



Annual General Meeting

*Care, Dignity,
Inclusion, Independence & Respect for
Every Person*



We are All in this Together

St. HILDA'S SERVICES
Tuesday,
5th October 2021 at 7pm.

Via Microsoft Teams

Phone: (090) 6475825
Email: info@sthildas.ie
Website: www.sthildas.ie

AGENDA :-

1. Address of Welcome
2. Secretary's Report including Minutes of Last Annual General Meeting.
3. Chairperson's address.
4. Consideration and Adoption of Director's Report and Audited Accounts for the period ended 31 December 2020.
5. Confirmation of Auditors.
6. Election of Directors.
7. Strategic Plan 2019 - 2023.



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SECRETARY'S REPORT

Board Members and Friends it is my duty to present the Secretary's Report.

I wish to acknowledge the role of the Board of Directors and its Sub-committee Members in guiding St. Hilda's Services throughout the year and to thank them for their commitment and hard work.

The Annual General Meeting of St. Hilda's Services was held via Teleconference due to the COVID-19 Pandemic on Tuesday, 6th October 2020 at 8 p.m. attended by

-

1. John Blackweir (Chairperson)
2. Angela Flynn (Secretary)
3. Siobhan Freeburne
4. Ann Kenny
5. Finbarr Collins
6. John Keena

In Attendance –
Sheila Buckley Byrne, Sinead Gaffey.

The Chairperson, Mr. John Blackweir, opened proceedings by welcoming everyone to the meeting / teleconference.

Apologies were received from Mrs. Mary Meares and Mr. Michael Evans.

The minutes of the previous Annual General Meeting were presented by the Secretary, Ms. Angela Flynn. The Chairperson asked for a proposer and seconder for same. The minutes were adopted on the proposal of Siobhan Freeburne, seconded by Ann Kenny.

The Chairperson's Address was presented by Mr. John Blackweir and eluded to the work done by the Board over the year in relation to the Charities Governance Code, legal obligations and procurement issues. John Blackweir spoke briefly about the work completed by the Board re the Charities Regulator document "What is a Charity and our Charitable Purpose". He stated that he was satisfied that the services are doing the utmost to meet the burden of compliance that exists at all levels within the organisation.

He went on to speak about the challenges that the current pandemic which reached Ireland in February 2020 put to the Services. He stated that St. Hilda's Operations recognised the risk very early and took proactive measures, which included the restructuring of Support Services, Day, Respite and Residential; implementation of

robust infection control measures, training of staff re COVID-19 symptoms and training of staff and individuals supported in Infection Control and use of PPE, ensuring continuity of staff within locations and putting in place continuity arrangements for COVID-19 Infections in Residential Settings. The Board supported the contingency arrangements which were updated daily, weekly and monthly as the National Pandemic emerged.

To ensure continuity of staff and good infection control measures, staff were redeployed from day programmes to support people in their residential homes. Staff cooperation was incredible, reflecting a deep commitment to the people they support. Changes in rosters and staff flexibility in all aspects of their work helped facilitate this configuration.

However, as day services, respite, children's and educational services have been curtailed or in some cases delivered differently to address infection risks, there have been consequential impacts in terms of supports for individuals with an Intellectual Disability and their families, for example –

- Loss of educational supports and structure for children and adults with disabilities has been very impactful.
- The challenge of Social Distancing in services buildings remains difficult.
- Day and Respite Services requires high level of Risk Assessment to prevent cross infection and very careful planning with reduced numbers.
- The challenge for families supporting individuals with complex needs with a reduced service will need to be carefully monitored.
- Our engagement with families in many cases elderly families continues to be frequent and we remain sensitive to this issue of carers during this time.
- Use of Transport Vehicles that the service owns has been greatly curtailed and requires detailed planning for those services going forward.
- A key area of loss for individuals with an Intellectual Disability is the community activity and job opportunities which has gone or is reduced significantly.
- Impact of all the Public Health requirements i.e. PPE, Infection Control, Physical Distancing - the financial implications to the organisation will emerge over the coming year and are difficult to quantify.

The challenge was immense, but the Board of Directors, Management and Staff of St. Hilda's Services were resolute in their determination to keep everyone safe and well.

