

WEST LIMERICK INDEPENDENT LIVING CLG

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ANNUAL REPORT 2018



West Limerick Independent Living

Willing to Assist



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ANNUAL REPORT

Introduction

West Limerick Independent Living was established in 1997 to develop and deliver personal support services to people with disabilities in the Mid-West, as well as to project a positive image and perception of people with disabilities. As a community based, consumer driven, nonprofit organization, our services are designed to enable persons with disabilities to achieve maximum independence and fully participate in all aspects of community life. West Limerick Independent Living is a company limited by guarantee, not having a share capital.

REGISTERED WITH

Authority	Identifier
Charities Regulatory Authority (CRA)	20037192
Companies Registration Office (CRO)	271412
Revenue (Charities Unit) (CHY)	12592

West Limerick Independent Living supports people with disabilities by way of:

- Providing facilitated Personal Assistant services
- Providing a fully accessible transport service
- Raising awareness on disability issues
- Providing information on personal support services

Under our Customer Service Standards, each and every West Limerick Independent Living service user can expect courtesy and respect, fairness, clarity, accessibility, timeliness and responsiveness.

ORGANISATIONAL BOARD

BOARD MEMBERS	
Mr. Ben Lenihan, Director & Chairman	IT Department at University of Limerick and is a person with a disability
Mr. John Creedon, Director	Report Technician with Pallas Foods IT Dept. A member of the Irish Wheelchair Association and the Disabled Driver Association. PA Service User
Mr. David Noonan, Director	PA Service User. Retired. Background in business and is a person with a disability.
Mr. Donal Cooper, Director	Vast experience in the community and disability sector and former board member of People with Disabilities Ireland.

