western Care Association Offices.

Contact & Address Details

Principal Social Worker
Western Care Association
John Moore Road
Castlebar
Co. Mayo.

Telephone: (094) 90 25133
Email: info@westerncare.com

PSYCHOLOGY DEPARTMENT

GENERAL DESCRIPTION

The Psychology Department in Western Care Association believes that people with intellectual disabilities and /or Autism Spectrum Disorder have the right to participate and be included as full and valued members in all aspects of community life. Everything we do is measured against this guiding principle.

We endeavor to provide a range of high quality psychological assessment and intervention services to children and adults with intellectual disabilities and/or Autism Spectrum Disorder.

The Department employs innovative strategies based on best practice. Services are provided in partnership with families, advocates, fellow staff members and a range of community groups and other agencies.

Psychologists work as members of multi-disciplinary teams, including front-line staff, management, Speech and Language Therapists, Occupational Therapists, Physiotherapists, Support Workers etc. and these teams work across the age span from early intervention through to adult services. Inputs are provided directly to service users and families, as well as indirectly in conjunction with families, teachers and other staff members. Direct working

will usually involve Psychological Assessment, behavioural assessment, and intervention based on individual need.

Supports

Supports are provided based on individual needs and include but are not limited to:

- Cognitive assessment
- Behavioural Assessment and intervention
- Counselling
- Family/sibling support
- Support around Sexuality and Relationships
- Training for parents, staff and others

Contact & Address Details

Head of Psychology
Western Care Association
John Moore Road
Castlebar
Co. Mayo.

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Email: info@westerncare.com

SPEECH & LANGUAGE THERAPY DEPARTMENT

GENERAL DESCRIPTION

The Speech & Language Therapy for Children under the age of six, other than those with autism, is provided in the Mayo Early Intervention Service. The focus is placed on maximizing opportunities to teach children how to initiate, interact, communicate, and play within their natural environments, with an emphasis on teaching families how to enhance language within the context of their children's interests and daily lives.

The Speech and Language Therapy service to adults in Western Care is delivered through a person centred approach which is keeping with the values and principles of the Association. Service users are encouraged to use any means and every means to communicate and staff are supported to be aware of the individuals preferred means of communication. This may differ in different situations. This approach is known as "Total Communication". Total Communication is not a method but a philosophy, which aims to maximise communication within all aspects of the service user's life. This support is given through training, consultancy and multi-disciplinary working in respect to the individual.

The Speech and Language Therapist, for adults in Western Care assesses the communication level of the individual and together with the service user, family members, other staff members, and professionals, seek to support the adult service users to become

more independent, to make choices and to be a valued and equal member of their community

Assessment can include a range of formal or informal methods which takes into consideration;-

1. The service users level of understanding communication modalities and ability.
2. Environment - which considers:-
 - a. The barriers and opportunities for communication in any area of the service users life
 - b. The carer's interpersonal style and understanding of the service users.
 - c. The resources available within the environment.

The assessment is carried out with relevant information about the service user provided by family and staff members involved with the service users.

The Speech and Language Therapists working with adults, are also involved, through the Assistive Technology Group in the Association, in supporting service users to understand the spoken and written word by the production of "Easy Read" material. "Easy Read" material, is produced to the needs of the individual, by using pictures and images that are easier to understand and reducing the narrative to its simplest form without losing meaning.

The Speech and Language Therapist also provides training and consultation to Autism Resource Workers and others who work with a child in the service.

Contact & Address Details

Speech & Language Therapy Manager
Western Care Association
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Co. Mayo

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E-mail: info@westerncare.com

PHYSIOTHERAPY DEPARTMENT

GENERAL DESCRIPTION

Physiotherapy provides services to individuals to develop, maintain and restore maximum movement and functional ability throughout the lifespan. This includes providing services in circumstances where movement and function are threatened by disorders, diseases, conditions, pain, injury, ageing, or environmental factors. Functional movement is central to what it means to be healthy.

