



Saint John of God Hospital clg

HOSPITALITY COMPASSION RESPECT

2020

Annual Report



WHERE LISTENING CREATES HOPE

Our Vision & Mission

Saint John of God Hospital

Our vision is to be the leading provider of mental health and wellbeing education, research, treatment and care with exceptional staff, state-of-the-art facilities and use of technology.

Our mission is to provide compassionate, hope-inspiring and empowering mental health and wellbeing services in a spirit of Hospitality.

Saint Joseph's Shankill

Our Mission is to provide dementia specific services, dedicated to providing person-centred care focussing on the social, emotional, psychological and physical needs of people at all stages of dementia, where feelings matter most.

In a spirit of true hospitality, everyone at Saint Joseph's is valued and recognised as a person who really matters.

Our values are Hospitality, Compassion, Respect.



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CHY Number:
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Number:
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Registered
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welcome

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Message from The Chief Executive

I have pleasure in presenting the 2020 Annual Report for Saint John of God Hospital CLG which outlines the challenges and achievements of colleagues, volunteers and the Board of Directors across our three services, i.e. Saint John of God Hospital, Saint Joseph's Shankill and Mental Health First Aid Ireland, in the last unforgettable year.

When we entered 2020, none of us could have predicted what lay ahead or how we would respond to what evolved. We experienced the effects of a global pandemic on our world and it is safe to say that Covid-19 presented us with challenges that we had heretofore thankfully never experienced.

We kept our vital services going to ensure that those who needed access to mental health services, dementia services and mental health first aid training could do so, despite Covid-19.

We had to adapt and work differently in order to ensure that we followed the multitude of protocols, procedures and policies that flowed from the Government, Department of Health and Health Protection Surveillance Centre since February 2020 and we had to put measures in place to protect each other and those who use our services in the best way possible.

Despite the difficulties that we encountered, many good things happened. We had to embrace agility, flexibility and innovative approaches to deal with what was presenting. The structure that enabled us to cope with these circumstances was the Emergency Planning Group. This group met in person at the very start of the pandemic but quickly moved to a virtual platform. Initially meetings were daily and this has moved to once per week at time of writing.

All Departments prepared contingency plans which were monitored and updated as circumstances changed. Human Resources approaches and systems were updated where necessary to take account of issues that arose

as a result of the pandemic and its effect on colleagues. A Covid-19 Business Continuity Plan was developed by the Executive and approved by the Board of Directors.

We established strong links with HSE Public Health in both the Hospital and Saint Joseph's Shankill. HSE Community Healthcare East was extremely supportive and helpful to Saint Joseph's and assisted with supplies of PPE, advice and other supports.

It is a testament to colleagues in Saint John of God Hospital and Saint Joseph's Shankill that these two (twenty-four hour/seven-days a week services) protected residents, patients and staff and we thankfully had very few incidences of Covid-19 in either service. The efforts behind the scenes to make this happen cannot be underestimated. It was a stressful and worrying time for us all and we were very conscious of the concerns of the families of residents and patients during the year, as due to the restrictions, they were unable to visit their loved ones in person for much of 2020.

The move to tele-health and virtual outpatient and day services in the Hospital was embraced and implemented apace to meet the needs of those who needed our mental health services but because of the government restrictions could not attend in person.

In Saint Joseph's Shankill, volunteers played a huge part in assisting colleagues there and enabling engagement and communication. They worked together

to set up and facilitate a virtual day care activity service every afternoon from Monday to Friday. All day care attendees were invited to join and had weekly contact to inform them of the timetable of activities for the following week. Between five and eight people attended each day and their families also had the opportunity to participate. This went some way to bridging the gap and isolation that many found themselves experiencing due to Covid-19 restrictions.

Similarly in Mental Health First Aid Ireland, tremendous work was undertaken in the first instance with the #MHFAMeitheal campaign to get information out to the general public to assist people to cope with the effects of the pandemic on their daily lives. Thereafter Mental Health First Aid Ireland took all of our training courses online and ensured that it continued with the same quality



assurance that applies to face-to-face training for our public courses, HSE-funded courses for non-governmental organisations, statutory agencies and community groups as well as our corporate customers and VHI Healthcare corporate customers.

Without exception, colleagues in all three services stepped up, dug deep and found the strength and resilience needed to get through the difficult days, weeks and months and to do their very best for those that we serve. I could not be more proud of and thankful to every colleague for the way that they dealt with what was an extraordinarily challenging year. Our values of Hospitality, Compassion and Respect shone through in ways that we had never anticipated.

Our Consumer & Carer Council in the Hospital moved online also and continued to make a very significant contribution to the development of the services and, in particular, to the Occupational Therapy Department's "Steps in Recovery" leaflet as well as the Nursing Department's Safewards initiative to reduce conflict and create a positive environment on the inpatient suites to which the Council contributed with the revision of the Safewards leaflet. Five Council members very generously completed individual videos, produced solely for use by hospital patients, on 'Stories of Hope and Recovery'. The aim of the videos is to assist and give support to hospital patients who are on their own journeys of recovery.

In Saint Joseph's Shankill, the Residents' Committee also moved to online meetings due to Covid-19 restrictions. An online format was used by colleagues there to help residents communicate with their families and friends when visiting was not possible. Virtual update meetings with families in a group format were also arranged to keep everyone abreast of developments and events in Saint Joseph's.

Advocacy services were provided by Irish Advocacy Network and YAP Ireland throughout 2020 and they too adapted to the changed situation to provide

Online treatment and care

this necessary service to adults and young people in the inpatient services at the Hospital. We are delighted that the Ginesa Adolescent Service achieved the fourth successive “Investing in Children” award in recognition of the work undertaken to empower young people to use their voice and to participate so that they feel involved and have a say in the decisions that are made during their stay on the Ginesa Suite.

Towards the end of 2020 the restrictions had eased somewhat and this enabled the hospital’s regulator, the Mental Health Commission, to conduct the annual inspections of the adult approved centre and the adolescent (Ginesa) approved centre. HIQA did not conduct an inspection of Saint Joseph’s during 2020. Regular contact was maintained with both regulators however from the time that the pandemic hit and throughout 2020.

Despite all of the things that we had to contend with due to Covid-19, we continued to pursue implementation of our 2019-2021 Strategic Plans. In the Hospital progress was made on several of our strategic priorities.

Our first strategic priority relates to our model of care and the integration of our current outpatient and inpatient services and the development of more day services and defined care pathways. As mentioned above, some of this innovation was expedited to meet the needs of those who need access to mental health services and could not do so due to Covid-19 restrictions.

Examples include:

- Introduction of tele-health for outpatient and day services in clinical departments: medical, social work, psychology and nursing.
- Virtual groups facilitated for inpatients.
- Follow-up support groups facilitated with discharged inpatients.
- Virtual Eating Disorder Programme launched and approved for direct payment funding by VHI.