HSE Service Level Agreement

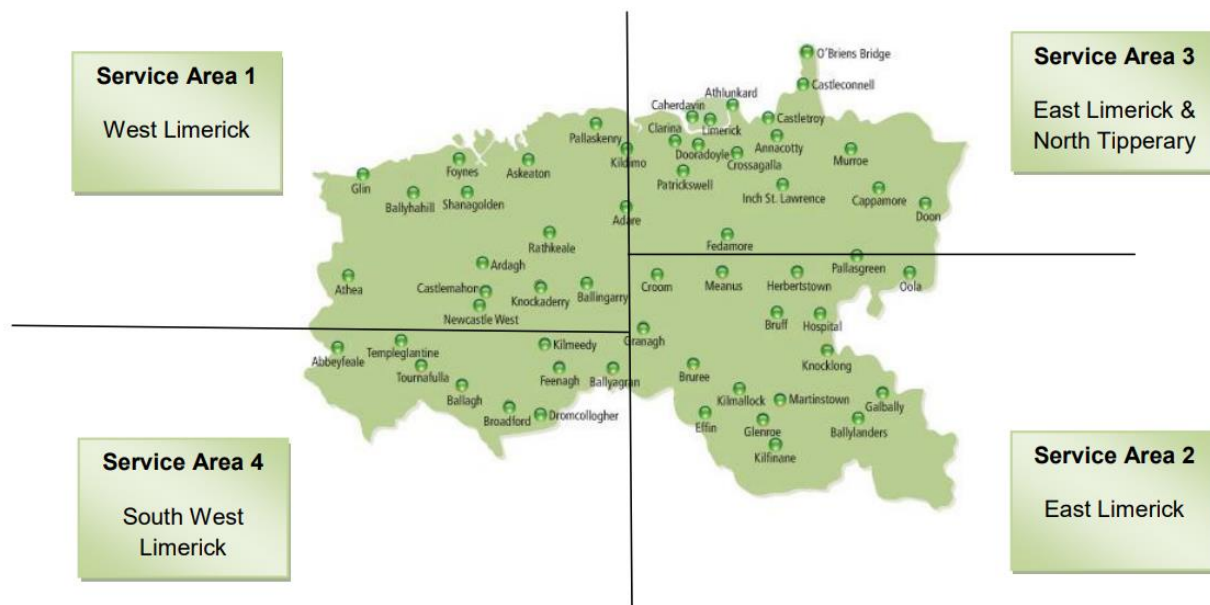
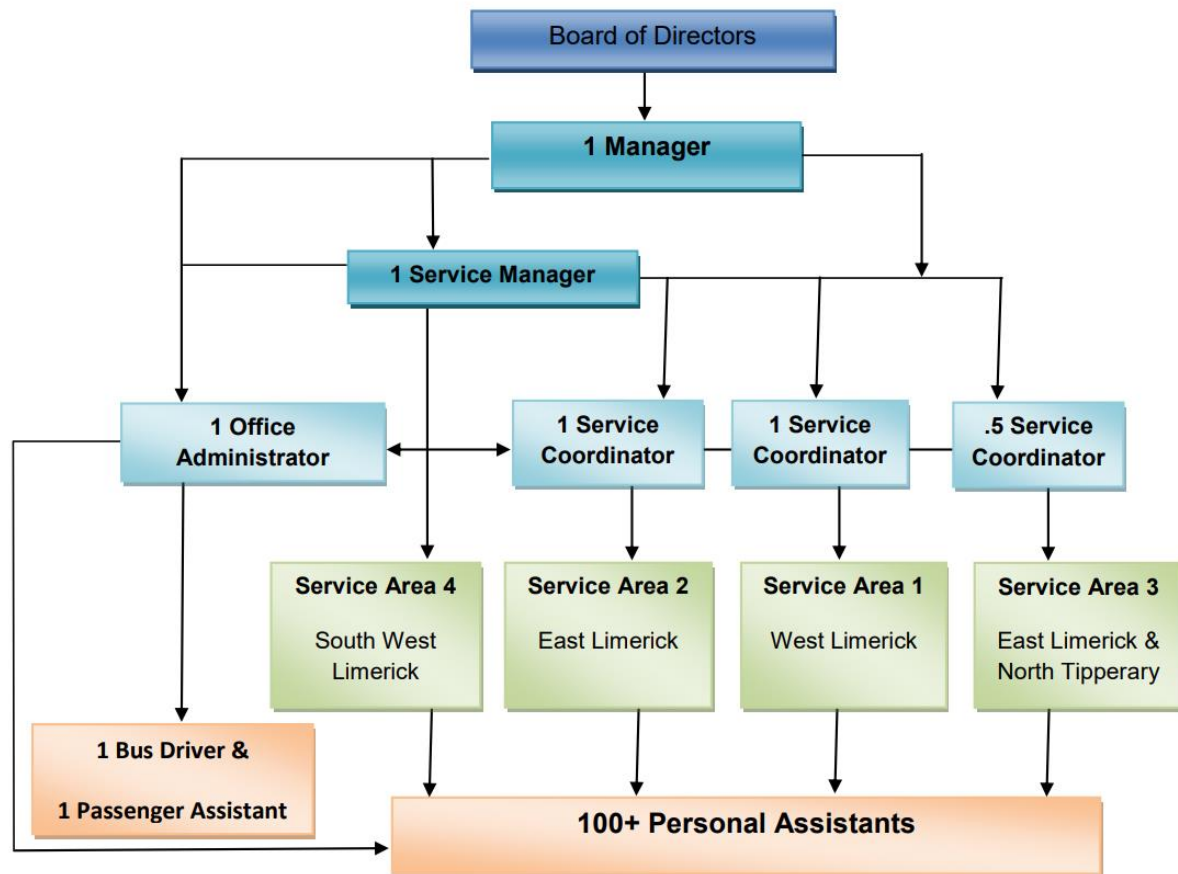
West Limerick Independent Living like many other organisations/agencies that are funded under Section 39 of the 2004 Health Act to deliver a Personal Assistant service (domiciliary care service) which is similar or ancillary to those of the HSE.

Section 39 of the 2004 Health Act titled, 'Assistance for certain bodies' directs that:

Section 39 bodies related to agencies / groups undertaking services which are similar or ancillary to those of the HSE and to whom the HSE is providing grant aid to do so. However, the HSE would not be legally or statutorily obligated to provide such services.

All organisations are required to sign a service level agreement which is a contract between the HSE and agency to deliver a service that complies with all relevant standards and legislation.

COMPANY ORGANISATIONAL CHART



CHAIRMAN'S REVIEW

West Limerick Independent Living seeks to forge meaningful and just social contracts, between our service users and those who work within the organisation, in a manner that contributes to the common good and helps to create a more equitable society. As one of the largest providers of Personal Support Services to people with disabilities across Limerick City and County, the primary objective of West Limerick Independent Living is to provide support services to people with disabilities in our community.

These include the Personal Assistant service, one of the key services offered by the Independent Living movement. Thus, the organisation seeks to promote self-empowerment to overcome the disadvantage imposed by physical impairments.