Physical therapy is concerned with identifying and maximizing quality of life and movement potential within the spheres of promotion, prevention, treatment/intervention, habilitation

and rehabilitation. This encompasses physical, psychological, emotional, and social wellbeing. Physical therapy involves the interaction between the physical therapist, patients/clients, other health professionals, families, care givers and communities in a process where movement potential is assessed and goals are agreed upon, using knowledge and skills unique to physiotherapists. Western Care Association employs a Chartered Physiotherapist in a post divided between the Early Intervention Team, Mayo Services, and Western Care Association's Adult Service.

Contact & Address Details

Senior Physiotherapist
Western Care Association
John Moore Road
Castlebar
Co. Mayo.

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Email: info@westerncare.com

OCCUPATIONAL THERAPY DEPARTMENT

GENERAL DESCRIPTION

Occupational Therapy is the use of purposeful occupation to promote and restore health and wellbeing. Purposeful occupations include the activities, tasks and roles that are meaningful to the person, and the Occupational Therapist uses these to enable the individual to attain their maximum level of function and independence in all aspects of daily living. Occupational Therapy can include the use of occupations as a therapeutic approach, education and training approaches, specific treatment approaches, environmental modification and adaptation and the use of adaptive equipment.

SERVICES PROVIDED

Occupational Therapy provides a holistic, person-centered approach to assessment, intervention and evaluation.

The Occupational Therapist works in a variety of settings to include family homes, playschool, primary school, residential, respite and day services.

Western Care Association employs two Senior Occupational Therapists, one for Children's Services and one for Adult services.

Contact & Address Details

Occupational Therapy Department
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Co. Mayo

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Financial Services

GENERAL DESCRIPTION

The Financial Services of Western Care Association are managed by the Director of Finance. The purpose of the Finance Department is to provide high quality services through skilled and motivated staff within the budget provided, in support of the Association's aims and objectives. This includes:

- Providing financial advice to the Executive Director, Finance and Audit Committee, the Board of Directors and Staff
- Preparing and monitoring of annual budgets
- Developing and implementing accounting standards, policies, systems and practices
- Paying funds for payroll, pension scheme, goods and services
- Preparing annual accounts
- Maintaining accounts, records and vouchers for audit
- Recording and safeguarding the Association's assets
- Securing income of the Association
- Cash flow management
- Staff management and development
- Providing a general routine maintenance and repair to all group homes and centres, through direct staff and contract arrangements where appropriate
- Providing a centralised purchasing function

SERVICES PROVIDED

(a) Accounts

- The Accounts Department processes payments for creditors, telephone/ E.S.B. accounts and petty cash accounts etc.
- Processing of Purchase Requisitions and placing of Purchase Orders.
- Monitoring of tenders and quotations.

(b) Wages

Wages Department is responsible for payment of salaries/ wages/ pensions, processing travel expenses, accounting for statutory and non-statutory deductions, issue of P60s and P45s etc.

(c) Maintenance

The Maintenance Department provides a general routine maintenance and repair service to all group homes and centres through direct staff and contract arrangements where appropriate.

CONTACT DETAILS & ADDRESS

Director of Finance & Corporate Services
Western Care Association,

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Castlebar,
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Training Services

GENERAL DESCRIPTION

The Training Department supports the development of organisational practice and learning in pursuit of person/family centered services so that people's priority outcomes are met. We promote Person/Family Centered practice for people using Association services through the development of staff awareness, knowledge and skills using a variety of training, learning and facilitation supports. The department has an organisational learning function which facilitates the use of evidence based approaches for designing responsive services and promoting innovative models of support.

SERVICES PROVIDED

The Department provides administrative and logistical support to the programme of formal training and manages the training database and reporting process. Staff training is provided in Basic skills (Assurances), Specialised skills (Enhancements) including longitudinal Training programmes.

Basic Skills Training (Assurances)

Basic skills' training includes a practical knowledge of putting the values of Person /Family Centeredness into practice using the methodology of Personal Outcomes . Training in the development and implementation of Person Centered Planning is a foundation skill for direct services staff, clinicians and managers.