The Chairperson then spoke of the positive achievements for the Services within the last 12 months, particularly in the area of projects, notwithstanding the fact that we were in the middle of a pandemic –

- The completion of the second phase of the Cornamagh development is of particular note. Glad to report on the completion of a Childrens Respite house which opened in January 2020; meaning that St. Hilda's can provide children's respite to families in a home specially developed for this use; delighted to say this is recognised as a high-quality environment suitable for children of all levels of need.
- St. Hilda's has increased its capacity to meet the needs of school leavers and individuals who use our services in St. Mary's Hub and a mixed community setting at Athlone Community Development; 2 very welcoming and warm settings have been developed. This demonstrated the services commitment to developing new services & supports as the needs of individuals change.
- Organisation have added a number of 7 seater vehicles to the service so that each location can have a level of independence and service users can be supported to attend activities independently; by adding these pieces of infrastructure it enables staff to deliver responsive dignified person centred services to the individuals we support.
- Commenced the building of a new office block at Grace Park Road to address the administrative deficits that exist in the organisation in relation to infrastructure, this will support the continued growth of the organisation going forward. Expected completion date is November 2020.
- In 2019 the Board approved the upgrade of IT infrastructure supporting employees in their communication. This became more urgent during the pandemic and the Chairperson stated that he was delighted that the process was underway in supporting the networking of staff in the current national crisis.

The Chairperson thanked all the Directors for their work during the year.

John Blackweir went on to thank the CEO, Management Team and all the staff who work so professionally on behalf of the individuals that we provide services to especially throughout the very difficult last 6 months.

Sheila Buckley Byrne thanked the Chairperson for his kind words and thanked the Board Members for all their support throughout the year.

The Chairperson then handed the meeting over to Ms. Sheila Buckley Byrne, CEO, for the presentation of the Audited Accounts for 2019.

Before Sheila spoke about the Accounts, she wanted to inform everyone present that St. Hilda's had a Positive Covid Case, which resulted in one service being closed. She informed all that the service was working closely with Public Health and the service are in constant contact with all concerned.

Ms. Sheila Buckley Byrne then presented the Audited Accounts on a page-by-page basis.

Total Income Increased from €5.369m to €6.272m which related to additional and some new services. St. Hilda's have very little capacity going into 2021 and will be at maximum in 2022. The increase in Expenditure is outlined in the Accounts. Client Contributions and Respite Fees Income accounted for €114,000 in 2020. This is a significant amount of money and should we cease this contribution the money would need to be funded from elsewhere. The Accounts note €158,000 paid towards the Children's Respite House from Fundraising which is largely community donations.

Ms. Sheila Buckley Byrne then handed back to the Chair.

Chairperson asked that the Accounts and re-election of Auditors be taken in 1 motion, this was agreed and was proposed by Finbarr Collins and seconded by Angela Flynn.

Ms. Sheila Buckley Byrne stated that the current Auditors, RBK were entering into their 5th year as Company Auditors and that perhaps the Board would want to consider going to tender again next year for Auditors.

The Chairperson then addressed the meeting in relation to Board Directors.

Board Members that were up for re-election this year were –

- John Keena
- Michael Evans

Both have indicated that they are interested in remaining on the Board.

These nominees were adopted en bloc.

Proposed by John Blackweir and seconded by Finbarr Collins.

Sheila Buckley Byrne took the opportunity to thank the Board and all the employees of the organisation. She went on to say that when we look back at all the achievements and additional services that are being provided these do not happen without inputs from all of the team. Some of the new members are families of School Leavers and it is great to see that they have an interest in the Board and the organisation as a whole. Sheila Buckley Byrne said that employees continue to be creative in what they do, in how they provide supports and Individualised Programmes to service users, they are very committed and take great pride in what they do.

As there were no further items from the floor, the meeting was formally closed by the Chairperson, Mr. John Blackweir who thanked all for attending the meeting (dialing into the teleconference).

The Chairperson then thanked Sinead and Majella for all the work and organisation around ensuring that the AGM takes place and runs smoothly, these are very unusual circumstances but that it is very important for governance compliance.

Sheila Buckley Byrne asked the meeting if they wanted to elect executive now or if Directors wanted to have another meeting over the phone to discuss this item, as with the country being in Level 3 Restrictions from midnight tonight the Board would not be able to have a face to face meeting anytime in October. She stated that if restrictions were to increase over the next month, she felt that it would be prudent to have a Board infrastructure in place to meet compliance issues until the next Board Meeting could take place virtually perhaps in November / December 2020.

