



Annual Report 2017



**Reporting on year
01/01/2016 - 31/12/2016**



**Sr Mary-Anna Lonergan
Chair, Board of
Muiriosa Foundation**

In this report I am happy to record further initiatives in community living and in our internal organisation over the past 12 months. 2014 and 2015 were years in which there was an understandable preoccupation with ensuring that the organisation had systems and processes in place to address the regulatory requirements introduced by HIQA in late 2013. While there is a very significant overlap between what regulation and Muiriosa's vision seeks to promote, Muiriosa's vision, we believe, ranges beyond regulatory horizons. We believe

that the work carried out in 2016, documented in this annual report, reflects our aspiration to express and project a complementary balance between vision and regulation. On behalf of the Board, I would like to convey our appreciation to our managers and frontline staff – and to all our internal leaders who are to be found at all levels of the organisation.

I would also like to take this opportunity to pay tribute to the contribution to the Board and to Muiriosa of Mrs Ita Smyth who retired from the Board in June. Ita was a founding member of Muiriosa Foundation and a member of the interim Board that pre-dated Muiriosa. During her sixteen years of service she maintained a clear-sighted and tenacious focus on the rights and interests of the service user and was tireless and uncompromising in her advocacy on behalf of service users.

*Signed: Sr Mary-Anna Lonergan
Chair, Muiriosa Foundation Board*

Community living initiatives

The major initiative in 2016 was implementing arrangements for the 20 individuals who transferred to Muiriosa from heretofore HSE-managed houses. The transfer of these individuals, who lived in four community settings with five persons sharing each house, took place in April and May 2016. A major recruitment drive was initiated in January to attract both people with qualifications and experience in disability services and also people new to the sector. A staff team of 55 whole-time were needed to operate this initiative. While this initiative was set up as a new administrative area within our Westmeath region, we received huge support from key managers and staff in other areas within the Westmeath region during the establishment phase. The challenge of getting to know twenty individuals in-depth was formidable. However, within 6-8 weeks the arrangements developed were sufficiently personalised to draw very favourable comment from HIQA.



Brendan Broderick
CEO
Muiriosa Foundation

Muiriosa, in our business-case submission to HSE, had underscored that we would not be happy to continue supporting people in arrangements of five persons per house and that we would be seeking to give effect to our core quality strategy of pursuing low-density accommodation. The indicative plan we are pursuing involves developing five single-occupancy arrangements, two 2-person arrangements, and some 3-person arrangements. This will necessitate eight different settings and careful compatibility-matching of support staff to service users.

Four individuals transferred from our own “congregated setting” unit at St Agatha’s, South Hill, Delvin at Easter 2016. This leaves five residents continuing to live on St Agatha’s Unit, an arrangement which more closely resembles a nursing-orientated institutional unit than a typical domestic setting. The individuals who transferred from Delvin to *Cullion*, on the outskirts of Mullingar, settled in very quickly and well.

As of 31/12/2016 there were only six individuals living on the South Hill campus, five in the unit at St Agatha's, and one young man in a single-occupancy arrangement in a bungalow on the campus. This represents a significant contrast to the situation in 2002 when there were 69 residents on the campus. It is perhaps relevant to note that over 30 individuals completed their transition from institutional, campus-based living, between 2002 and 2011, i.e. *before* the publication of HSE's *Time to Move on from Congregated Settings* Report in June 2011. A further 30 individuals have moved to community settings since 2012. It is also perhaps relevant to note that Muiriosa did not receive any additional "decongregation"-indexed funding to support movement to community-based settings. As indicated in last year's annual report, additional dedicated resource will be needed to underpin the final move. The scale of this support, however, is modest.

A core strategy which Muiriosa has pursued over the past decade in accelerating the move from institutional to community settings in Kildare and Westmeath has been to mine the rental sector for suitable accommodation. Had we deferred supporting people to move out from congregated settings until we first had acquired properties either via the Department of Environment's *Capital Assistance Scheme* or HSE's capital programme, 60 individuals would have missed out on years of more personalised, community living. We are nonetheless very conscious of the risks associated with an over-reliance on the rental market and in mitigation of this risk have been actively seeking to acquire houses over the past year. In this regard it was very heartening to be advised by HSE that we were to be included within the set of priority agencies deemed eligible to benefit from HSE's capital programme associated with the *Time to Move on from Congregated Settings* policy objective. We hope to secure five houses linked with this funding. We will also be pursuing the *Capital Assistance Scheme* channel to further offset the reliance on rental property.