Basic skills' training also includes training that addresses the area of Assurances which is the foundation level within the Personal Outcome measures system. This training is focussed on enabling staff to put organisational policies and procedures into practice to assure the Rights, Health, Safety and Welfare of people using Association services. These basic skills events include first aid training, fire safety and prevention, protection of the person's welfare/preventing and addressing abuse, minimal handling, stesolid administration, managing diabetes, additional specialist training for people with specific medical conditions, managing challenging behaviours and basic I.T. skills. Training in these foundation areas aims to ensure that the value of individualised approaches is safeguarded and that staff cultivate an awareness of the requirements to balance safety issues with the protection of the person's rights.

Specialised Skills Training (Enhancements)

Specialised skills refer to more advanced learning in specific topics, or skills that may have particular relevance to a specific area of expertise or profession. Specialised skill development in direct services is connected to Outcomes for people receiving supports. For organisational support services such as Human Resources or I.T. services, the training is aligned to organisational priorities which are informed by the priorities of service users and identified through organisational planning processes.

Strategic organisational priorities are supported through this type of training. For example significant training in support of the outcome ' People Chose Work ' has been provided on the basis of the expressed priorities of service users. This training includes both training in Supported Employment and Systematic Instruction. Significant levels of training are also provided in the area of understanding the value of 'right relationships' and designing innovative approaches to living arrangements. This training initiative is also provided in response to the expressed priorities of service users.

Specialised areas include training in communication, Lamh signing, Irish Sign Language, the Derbyshire and Hannan communication approaches. Additional areas include autism, assistive technologies, behavioural strategies, clinical training for professionals, early intervention approaches, Parents Plus, Investigative training, suicide prevention, mental health, continuing professional development courses and higher order computer skills. Attendance at seminars, conferences and networking events is also supported. Specialised skills training may also include items which have specific relevance to particular outcomes for individuals or addresses people who present with complex challenges through bespoke training for the persons support network.

Building Internal Training Capacities

The Evaluation and Training Department is committed to building internal organisational learning capacity and promotes the development of internal staff trainers across a range of topics and areas. This includes a number of Train the Trainer programmes for organisational staff. Currently Western Care staff provide the following range of training events directly within the association;, Protection and Welfare/Abuse Prevention, Understanding and Managing Challenging Behaviour, Minimal Handling, Stesolid Administration, Safe Administration of Medication, specific Communication Strategies ,Supported Employment and Systematic Instruction. The use of a wide range of internal staff trainers reflects the association's commitment to the development of our staff and to continually expanding our learning potential.

Supporting Projects and Innovations

Department members are represented on Association committees and on a range of working groups including The Rights Review Committee, The Safety in all Environments Group and The Assistive Technology Project.

Contact & Address Details

Training Department
Western Care Association
John Moore Road
Castlebar

Co. Mayo

Telephone: (094) 9025133

Email: info@westerncare.com

Human Resource Department

GENERAL DESCRIPTION

The Human Resources Department is responsible for Recruitment, Retention and all matters concerning Employee Relations in the Association. It provides support to managers in relation to the day to day management and support of employees and engages with employees in relation to various queries. The focus is working in partnership with staff and management to provide quality supports and services.

SERVICES PROVIDED

- The Department is involved in all aspects of work relating to the recruitment, employment and retention of staff in the Association.
- Recruitment – includes setting out the posts, advertising, providing relevant information to potential applicants, interviewing and appointment of employees.
- Ensuring the Association implements statute legislation relating to employment and that it acts in compliance with all statutory legislation.
- Ensuring the Association promotes equality and opportunity in the area of recruitment and in all its dealings with employees.
- Develop and implement Human Resources Policies and Procedures in the Association.
- Management and co-ordination of the Department of Social Protection Community Employment Scheme.
- Negotiations with the recognised Unions on behalf of the Association in relation to staff issues.
- Advocating and representing Western Care Association at national level in relation to employee rights and entitlements.
- Development and maintenance of a comprehensive computerised HR system to support managers with the day to day management of staff.
- To produce, co-ordinate and monitor data relating to Human Resource Planning and information.
- Engage with Wages and Salaries to ensure appropriate information is provided to ensure staff is paid correctly and in a timely manner.
- Record and maintain attendance records for all staff in the Association.
- Manage the sick leave records and employees entitlements to same.
- Manage and ensure adequate insurance cover for all the Association's properties, staff and service users. Processing of all insurance claims.

