

Annual Report 2004



ST. JOHN OF GOD ASSOCIATION BELFAST





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The Mission of the Saint John of God Association is to provide care and/or support for older people and people with disabilities, in accordance with the values, principles and caring traditions of the Hospitaller Order of St. John of God.

We do this in partnership with other agencies through domiciliary care, supported housing and residential care.



Cormac Coyle
Manager, Molinos Service



Patrick Doak
Manager, Owenvale Court



Oona Doran
Manager, Dympna House



Rita McGettrick
Administrative Manager



Br Finnian Gallagher, O.H.
Director



Dear Friends and Colleagues

Because the services offered by agencies such as St. John of God Association are now largely provided as a right, and in justice rather than as a charity in bygone days, there is a danger that services delivered in the name and spirit of St. John of God are no different than services delivered by statutory agencies.

Is that what people want?

Is that what we want?

What is it that people expect of us?

Yes, of course people who have particular needs want to know that they are receiving a high quality service. Can we assure those in receipt of services from us that they will receive a service, which safeguards their dignity as well as suiting their needs; a service which is characterised by its warmth, as much as by its professionalism and quality?

When St. John of God Association redefined our Mission Statement earlier this year, we stood it beside Article 23 of Constitution of the Hospitaller Order of St. John of God from where it draws its authority.

“The Hospitality we have professed means that we must defend and keep watch over the rights of the individual to be born, to live in a decent manner, to be helped in sickness, and to die with dignity. Our chief concern is the sick or needy person.”

This is the rich heritage that we draw upon when we proclaim that the distinguishing characteristics of the service provided by this voluntary organisation are care, compassion and respect.

Our Management Team proudly presents you with this 2004 Annual Report on the activities of the three services which make up Saint John of God Association.

We thank the Provincial and the Provincial Management Team for their generous support individually and collectively throughout the year.

As in previous years, it gives me much pleasure to thank all of our staff whose dedication and commitment have enabled us in partnership with Oaklee Housing Association and BIH Housing Association, North and West Belfast Health and Social Services Trust and other Trusts, the Registration and Inspection Unit of the Eastern Health and Social Services Board and Supporting People, to achieve our mission this year.



Brother Finnian Gallagher, O.H.
Director



Looking Back - 2004

This has been a year of considerable fulfilment and satisfaction, with developments and achievements in each of the three services of St John of God Association. Working in partnership with key agencies, e.g., Health and Social Services Trusts, Registration and Inspection Unit, Supporting People (Northern Ireland Housing Executive) and Housing Associations with whom we have Joint Management Agreements, is proving to be the foundation upon which our success is largely built.

Mission Statement

Care, compassion and respect may easily trip off the tongue as values which guide the services we deliver, but when they are stated as our core values, then ownership of them seals our commitment to live by them. It was for this reason that, this year, we set about a fresh definition of our Mission Statement.

We feel that it is now broad enough to encompass the variety of service that we provide and focused enough to be clear about whom we are in a position to respond to.

Relating this aspiration to the original inspiration of the St. John of God Order / Hospitaller Services, we clearly align our Mission to the Constitution of the Hospitaller Order of St John of God. Finally we acknowledge that our Mission is achieved through present and future partnerships with other agencies.

There remains the ongoing challenge of ensuring that all the people involved, especially St. John of God Association Staff, are familiar with the Mission Statement, sign up to it and live by it.

Registered Charity

St. John of God Association is a voluntary organisation which receives its funding from statutory sources on whose behalf we deliver services. Surplus funding is directed back into the development of our services. As such we are governed by the regulations of the Companies Office for Registered Charities.

Funding is received from North and West Belfast Health and Social Services Trust and other Trusts, and from the Northern Ireland Housing Executive - Supporting People - for the Molinos Service.

Two components of the Association's services are subject to the scrutiny of an independent agency - the Registration and Inspection Unit of the Eastern Health and Social Services Board, which inspects and registers Dympna House and Owenvale Court.

During 2004 the Department of Health, Social Services and Public Safety conducted a process of developing New Quality Standards for Residential Homes and for Domiciliary Care Agencies. The development of these standards is part of a framework which includes the



This tree in Owenvale Mews represents the growth and development of Molinos Service.

creation of the Health and Personal Social Services Regulation and Improvement Authority (the Regulation and Improvement Authority) that will replace the present four Registration and Inspection Units, and come into effect in April 2005.

St. John of God Association

St. John of God Hospitaller Services is registered with the Companies Office Northern Ireland in 1999 as Saint John of God Association. It is incorporated as a Registered Charity, and functions as a voluntary organisation.