Reconfiguring our regional structure

For the past fifteen years Muiriosa have operated with three regional divisions – Kildare; Westmeath / Meath / Longford; and Laois-Offaly. Each region has been led by a Regional Director. The Laois-Offaly region had been overseen on what was essentially a caretaker basis for the past six years. The Regional Directors in Kildare and Westmeath had taken on a parallel brief for Laois-Offaly. The inevitable

consequence of this, and notwithstanding the self-extending efforts of those “holding the fort”, was that Laois-Offaly, our newest and fastest growing region, was not getting the level of strategic attention which it required. To address this imbalance, we created two 2-year term Regional Director positions in both Laois and Offaly. The main focus of these appointments has been to align new developments and activities in the now-separated regions with the or consequence of this, and notwithstanding the self-extending efforts of those “holding the fort”, was that Laois-Offaly, our newest and fastest growing region, was not getting the level of strategic attention which it required.

The introduction of HIQA to the sector in November 2013 inevitably created a situation where the immediate focus was on ensuring that our operational processes and activities met regulatory requirements. Some loss of vision-altitude was a perhaps unavoidable consequence. Now that we have adjusted to spanning regulatory obligations alongside routine operations, the time seemed opportune to renew a focus on vision and strategy. Kevin Power has taken on the Regional Director role in Laois and Mairead Sheedy the role in Offaly. The fruits of these appointments have already been evident within the first six months. Splitting the regions has facilitated a style of “on the beat” leadership anchored in direct, personal, and ongoing engagement between the Regional Director and frontline and managerial staff within the region.

The cost of standing still

2016 has brought home in a very direct manner the recognition of the costs of standing still. Year on year we are finding that a proportion of Muiriosa service users, particularly those in residential services, emerge with additional support requirements, generally age-related. Typically mobility issues and age-related cognitive changes are implicated. While sometimes these additional support requirements can be absorbed within current staff levels, often additional support hours need to be allocated once the service user reaches a particular tipping-point. This is euphemistically referred to as “changing need” in the sector. While there is a general recognition that “changing needs” are a reality that has to be addressed, this factor is not recognised as a cost driver in annual financial performance. Typically service providers find themselves having to immediately respond via elevated support levels while playing “catch up” in securing the necessary funding. The scale of cost associated with this factor in

any given year is very significant, well north of an estimate of €600,000. Moreover, as a residential population ages, the pace of “changing need” and the associated costs accelerate.

Recycled efficiencies

To date Muiriosa have been fortunate in being able to absorb these costs due to recycling internal efficiency-generated “savings”. Muiriosa’s efficiency resides primarily in our management of residential services – almost 80% of our community houses are staffed at night-time on a lone staffing sleepover arrangement. Moreover over 60% of the “residential hours” (i.e. all hours other than those when people are attending day services) are covered on a lone staffing basis. When one bears in mind that approximately 80% of costs in disability services are attributable to residential services, this highlights a very high level of efficiency. However, accordingly as our population ages, it will not be possible to sustain this level of efficiency. Some current lone staffing sleepover arrangements are likely to convert into significantly more expensive “waking night” cover and lone staffing hours are unlikely to be maintained at 60% of all total hours.

Another core element of over efficiency is managing absenteeism, notably paid absence. The management of absenteeism requires constant, active vigilance. We were concerned during the initial months of 2016 to report an absenteeism level of 5.26% – this is the equivalent of 30.40 WTE staff being out on any given day. A concerted campaign, led by regional, area and local managers, brought this down to a more acceptable average of 3.7% (the equivalent of 24.6 WTE members of staff being out on any given day) for the second half of the year. A significant change of strategy in managing absenteeism was to de-emphasise referrals to occupational health practitioners and to introduce direct, ongoing engagement by the local and area manager with staff members on sick leave.

Staff turnover

A final observation which may be of interest to readers of this annual report is Muiriosa’s low level of staff turnover. 5% of staff members have been with the organisation for over 30 years; 8% between 20 and 30 years; 23% between 15 and 20 years; 20% between 10 and 15 years; 8% between 5 and 10 years; 36% have been with the organisation less than 5 years (a very significant proportion of these reflect new business commissions which Muiriosa has taken on

in recent years). We regard this low pattern as a core strength, building both a high level of continuity and cohesiveness within staff teams and high levels of insight into and commitment to individual service users.