Contact and Address Details

Director of Human Resources
Western Care Association
John Moore Road

Castlebar
Co. Mayo.
Tel: 094 9025133
Email: info@westerncare.com

Organisation / Administration Services

GENERAL DESCRIPTION

The Organisation and Administration Team comprises of a number of teams and exists to provide daily high quality administrative services through skilled and motivated staff within the budget provided, in support of the Association's aims and objectives. The Team consists of the following teams:

- Personnel
- Accounts
- Wages & Salaries
- Transport
- Maintenance
- Administration /Reception /Switchboard
- F.O.I. /Data Protection /Records Management
- Health & Safety
- Information Technology
- Head Office Facility

(a) Personnel

- The recruitment and employment of staff
- Staff entitlements and benefits, i.e. annual leave, sick pay scheme etc.
- The processing of pay returns
- The co-ordination of FÁS Schemes
- Support the Management in carrying out personnel functions

(b) Accounts

This department consists of one manager and three staff. The role of this department is to;-

- Receipt and lodge income
- Process and pay creditor invoices, purchase on account and petty cash claims.
- Manage purchase requisition and purchase order process
- Pricing and monitoring of tenders and quotations
- Manage bank accounts and prepare bank reconciliations

(c) Wages & Salaries

This department consists of one manager and two staff. The role of this department is to;-

- Process payment of salaries/ wages/ travel expenses
- Accounting for statutory and non-statutory deductions
- Issuing of P60s and P45s etc.
- Compiling and submitting CSO data

(d) Transport

The Transport Department consists of one manager and a panel of permanent and temporary drivers. The department is responsible for the safe transportation of Service Users. The Transport Manager ensures that a daily transport service is provided for service users as required, and also monitors and co-ordinates drivers and the transport system.

(e) Maintenance

This department consists of one manager and a staff team. The Maintenance Department provides a general routine maintenance and repair service to all group homes and centres through direct staff and contract arrangements where appropriate.

(f) Administration/Reception/Switchboard

The Administration team provides day to day administration support to the various disciplines /teams and provides Reception and Switchboard services.

(g) Quality & Compliance/Data Protection /Records Management

The Quality and Compliance Manager supports the quality and compliance agenda in the organisation. This involves strategic support on implementation of the HIQA regulations, incident monitoring process and the corporate /service risk register process. The role of this department is to;-

- Manage the creation /maintenance /closing of Service User Main Files.
- Monitoring and updating of the Association's Service User Database & the NASS database.
- Provide reports from the database.
- Manage FOI requests.
- Manage administrative access requests for records.
- Manage Subject Access requests.
- Ensure compliance with all policies relevant to FOI, Data Protection legislation & GDPR regulation.

(h) Health & Safety

The Health and Safety Officer is responsible to promote, maintain and ensure health and safety standards across the Association. Duties include:

- Regular fire drills /analyzing reports and ensuring appropriate action taken.
- Monitoring of compliance with Environment Emergency Procedures.
- Induction of new staff.
- Liaison with external resources (fire trainers, etc.)
- Keep abreast regarding statutory and other developments related to Health and Safety.

(i) Information Technology

The role of the IT team is to support the development and implementation of integrated systems throughout the Association in accordance with the Association's IT Strategy and timeline. The day to day management of the department includes;

- Delivery and management of I.T. infrastructure and associated systems within the assigned budget
- Manage relationships with suppliers /consultants to ensure they understand our expectations and deliver in accordance with our requirements
- Liaise with managers at all levels to deliver appropriate I.T. supports
- Provide continuous people management support to employees in the department.

(j) Head Office Facility

A member of the HR Department is responsible for the day to day running of the Head Office facility. There is one full time caretaker /janitor and 3 part time cleaning staff involved. Main responsibilities include;-

- Ensure ongoing upkeep and maintenance of the building
- Ensure security of building and occupants (employees and visitors)
- Understand and respond to office /meeting room needs of various teams
- Ensure all employees in this team understand their role, responsibilities and the expectations of them. Provide regular feedback on performance and discuss development & training needs.