2018 presented a number of challenges for West Limerick Independent Living as the organisation continues to endure the impact of cutbacks in previous years. Nevertheless, we will keep striving for funding to be reinstated in an effort to remain competitive in every facet of our organisation. Furthermore, while the number of promotions from within the organisation is indicative of the well-qualified and dedicated staff in West Limerick Independent Living, recruiting and retaining new staff remains a concern.

Our country and economy remain in a period of growth and all involved in our organisation look toward the future with optimism. Recent reports from the European Commission predict that our economy will continue to grow by 4.1% this year, albeit down from its earlier projection of 4.5%. While this must be recognised as something positive for our community and country, it does have some potentially difficult implications for West Limerick Independent Living. Increasing insurance costs, additional regulatory responsibilities including GDPR and rising wages will inevitably lead to inflated business costs. Nonetheless, the recruitment of suitably qualified personnel is integral to guaranteeing the high standards of service that we strive for and that our clients expect. This remains a key priority for the organization.



Mr. Ben Lenihan
Chairman

On a positive note, I would like to take this opportunity to congratulate the trustees, staff and volunteers of West Limerick Independent Living on achieving the Trusted Charity Mark. Using the Trusted Charity standard helps guide us as we improve governance, systems and procedures, all of which contribute to a better quality of service for our users. A special mention must go to Linda McElligott (Trusted Charity Champion), Margaret O'Brien, Trish Kavanagh, Laura Denihan, Trish Cunningham, Sinead Walsh, Stephany Shine, John O'Connor and Gerard O'Connor for their remarkable effort in achieving this goal.

Finally, 2019 promises to be an exciting year for West Limerick Independent Living as we build on the plans put in place in 2018 for a significant refurbishment of our premises on Station Road. The project will maximise the use of existing floor space, incorporate a car-port and provide additional parking for both staff and service-users.

On behalf of the board, I would like to acknowledge the efforts made by everyone involved to ensure that we continue to meet the needs of those we serve. I would like to acknowledge the unrelenting commitment of the board members. Their willingness to devote their time, their dedication and their absolute determination to uphold values like equality and fairness mean that it is a pleasure to work with such an organisation. I would also like to thank all the staff whose enthusiasm and work-ethic ensure that we continue to provide quality support to clients. I would like to give my personal thanks to all our service coordinators, for once again providing excellent service to our clients. I wish all the best to all our service users and staff, management and members of the board going forward in 2019.

Thank you,

Ben Lenihan

Ben Lenihan

Chairman

West Limerick Independent Living

Managers Foreword

With this annual report of West Limerick Independent Living, we hope to provide our service users and their families, our staff and our funding agencies with an overview of the work of the company in 2018, as well as providing full details of our financial position. A number of goals have been reached in our three-year strategic plan, management structures overhaul, upgrade our existing vehicle, Trusted Charity Mark (formally PQUASSO) and progress on upgrade of the company offices is at tendering stage.



Mr. Gerard O'Connor
Manager

Discussions between the HSE and West Limerick Independent Living continued in 2018 to try and reach an agreement regarding a new cost per hour of service to address the losses sustained by West Limerick Independent Living in recent years.

In recent years, great changes have come about in regulation and governance of services, the issue of over-regulation, the extra administrative and financial burden it places on organizations like West Limerick Independent Living, greater balance is required between the need to account for money invested and the need to ensure that best outcomes are being achieved from that investment. There is a sense among many organisations that there is an over-emphasis on regulation and accountability, to the detriment of actual outcomes for individuals.

The combination of over-regulation with cuts to disability services of 9.4% from 2008 to 2015, despite the increase in demand for services, puts additional pressures on voluntary organisations, to adequately respond to service needs. While acknowledging the need for full accountability for public funding received, there are capacity issues in meeting these requirements, increased bureaucracy, paperwork etc., particularly in the absence of additional resources.

The issue of pay restoration for Section 39 organisations, who duly implemented pay cuts as directed, face a serious challenge in terms of their ability to retain and recruit the best possible people in what is an already very difficult and competitive employment market.

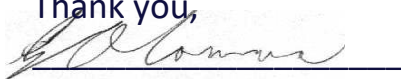
The ratification of the UN CRPD in 2018 will change people's expectations of service models. Of particular relevance, Article 19 – Living Independently and being Included in the Community Sets out the right of a person with a disability to live where they want. It also includes the right to be fully included in the community. States must provide the supports needed to achieve these outcomes, including Personal Assistance. All mainstream community services should be available to people with disabilities.