The Chairperson said that this could be discussed at a Special Meeting of the Board which would follow immediately after this meeting.

This concluded the business of the Annual General Meeting.

Angela Flynn
Secretary

CHAIRPERSON'S ADDRESS TO **ANNUAL GENERAL MEETING**

Good evening and welcome to the Annual General Meeting of St. Hilda's Services.

March 2020 brought about a new reality for St Hilda's and the difficult decisions that were made resulted in reduced services for many. These decisions had significant impact on the lives of people we support and their families. These decisions were made with only one focus in mind, keeping the people we support, their families, our staff, and the community safe. I want to acknowledge and thank the staff members of St Hilda's who without hesitation put themselves in the front line of supporting individuals, in spite of the risks involved.

The pandemic demonstrated the resilience, care, and creativity of staff as we navigated our way through the last 12 months and these qualities will help us through the period ahead. The remarkable way the Organisation assisted in the vaccination programme brought positive and light after very difficult days. On behalf of the Board, I want to thank the Management and Staff of St Hilda's for their hard work.

Further to this I want to extend a special thanks to the HSE Social Care / Disability Service Management and staff for the support on a daily basis, to all those in Public Health who guided us with care and consideration, to the Emergency and Ambulance Services who assisted with such professionalism, to the GP services for their patience and presence and to those on the vaccination teams. We never worked alone and through every critical period you were all there and you remain by our side in the work we do. Thank you.

The Board will continue to prioritise governance, quality, and the development of additional capacity for new service provision. St Hilda's will still need additional funding to meet changing and future needs.

We will be reviewing our projects going forward now the Office block is completed. We will work closely with fundraising to see what can be done to look at providing more Community Homes for the future needs of our service users. I would like to thank all the Directors for their assistance in the last 12 months. I am due to step down in my role this year to fulfil the governance requirements of St Hilda's re rotation. I am available for assistance in the future should the need arise.

Thank you.

John Blackweir
Chairperson

RE-APPOINTMENT
OF AUDITORS

IT IS PROPOSED THAT
RUSSELL BRENNAN KEANE
WILL CONTINUE TO ACT
AS AUDITORS
FOR THE FORTHCOMING YEAR.

Proposed By: _____ .
Seconded By: _____ .

Attendance Board of Directors

	John Blackweir	Angela Flynn	Mary Meares	Michael Evans	John Keena	Finbarr Collins	Ann Kenny	Siobhan Freeburne
6 th October 2020 Special Meeting (Level 3 Covid Restrictions)	✓	✓			✓	✓	✓	✓
1 st December 2020	✓	✓		✓		✓	✓	
9 th February 2021 Audit, Risk & Finance Committee	✓	✓		✓		✓		
16 th February 2021	✓	✓			✓	✓	✓	
23 rd March 2021	✓	✓		✓	✓	✓	✓	✓
20 th April 2021	✓	✓		✓	✓	✓	✓	
15 th June 2021 Audit, Risk & Finance Committee	✓	✓		✓		✓		
15 th June 2021	✓	✓		✓	✓	✓		✓

ELECTION OF DIRECTORS

Outgoing Directors 2021:

Currently serving not requiring re-election:

Angela Flynn
Mary Meares
Finbarr Collins
Siobhan Freeburn
Michael Evans

Not seeking re-election:

John Blackweir
John Keena
Ann Kenny

Nominated by the Board of Directors

Grace Ayeni
Michael Downes
Deirdre Brosnan

The following are nominated to the Board in 2021:

Grace Ayeni
Michael Downes
Deirdre Brosnan

Proposed by: _____
Seconded by: _____

Note :

***Nominees must be members.
Membership fee to be paid at A.G.M. is €1.***

St. Hilda's Services



5 Year Strategic Plan : 2019 – 2023

Care, Dignity, Inclusion, Independence and Respect for Every Person.

St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person.

5 Year Strategic Plan : 2019 – 2023

St. Hilda's Services provides services and supports to individuals with an intellectual disability.
St. Hilda's has developed the following Strategic Plan priorities to drive our operation –

Mission Statement

St. Hilda's Services are committed to the delivery of a quality individual service or supports within the person's own community achieving the greatest possible health and social gain.