ACCESS TO ADMINISTRATION SERVICES

Western Care Association's Offices at John Moore Road, Castlebar, Co. Mayo are open from 9:15 a.m. – 5:00 p.m. Monday to Friday. A member of the public wishing to make a general inquiry may do so at reception and will be assisted by the receptionist or one of the staff members of the organisation who will advise them of the procedures to be followed.

Contact & Address Details

Head Office
Western Care Association
John Moore Road
Castlebar
Telephone: (094) 9025133
E-mail: info@westerncare.com

Organisation /Administration Contact Person - ask to be connected to the relevant Manager of the above departments.

Community Inclusion & Voluntary Networks

The Community Inclusion Coordinator supports and facilitates local services and individuals to connect and contribute to their own communities. This is done by facilitating inclusion projects and developing volunteer networks. It also includes working alongside other Community Groups in the County.

Benefits of Voluntary & Natural Supports:

- Develop existing and new relationships
- Increase Community Connections
- Promotes Independence and Growth
- Raises People's Status in local Communities and creates a Positive Image
- Exposed to a broader range of experiences from which to choose from
- Develops Social Roles
- Participation in local club, societies and groups
- Promotes Social Capital

Services Provided:

- Develop and Support Community partnerships.
- Support Service Planning on Inclusion
- Facilitate Inclusion workshops for individuals and staff teams.
- Community Awareness and Inclusion training for Community groups.
- Support individuals to access and contribute to their own community
- Manage Social Farming Project
- Coordinate all inclusion projects with GMIT
- Support Inclusion projects around the County.
- Recruit, place and develop Volunteer networks connected to Services.

Community Inclusion Work:

- Lead out and develop Community Partnerships and projects at strategic level in the county and represent the disability and inclusion agenda.
- Support and facilitate local services to connect and contribute to their own communities, including accessing mainstream resources available through other community organisations.

Core Principles:

- Focus on People as Active Citizens
- Each Person has a contribution to make to society.
- Everyone needs a sense of belonging based on shared interest.
- Good lives are built around relationships.
- Build inclusive societies that benefit everyone.

Community Inclusion through Volunteering

What Type of Volunteer Opportunities are there? Western Care invite volunteers in a whole range of different things. Depending on what you like and do, and how much time

you have to give, there is usually something for everyone. Volunteers are matched to roles based on their interests, availability and what opportunities exist. This could include:

- Matching people's hobbies and interests together to form a basis for friendships to develop.
- Encouraging volunteers to use their skills to teach someone something new.
- Setting up/getting involved in local activities, to include people socially in their own communities.
- Inclusion in existing clubs and societies, e.g. local drama groups, art groups, choir, neighbourhood watch, card playing, etc.
- Organise events, e.g. Summer/Christmas Party, Days Out, etc.
- Corporate Volunteers: this is where companies get involved with either project work or can pledge volunteer hours from their staff team.
- We also advertise Volunteer Opportunities with the Mayo Volunteer Centre www.volunteermayo.ie

How do I get involved?

- You can contact the Community Inclusion Coordinator, Noreen McGarry, or your local Western Care Service for information and an Application Pack.

Volunteer Placements are subject to:

- Garda Vetting and Overseas Police Clearance (where applicable)
- 3 written references
- Completion of the Children's First Online Training

Contact & Address Details

Noreen McGarry
Community Inclusion Coordinator
Western Care Association
John Moore Road
Castlebar
Co Mayo
Telephone: 094 9029193
Mobile: 087 121 7726
Email: nmcgarry@westerncare.com

Fundraising & Development Department

GENERAL DESCRIPTION

The fundraising and development department of Western Care Association manages and supports:

- Fundraising projects, events or ideas that can arise from staff, from people outside the organisation, from the department itself, or from other sources.
- To develop and support the Community and Voluntary Sector of Western Care Association.
- Support the Branches and Regions to function efficiently.
- Build and develop strategic alliances and partnerships with a wide range of community groups, enabling Western Care Association to contribute to the development of the local community.