The Taskforce on Personalised Budgets is currently finalising their report, which contains 18 recommendations for a framework for Personalised Budgets. This will provide more choice for individuals, and should support the movement towards more person centred services in the community in line with the objectives of the UN CRPD. Huge importance to supporting community living is the Personal Assistant service, which has not received any extra funding since 2008. Funding packages need to be targeted at the types of services that support people with disabilities to live in their communities, to - amongst other things - avoid the on-going placement of younger people with disabilities in nursing homes.

2018 was a challenging year, a year in which we delivered a total of 71,906 personal support service hours to 145 people with disabilities over a wide range of locations across the Mid-West. Comparing to 2017 where a total of 67,285 personal support service hours were delivered to 139 people. One of the main challenges was recruiting and retaining staff due to increased demand for staff by service providers in the care sector.

2018 was a challenging year financially for West Limerick Independent Living, with an operating turnover of €1,709,869 which is up from the 2017 figure of €1,576,941. I wish to acknowledge the work of the excellent front-line staff, the Board, Management and all Staff and I would like to take this opportunity to thank them most sincerely for their hard work and commitment throughout the year.

Thank you,



Gerard O'Connor

Manager West Limerick Independent Living

Transport Service



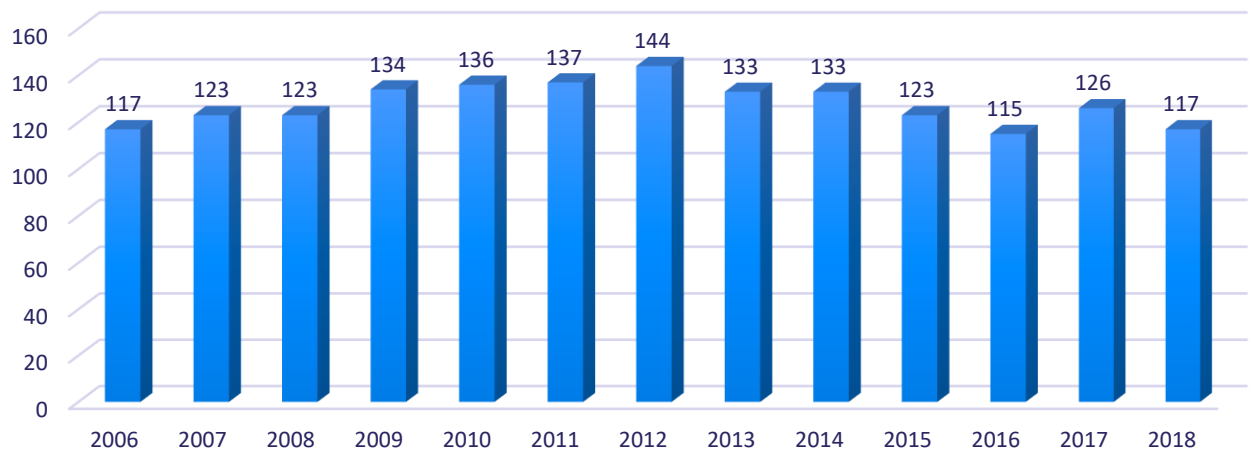
In 2018 West Limerick Independent Living invested in a new Mercedes Sprinter mini bus. This is a major investment in our transport service, the total capital expenditure was just short of €80,000, and a very special thanks to the JP McManus Benevolent Fund for funding of €10,000 towards the vehicle cost with the remaining cost met by West Limerick Independent Living. The service provided over 2,000 single passenger journeys, delivering the service to passengers with mobility impairments in County Limerick.

No major changes to our transport operations in 2018, the majority of the passengers who use the service go to Enable Ireland services on a daily basis, the remainder attend Headway and HSE Training Center and other once off passenger trips.

- The day to day funded of this service is met by the Health Service Executive – West under their transport and socialization support program and West Limerick Independent Living.