Charitable status





State-funded services providing services on behalf of the State are registered by the Revenue Commissioners as charities to simplify the payment of certain categories of tax. Muiriosa Foundation falls into this category. As such we are exempt from corporation taxes and certain capital taxes. Muiriosa Foundation are a charity in this technical sense – but not in the sense that we provide services on the back of publicly fund-raised money. In 2016 donations and fundraising amounted to €35,405 (0.068% of gross expenditure).

Signed: *Brendan Broderick*
 CEO
 Muiriosa Foundation

Report on HIQA Inspections across All Units 2016

Centre Name	Date	00: Residents Rights, Dignity and Consultation	01: Communication	02: Family and personal relationships and links with the community	03: Admissions and Contact for the Provision of Services	04: Social Care Needs	05: Safe and suitable premises	06: Health and Safety and Risk Management	08: Safeguarding and Safety	09: Notification of Incidents	10: General Welfare and Development	11: Healthcare Needs	12: Medication Management	13: Statement of Purpose	14: Governance and Management	15: Absence of the person in Charge	15: Use of Resources	17: Workforce	18: Records and Documentation	
OSV-0002724 Community Living Area 18	14/2/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Substantial	Not Inspected	Not Inspected	Substantial	Not Inspected	Compliant	Compliant	Not Inspected	Compliant	Compliant	Use of Information	
KillinThomas	26/4/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
Mullaghmeen Centre 4	17/5/16	Moderate	Compliant	Compliant	Compliant	Compliant	Moderate	Substantial	Substantial	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0002719 Community Living Area 16	20/5/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0004080 Community Living Area 7	2/6/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
Rosecourt	17/6/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
Mullaghmeen Centre 2	22/6/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0004082 Community Living Area 11	23/6/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
Mullaghmeen Centre 3	29/6/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
Fountain View	7/7/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
Mullaghmeen Centre 1	8/7/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0002760 Mullingar Respite	13/7/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0005958 Meath Westmeath Centres 2	5/8/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0004077 Community Living Area 2	21/9/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0002711 Community Living Area 10	23/9/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0004085 Whitehall	14/10/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0002749 Community Living Area 4	21/10/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0005954 Comm Living Area 724 (Ballynevy)	25/10/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0002725 Community Living Area 19	10/2/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0002705 St Joseph's Unit	28/11/17	Moderate	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0002706 Woodside	29/11/16	Moderate	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information
OSV-0004080 Mullingar Centre 1	8/12/16	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Use of Information

Legend:

-  Green—Compliant;
-  Blue — Substantially Non-Compliant;
-  Yellow — Moderate Non-Compliance ;
-  Red — Major
-  Beige — No inspection

Service Activity Levels

SERVICES	REGION			TOTAL
	WESTMEATH / MEATH / LONGFORD	LAOIS / OFFALY	SOUTH KILDARE	
RESIDENTIAL				
Campus-based	5	N/A	22	27
Community-based	94	73	79	246
Person-Centred Wing				22
DAY SERVICES				
Adults	120	157	104	381
RESPIRE				
Centre-based	Overnights 810	Overnights 1667	Overnights 891	Overnights 3,368
Share-A-Break — Family-based respite	Overnights 8,800	Overnights 4,499	Overnights 962	Overnights 14,261
MULTI- DISCI- PLINARY SUP- PORTS	31.46 WTE multidisciplinary staff supporting over 500 children as members of HSE teams, all adults in Muiriosa settings, in addition to adults associated with other service providers.			
PRE-SCHOOL Children	5	14	N/A	19
PERSON- CENTRED WING	46 individuals in total, of whom 22 also receive residential supports			

Breakdown of community residences across the organisation

◆ Number of houses in which a single persons resides:	19
◆ Number of houses in which two persons reside:	19
◆ Number of houses in which three persons reside:	15
◆ Number of houses in which four persons reside:	14
◆ Number of houses in which five persons reside:	18
Total number of community residences:	85

N.B. These numbers do not capture those supported by the Person-Centred Wing.