St John of God Association operates three Services:

- **Owenvale Court - Residential Home**
- **Dympna House - Residential Home**
- **Molinos Services - Supporting Housing / Domiciliary Care Agency**

The administration of the three services is largely centralised, and the respective Managers work closely with the Administrative Manager, notably in the areas of Human Resources, wages and accounts. The Administrative Manager is assisted by a Book Keeper and a Secretarial / Administrative Assistant.

1. Owenvale Court is a Registered Residential Home with a capacity of 46 places for frail elderly, i.e. people over 65 years of age. Owned by BIH Housing Association, it is situated on Springfield Road, Belfast. The Association holds a Joint Management Agreement with BIH in respect of this scheme.
2. Dympna House is a Registered Residential Home for 22 adults with a learning disability and one respite place. St. John of God Association holds a Joint Management Agreement with Oaklee Housing Association who own this property on Glen Road, Belfast.
3. Molinos Service comprises three Supported Housing schemes Joint Managed with Oaklee Housing

Association and BIH Housing Association.

These are:

- Dympna Mews - 10 units of housing located on the campus of Dympna House, Glen Road (Oaklee).
- Owenvale Mews - 7 units of housing located on the campus of Owenvale Court, Springfield Road (BIH).
- Lanthorn Mews - 7 units of housing located on Falls Road (Oaklee).

Molinos Service is registered as a Domiciliary Care Agency and provides the care and support tenants in these three schemes may require.

Owenvale Court

Over the past year Owenvale Court has continued to flourish in the development of services to the frail and elderly members of our community. The care provided is enhanced by external therapists providing aromatherapy, reflexology and relaxation techniques.

Achievements 2004

1. Owenvale Court is now the first contact from Care Managers.
2. We continue to hold a waiting list for admission
3. Rotational respite beds have been reduced from 4 to 2, due to the increase in requests for permanent residency
4. Two inspections took place and reports from the Registration and Inspection Unit have been satisfactory
5. We participated in the pilot scheme with the North and West Belfast Trust's advocacy programme

Staff Development

All staff have received full unit induction training and this includes Protection of Vulnerable Adults, First Aid, Risk Assessment and Fire Training. Staff are trained in the reporting and documenting of residents' daily tasks, activities and reminiscence therapy.



Staff member preparing and supporting with a daily living task.

A Deputy Manager (Caroline Campbell) has been in post from April 2004 and is proving to be a valuable asset to Owenvale Court.

An additional Senior Care Assistant has been recently appointed, bringing the line management team to 6.

Care Assistants continue in their professional development facilitated by advanced learning.

Goals 2005

Further development to our Day Care Service

Further development of the Volunteer Programme

Establishment of a Residents Committee

Establishment of a Friends of Owenvale Court group

The team consists of the Manager, a Deputy Manager, Senior Care Assistants (x4); Care Assistants (x12). These are supported by Housekeeping Staff (x4), Cooks and Kitchen Assistants (x4), Receptionists (x2) and Laundry Assistant (x1).

There is a staff establishment of 29, providing 24.8 WTE.

Dympna House

With regret we bade farewell to Oona Doran, Manager of Dympna House at the end of December 2004. Oona had been in post for six and a half years. During her time as Manager, Dympna House enjoyed steady and progressive achievements notably in the excellent reports issued by the Registration and Inspection Unit. This is a great credit to her and the staff in all areas of the Home.

An initiative from some relatives of Residents led to the re-establishment of the Dympna House Relatives Committee. At one meeting relatives were encouraged that their objectives were well on target, from a presentation by the Secretary of the Relatives Association of Northern Ireland, Ms Isobel Dunlop.

As the Relatives Committee has become more open about their hopes and aspirations some discussion has taken place about more homely and domestic scale accommodation being provided for the Residents. Discussion has commenced with the other relevant parties about the implications of such developments and the gathering of relevant data has commenced.

Goals 2005

- Staff Training
- Fundraising for residents' comfort fund
- Expand discussion about options for living accommodation for residents
- Produce a new brochure for Dympna House

The Manager is assisted by Residential Workers (x3) and Care Assistant x 15

The Support Staff comprises Cooks (x2) and Housekeepers (x2)

This totals an establishment of 23 people, providing 18.4 WTE.

Molinos Service

1. Lanthorn Mews

In July 2004, Molinos Service bade farewell to the Dominican Sisters, paying tribute and thanks for the passion and vocational commitment Sisters Margaret Purcell, Criona Considine and Bernadette O'Sullivan gave to Lanthorn.

Lanthorn Mews has now evolved to a Supported Housing Scheme where each individual has their own support/care package.

2. Personal Outcome Measures

In October 2004, a number of staff completed the Personal Outcome Measures training. This has been a tremendous achievement for the overall development of Molinos Service, and our goal for 2005 is to complete Personal Outcome Measures training for all of our staff.