Staff Levels in 2018

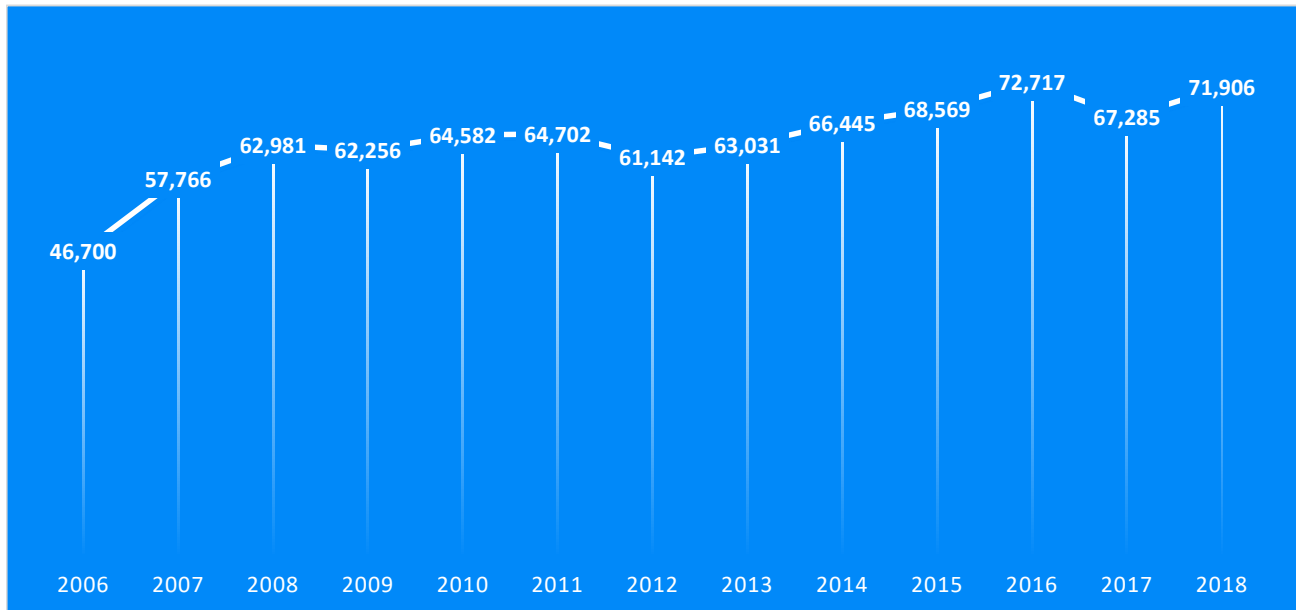
Year ending 2018, West Limerick Independent Living had 117 staff members on the company payroll, this figure include management. High staff turnover continues to be a pressure point, PA recruitment is proving very difficult, we have been advertising on an on-going basis with limited results.



PERSONAL SUPPORT SERVICES (PSS)

West Limerick Independent Living delivered Personal Support Services to 145 people with disabilities during 2018. Planning and delivery of Personal Support Services was developed and implemented in partnership with the HSE. In total West Limerick Independent Living delivered 71,906 hours Personal Support Services to people with disabilities during 2018.

Table of PSS Hours delivered from 2006-2018



HSE Limerick & North Tipperary Personal Support Services Monthly Hours

Service Descriptor	Total client	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
PA Service (PSD) L	21	897	911	1,092	1,192	1,490	1,192	1,283	1,406	1,147	1,063	1,330	980	13,983
Home Support (ID) L NT	14	597	607	727	488	610	488	448	547	433	634	797	637	7,013
PA Service (PSD) L	89	3,406	3,476	4,133	3,720	4,407	3,370	3,401	4,339	3,560	3,520	4,406	3,479	45,217
Home Support (ID) L NT	21	528	534	715	369	475	445	373	445	402	429	549	430	5,694
Total	145	5,428	5,528	6,667	5,769	6,982	5,495	5,505	6,737	5,542	5,645	7,082	5,526	71,906

TRAINING

“Employee development is a shared responsibility of management and the individual employee.”

FETAC (QQI) Level 5

As part of our Service Level Agreement (SLA), all newly recruited staff i.e. if the person has started the Fetac Level 5 Qualification Award or indeed agrees to have it completed by a certain date they will be allowed by the HSE to be recruited by an agency after January 2017.

- 43 Personal Assistants have full QQI Level 5 Care Skills or higher award.
- 36 Personal Assistants have a number of QQI Level 5 modules completed.
- 14 Personal Assistants have no QQI Level 5 Care Skills completed.

We contributed €400 towards the cost of this training for 3 employees.



Other Training

Other training in 2018 included:

Training Course	Staff Numbers	Cost
Fire Warden Training	1 person	Cost €195
Conflict Management & Resolution	1 person	Cost €245
First Aid Training	3 people	Cost €375
Dementia Training	30 people	Cost €450
Psychology Training	2 people	Cost €470
Safeguarding Vulnerable Persons	27 people	Free

Trusted Charity Mark (formally PQUASSO)

West Limerick Independent Living has recently achieved the Trusted Charity Mark award recognising the excellent work it does as a third sector organisation in Ireland.