Breakdown of residential campus settings

Name of Service setting	Numbers
Moore Abbey	
St Josephs Unit, campus-based residential	13
Woodside, campus-based residential	9
TOTAL	22
*St Mary's, South Hill, Delvin	
St Agatha's Unit	5
* A 6th person lives in a single-occupancy arrangement in a house on the campus.	
TOTAL	5

RESIDENTIAL CAMPUS SETTINGS	Numbers
OVERALL COMBINED TOTALS	27

Adult Day Centres

Laois / Offaly

Name of Service	WTE	Headcount
Acorn Outreach	3.59	4.00
Coinneal House	6.80	7.00
Dove House	33.36	37.00
Kilbride Street	9.36	10.00
Oak House	18.79	19.00
Rowanberry	38.26	43.00
Tanyard	23.42	26.00
Teach Mhuire	7.80	10.00
Total	141.38	156.00

South Kildare

Name of Service	WTE	Headcount
Monasterevin Resource Centre	8.40	9.00
Teach Aontas	9.80	11.00
Ballagh	1.00	1.00
Emilian House	5.00	7.00
Woodside Day Service	2.60	6.00
Centre-based Employment	4.80	5.00
The Haven	6.56	13.00
The Primrose	5.80	10.00
Outreach services	27.71	30.00
Supported / Open Employment	2.00	2.00
Individualised Support Services	10.00	10.00
Total	83.67	104.00

Longford / Westmeath / Longford

Name of Service	WTE	Headcount
Lisadell / Cill Cuan	52.00	52.00
South Hill Enterprise	13.00	13.00
Aster	2.00	2.00
Saoirse	12.00	12.00
Therapeutic Farm	3.00	3.00
The Glen	4.00	4.00
Realt	5.00	5.00
New Directions -- Individualised support services	29	29
Total	120.00	120.00

ADULT DAY SERVICES	WTE	Headcount
COMBINED OVERALL TOTAL	345.05	380.00

Pre-schools as at 31/12/2016
Laois / Offaly

Name of Service	WTE	Headcount
Marian, Arden Vale	4.62	6.00
Kolbe Pre-School	4.08	8.00
Total	8.70	14.00

Longford / Westmeath / Meath

Name of Service	WTE	Headcount
Lir	5.00	5.00
Total	5.00	5.00

PRE-SCHOOLS	WTE	Headcount
OVERALL COMBINED TOTALS	13.70	19.00

Respite Services as at 31/12/2016

CENTRE-BASED

Laois / Offaly

Name of Service Setting	No of overnights "nights"		Day Support
	Adults	Children	Adult
Laois Respite Service	573	362	
Offaly Respite Service	614	117	1
	1187	479	
Total	1666		1

South Kildare

Name of Service Setting	No of overnights "nights"
	Adults
Moore Abbey campus	619
Family support house	35
Total	654

Longford / Westmeath / Meath

Name of Service Setting	No of overnights "nights"	
	Adults	Children
College View, Mullingar	520	520
Total	1040	

CENTRE-BASED OVERALL COMBINED TOTALS	No of overnights "nights"
	3360

NON-CENTRE BASED

South Kildare

Name of Service Setting	No of overnights "nights"	Day Support
	Adults	Adult
Willow Court	171	35
Ballagh	6	
Total	177	1

NON-CENTRE BASED OVERALL COMBINED TOTALS	No of overnights "nights"	Day Support
	177	1

SHARE-A-BREAK (Host family-based respite)

Detail	Laois / Offaly	South Kildare	Westmeath / Meath / Longford
Number of host families	75	40	103
Number of service users	83	39	151
Number of days/ overnights provided	3,996	996	7,429

AS AT 31/12/2016 (HSE Personnel Census)

Overall organisation

Headcount – 971 (747.86 Whole Time Equivalents)