- Resources developed (hardcopy & virtual) for carers, young people, general adult and older adults and made available freely to the general public.
- Compassion Focussed Therapy launched.
- Living Well in the New Normal Virtual Programme developed and up and running
- Cognitive Behavioural Therapy (CBT) and Compassion Focussed Therapy (CFT) outpatient streams up and running.
- Implementation of the Safewards initiative across the hospital.
- Mental Health First Aid training available online.

To source and develop new technologies that will assist in positioning the hospital as a leader in mental health services and research and will improve our standing as a centre of excellence is our third strategic priority and in 2020 some important system upgrades took place and online services commenced including: Windows 10 upgrade of 350 PCs, Pharmacy Cliniscript system upgraded, G2 voice recognition dictation and analytics system upgraded, Tele-health services launched enabling clinical assessments and sessions to be conducted virtually, investment in hardware upgrades – laptop and mobile technology, Open Facebook pages activated during pandemic to provide open resources for the public/patients and online psychological and occupational therapy resources were published and made available to the general public also.

I am simply writing to say you have the most amazing, professional, expert, talented group of people working here - from [consultant] to reception. The nursing staff deserve medals for their kindness and patience - as do catering etc. Very many thanks to you and your superb team.

The rollout of the final DATIX complaints module now means that all adverse incidents, near misses, risk registers, complaints and compliments are all captured in one electronic system (DATIX) across the organisation. This facilitates real time analysis and actions as well as governance solutions for the Executive and Board of Directors.

Under strategic priority five, which is to renew our focus on excellence by attracting the best people, developing management and leadership skills, enhancing staff training, retaining good staff



and creating a great place to work, the Hospital was nominated for the Best Well Being Initiative of the Year as part of the 2020 IBEC Keep Well Awards. Even more importantly, Saint John of God Hospital has successfully secured IBEC Keep Well Accreditation which is a great achievement.

This initiative was led by the Human Resources Department with the support of the Health Promotion Nurse Specialists and resulted in the Commitment Award for the IBEC Keep Well domains of Leadership, Absence Management, Health and Safety, Mental Health, Smoke Free, Physical Activity, Healthy Eating and Intoxicants.

In partnership with Dublin & Dun Laoghaire Education & Training Board (DDLETB), four QQI Level 6 Accredited Supervisory Management courses were completed by colleagues. Separately colleagues from across various departments were funded for third level education courses from post-graduate diplomas, to degrees and masters in a range of areas.

Within the same strategic priority we are also focussed on a continued emphasis on quality and achieving desired health outcomes which are consistent with current professional and latest scientific knowledge to give a sustainable and optimum standard of service. Our Continuous Quality Improvement strategy utilises the LEAN Six Sigma approach and we launched the 2020 LEAN Project with a "Lunch & Lean" event in February 2020 for all staff and then a "Lean for Leaders" training session for the management team and senior managers. There was great interest and twenty-six colleagues trained as Yellow and Green belts in LEAN Six Sigma. Twelve LEAN Six Sigma yellow and green belt projects (1 in Saint Joseph's and 11 in the Hospital) from both clinical and non-clinical areas and cross-discipline were completed in 2020.

Improving facilities is part of our sixth strategic priority in the hospital and, along with installing the necessary Covid-19 protections, other important projects were completed. The most significant projects included the complete redesign and refurbishment of an existing part of the hospital and the opening of a new inpatient suite "Riversdale". This was done in tandem with a complete



Riversdale Suite

refurbishment of the Occupational Therapy Department, both of which were finished to a very high standard. This has greatly enhanced facilities for the benefit of patients. Other important works included the upgrading of ensuite bathroom facilities in St Joseph's Suite and St Brigid's Suite and the installation of campus and car park control barriers to increase security on the Stillorgan site.

In terms of our commitment to the environment, nature and sustainability, we maintained our EcoMerit certification with Dun Laoghaire Rathdown County Council. The installation of 10 Panel Photo Voltaic Solar panels, which is a new green energy solar harvesting system, was completed by way of a charitable donation from the Microsoft Community Sustainability Fund and installed by SSE Airtricity.

We also installed new energy saving smart lighting in several areas throughout the hospital.

All of our efforts in relation to sustainability and the environment were recognised when we won the Green Awards 2020 "Green Healthcare Award".



Within Saint Joseph's Shankill, progress was made also in terms of realisation of the strategy for this dedicated specialist dementia service. While ongoing lobbying and engagement to solve the funding issues for the residential service continued throughout the year, these activities were significantly interrupted as a result of the pandemic and also as a result of the general election and change of government.

Fundraising activities were severely affected in 2020 but we did manage to host the high profile Irish Fashion Collective at the start of March before the first wave of Covid 19 restrictions were introduced. However that did not deter us and some of the successes in the year included the funds raised through the Connections Matter campaign that enabled the installation of Wi-Fi throughout the building in Saint Joseph's Shankill to facilitate online care planning and communication in the future.

Other achievements included the appointment of a part-time Person-Centred Dementia Care (PCDC) Nurse to work on the Butterfly Model of Care with the six lodges and the establishment of a Volunteer Hub on site. Before restrictions hit, the Alzheimer Society of Ireland held dementia clinics on-site in Saint Joseph's and the activities programmes that we have developed to impact our local community and heighten awareness about our services and integrate people living with dementia in our community included the Community Tennis Programme, TrioBike, Dance Classes and Sweet Memories Choir as restrictions permitted.

As part of their Covid Care Concerts, Mobile Music Machine performed at both the Hospital and St. Joseph's Shankill on several occasions throughout 2020. The concerts were of great benefit to patients, residents and staff alike and they have very kindly continued these concerts into 2021.

The events, activities, innovations and work described above are but a snapshot of a very busy year. You can read of further achievements and highlights in the following pages. I am indebted to all of my colleagues and the volunteers in Saint John of God Hospital, Saint Joseph's Shankill and Mental Health First Aid Ireland for their resilience, positive attitude and dedication. I also wish to acknowledge the support, encouragement, wisdom and commitment of our Board of Directors and the time that they give to our important mission.

Emma Balmaine, Chief Executive



Mobile Music Machine



Board of Directors



William Cunningham
Chairman of the Board



Br Gregory (Patrick)
McCrory O.H.



Dr Bernadette Mangan



David Pierce



Br Ronan (John)
Lennon O.H.