Our Person Centred Philosophy emphasizes the dignity of each individual and states –

- All children and adults have the right to live in an environment that maximizes their progress towards independent community living.
- To create an environment that encourages and supports staff.
- The needs of the individual and their family are paramount.
- Individuals have the right to choose the supports they need to live happy lives.
- All services are managed with an overall goal of supporting the achievement of the individual's health, happiness and potential.
- To promote person centeredness by ensuring that we listen to and are responsive to the individuals level of support.

Vision

To be a high quality support service responsive to the individual we support and their families.

Values

Care, Dignity, Inclusion, Independence and Respect for everyone delivered with openness and integrity and inclusive of families and their needs.

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5 Year Strategic Plan : 2019 – 2023

National Policy Context

These are key policy documents and statutory instruments that set the context of how St. Hilda's Services are working. St. Hilda's Services are committed to transforming our services to a model of personally chosen supports designed to enable the individuals we support to live a normal life in society.

In Adult Services the change is underpinned by *New Directions, Personal Support Services for Adults with Disabilities (2012)* and will be advanced by the implementation of the *Interim Standards for New Directions (2015)*. Service Providers are expected to deliver services with a person-centred focus and to take practical steps to support and actively engage people with disabilities in community settings.

In Residential and Respite Services, the key driver for change is the *National Standards for Residential Services for Children & Adults with Disabilities (2013)*. The Health Act (2007) provides a legislative basis for the Health Information and Quality Authority (HIQA) to monitor, inspect and register settings where Residential and Respite Services are delivered (called designated centres) against these Standards and two Statutory Instruments (SI 366 and SI 367).

In care for the Elderly and Childrens Services we are governed by *Safeguarding Vulnerable Persons at Risk of Abuse (2014)* which spans both Older Persons Services and Persons with Disabilities and *Children's First – National Guideline for the Protection and Welfare of Children (2011)*.

National Housing Strategy for People with a Disability (2011 – 2016) which reflects the recommendation of *Time to Move on from Congregated Settings – A Strategy for Persons with Disabilities (2015 – 2024)* which envisages that "people with disabilities can get a job and enjoy a rewarding career" and the *Assisted Decision Making (Capacity) Act 2015* which reforms Ireland's Capacity legislation towards establishing a modern statutory framework to support decision making by adults who have difficulty in making decisions without help.

Slaintecare Action Plan (2019) is about delivering a health and social care service that meets the needs of the population and attracts and retains the very best healthcare professionals, managers and staff. Over a ten-year period, we will deliver a universal health service that offers the right care, in the right place, at the right time, with a priority focus on developing primary and community services within a national policy context.

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5 Year Strategic Plan : 2019 – 2023

The recent publication by the Government of the *Disability Capacity Review to 2032 – A Review of Social Care Demand and Capacity Requirements to 2032* is very significant and its finding concerning. The report quantifies very serious levels of unmet need and signals the required investment to adequately support people with disabilities over the coming years

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5 Year Strategic Plan : 2019 – 2023

As per HSE Service Level Arrangement 2021

Service Provision	
Number of Children / Adults receiving Services	126
Number of WTE Posts (Staffing compliment)	130
Number of Locations - Day Service Residential Community Homes Respite Houses	11 9 3
Number of People in Receipt of Residential Services	33
Number of Respite Beds (3 Houses)	5 Beds per Night 4 Beds per Night 4 Beds per Night
Budget Allocation	€6,465,409
Support Levels	
LEVEL 3 – Moderate : 1:4 - 1:5	66
LEVEL 4 – High : 1:2 - 1:3	34
LEVEL 5 – Intensive : 1:1	26