South Kildare

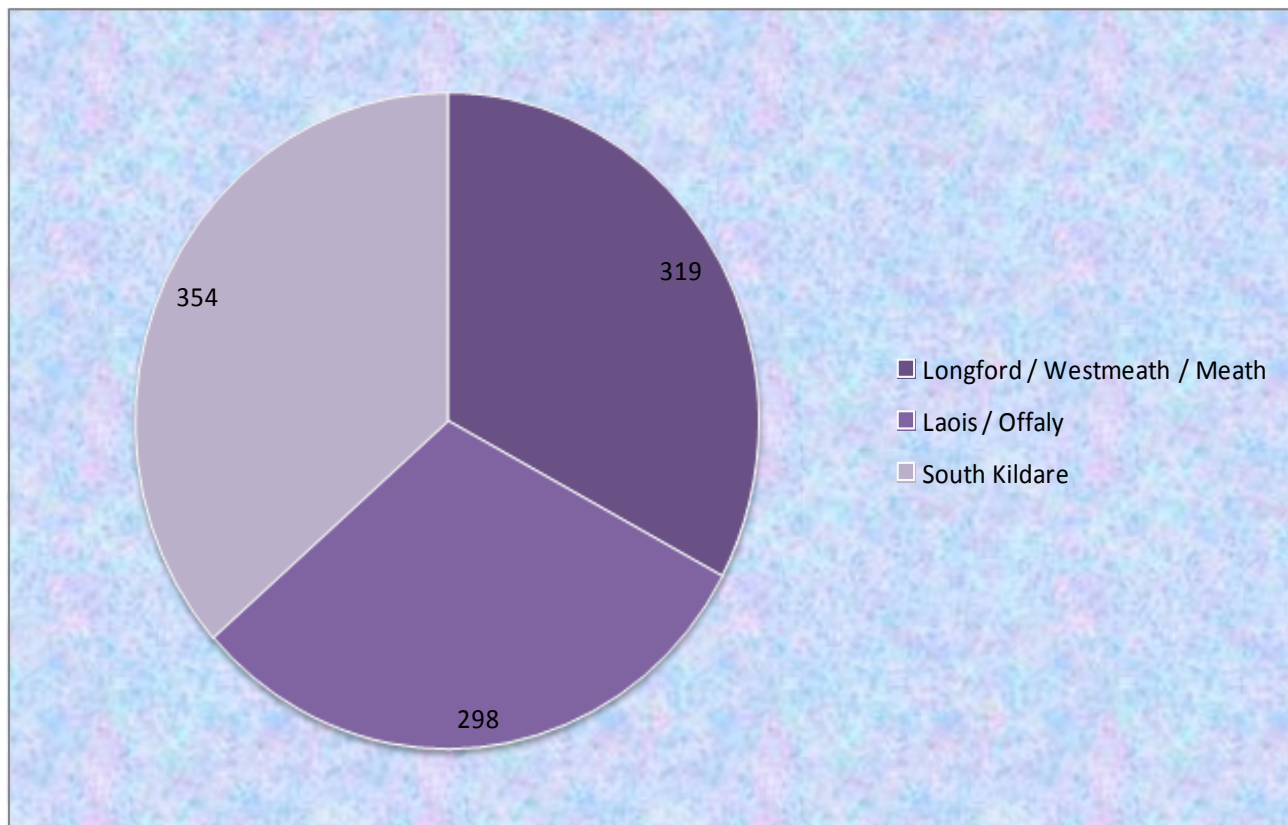
Headcount – 354, (280.21 Whole Time Equivalents)

Laois / Offaly

Headcount – 298 (214.80 Whole Time Equivalents)

Longford / Westmeath / Meath

Headcount – 319 (252.85 Whole Time Equivalents)



MUIRÍOSA FOUNDATION COMBINED SERVICES

For the year ended 31st December 2016

**Revenue Account
Without the effects of *FRS 102**

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Pay Expenditure	43,587,212
Non Pay Expenditure	<u>8,006,278</u>
Gross Expenditure	51,593,490
Income	<u>5,868,039</u>
Net Expenditure	45,725,451
Approved Allocation	45,726,257
	<hr/>
Surplus (deficit)	806

N.B. A figure within brackets represents a deficit.

Narrative Summary

The organisation commenced 2016 with a cumulative reserve deficit of €520,693. The surplus attributable to 2016 “trading” was €806. Thus the cumulative reserve deficit for the year beginning 01/01/2017 is €519,887.

- * The reference to FRS 102 (i.e. Financial Reporting Standard 17 which relates to profiling pension fund assets and liabilities) relates to a defined benefit scheme with 45 members. The figures quoted above do not include the pensions-related factor attributable to this defined benefit scheme.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MUIRÍOSA FOUNDATION

We have audited the financial statements of Muiriosa Foundation for the year ended 31st December 2016 which comprise the Revenue Income & Expenditure Account, Capital Income & Expenditure Account, Balance Sheet, The Statement of Changes in Funds, Cashflow Statement and the related notes. The financial reporting framework that has been applied in their preparation is Irish law and generally accepted accounting practice in Ireland including the accounting standards issued by the Financial Reporting Council and promulgated by Chartered Accountants Ireland (Generally Accepted Accounting Practice in Ireland) as modified by the specific accounting requirements of the Minister of Health including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland.