Mary Collins



Tom McConalogue



Professor Kieran C.
Murphy

Management Team



Emma Balmaine
Chief Executive



Dr Richard
Blennerhassett
Clinical Director



Geraldine Corr
Director of Nursing
(August-December)



Adrian Doherty
Human Resources
Manager



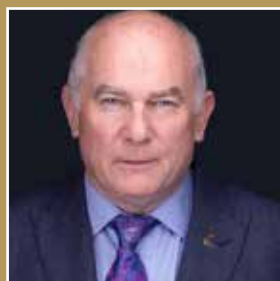
Orlaith Donoghue
Head of Occupational
Therapy



Br Hugh Gillan OH
Head of Pastoral Care



Dolores Keating
Head of Pharmacy



Joe Kelly
Head of Operations,
Quality and Data
Protection

Aidan MacMahon
Accountant



Fergal Rooney
Head of Psychology



Norma Sheehan
Director of Nursing/
Person in Charge, Saint
Joseph's Shankill



Rebekkah Woolfson
Head of Social Work

Consultants



Dr Richard
Blennerhassett
Clinical Director



Dr Cian Denihan



Dr Ruth Loane



Dr David McNamara



Dr Stephen McWilliams



Dr Alan Murtagh



Dr John O'Donovan



Prof Colin O'Gara



Dr Mira Pesic



Dr Maria Romanos

Clinical Director's Report

2020 was a year like no other. The Hospital, as it responded to the threat of a global pandemic, never in its history was the spirit of Hospitality more vital as staff worked tirelessly to maintain patient services. It is of particular note that the Hospital remained opened to admissions throughout the year and had no outbreak of Covid 19. The year also saw a swift adaption of online assessment interventions, which were used flexibly, in the inpatient and outpatient setting.

A notable clinical development was the virtual Eating Disorder Service, established by Dr Maria Romanos, which was introduced early in the pandemic and has now become an established part of the Eating Disorder Service. The Addictions Service was to the fore in the number of patients treated at the Hospital, attained a high level of media presence and was active in research with national and international collaborators, further strengthening its position as leading provider of Addiction treatment.

The Department of Psychology developed a new range of approaches to patient care in the light of the Covid 19 crisis. Dr Keith Gaynor reflected the spirit of the times with an innovative outpatient virtual programme; 'Living well with the new normal'. A booklet 'Caring for the Carers during Covid' was prepared by Dr Nicola McGlade, alongside designing innovative mental health videos for distribution through social media. A number of the group outpatient programmes, notably Compassion Focus Therapy and Dialectical Behavioural Therapy groups were switched successfully to an online format.



The Occupational Therapy Department developed a range of virtual interventions and also developed a 'Noticing Nature Programme', which utilising the sounds and sights of nature, in the beautiful grounds of the hospital, was particularly appreciated by patients. This programme has been nominated for the prestigious honour of the Ann Beckett award, given annually by the association of Occupational Therapists of Ireland in recognition of excellence in Occupational Therapy practice.

The Social Work Department, with its focus on providing support in response to the impact of mental ill health on individuals and their families, played a vital role in supporting liaison between patients and their families during a period when no visiting was allowed at the hospital. The Behavioural Family Therapy initiative was further developed and all social work staff have been trained in this approach.

The Pharmacy Department continued to promote excellence and innovation as evidenced by the number of presentations and publications at national and international level during the year.

2020 saw the Hospital bade a fond farewell to Mr Donal Scanlan, who so ably led the Mental Health First Aid (MHFA) training programme in recent years. It made a successful transition to a virtual programme in 2020 as evidenced by the exceptionally positive feedback from participants.

The Pastoral Care Department continued to foster the spiritual care which reflects the faith of Saint John of God and was a support to patients and staff in times of need during 2020.

Finally I would like to acknowledge the hard work and dedication of all staff in the service during the past year. The spirit of Saint John of God will continue to guide us as we hope for a brighter future during the coming year.

Dr. Richard Blennerhassett MB FRCPsych FRCPI - Clinical Director.

Donal Scanlan, MHFA Ireland Manager (2nd left) presented to the European Parliament on 22 January 2020 as part of the EU Parliament's Mind Matters EP Staff Support Programme. © European Union 2020

Positive Moments

Just a little note to say a very big thank you for all your help and care over the last number of years; I genuinely don't think I would have made it through the difficult times without you in my corner.

To the nurses of Ginesa, thank you all so much for everything you've all done for me while I have been in here. Every one of you has made my time in here so much better and I can't thank you enough!

To the Ginesa Nursing Staff, thank you all so much for your kindness, patience and continued support through my stay here. You've all been such a vital part in my recovery and I can't thank you enough.

To everyone in the OT department; many thanks to you all for everything during my stay at St. John of God. I appreciate so much your kindness and your support.

Mental Health First Aid Team:
I thought it was brilliant and such supportive and interactive learning environment and just want to thank everyone involved.

Saint Joseph's Shankill

Saint Joseph's Shankill, is the largest care home in Ireland solely dedicated to dementia care. We know that people living with dementia need a care model that looks after not only people's medical needs but their social, psychological, emotional and spiritual needs to be truly 'person-centred'. It is also so important to feel a part of a community, big or small; people need to be connected to each other. We are all social beings and deserve to live our lives right up to the end and to not just exist.

We are looked upon as leaders in the field of dementia care in Ireland, through the care we deliver and the education, support and empowerment we provide.

2020 was a year like no other, and when Covid-19 entered our lives, it affected everything.

COVID-19

The first case of COVID-19 in the Republic of Ireland was confirmed on 29 February 2020.

The primary responsibility of managing the risk of infection with COVID-19 and for control of the outbreak lies with the Saint Joseph's Shankill management team, within their responsibilities for resident care and infection control. As Saint Joseph's Shankill is a service of Saint John of God Hospital CLG, the work of the Covid 19 Emergency Planning Group oversaw and directed the organisation's response to the pandemic for both the mental health and dementia services.

The key to a safe and continued response to COVID-19 was strong communication and a shared collaborative approach between senior management, heads of departments and staff members.

Saint Joseph's Shankill management had to understand and interpret the frequently changing national guidance on the management of COVID-19 and had to adapt practices and develop contingency plans within this ever changing climate.

All our residents are living with dementia and many have other comorbidities, so most people would not understand the implications of the infection prevention and control (IPC) measures that the pandemic required in residential care facilities.

There was an immediate need to manage contingency planning for all departments and this was the main focus in the first week of the pandemic. The plans were updated regularly and with every change in guidance from public health and a comprehensive Outbreak Management Plan and contingency plans were developed and revised as necessary during 2020.

Local Saint Joseph's Shankill Emergency Planning Meetings attended by all heads of departments within Saint Joseph's were held weekly to update re any new guidance issued by HSE, HPSC or governmental departments and guidance and directions from SJOG Hospital CLG Emergency Planning Group.

*We hope you
know how much the
staff and students of our
school appreciate all the
incredible work you have
done throughout the
pandemic.*

Communications

The need for essential, timely, informative and supportive communication for all residents, family and staff members was appreciated from the early days of the crisis.

Due to the nature of the ever-changing advice issued from HSE and Department of Health, the most effective and direct communication channel for messaging staff and families was text messaging, with more detailed and explanatory messages sent via email.

We also developed a Saint Joseph's Staff Care app working with Zendra Health Care, so that staff could easily access information available to them.

Communications between residents and families was essential for everyone's wellbeing and connectivity. We invested in tablets in order to facilitate video calls as the phone screen was not large enough for many people. For many of the residents the video calls were not useful, but it did help many families see how their loved one was coping on a day-to-day basis.