Trusted Charity is part of the National Council for Voluntary Organisations (NCVO) and is the only UK quality standard designed to help third sector organisations operate more effectively and efficiently. West Limerick Independent Living was assessed against the 11 standards of effective practice in Trusted Charity, including in governance, leadership and management, managing staff and volunteers and managing resources, and proved to meet all standards.



Company Website

In 2018, West Limerick Independent Living redeveloped the company website to meet the changing needs of our clients, staff and the general public. The new website uses a responsive design which is an approach to web page creation that detect the visitor's screen size and orientation and change the layout accordingly.

Because responsive web design is mobile-friendly, it improves usability and readability on mobile devices. More and more people are using a mobile device to browse the web, read policies and fill forms.

Company Offices Redevelopment

The redevelopment of our existing offices on Sheenan's Road has progressed in 2018 with the following:

- We successfully completed purchase of site/land from Shannon Properties for proposed car park. After negotiations, Shannon Properties agreed to sell site to West Limerick Independent Living for €18,000 excl VAT.
- Pat O'Connell Design & Drafting Solutions prepared new design options for the office redevelopment and car park.
- Limerick City & County Council agreed planning permission to commence work on site car park and building renovations.
- Our application to Limerick Fire Service for Fire Cert and Access Cert was granted in 2018.
- Bermingham Brendan F & Associates are preparing the tender documents and specifications. They should have the tender documents and specifications complete by March 2019 to go online.
- The board are hoping for a speedy tender process with competitive quotes and a builder available to start the project in June.

Annual Health and Safety Report

This report provides information on the performance of West Limerick Independent Living against its safety objectives. This is set in a context of the organisations safety statement, range of activities with corresponding risks, and arrangements put in place to control these.

On an annual basis, WEST LIMERICK INDEPENDENT LIVING evaluates the extent to, which the Safety Statement, Policies and Procedures were effective during the previous twelve months. This report will show the level of resources committed to Safety, Health and Welfare, any special preventative measures taken and data on occupational injuries and ill-health in the workplace and include details such as:

- Safety Statement reviews
- Risk Assessment reviews
- Health & Safety Training completed
- Numbers of recorded incidents
- New safety arrangements put in place during the year

Safety Statement & Risk Assessment Review

The Safety Statement and Risk Assessment was reviewed in 2018 and there was a number of updates made to the Risk Assessment by management.

Assigned Safety Responsibilities:

First Aiders:	Ms. Trish Cunningham & Trish Kavanagh
Fire Wardens:	Ms. Laura Denihan
Health and Safety Coordinator:	Ms. Margaret O'Brien
Safety Representative:	Lynda McElligott, Margaret O'Brien, Trish Kavanagh and Laura Denihan

West Limerick Independent Living and Safety Policy

West Limerick Independent Living will continue to review annually and communicate Health and Safety policy that provides a clear statement of commitment to provide a safe and healthy place of work. The Policy contains commitment to ensure that:

- West Limerick Independent Living complies with current safety legislation,
- hazardous activities are identified, risk assessed and controls implemented,
- suitable training, information and instruction is provided,
- there are arrangements for consultation between staff, and management on health and safety issues,
- resources are made available for safety.

West Limerick Independent Living has a range of activities and a correspondingly range of risks to be managed. The range of risks can be summarised as follows but is not exhaustive:

- Activities involving manual handling and lifting.
- Activities where people work alone.
- Frequent and prolonged use of workstation equipment.
- Areas where there is potential for people to slip, trip or fall.

West Limerick Independent Living manages these risks through the implementation of general arrangements for safety that include:

- Arrangements for reporting incidents, near miss incidents and dangerous occurrences.
- Fire risk assessment and fire safety precautions.
- Safety training and instruction.
- Workstation assessment and provision of eyesight screening.
- Communication and consultation on safety matters (Safety and Health Committee).

Health & Safety Training

44 staff undertook training in good manual handling technique and risk assessment to reduce or eliminate manual handling associated injuries. Manual Handling training was provided to staff members who required instruction, by Optima Training an offsite Manual Handling company's when required, the training is refreshed on at least a three yearly basis or more frequently, if identified through the review of accident and illness records.

In 2018 Health & Safety Training was organised for company employees over five training days, a total of 44 employees completed the training. The cost of the training was as follows:

- Training Providers €1,680
- Training venue hire €0.00
- Employee staff costs €3,225

People attending these courses were reminded and encouraged to report injury from manual handling activities so that the full extent and potential of manual handling injury is known. This information is used by the organisation to consider the effectiveness of their manual handling risk assessments and control measures and whether more can be done to further reduce the risk from manual handling activities.