This report is made solely to the company's members as a body in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company's members those matters that we are required to state to them in the audit report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company or the company's members as a body for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of directors and auditor

As explained more fully in the Directors' Responsibilities Statement set out on page 5, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and otherwise comply with the Companies Act 2014.

Our responsibility is to audit and express an opinion on the financial statements in accordance with Irish law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the directors/trustees; and the overall presentation of the financial statements.

In addition, we read all the financial and non-financial information in the annual report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
MUIRÍOSA FOUNDATION**

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31st December 2016 and its surplus for the year then ended; and
- have been properly prepared in accordance with the relevant financial reporting framework and, in particular, with the requirements of the Companies Act 2014.

Matters on which we are required to report by the Companies Acts 2014

- We have obtained all the information and explanations, which we consider necessary for the purposes of our audit.
- In our opinion the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited.
- The financial statements are in agreement with the accounting records.
- In our opinion the information given in the directors'/trustees report is consistent with the financial statements

Matters on which we are required to report by exception

We have nothing to report in respect of the provisions in the Companies Act 2014, which require us to report to you if, in our opinion the disclosures of director ' remuneration and transactions specified by law are not made.

O'Connell Court,
64 O'Connell Street,
Waterford.


John Foley FCA
For and on behalf of
MK Brazil
Chartered Accountants
& Registered Auditor
23rd May 2017.

The tables set out on the following pages reflect the monthly returns made to HSE in respect of complaints received. The reporting format has been pre-determined by HSE.

48% of complaints are made by parents or family members, 30% by members of the public, 15% by individuals directly availing of Muiriosa services, and 7% by staff.

Most of the complaints emanating from parents and/or family members relate to respite services – unavailability of a respite response when required, demands perceived as onerous in respect of medication labelling and sign-off, specific support arrangements during respite periods.

Complaints emanating from members of the public relate largely to neighbourhood-type issues – alarms going off, bins not having been collected, and car-parking issues. Two of the complaints from members of the public related to how a service user had presented in a public setting.

Communication tone emerges as one of the more salient causes of complaint: complaints by family members about communication from a staff member (and vice versa).

We are disappointed to note that only 15% of complaints emanate from direct consumers of the service. We hope and anticipate to receive more complaints from service users accordingly as they recognise that ultimately the service is “all about me” and as they also internalise in a more deeply embedded way that their will and preference is primarily what should be determining what is happening in their lives. Complaints made by service users ranged from

- ◆ A fellow resident being noisy at night-time;
- ◆ A resident stating that she no longer wanted to share a home with another resident;
- ◆ Expressing a preference that only a particular staff member should shower him;
- ◆ Complaints that the car associated with a community residence “keeps on breaking down.”

Over 90% of these complaints were resolved informally and within a matter of days. Mediation assisted in resolving one of the complaints. It was determined that another complaint was best managed via a safeguarding plan. (**N.B.** Safeguarding issues are routed via safeguarding protocols and processes rather than via the complaints-management system.)

South Kildare

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Access	1	1	0	0	0	0	0	0	0	0	1	0	3
Dignity & Respect	1	0	0	0	0	0	0	0	0	0	0	0	1
Safe & Effective Environment	0	0	2	1	0	0	0	0	0	0	0	0	3
Communication & Information	0	0	0	0	0	0	0	0	0	0	0	0	0
Participation	0	0	0	0	0	0	0	0	0	0	0	0	0
Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
Improving Health	0	0	0	0	0	0	0	0	0	0	0	0	0
Accountability	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	0	0	0	0	0	1
Clinical Judgement	0	0	0	0	0	0	0	0	0	0	0	0	0
Vexatious Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Nursing Homes/ residential care for older person (65 and over)	0	0	0	0	0	0	0	0	0	0	0	0	0
Nursing Homes/ residential care for older person (64 and under)	0	0	0	0	0	0	0	0	0	0	0	0	0
Pre-school inspection services	0	0	0	0	0	0	0	0	0	0	0	0	0
Trust in Care	0	0	0	0	0	0	0	0	0	0	0	0	0
Children First	0	0	0	0	0	0	0	0	0	0	0	0	0