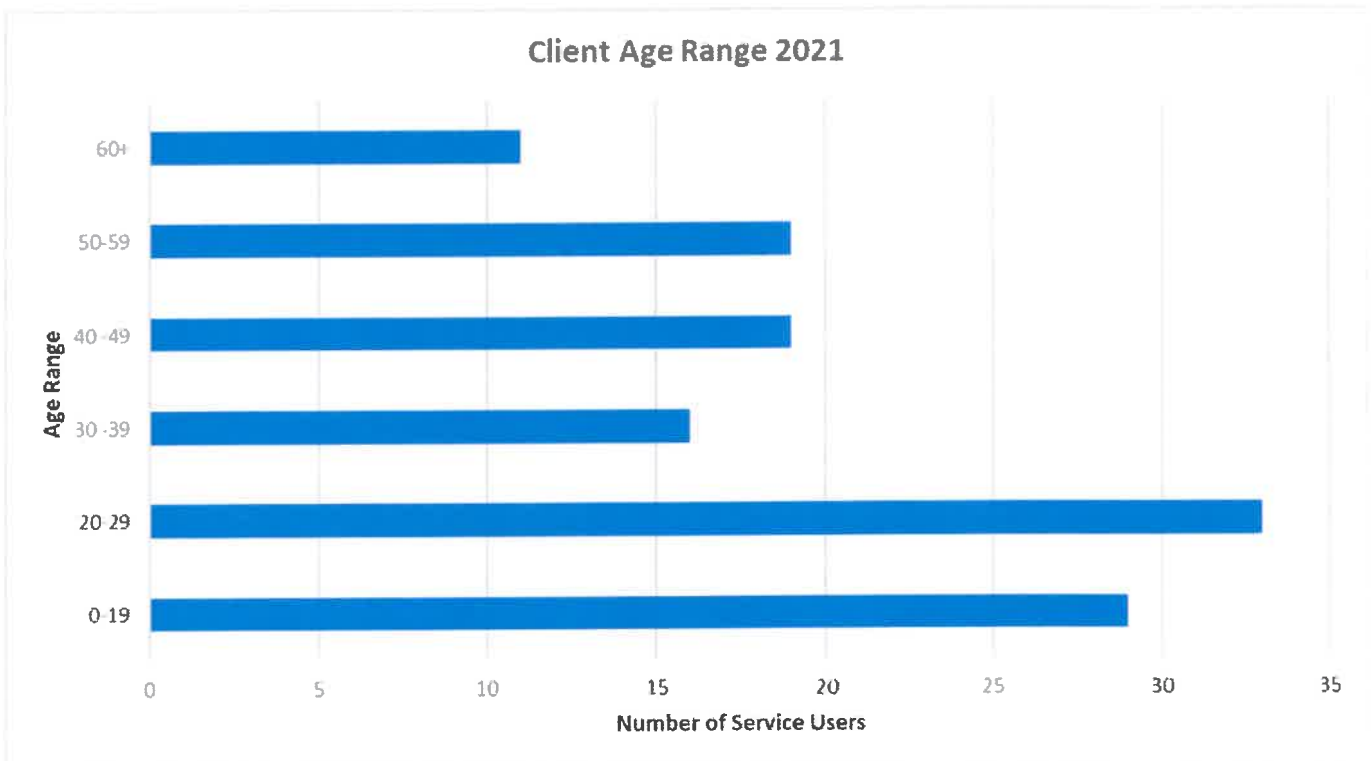
St. Hilda's Services is the Patron of St. Hilda's Special School; Pupil Numbers - 44

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5 Year Strategic Plan : 2019 – 2023

Client Age Range 2021



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5 Year Strategic Plan : 2019 – 2023

Strategic Priorities	
1	Governance & Finance
2	Employee Well-Being & Development
3	Service Delivery & Supports – Responding to Current Needs
4	Information Sharing & Engagement with Families & Stakeholders.
5	Quality, Innovation & Standards.

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5 Year Strategic Plan : 2019 – 2023

Strategic Plan 1

Governance & Finance

To achieve the highest levels of Governance & Compliance that ensures good practice, organisational accountability and transparency.

Objective –

- 🚩 Implement the New Code of Governance from Charities Regulator.
- 🚩 Achieve compliance with requirements of our Service Arrangements with H.S.E.
- 🚩 Implement a Governance Structure at Administration and Management Level to support future services current and potential new service principals.
- 🚩 Implement Guidelines for Charitable Organisations on Fundraising from the Principals issued by the Charities Regulators Office (C.R.O).
- 🚩 Address energy savings across the service in line with climate change requirements.
- 🚩 To register St. Hilda's on the "Register of Lobbying" as required by the Standards in the Public Office Commission.
- 🚩 To comply with statutory reporting requirements.
- 🚩 To agree and implement a Capital Plan supported by Fundraising and HSE for future needs of Services.

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REVIEW OUTPUTS 2019

- ✚ Register St. Hilda's on the "Register of Lobbying" as required by the Standards in the Public Office Commission – completed December 2019.