We encouraged the lodge teams to send videos and pictures daily, and to call them with updates as well. The management team organised monthly zoom calls with families and we also asked them all to take part in surveys for quality assurance purposes.

Staff were also surveyed and access to support services and wellbeing activities were promoted through the weekly staff meetings, handovers and through the app and text messaging.



Soaking up the sunshine

Serial Testing

The first mass testing (residents and staff) found one asymptomatic resident, who isolated for two weeks and thankfully remained well throughout.

NPHET requested a planned programme of serial testing of all staff in nursing homes. The programme commenced on 24 June 2020 and continued in cycles. Cycle 6 of serial testing in nursing homes commenced on 9 December for a four-week period.

Temporary Assistance Payment Scheme (TAPS)

In April 2020, the Temporary Assistance Payment Scheme (TAPS) was established as a temporary support mechanism to contribute towards costs associated with COVID-19 for private and voluntary nursing homes; this has proved a very valuable support and will be in place until June 2021.



Visiting during Covid-19

Visiting arrangements within Saint Joseph's Shankill were reviewed, amended and updated throughout 2020.

Achievements in 2020

Compassionate End of Life Care (CEOL)

Our Compassionate End of Life (CEOL) team continues to implement reviews and support meetings following all residents' deaths. Feedback from each meeting is collated and items identified for improvement are added to our Quality Improvement Plan.

15 people died at Saint Joseph's in 2020, and for reasons related to Covid-19, one person died at home following discharge so they could be surrounded by their family.

Saint Joseph's Day Care

2020 started out as normal for us in day care with an additional 8 people attending the service and 6 people availing of additional days between January and the start of March. This resulted in us being able to offer a day care place to 48 people living within the community. However, unfortunately on Monday 16th March 2020 our day care service was significantly impacted with the sudden closure of the centre due to COVID-19.

Despite the challenge of COVID-19, we continued to ensure that we maintained contact with both our day care attendees and their families through a range of new supports which were developed and successfully implemented. These included regular comfort calls to families, house visits to those who regularly attended day care, online family carer support groups and the set up and facilitation of a virtual day care activity service.

Our day care families were contacted on a regular basis by telephone to offer support and advice on caring for their loved one at home. They were advised of additional supports within their community and benefitted greatly from the opportunity to talk about how they were coping at home. Prior to the latest level 5 lockdown, many attendees were also visited at home to offer them an opportunity to chat in person, provide stimulating person-centred activities and provide their family with much needed time to take a break from caring. In order for this to take place safely, we developed a standard operating procedure to ensure we were adhering to all of the necessary COVID-19 regulations.

Through maintaining open communication with our Public Health Nursing colleagues about any changes with the persons' condition, or concerns around home care supports, we also ensured continuity of care resulting in the common goal of achieving the highest standard of care for those attending our service.

Our family carer support group was also moved online via zoom which was facilitated by our chaplain and ran on a monthly basis. This offered families a safe space to openly discuss how they were managing at home throughout the pandemic and on average we had 7-10 people attending each of these groups.

Additionally, and through the support of a wonderful group of 10 volunteers, we set up and facilitated a virtual day care activity service every afternoon from Monday to Friday. All day care attendees were offered the opportunity to take part and for those that were interested, they were contacted every week with the timetable of activities for the following week. On average we had approximately 6-8 people attending each afternoon, with the families often joining in on the fun. We also hosted



our first ever virtual Christmas party at the end of the year with a record 16 people logging in from home to take part in a range of festive activities.

Separately, we became involved in a national focus group committee with day care centres from all over the country coming together to discuss and put together a plan for safely resuming services within 2021. This project is ongoing at present and will assist us with our plan of recommencing the service as soon as it is safe to do so.

Research

Funding was granted at the end of 2019 from the Saint John of God Research Foundation under the topic of “Improving Outcomes in a Dementia Specific Care Home Using a Social Model of Care: Moving from Large Institutional Style Units to Small Homelike Environments.” Due to Covid this did not progress as there was no access to researchers. The funding has been ring-fenced and will be used to progress this research in 2021.

We have also joined as a partner organisation in a European project named, ‘DEMENTIA RIGHT; Developing a rights-based approach to dementia’, which

is funded through Projects with Multiple Beneficiaries under the ERASMUS + Programme Adult Education Strategic Partnership – KA204. This is a pan-European project and will culminate in a conference (led by Saint Joseph’s Shankill in Ireland and simultaneous events in Greece and Turkey) sharing the findings and four outputs to stakeholders in each country.

Fundraising

- A legacy of €91.3k was received in January 2020.
- The 2020 Irish Fashion Collective, was held on March 6th in City Hall in Dublin. Headlining the show were Paul Costello and Don O’Neill. Organised in aid of Saint Joseph’s Shankill, both Don and Paul, who previously featured individually, were joined by the cream of other leading Irish designers including Deborah Veale, Louise Kennedy, Helen Cody, Lainey Keogh, Roisin Linnane and Melissa Curry to showcase their spring/summer collections in the historic surroundings of City Hall. Sponsored by Sherry Fitzgerald, Poachers Premium Irish Mixers, Cara Pharmacy Group, Turkish Airlines, Aer Lingus, and Press Up Group, the event raised €35,000 for Saint Joseph’s Shankill.
- The Saint Joseph’s Golf Classic was due to be held in May but was cancelled due to Covid-19, as was the planned OsKars event planned for June.
 - The Monkstown Hospital Foundation donated €8,634 to cover the costs of crash mats, an emergency trolley and a pulse oximeter for Saint Joseph’s Shankill.
 - Community Foundation of Ireland donated the third instalment of their pledge of €50,000 per annum, which has enabled us to implement our Volunteer and Community Programme.
 - Bewley Foundation donated €20,000 to Saint Joseph’s Shankill for our Connections Matter Project.



Christmas celebrations in St. Joseph’s Shankill

- Nearly €34,000 was raised in total (including the Bewley Foundation's €20k) for the Connections Matter Campaign, which was an ask to community and some local corporates to assist the virtual communications that were essential to keep contact with families and friends.
- In Memory Giving totalling €14,233.
- Facebook Giving approx. €3,500.

Community and Volunteer Programme

By the end of 2020 there were 200 active volunteers. However, the majority were not able to volunteer due to the COVID-19 pandemic. There are currently 30 different Volunteer Role Descriptions. Not all of the roles are filled. We created 2 remote volunteering roles in order to be able to continue to recruit volunteers and also to meet the huge demand for volunteer roles during the pandemic. We recruited 41 COVID Crafters and 5 Mask Makers in 2020.