Review of Hazards/risk assessment and risk control procedures

In 2018 an office risk assessment was completed by Service Coordinator's, and no issues were identified. All work locations where staff including lone workers work were risk assessed on an annual bases and more frequently if an health and safety issue was raised by an employee or client.

Number of Recorded Incidents

The Health and Safety Authority, the organisations Management and the West Limerick Independent Living insurers require the immediate reporting of accidents, dangerous occurrences and property damage incidents. All employees are obliged to immediately report all such events to their Services Coordinators.

In addition, staff are required to complete an accident report or dangerous occurrence report form. These forms are available from West Limerick Independent Living website or office and must be submitted within 24 hours of an accident/ incident.

Services Coordinators must also conduct and submit an investigation report for each incident and identify the corrective measures required \ learn from the incident so as to prevent recurrence. The Health and Safety Coordinator reviews all Accidents \ Dangerous Occurrence forms submitted, reviews the importance of the actions arising, collates statistics and monitors trends.

Incident reports 2018 & Actions Taken

PA	Service User	Date	Incident	Action Taken
No incidents				

New Safety arrangements put in place during 2018

West Limerick Independent Living Safety Statement was reviewed in 2018 with no changes to document. The Safety Statement, in accordance with Section 20, Safety, Health and Welfare at Work Act 2005, outlines the policy of WEST LIMERICK INDEPENDENT LIVING in relation to the management of health and safety.

West Limerick Independent Living Risk Assessment completes regular health and safety inspections in all areas. All Service Coordinators complete at least one inspection annually in their relevant areas in accordance with the Risk Assessment checklist and they ensure all necessary corrective actions are implemented.

Title: Clinical Incident in which a Service User fell and sustained two fractures.

The HSE investigating team report into the Health & Safety incident that occurred on the 03/08/17. The Investigation Report had a number of recommendations following the investigation into the Clinical Incident in which a Service User fell and sustained two fractures.

The investigation report has a number of recommendations, 3 applied to West Limerick Independent Living (the Care Agency). With regard to the following two recommendations 5 & 6 in the report:

- *The Head of Service Social Care to request the Care Agency to review their Incident Management Policy and Accident Reporting Policy with a view to amalgamating them into one Incident Management Policy which complies with the HSE Incident Management Framework 2018.*
- *The Head of Service Social Care to request the Care Agency to review the Client Falls Management Policy November 2016 to encompass a validated falls risk assessment tool and guidance for staff in assessing and managing a service user post falls to include those service users with neurological deficits.*

Following review in 2018, West Limerick Independent Living implemented recommendations 5 & 6 of the HSE investigation report.

Regarding Recommendation 8, West Limerick Independent Living is waiting for Head of Service Social Care to consider our CarePlus IT system and for the HSE national guidelines with regard to PA services.

The Head of Service Social Care to consider the validity of the Care Plus IT System to provide documentary evidence of the care delivered by carers on a daily basis in line with the HSE Standards and Recommended Practices for Healthcare Records Management (2011).

A number of clients do not want care files in their homes, clients do not wish for their homes to become “mini nursing homes”. Personal assistant services were originally proposed to the HSE to provide social supports to people with disabilities whose goal was to achieve Independent Living. In recent years, all new regulation have been pushing this social model of disability services to a medical based model of service delivery which defeats the original goals people with disabilities advocated for. One of our service users informed us that she is going to take this issue up with Senior HSE Management & Minister for Disabilities.

Fire Safety Arrangements

Fire Safety training was carried out by West Limerick Independent Living staff in 2015 with refresher training in 2017. There were no fires in 2018, work continued on the review and update of the fire risk assessments and serviced annually the fire extinguishers.

Quality, Safety and Ethics Committee Annual Report 2018

Annual report to the HSE

West Limerick Independent Living has established a complaints procedure by agreement with the HSE and acknowledges that it must provide the HSE with a general report on the complaints where those complaints are made in relation to matters which fall under the scope of the Health Act 2004 i.e. complaints relating to activities or services which are funded by the HSE in whole or in part. The report will specify all relevant complaints received by the service provider during the previous year indicating:

- The total number of relevant complaints received
- The nature of the complaints
- The number of complaints resolved by informal means
- The outcome of any investigations into the complaints

As well as providing an Annual report it is envisaged that the Health Service Executive will collect statistics / details of complaints on a half yearly basis. It is also requested that where a serious complaint is made that the Local Health Manager will be made aware of same.