REVIEW OUTPUTS 2020

- ✚ Implement the New Code of Governance from Charities Regulator – reviewed October 2020
- ✚ Achieve compliance with requirements of our Service Arrangements with H.S.E. – Reviewed October 2020
- ✚ Implement a Governance Structure at Administration and Management Level to support future services current and potential new service principals - – Reviewed October 2020
- ✚ Implement Guidelines for Charitable Organisations on Fundraising from the Principals issued by the Charities Regulators Office (C.R.O). – Reviewed October 2020
- ✚ Address energy savings across the service in line with climate change requirements - – Reviewed October 2020
- ✚ To register St. Hilda's on the "Register of Lobbying" as required by the Standards in the Public Office Commission - – Completed January 2020.
- ✚ To comply with statutory reporting requirements — Reviewed October 2020
- ✚ To agree and implement a Capital Plan supported by Fundraising and HSE for future needs of Services - – Reviewed October 2020

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Review Outputs 2021

- ✚ Implement the New Code of Governance from Charities Regulator – completed January 2021
- ✚ Achieve compliance with requirements of our Service Arrangements with HSE – ongoing. St. Hilda's working with Compliance Unit of HSE.
- ✚ Implement a Governance Structure at Administration and Management Level to support future services current and potential new service principals:- ongoing, expected completion date December 2021
- ✚ To comply with statutory reporting requirements: - Ongoing
- ✚ To agree and implement a Capital Plan supported by Fundraising and HSE for future needs of Services – ongoing, to be confirmed in December 2021

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5 Year Strategic Plan : 2019 – 2023

Strategic Plan 2

Employee Well-Being & Development

To build a staff compliment that has the required skills, knowledge and attributes to ensure competent and responsive service provision.

Objective –

-  To develop and enhance staff skills and capacity to support additional specialist needs including intellectual disability and mental health, intellectual disability and autism, aging and dementia, specific medical conditions.
-  To move to an online system to manage HR and Employee Requirements - Timesheets.
-  To update Policy and Procedures in line with National Requirements.
-  To promote positive employee engagement within the changing environment.
-  To support Employee Well-being through EAP and Social Outings.
-  Examine Career Progression opportunities within St. Hilda's.
-  To develop office and administration space for employees that is fit for purpose.

St. Hilda's Services

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5 Year Strategic Plan : 2019 – 2023

Review outputs 2020

- ✚ To develop and enhance staff skills and capacity to support additional specialist needs including intellectual disability and mental health, intellectual disability, and autism, aging and dementia, specific medical conditions. Autism Training scheduled for Autumn 2020.
- ✚ To move to an online system to manage HR and Employee Requirements.
- ✚ To develop office and administration space for employees that is fit for purpose and scheduled for completion in November 2020.

Review outputs 2021

- ✚ Priority given to online system of managing HR to be completed by Quarter 1 of 2022
- ✚ Office / Administration: - complete 2022
- ✚ Positive engagement through updates issued directly to employees throughout 2020 / 2021 re Covid-19 related issues
- ✚ Fulltime HR person in place to enhance processes in the Organisation:- Completed September 2021

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5 Year Strategic Plan : 2019 – 2023

Strategic Plan 3

Service Delivery & Supports – Responding to Needs and Wishes

To provide meaningful supports and services to individuals in consultation with families that add value to the person's life, promoting health and happiness.

Day Objectives –

- ✚ To implement a process of discovering and person centred planning that is relevant and effective.
- ✚ To review the process of measuring effectiveness of person centred planning.
- ✚ To support person centred planning by ensuring training in Social Role Valorisation for staff to support the understanding of staff of a good life and community connections.
- ✚ To source a client database system to record, track, measure individual supports.
- ✚ To prepare service for Supporting Option of Personalised Budgets.
- ✚ To review services currently in place to reconfigure towards community and natural settings.
- ✚ To review how the Service supports its older service users within natural community supports and respond to the changing needs.
- ✚ To plan for new school leavers over next 5 years with appropriate models of support that meet needs of individuals, with particular focus on leavers from school and implement new services accordingly.

St. Hilda's Services

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5 Year Strategic Plan : 2019 – 2023

Review Outputs 2020

- ✚ to plan for new school leavers over next 5 years with appropriate models of support that meet needs of individuals, with particular focus on leavers from school and implement new services accordingly – 2 new Day Service opened – St. Mary's HUB Shalom and Athlone Community Development Building.