We also facilitated virtual volunteering in 2020:

- Day Care Volunteers helped us to facilitate virtual day care for an hour each afternoon (Monday to Thursday)
- Buddy Volunteers (where possible and appropriate) had weekly chats over Zoom with their Buddy
- Musician Volunteers zoomed into lodge living rooms to entertain the people who live in Saint Joseph's Shankill
- Volunteers assisted remotely with administration activities

2020 was a particularly challenging year. We created a new Meet & Greet role in June 2020 in order to be able to facilitate visiting for family members and friends of the people who live in Saint Joseph's Shankill. Many of our current volunteers changed their roles in order to support us. We also recruited Gardening Volunteers to meet the demand for people living locally who wanted to volunteer in person in a safe environment.

We would like to take this opportunity to express huge appreciation to our volunteer team and thank them all for their commitment and support for

the people in our care and staff. Our volunteers come from a wide variety of backgrounds and nationalities. It is wonderful that our volunteers bring such a spectrum of ages, diversity and life experiences to impact the lives of the people in our care through their generosity of time and talent sharing.

Investing in Volunteers

Investing in Volunteers (IiV) is the gold standard for all Volunteer Programmes.

Saint Joseph's Shankill applied to be considered for this quality standard in March 2020 and a self-assessment was submitted in the summer of 2020. Following the submission, a meeting was held with Volunteer Ireland which was attended by volunteers, staff, senior management and Board members. The objective of this meeting was to set out the reason for applying for the IiV award and to prepare the organisation for the next steps in the process. A Steering Committee was established to guide the organisation through the assessment stage. Volunteers and the Volunteer Coordinator were members of this committee. In November 2020 the assessor selected 29 volunteers, 6 staff and 1 board member to be interviewed. In December 2020 Saint Joseph's Shankill was advised that the assessor had recommended accreditation. Official certification is due at the end of January 2021.



There are four areas for self-development:

- Launch the revised Volunteer Handbooks and Policy, issuing an electronic copy to all volunteers.
- Formalise the plan to recruit more male volunteers with a target and deadline.
- Develop a procedure to monitor the diversity of the volunteer team, in order to identify any other gaps that may exist.
- Adopt a consistent process to gather feedback from volunteers who leave the organisation.

Information Centre

Since May 2019 the Alzheimer Society of Ireland (ASI) has been holding a Dementia Clinic in Saint Joseph's. Two of their Dementia Advisors hold the clinic on the first Tuesday of each month. The majority of attendees have come from family members of day care attendees. In early 2020 this was extended to the wider community.

Two volunteers were recruited to facilitate this information service one morning a week. However, in March 2020 this service was suspended due to the COVID-19 pandemic.

Cinema Club

The Saint Joseph's Shankill Cinema Club is an initiative to reach out to people living with dementia in the community and their carers. The Club provides a social activity that is dementia-friendly. A film (usually a musical) is shown and there is an intermission for tea/coffee and biscuits. It began in

November 2019 and continued on a monthly basis. The Cinema Club was held in January and February 2020. However, in March 2020 the Cinema Club was suspended due to the COVID-19 pandemic.

Secondary School Programme

Our Secondary School Programme was suspended in March 2020. In preparation for the beginning of the school year 2020/2021 a new Transition Year Programme was developed that could be done remotely. Saint Joseph's Shankill registered as a Gaisce Challenge Partner in order to be able to facilitate students who were working towards their Bronze Award. The programme has four different options:

- In the Spotlight – participants zoom into one of our living rooms to play music or sing for the people in our care.



Live music in the garden

- Get Creative – participants are asked to research and create a creative product for a person in our care.
- Pitch Perfect – based on the popular show, Dragon’s Den, participants are asked to pitch a creative solution or aid for people living with dementia, their family members/carers or health care professionals working with people living with dementia.
- Future Philanthropist – participants plan and project manage a fundraising event to raise funds to support our work.

The Transition Year Programme was offered to local secondary schools in Dublin and Wicklow.

Our planned School Ambassador Programme to raise awareness about dementia was put on hold in early 2020 due to the pandemic. In the latter half of 2020 planning commenced to roll this out virtually. Two talks were held with local schools in Dublin and Wicklow. It is envisaged that the School Ambassador Programme will be offered nationwide in 2021.

Dementia Dance and Movement Classes

Once again we received support through grant funding from DLR to offer our Saint Joseph’s Shankill Dance Class especially devised for people living with dementia. Under the expert guidance of professional choreographer Robert Connor from Dance Theatre Ireland, the dancers share the musical and dance experience. Two classes were held every week; one class in day care and the other one for the people that live at Saint Joseph’s until March 2020. In June 2020 this went online and there is one class held for day care and people who live in Saint Joseph’s. There are many proven benefits of dance and music appreciation to lives of people living with dementia, including better balance, a sense of wellbeing and inclusion and happiness.

*A “Céad Míle Fáilte” when
visiting restrictions eased*



Awards

The International Daisy Award

On Friday 11th of September, Saint Joseph's Shankill was awarded the International Daisy Award for Excellence in Nursing Care During Covid-19 by the Lang Family; their father Paul lives at Saint Joseph's. Very sadly Paul's wife died suddenly just at the beginning of the COVID-19 lockdown and the family's upset was of course further exacerbated by the fact they were unable to visit their Dad, due to COVID-19 restrictions.

Paul's daughter said:

'2020 was a very difficult and traumatic year for us; we lost a parent and we were all in a very traumatic place. Lockdown happened only weeks later. The one thing we didn't have to worry about was Dad. Nothing can ever express how much your care means to this family and to our Dad'.

She continued:

'No gift or words of thanks could express how grateful we are as a family for your compassion and care of our dad. The Daisy Foundation Award is an international award presented to care givers who go beyond the call of duty, you have given us peace in our hearts in a tragic time of our lives, you are all just magnificent.

Thank you for caring for our father and everyone who lives at Saint Joseph's.'

The Wheel – Charity Impact Award

We entered the annual Awards scheme run by The Wheel, called the Charity Impact Awards. As a part of the application we were asked what makes us different. We explained there were many things to differentiate us from others. We also had to submit a two minute video with the opening line, "We are working for a future where...."

We were thrilled to be shortlisted in the Large Charity Organisation category, in competition with very well-known and highly regarded national not-for-

Saint Joseph' is truly a special place which is testament to how the whole staff and volunteers look after the residents and their families.

profit organisations, including, Barrettstown, LauraLynn Children's Hospice, 50808 and Threshold. The public vote was opened online for people to vote for their preferred winner.

The winners were announced at an online event on the 8th of December, and the team were delighted and honoured to be announced the winners!

Volunteer Ireland – Volunteer Manager of the Year Award – Nicola Yau

Nicola Yau, our wonderful Volunteer and Community Coordinator, was awarded Volunteer Ireland's, Volunteer Manager of the Year Award 2020.

Nicola Yau joined the Saint Joseph's Shankill team in November 2018 as the Volunteer and Community Coordinator. Having worked in the NGO sector for over 10 years and with experience of volunteering both at home and abroad, she brought a wealth of experience in promoting and advocating volunteering. She continues to innovate and grow the Volunteer and Community programme for the benefit of those people living with dementia both in Saint Joseph's and the wider community.