3. 143G Dympna Mews

In August 2004 renovation and restructuring work commenced in order to meet the needs of three people who have been offered tenancies. This model of service is a new challenge to Molinos Service. Staff have been in post since October 2004 and since then have completed a number of courses - Introduction to Learning Disability; Stesolid and Epilepsy; Advocacy; Key Worker; Care Planning; Protection of Vulnerable Adults; Introduction to Challenging Behaviour and Multi Element Behavioural Support. As well as attending various training programmes, staff have been spending the past three months working with the three tenants in Muckamore Abbey Hospital.

4. Supported Housing Brochure

The development of the Supported Housing Brochure has been a stepping stone to the continual development of the service. With the service continuing to expand we are now in the process of developing a Domiciliary Care Brochure.

5. Training & Development

Staff Training and Development has been a major goal in

the latter part of 2004, in particular the development and training of Personal Outcome Measures. Another achievement for Molinos Service was the one day seminar "Introduction to Challenging Behaviour and Multi Element Behavioural Support".

6. Policies and Procedures

This in itself has been a challenge as we moved away from a service operational around Domiciliary Care, we have developed Policies and Procedures that are in line with best practice, i.e. Domiciliary Care Standards and Supporting People Quality Framework.

7. Goals 2005

- All Molinos Service staff to complete Personal Outcome Measures training.
- Staff to complete Institute of Hospitality training
- Commence the process of sending Personal Outcomes Data to Provincial Administration.
- Develop and expand partnership with at least one other Trust with the model of Supported Housing.
- Develop current Tenants Rights Committee.
- Staff commence NVQ level 3 - Promoting Independence.
- Staff to visit Saint John of God Hospitaller Services in the South of Ireland

The Manager delivers 240 hours of care and support to 21 tenants. This service is provided by Senior Support Worker x 1 and Support Workers x 6

The staff establishment of 8 provides 6.4 WTE.

Funding Statement 2004

	2004 £	2003 £
Income		
Fees (clients / patients)	1,308,877	685,804
Sundry	22,841	162,273
Total Income	<u>1,331,718</u>	<u>848,076</u>
Expenditure		
Pay	679,245	516,532
Non-Pay	534,942	307,616
Total Expenditure	<u>1,214,187</u>	<u>824,148</u>
Surplus / (Deficit)	<u>117,531</u>	<u>23,928</u>



INTELLECTUAL DISABILITY SERVICES

St. Augustine's School, *Dublin*

St. John of God Breannán Enterprises, *Kerry*

St. John of God Carmona Services, *Dublin*

Callan Institute for Behavioural Support, *Dublin*

St. John of God Kildare Services

St. John of God Menni Services, *Dublin*

St. John of God North East Services,
Louth, Meath and Monaghan

St. John of God Association, *Belfast*

STEP Enterprises, *Dublin*

HOSPICE FOR CHILDREN

Suzanne House, *Dublin*

MENTAL HEALTH SERVICES

St. John of God Hospital, *Dublin*

Cluain Mhuire Community Mental Health Services,
Dublin

St. John of God Lucena Clinic Services
Dublin and Wicklow

Granada Institute, *Dublin*

PILGRIMS GUESTHOUSE

Knock Shrine, Co. Mayo

HOUSING

City Gate, Dublin

St. John of God Association, *Belfast*

OLDER PEOPLE

St. Joseph's Centre, *Dublin*

OVERSEAS

St. John of God Community
Services, *Malawi, Africa*

St. John of God Community
Services, *New Jersey, USA*

Holy Family Rehabilitation Centre
Monze Zambia
(Funded by our Province)

St. John of God
Hospitaller Services

Our Province

IRELAND, MALAWI &
NEW JERSEY, USA

PROVINCIAL AND COUNCIL

PROVINCIAL: BROTHER FINTAN BRENNAN-WHITMORE O.H.

BROTHER KILIAN KEANEY O.H.

BROTHER GREGORY MCCRORY O.H.

BROTHER FINNIAN GALLAGHER O.H.

BROTHER LUIS PADIERNE O.H.



We provide a range of services for children
and adults in Ireland, Africa and the USA.

*Hospitality ~ Compassion ~ Respect
~ Justice ~ Excellence*



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The Saint John of God Association provides a range of support and care services for older people and people with a learning disability.

Residential Service - Learning Disability

Dympna House, Glen Road, Belfast

Residential Service for Older People

Owenvale Court, Springfield Road, Belfast

Supported Housing / Domiciliary Care

Molinos Service, Glen Road, Belfast



St. John of God *Hospitaller Services*
Hospitality ~ Compassion ~ Respect ~ Justice ~ Excellence