Compliance Statement

Commitment to Standards in Fundraising Practice

Western Care Association is fully committed to achieving the standards contained in the [Statement of Guiding Principles for Fundraising](#), which have been developed by the Irish Charities Tax Research Ltd (ICTR). We have formally discussed and adopted the statement at a meeting of our Board of Directors.

The statement exists to:

- Improve fundraising practice.
- Promote high levels of accountability and transparency by organisations fundraising from the public.
- Provide clarity and assurances to donors and prospective donors about the organisations they support.

Western Care Association have considered the statement, and believe that we meet the standards it sets out.

Western Care Association's report on our fundraising activities is available in our most recent [Annual Report](#).

Western Care Association welcome feedback from the public on our performance in relation to our fundraising practice, as set out in our Feedback & Complaints statement.

For more information about ICTR's Statement of Guiding Principles for Fundraising, see the Fundraising Principles section of the ICTR website, www.ictir.ie/content/fundraising-codes-practice.

Donor Charter

As a charity seeking donations from the public, Western Care Association is committed to and aims to comply with the Statement of Guiding Principles for Fundraising. Our pledge is to treat all of our donors with respect, honesty and openness. We commit to being accountable and transparent so that donors and prospective donors can have full confidence in Western Care Association. We commit that you under our Donor Charter will:

- Be provided with access to our most recent audited financial statements.
- Be assured that information about your donation is handled with respect and confidentiality.
- Be assured that donations will be acknowledged in an appropriate and timely fashion.
- Be assured that donations will be used for the purposes for which they were given, and in the best interests of those to whom we provide supports and services.
- Be informed of the identity of those sitting on Western Care Association's Board of Directors, and that those Directors will exercise prudent judgement in their responsibilities.
- Be provided with easy access to our procedure for giving feedback and making complaints in relation to donations and fundraising activities.

Feedback & Complaints in relation to Donations and Fundraising activities

Western Care Association is very grateful to the public and those that support us, financially and otherwise. We are committed to achieving the highest standards in fundraising practice, and we will listen and respond to the views of the public, members of the organisation and staff, and our supporters, so that we can continue to improve our practice. Western Care Association welcomes both positive and negative feedback in relation to our fundraising activities.

In relation to feedback and complaints, we aim to ensure that:

- It is as easy as possible to give feedback or make a complaint.
- We treat all complaints seriously.
- We attend to feedback and complaints in a responsive and speedy manner.
- We will respond with clear explanation, and any appropriate necessary action to deal with issues raised.

Complaints

In general, any person with an issue or concern around fundraising or donations should discuss this with the person they are dealing with in the organisation in the first instance. Most issues can be resolved informally in this way.

If you are dissatisfied with the response you receive, and feel that your complaint has not been resolved satisfactorily, you can refer your complaint to Una Owens, Director of Finance and Corporate Services, Western Care Association, John Moore Road, Castlebar, Co Mayo, info@westerncare.com, who will investigate your complaint fully and endeavour to resolve it.

Disclosure Statement

Western Care Association is open about whether those seeking donations on our behalf are volunteers or employees of Western Care Association. We do not use third party agents to fundraise on our behalf.

Anyone fundraising on behalf of Western Care Association must ensure that prospective donors are aware of their status, i.e. whether they are volunteers or employees of Western Care Association

Clothing and Textile Recycling

You can recycle your unwanted clothes and textiles and at the same time support Western Care Association)

By recycling:

- you will divert textile waste from landfill
- your textiles will be processed here in Ireland
- your textiles will be 100% recycled
- your textiles will earn a significant donation to Western Care Association Services

Contact & Address Details

The Fundraising and Development Department
Western Care Association
John Moore Road
Castlebar
Co. Mayo

Telephone: 094-9029100
Email: info@westerncare.com

Special Schools

Western Care Association is patron of four special schools located in Castlebar and Ballina. The special schools are under the remit of the Department of Education and Skills and Boards of Management are in situ in all schools.