Laois / Offaly

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Access	0	0	0	0	0	0	0	0	0	0	0	0	0
Dignity & Respect	0	0	0	0	0	0	0	0	1	0	0	0	1
Safe & Effective Environment	0	0	0	1	0	0	0	0	0	0	0	0	1
Communication & Information	0	0	0	1	0	0	0	0	0	0	0	0	1
Participation	0	0	0	0	0	0	0	0	0	0	0	0	0
Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
Improving Health	0	0	0	0	0	0	0	0	0	0	0	0	0
Accountability	0	0	0	0	0	0	0	0	0	0	1	0	1
Other	0	0	1	0	0	0	0	0	1	0	0	0	2
Clinical Judgement	0	0	0	0	0	0	0	0	0	0	0	0	0
Vexatious Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Nursing Homes/ residential care for older person (65 and over)	0	0	0	0	0	0	0	0	0	0	0	0	0
Nursing Homes/ residential care for older person (64 and under)	0	0	0	0	0	0	0	0	0	0	0	0	0
Pre-school inspection services	0	0	0	0	0	0	0	0	0	0	0	0	0
Trust in Care	0	0	0	0	0	0	0	0	0	0	0	0	0
Children First	0	0	0	0	0	0	0	0	0	0	0	0	0

Westmeath / Meath

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Access	0	0	0	0	0	0	0	0	0	0	0	0	0
Dignity & Respect	1	0	0	0	0	0	0	0	0	0	0	0	1
Safe & Effective Environment	0	1	1	0	1	4	3	1	0	0	3	0	14
Communication & Information	0	0	1	0	0	0	1	0	1	0	0	0	3
Participation	0	0	0	0	0	0	0	0	0	0	0	0	0
Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
Improving Health	0	0	0	0	0	0	0	1	0	0	0	1	2
Accountability	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	1	0	0	0	1	0	0	0	2
Clinical Judgement	0	0	0	0	0	0	0	0	0	0	0	0	0
Vexatious Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Nursing Homes/ residential care for older person (69 and over)	0	0	0	0	0	0	0	0	0	0	0	0	0
Nursing Homes/ residential care for older person (64 and under)	0	0	0	0	0	0	0	0	0	0	0	0	0
Pre-school inspection services	0	0	0	0	0	0	0	0	0	0	0	0	0
Trust in Care	0	0	0	0	0	0	0	0	0	0	0	0	0
Children First	0	0	0	0	0	0	0	0	0	0	0	0	0

Attendance at Board Meetings 2016

Name	28/01/2016	07/04/2016	09/06/2016	08/09/2016	01/12/2016
Sr. Mary Anna Lonergan	<i>Present</i>	<i>Present</i>	<i>Present</i>	<i>Present</i>	<i>Present</i>
Catriona Corcoran	Apologies	<i>Present</i>	<i>Present</i>	<i>Present</i>	<i>Present</i>
Deirdre Flinn	<i>Present</i>	<i>Present</i>	<i>Present</i>	<i>Present</i>	<i>Present</i>
Francis Donnelly	<i>Present</i>	<i>Present</i>	<i>Present</i>	<i>Present</i>	<i>Present</i>
Maureen Windle	<i>Present</i>	Apologies	<i>Present</i>	<i>Present</i>	Apologies
Jim O'Brien	<i>Present</i>	Apologies	<i>Present</i>	<i>Present</i>	Apologies
Ita Smyth	<i>Present</i>	<i>Present</i>	Retired		
Kate Quinlan	<i>Present</i>	<i>Present</i>	<i>Present</i>	Apologies	<i>Present</i>
Leslie Stevenson	<i>Present</i>	Apologies	<i>Present</i>	<i>Present</i>	Apologies
Mary Culliton	Apologies	<i>Present</i>	Apologies	Apologies	<i>Present</i>
Peter O'Reilly	Apologies	<i>Present</i>	<i>Present</i>	<i>Present</i>	<i>Present</i>

*Top 30 highest salaries

No	Salary Scale	No	Salary Scale
1	115K - 120K	9	70K - 75K
1	90K - 100K	3	65K - 70K
1	75K - 80K	14	60K - 65K

* The salaries reported here relate to both senior managers and senior clinicians.