Background

The Quality, Safety and Ethics Committee is a sub-committee of the West Limerick Independent Living Board, and as such provides a regular report to the Board on the main issues raised and discussed at its meetings. Good practice states that the West Limerick Independent Living Board should review the performance of its Committees annually to determine if they have been effective, and whether further development work is required.

This Annual Report summarizes the activities of the West Limerick Independent Living's Quality, Safety and Ethics Committee (the Committee) for the financial year 2018 setting out how it has met its Terms of Reference and key priorities.

The purpose of the Committee is laid down in its Terms of Reference. In summary it is responsible for providing the Board of West Limerick Independent Living with assurance on all aspects of quality including delivery, governance, risk management and workforce; and the regulatory standards of quality and safety.

Compliments received from clients

20 Compliments received during 2018 came directly from clients who wished to express that their Personal Assistants deliver quality support and are integral to their lives.

Membership and Attendance Record

During 2018, the Committee met nine times with attendance recorded in the table below. This demonstrates that every meeting of the Committee during the year was quorum.

	Manager	Service Manager	Office Administrator	3 Service Coordinator's	Personal Assistant	Chairman / Director
29/01/18	X	✓	✓	✓	x	✓
21/03/18	✓	✓	✓	✓	x	x
16/04/18	✓	✓	✓	✓	x	x
14/05/18	✓	✓	✓	✓	x	✓
26/06/18	✓	✓	x	✓	x	x
20/08/18	✓	✓	x	✓	x	✓
10/09/18	✓	✓	✓	✓	x	x
15/10/18	✓	✓	✓	✓	x	x
03/12/18	✓	✓	✓	✓	x	x

Key: ✓ = In attendance X = Absent ✓* = Deputy in attendance

Significant issues brought to the attention to the Board

The following issues of interest have been highlighted and addressed at West Limerick Independent Living Board level:

Recommendations from the HSE Report into the Clinical Incident in which a Service User fell and sustained two fractures that occurred in August 2017.

The investigation report made 3 recommendations from incident that occurred on the 2.8.17 that involved West Limerick Independent Living (the Care Agency).

With regard to the following two recommendations 5 & 6 in the report:

- The Head of Service Social Care to request the Care Agency to review their Incident Management Policy and Accident Reporting Policy with a view to amalgamating them into one Incident Management Policy which complies with the HSE Incident Management Framework 2018.
- The Head of Service Social Care to request the Care Agency to review the Client Falls Management Policy November 2016 to encompass a validated falls risk assessment tool and guidance for staff in assessing and managing a service user post falls to include those service users with neurological deficits.

These two recommendations have been fully implemented by West Limerick Independent Living.

Regarding Recommendation 8, we are waiting for Head of Service Social Care to consider our system and for the HSE national guidelines with regard to PA services.

- The Head of Service Social Care to consider the validity of the Care Plus IT System to provide documentary evidence of the care delivered by carers on a daily basis in line with the HSE Standards and Recommended Practices for Healthcare Records Management (2011).

Staff Availability

One complaint received from client in 2018 relate to a shift not covered. A number of clients raised the issue of unavailability of staff to cover shifts and changes in shift times, this is due to an ongoing issue, the recruiting, hiring, and retain of Personal Assistants, staff shortages is a serious issue across the health care sector.

Summary: complaints noted, current measures in place include recruitment drives and job advertisement and these measures are ongoing.

Personal Assistants Timekeeping

No complaints in 2018 relate to staff timekeeping, however a number of clients raised timekeeping as an issue.

Issues that would impact on the timekeeping are:

- The geographical area we deliver services in is both urban and rural and the rural areas pose their own challenges to staff, for example farm animals and machinery using roads at certain times of the year.
- Poor road network.
- Staff being delayed in one service user's home, therefore delaying all subsequent visits to all other service users.

As a lot of timekeeping issues are beyond our control as a service provider we continually communicate with our service users to ensure they are aware of any delays and reasons for delays.

Pressure Ulcers

A number of our clients had issues with pressure ulcers, also sometimes known as bedsores or pressure sores in 2018. Clients that have known risk factors for pressure ulcers, PA's are required to check your skin on a daily basis for any signs of pressure ulcers, such as discoloured areas of skin.

If PA notice any damage, they are required to report it to their Service Coordinator who in turn reports the issue to the client's community nurse, who arranges a home visit to inspect the skin and where necessary commence treatment.