- St. Brid's Special School, Castlebar Anthony McCormack, Chairperson
- St. Anthony's Special School, Castlebar Joe Staunton, Chairperson
- St. Nicholas' Special School, Ballina Oliver Rouse, Chairperson
- St. Dymphna's Special School, Ballina John Gordon, Chairperson

Location of Services & Contact Details

| List of Services & Contact Details for the Organisation | | |
|---|---------------|---------------------------------|
| Service Name | Area Manager | Contact Details of Area Manager |
| Mountain View Residential and Respite Services | Anne Chambers | |

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|---|-----------------|--------------------------------|
| Lakeside Residential Service | Anne Chambers | Anne Chambers 094-9025133 |
| Slieve Rua Residential & Respite Services | Anne Chambers | |
| Woodview Residential Service | Anne Chambers | |
| Westside Residential Services | Anne Chambers | |
| Newport Resource Centre | Anne Chambers | |
| Carrowbeg Day Service | Anne Chambers | |
| Cranmor Day Service | Anne Chambers | |
| Achill Day Service | Anne Chambers | |
| Pine Grove Residential Service | Declan Sweeney | |
| St. Rita's Residential Service | Declan Sweeney | |
| Abbey Respite & Residential Service | Declan Sweeney | |
| Acorn Residential Services | Declan Sweeney | |
| Mayfield Residential Service | Declan Sweeney | |
| Forest View Apartments | Declan Sweeney | |
| Barr an Chnoc Residential | Declan Sweeney | |
| Ballyhaunis Training Centre | Declan Sweeney | |
| Primrose Hill Day Service | Declan Sweeney | |
| St John's Day Service | Declan Sweeney | Noreen Meredith 094-9025133 |
| Aras Aoibhinn Residential Service | Noreen Meredith | |
| Glade House Residential Service | Noreen Meredith | |
| Hill View Respite & Residential Services | Noreen Meredith | |
| Cois Fharriage Residential & Respite Services | Noreen Meredith | |
| Ridgepool Training Centre | Noreen Meredith | |
| Beehive Day Service | Noreen Meredith | |
| Scannan Day Service | Noreen Meredith | |
| Ballina Hub | Noreen Meredith | |
| Behy Road Day Service | Noreen Meredith | Anne Nally |
| Belmullet Training Centre | Noreen Meredith | |
| Individualised Services | Anne Nally | |
| Ait Ellie Residential Service | Anne Nally | |
| Hillfort View Residential Service | Anne Nally | |

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|--|---------------|------------------------------|
| Newlands Residential Service | Anne Nally | Anne Nally 094-9025133 |
| Woodlands Residential Service | Anne Nally | |
| Greenlands Residential Service | Anne Nally | |
| Rose Cottage Residential Service | Anne Nally | |
| Windmill View Residential Service | Anne Nally | |
| Bayview Residential Service | Anne Nally | |
| Lannagh View Residential Service | Mary Forkan | |
| Cheile Creidim Respite Services | Mary Forkan | |
| Blath na hOige Residential Service | Mary Forkan | |
| St. Francis Residential Service | Mary Forkan | |
| Cois Locha Residential & Respite Service | Mary Forkan | |
| Cherry Blossom Residential Service | Mary Forkan | |
| Thomas Street | Mary Forkan | |
| Vocational Training centre | Mary Forkan | |
| St. Hubert's | Mary Forkan | |
| Ceol Na Abhainn Residential Service | Ciara Duggan | |
| Orchard Grove Residential Service | Ciara Duggan | |
| Abbeydeale Residential Services | Ciara Duggan | |
| The Acres Residential Service | Ciara Duggan | |
| Orchard Grove Residential Service | Ciara Duggan | |
| Abbeytown Residential Services | Ciara Duggan | |
| Count Me In | Ciara Duggan | |
| Bridge Day Service | Ciara Duggan | |
| Cluainin Training Centre | Ciara Duggan | |
| Cara Respite Service | Ruth Kneafsey | Ruth Kneafsey 094-9025133 |
| St. Stephen's Respite Service | Ruth Kneafsey | |