Our vision is to lead the way in dementia care in Ireland through innovation, education and community engagement and by developing best practices that others can replicate, where families, staff, volunteers and communities are supported, engaged, and empowered to ensure that people living with dementia enjoy the quality of life they deserve





On The Frontline

To begin with, my name is Niall Bennett and I am the Accommodation Manager working here at Saint John of God Hospital for the past 27 years. I manage a team of 25 full-time staff members. The Accommodation Department provides a 7-day service from

7.30am - 6.30pm, upholding professional cleaning standards throughout the Hospital.

From the very start of my employment here in Saint John of God Hospital, I have always kept in mind to look at the bright side of life no matter what and I had many experiences that taught me to remain prepared at all times as much as I can.

The Accommodation Department oversees the overall cleanliness of the hospital – with the highest standards set, followed and upheld. The Department covers the area from the Boardroom in the south wing to Outpatients in the north wing, from reception at the front of house to the wards and Occupational Therapy Department at the back of the hospital and all floors above; our main focus is to ensure a clean, presentable and hygienic hospital.

Every day here is different. My day starts at 7.30am where I meet and greet my departmental colleagues and communicate any relevant information before they commence their work for the day.

I oversee the Accommodation team who service 9 wards (112 bedrooms / 182 Beds), 140 bathrooms, 140 offices, numerous meeting and group rooms and thousands of square yards of carpet and hard floor areas. To put it in perspective, I always say it's like one staff member cleaning their own home and 6 of their neighbours' houses every day. We all know how tired we are after cleaning our home on a single day!

It has been a very challenging year for all of the Accommodation team and staff in the Hospital as a consequence of the Covid-19 pandemic. A lot of emphasis was put on hygiene and the department had to adapt to all guidelines in relation to cleaning/hygiene which were set out by the HSE and HPSC in relation to Covid-19; the safety and wellbeing of our patients and staff was paramount.

I believe working with the threat of Covid-19 has changed our priorities when we clean, as well as how thoroughly we do it. In the early days of the pandemic, when surface transmission was thought to be a more central concern, the challenge was making sure the team felt confident that they had the right knowledge at the right time.

Managing staff anxiety was my priority; information from the Chief Executive's office through the Emergency Planning Group was key, as the information regarding Covid-19 was ever changing and it was my job to communicate this information to our team. There was so much false information on social media and other media regarding Covid-19.

The most important message that I could give to my colleagues was that, "No information comes to the team except through me" and that gave them a sense of consistency. I wanted to make sure that the whole team felt confident and assured and that I supported them with the necessary and essential information and processes to help them do their jobs effectively and safely, in a time when information was rapidly changing.

The Covid-19 response has been a whole-Hospital response, and we shouldn't forget that this has taken cooperation and work from every single team member in Saint John of God Hospital.

When you think about hospitals, you usually think about nurses and doctors, but there's also all the support staff that may not be to the forefront of people's

The Accommodation team

minds. The Accommodation team's commitment and drive has inspired me. They came to work each day, despite their personal and family responsibilities and ensured that patients and staff were safe and that the facilities were maintained to the highest standards.

We undertook a lot of extra work in relation to Covid-19. For example: there was a 400% increase in hand sanitiser usage. In 2020 we used 600 litres in 2020 v 120 litres in 2019. During the lockdown period when there was no visiting allowed at the hospital, the laundry facilitated 1,540 washes in 2020 v 490 in 2019 for patients who were unable to have laundry collected on their behalf.

The Accommodation Team looked after all clinical waste throughout the Hospital – there was a 300% increase in clinical waste in 2020 v 2019 due to Covid-19 precautions. The Accommodation Team also managed thorough, deep cleaning/sanitising of many rooms and areas throughout the Hospital in order to stop and contain Covid-19 when necessary. These included deep cleaning after certain rooms or areas were used. The hygiene and cleaning measures were also applied to staff-designated Covid-19 rooms, patient Covid-19 rooms, patients in isolation rooms, approved family meeting rooms and our Electro Convulsive Therapy (ECT) Suite. For me, Covid-19 was the biggest health and safety challenge we had ever had to face.

During the span of what I call a normal day, I will review e-mails to check for any recent relevant information or requests that need to be shared or dealt with. I manage, together with our deputy manager, all areas of the hospital particularly in ward areas.

On my rounds, I am able to meet with the team and discuss any concerns or issues they raise, manage maintenance reports and regular and extra cleaning tasks on schedule, and ensure that these are attended and responded to promptly with professionalism. I complete a lot of walking on a daily basis visiting the team that are located all around the Hospital. To me, the staff working in all areas of the hospital, are all managers, managing their work. I am there to support, guide and advise them.



Regular supervision is very important as it also allows me to check on site for any required or completed renovations in any area, spot checking on various locations to evaluate cleaning standards and identify areas for urgent cleaning as required.

When I can, I play 30 minutes of golf during my lunch break with colleagues on the 9 hole course on the grounds. This gives us a break from the serious aspect of work. It energises my day and allows me to socialise with colleagues and have fun. As working hours resume, it is time to check our supplies to ensure adequate availability of stocks for the coming weeks. I will then get in touch with suppliers to query for quotes for new equipment/products, order stocks and arrange appointments for discussions on projects, procurement and pricing. Importantly, I allow enough time to update records on all audits as required by the regulations under the Mental Health Commission, those specified by the Dangerous Goods Safety Audits and all other audits mandated in relation to the Accommodation Department.

The Covid-19 pandemic has brought home the vital importance of environmental cleanliness and hygiene in all hospital settings. It highlighted the importance of highly trained staff, and the knowledge and experiences gained during pandemic outbreaks. Moreover, hygiene and cleanliness should be a shared activity and responsibility in a hospital setting, with nurses, all support staff, management and patients working together to reduce infection, which I really believe was achieved in Saint John of God Hospital during the past 18 months.

Mental Health First Aid Ireland. A Year in Review.

My name is Martin Gillick and I am the manager for Mental Health First Aid Ireland (MHFA). Before I tell you a little bit about our journey through 2020, I thought it might be nice to tell you who we are and what we do.

MHFA Ireland is a training programme within Saint John of God Hospital that provides people with the skills to support someone who may be experiencing a mental health challenge in a caring and empathic way. The programme was originally developed in Australia in the year 2000 and Saint John of God Hospital obtained the licence to deliver the programme in 2014. To date, MHFA Ireland, as part of the hospital, have trained over 11,500 people from around the country in MHFA skills.

People who have attended our training have come from a wide variety of industries and backgrounds. We currently offer two programmes: Adult / Workplace and Youth. Our Adult and Workplace Programme is designed to give people the skills to recognise when someone is struggling with their mental health, know how to open a conversation with someone they may be concerned with and signpost that person to the most appropriate help. Likewise, our Youth Programme is designed for adults who interact with young people.