Review Outputs 2021

- ✚ All Day Services restored post Covid in September 2021

St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person

5 Year Strategic Plan : 2019 – 2023

Strategic Plan 3

Service Delivery & Supports – Responding to Needs and Wishes

To provide meaningful supports and services to individuals in consultation with families that add value to the person's life, promoting health and happiness.

Respite Objectives –

- ✚ To review current model of Respite to ensure flexible and responsive service.
- ✚ To offer alternative Short breaks model.
- ✚ To establish a clear provision of Children's Respite in 1 location and to add the provision of Summer Camps to the service.
- ✚ To re-locate provision of Children's Respite in 1 location to ensure high quality specialist service.

Residential Objectives –

- ✚ To ensure each individual that requires a residential placement is on DSMAT System with HSE.
- ✚ To prioritise the development of Residential Services for Aging Individual's and open 2 houses for high need individuals within 3 years. Priorities to be given to individuals with severe, profound disability and aging parents.
- ✚ To prioritise 1 Residential Home for young people in the Midlands.

St. Hilda's Services

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5 Year Strategic Plan : 2019 – 2023

REVIEW OUTPUTS 2020

- ✚ To re-locate provision of Children's Respite in 1 location to ensure high quality specialist service – completed January 2020.

REVIEW OUTPUTS 2021

- ✚ Short Break Model resume in October 2021, post Covid
- ✚ Halloween Camp 2021 in place for children post Covid to run from Children's Respite

St. Hilda's Services

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5 Year Strategic Plan : 2019 – 2023

Strategic Plan 4

Information Sharing & Engagement with Families & Stakeholders

To build external relations that add value to the individuals we support and their families.

Objective –

- ✚ To participate and share ideas and expertise as members of the National Federation of Voluntary Bodies (NFVB), Inclusion Ireland and the Disability Federation of Ireland (DFI).
- ✚ To promote the inclusion of individuals we support in mainstream supporting organisations.
- ✚ To develop shared links with educational organisations – AIT, VEC, Secondary School, National Schools and Pre Schools.
- ✚ To develop positive links with our local voluntary groups and advocacy groups.
- ✚ To work with statutory agencies to maximise the entitlements of those who use our supports / services.
- ✚ To be pro-active in our participation in local committees / groups that contribute to public debate on issues that affect our service.
- ✚ To revise and update all information including website relating to the service.
- ✚ To review the Website and improve information that is available to families and the wider community.
- ✚ To examine the use of Social Media in the organisation and its value going forward.

St. Hilda's Services

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5 Year Strategic Plan : 2019 – 2023

Review Outputs 2021

- ✚ Engagement in 2020 / 2021 mostly focused on HSE Stakeholder COVID committees – very successful and very supportive re PPE, Public Health Advice, Vaccination rollout
- ✚ Compliance and IT Officer appointed July 2021 to address website.

St. Hilda's Services

Care, Dignity, Inclusion, Independence and Respect for Every Person

5 Year Strategic Plan : 2019 – 2023

Strategic Plan 5

Quality, Innovation & Standards

To promote and pursue best practice and to meet quality assurance requirements.

Objective –

- ✚ To implement the Safeguarding, Vulnerable Persons at Risk of Abuse National Policy & Procedures and to review risks at all levels throughout Team, Management and Board Meetings.
- ✚ To achieve full compliance with HIQA Regulations in future inspections.
- ✚ To develop, monitor and review Day Services to ensure ongoing implementation of the HSE Interim Standards for New Directions, Services & Supports for Adults with Disabilities.
- ✚ To develop, monitor and review company policies and procedures in order to comply with legislation, statutory and regulatory obligations and good practice within the sector.
- ✚ To drive high quality and safe care for the individuals we support by acknowledging and promoting good practice.
- ✚ To produce a report on Quality and Safety on a 6 monthly basis for Board Review and to implement recommendations, actions to address risk, quality and safety issues highlighted.
- ✚ To fulfill GDPR obligations as set out in statutory requirements.
- ✚ To encourage staff to engage in innovative and creative thinking to enhance service provision.
- ✚ To promote the highest standards of health and safety practice and to review in all locations.

St. Hilda's Services

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5 Year Strategic Plan : 2019 – 2023

Review Outputs 2021

- ✚ COVID Response Team in place and addressing safe practice / infection control throughout 2021.
- ✚ Policies reviewed ongoing basis.