Like many departments within the hospital, and many of the businesses and organisations that we provide our training to, 2020 started well. The wonderful team in MHFA Ireland, who are based in the hospital, were imbued with renewed vigour to match and exceed the success that we had in 2019, in delivering MHFA the length and breadth of the country. Little were we to know at the time that the brakes would literally be slammed on and that all training would shudder to a halt in March of 2020.

With no training being delivered, our income steams dried up and we all wondered how long we could continue to exist as a department and if we would end up being furloughed or, worse still, lose our jobs. At the same time, we also commenced remote working, which continued throughout 2020.

Thought the course was delivered brilliantly over Zoom, so interactive and felt like a safe space. I could have listened to the information given for days as it was incredibly interesting. I would highly recommend to others.

When I reflect on what was to happen and how we met the challenges facing us, I remember a particular poem that has held me in good stead in times of difficulty. That poem is Invictus by William Earnest Henley, and particularly the final lines, “I am the master of my fate, I am the captain of my soul.” The team as a unit truly became masters of their fate and captains of their souls in all senses of the word.

As we realised that the pandemic was not going to be a short-lived event, we started to plan for how we could still add value to the hospital and, at the same time, keep MHFA Ireland present in the consciousness of businesses and communities nationwide. Our first steps in this journey were to commence a campaign to raise awareness regarding mental health and wellbeing as a means of supporting communities the length and breadth of the country. The campaign was aptly named “MHFAmeitheal”; meitheal is the old Gaelic concept of communities coming together to support each other. As part of this campaign, we mobilised our digital media channels to share tips and guides on how best people could mind themselves in these difficult times. At the same time, we also conducted



a wellbeing and homeworking survey, the results of which were reported in the news media and across a wide range of radio stations.

Notwithstanding the great work that was done in promoting mental health awareness by the team at MHFA Ireland, we were also fully aware that we also needed to be generating income if we were to ensure the survival of MHFA Ireland. To this end we took our first foray into the world of online training. The first course of training that we delivered incidentally was not Mental Health First Aid, but rather manager mental health awareness workshops for a large multinational pharmaceutical company. What initially started as a set of workshops that were to be delivered to managers with their Irish operation soon expanded to include practically all of their global operation. MHFA Ireland, and by consequence, Saint John of God Hospital had just gone global, with us delivering training locations such as Hong Kong, Brazil, Europe, and the Middle East.

As I mentioned earlier, we became captains of our fate and, not standing on our laurels, we initially piloted online versions of our Adult Programme in early June 2020. After some adjustments we launched MHFA as an online offering in July 2020. It is with great pride that I can say that our team showed levels of tenacity, adaptability and ingenuity in successfully moving from a face-to-face training delivery model to an online model

in less than four months. Our ability to succeed in such a challenging business environment is in no small part due to a fantastic team at MHFA who have shown such commitment, inventiveness, and creativity.

Following on from the success of the Adult Online Programme, we also launched our Youth MHFA Programme in September 2020. Demand for both programmes remained very high, and we ended the year with over 2,200 persons trained in mental health first aid.

To paraphrase the word of Saint Francis of Assisi, the team at MHFA Ireland started by doing what was necessary, then by doing what was possible and suddenly we were doing the impossible and I for one am proud and privileged to be part of such a wonderful group of people who excel in everything that they do.

***Defence Forces personnel serving
with the EU Training Mission in Mali (EUTM)***



Financial Review (2020)

Income and Expenditure Account

Year Ended 31 December 2020

| | Hospital | St. Joseph's | Total |
|---------------------|------------|--------------|------------|
| | € | € | € |
| Income | 33,435,765 | 4,975,825 | 38,411,590 |
| Expenditure | | | |
| Remuneration | 24,979,158 | 5,299,927 | 30,279,085 |
| Non Pay Overheads | 7,607,746 | 914,309 | 8,522,055 |
| Gross Expenditure | 32,586,904 | 6,214,236 | 38,801,140 |
| (Deficit) / Surplus | 848,861 | (1,238,411) | (389,550) |

Year Ended 31 December 2019

| | Hospital | St. Joseph's | Total |
|--|------------|--------------|------------|
| | € | € | € |
| | 34,020,246 | 5,104,271 | 39,124,517 |
| | 24,335,504 | 5,427,177 | 29,762,681 |
| | 7,253,080 | 871,572 | 8,124,652 |
| | 31,588,584 | 6,298,749 | 37,887,333 |
| | 2,431,662 | (1,194,478) | 1,237,184 |

Balance Sheet At Year End

2020

| | € |
|---|-----------|
| Tangible Fixed Assets | 2,193,156 |
| Current Assets | |
| Debtors & Prepayments | 7,583,412 |
| | 7,583,412 |
| Creditors- Amounts falling due within one year | |
| Creditors and accruals | 3,387,035 |
| Bank Overdraft | 1,603,564 |
| | 4,990,599 |
| Net Current Assets | 2,592,813 |
| Total assets less current liabilities | 4,785,969 |
| Capital and reserves | |
| Long Term Loan | 500,000 |
| Restricted Funds | - |
| Unrestricted Fund | 4,285,969 |
| Reserves | 4,785,969 |

2019

| | € |
|--|-----------|
| | 1,361,707 |
| | 8,325,739 |
| | 8,325,739 |
| | 3,559,072 |
| | 1,452,855 |
| | 5,011,927 |
| | 3,313,812 |
| | 4,675,519 |
| | - |
| | 64,216 |
| | 4,611,303 |
| | 4,675,519 |

Analysis

Income Analysis 2020

| | Hospital | St. Joseph's | Total |
|-------------------------------|------------|--------------|------------|
| | € | € | € |
| Inpatient/Residential Service | 30,771,788 | 4,125,265 | 34,897,053 |
| Outpatient/Day Services | 1,685,049 | 418,947 | 2,103,996 |
| Other | 978,928 | 431,613 | 1,410,541 |
| | 33,435,765 | 4,975,825 | 38,411,590 |

Income Analysis 2019

| | Hospital | St. Joseph's | Total |
|--|------------|--------------|------------|
| | € | € | € |
| | 31,205,083 | 4,441,399 | 35,646,482 |
| | 1,740,973 | 449,967 | 2,190,940 |
| | 1,074,190 | 212,905 | 1,287,095 |
| | 34,020,246 | 5,104,271 | 39,124,517 |

Pay Analysis 2020

| Pay Category | Hospital | St. Joseph's | Total |
|--------------------|------------|--------------|------------|
| | € | € | € |
| Nursing | 11,046,269 | 3,687,408 | 14,733,677 |
| Medical | 4,595,268 | - | 4,595,268 |
| Allied Professions | 3,501,661 | 34,171 | 3,535,832 |
| Support Services | 3,380,605 | 1,238,948 | 4,619,553 |
| Administration | 2,455,355 | 339,400 | 2,794,755 |
| | 24,979,158 | 5,299,927 | 30,279,085 |

Pay Analysis 2019

| | Hospital | St. Joseph's | Total |
|--|------------|--------------|------------|
| | € | € | € |
| | 11,290,499 | 3,819,513 | 15,110,012 |
| | 4,121,225 | - | 4,121,225 |
| | 3,325,907 | 32,218 | 3,358,125 |
| | 3,233,072 | 1,241,528 | 4,474,600 |
| | 2,364,801 | 333,918 | 2,698,719 |
| | 24,335,504 | 5,427,177 | 29,762,681 |

Non Pay Analysis 2020

| Expense Category | Hospital | St. Joseph's | Total |
|---|-----------|--------------|-----------|
| | € | € | € |
| Administration | 2,123,389 | 269,274 | 2,392,663 |
| Consumables Relating To Direct Patient Care | 1,845,374 | 402,301 | 2,247,675 |
| Establishment | 3,638,983 | 242,734 | 3,881,717 |
| | 7,607,746 | 914,309 | 8,522,055 |

Non Pay Analysis 2019

| | Hospital | St. Joseph's | Total |
|--|-----------|--------------|-----------|
| | € | € | € |
| | 2,281,506 | 214,581 | 2,496,087 |
| | 1,824,795 | 415,474 | 2,240,269 |
| | 3,146,779 | 241,517 | 3,388,296 |
| | 7,253,080 | 871,572 | 8,124,652 |

Clinical Governance, Quality & Safety

The Clinical Governance, Quality & Safety Board Sub-Committee (CGQSBSC) assists the Board of Directors in its oversight responsibilities to ensure the appropriateness and quality of the services provided at Saint John of God Hospital CLG (comprising Saint John of God Hospital and St Joseph's Shankill) and to evaluate the consistency of clinical governance practice and procedures in line with regulatory and statutory obligations, good professional practice and guidelines, and in accordance with the philosophy, ethos and values of the Hospitaller Order of Saint John of God and the policies and procedures of Saint John of God Hospitaller Services.

The Sub-Committee:

- Monitors and reports on the operational delivery of services to patients/residents and their families in accordance with hospital policies, accepted practice guidelines, and patterns of outcome including adverse outcomes.
- Monitors patients'/residents' (and where appropriate their families') experiences and access, and staff and visitor safety.
- Oversees the development of a quality and safety assurance framework with key performance indicators (KPIs) to assure patient/resident safety, service delivery and outcomes.
- Oversees and approves the development of quality, safety and risk management plans (other than financial risks) and regularly evaluates the risk registers and risk management activities, and provides a supervisory function and reporting point for their operation.
- Provides a reporting point for the Clinical Governance, Quality & Safety Executive Committee.
- Oversees and monitors processes for complaints, compliments and comments.
- Oversees arrangements to facilitate staff to raise concerns about the quality and safety of patient/resident care.
- Monitors matters of compliance with standards, regulations, legislation,

rules of the Mental Health Commission, HIQA, etc.

- Reports regularly, and makes recommendations as necessary, to the Board of Directors.

The non-executive director memberships of the Committee in 2020 were: Dr Bernadette Mangan (Chairperson), Mr William Cunningham, Br Gregory (Patrick) McCrory O.H. and Professor Kieran Murphy.



Each year this committee sets annual key performance indicators for reporting at its meetings throughout the year. In 2020, the Board Sub-committee monitored the following key performance indicators:

- Complaints, Compliments & Feedback - Hospital & St Joseph's (six monthly)
- Medication Safety – Hospital
- Physical examination and reviews
- Pressure Ulcers & Wounds – St Joseph's
- Suicide Strategy including environmental actions – Hospital -update
- Falls – Hospital and St. Joseph's – 6 month follow-on
- Data Protection Report
- Patient Satisfaction Survey - Hospital
- Reduction of Seclusion & Physical Restraint - Hospital
- Violence & Aggression - Hospital & St Joseph's
- Nursing Clinical Supervision / Reflective Practice

- Health Information and Quality Authority (HIQA)
- Mental Health Commission (MHC)
- Care Plans and documentation - Hospital & St Joseph's
- Communication with Referrers; Admission and Discharge Communication
- Report from Consumers' and Carers' Council
- Suicide Reduction Strategy including environmental actions – Hospital-update
- Staff Turnover Rates / Reasons for Leaving – by department or category – Hospital & St Joseph's
- Re-admissions – Hospital
- Audits – ViClarity Hospital & St Joseph's
- Patient Safety Standards
- Outpatient Services (hospital and remote) – referral patterns, interventions and outcomes
- Risk Management Review
- Lean Initiatives – Hospital & St Joseph's Communication with Referrers; Admission and Discharge Communication

The Clinical Governance, Quality & Safety Executive Committee (CGQSEC), meets on a monthly basis and is chaired by the Chief Executive. It oversees the executive structures which support good clinical governance and quality and safety in both services. It does this in conjunction with the following sub-committees that provide regular reports to the executive committee: Hospital Clinical Audit, Saint Joseph's Clinical Audit & Nurse Practice Development, Health & Safety, Hospital Consumer & Carer Council & Advocacy, Saint Joseph's Residents' Committee, Clinical Effectiveness & Quality Improvement, Risk Management, Patient Satisfaction & Complaints Committees of the Hospital and Saint Joseph's and Saint Joseph's Shankill Clinical Governance Committee.

The Executive Committee also receives reports and Learning Notices from the Local Incident Management Team in relation to patient safety incidents reviews. The Executive Committee approves policies and guidelines and receives recommendations brought forward by the various sub-committees along with updates from each committee on a monthly basis. This governance structure is critical to our delivery of clinical services and safety of those who use our services, visitors, staff and volunteers.

Total numbers - 2020

Hospital

Inpatient admissions **1,342**
 Involuntary admissions **87**
 Assisted admissions **58**
 Outpatient appointments
 (all clinical disciplines) **13,845**

Saint Joseph's

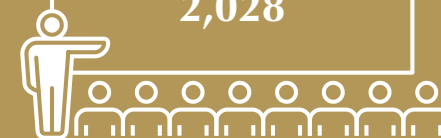
Residents St Joseph's **57**
 New residential admissions **5**
 Day care places in person
 up until March **48**
 Virtual day care attendances **160**

Staff & Volunteers

Hospital Staff **343** St. Joseph's Staff **102** St. Joseph's volunteers **200**

Mental Health First Aid Ireland

People Trained
2,028



Adult 2 day courses
813

Workplace 2 day courses
1,083

Youth 2 day courses
132

Adult Train the Trainers
18

Information Sessions
45

Notes





Saint John of God Hospital,
Saint Joseph's Shankill &
Mental Health First Aid Ireland

Saint John of God Hospital clg, Stillorgan, County Dublin
Telephone: 01 277 1400

www.stjohnofgodhospital.ie
www.saintjosephsshankill.ie
www.mhfaireland.ie



/SJOGMHealth



/sjogmentalhealth

*Thank you so much
for putting in such an
effort into trying to keep
us all connected. You and
all your staff are just
wonderful.*

