

QUALITY ACTION PLAN

BROTHERS OF CHARITY SERVICES – WEST REGION

2024-2027



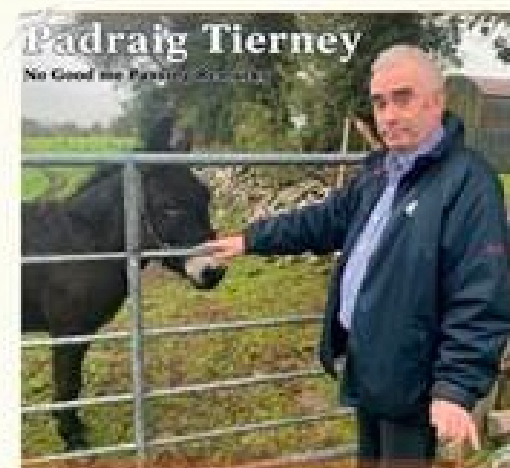
VISION STATEMENT:

‘Working together we seek to create supports and to shape communities where the people we support are valued and equal citizens.’





OFFICIAL CD LAUNCH



NO GOOD ME PASSING REMARKS

15TH DEC 23

ST JOSEPH'S RESOURCE CENTRE

BOYLE (F52 N260)

7.30PM

All Are
Welcome



INTRODUCTION

DIRECTOR OF SERVICES

I am pleased to introduce the Quality Plan 2024-2027 for the BOCSI West Region. This plan has been developed to guide all staff and management in the services to be focused on meeting the expressed priorities and needs of the people that are supported.

The Plan has been developed following the first West Region Quality Assurance Accreditation in 2023 with the Council for Quality and Leadership (CQL). Following discussions and engagement with different stakeholders, including people supported, advocacy groups, staff and management groups, the plan now forms the focus of our work and resources in the West Region for the next three years building on continued quality improvement for our services. The plan will ensure we remain responsive to people supported through our commitment to their personal outcomes.

The plan is underpinned by our ongoing commitment to the UNCRPD and working in partnership with the people we support to be equal and valued members of our communities.

The past five years have been one of great change in the services, with the integration of Roscommon and Galway Services into the West Region. The work on this quality plan has supported the integration, bringing together learning on what is working well in different parts of the region, creating a shared plan for how we can improve the service through our everyday work.

The progress of this plan will be under continuous review by the senior management team and updates will be available to people supported and staff.

I would like to thank all those who worked on our Quality Assurance Accreditation providing input for this plan and I look forward to working with you in achieving its ambitious goals and actions.

EAMON LOUGHREY

Director of Services, West Region



Quality of life means different things to everyone I feel for most people it is about happiness and enjoying the good things in life.

For some people it's about getting their own home, or looking after their own money, getting paid for their work, getting an education, being around friends or being in a relationship.

My hope from this quality plan is that people supported and staff find encouragement to keep positive and stay focused on finding out what people really want in their life. From this plan I hope all staff find happiness in the work they do and the support they give and for people supported I hope you find happiness in achieving your dreams

PAT FLAHERTY
Galway Advocacy Chairperson

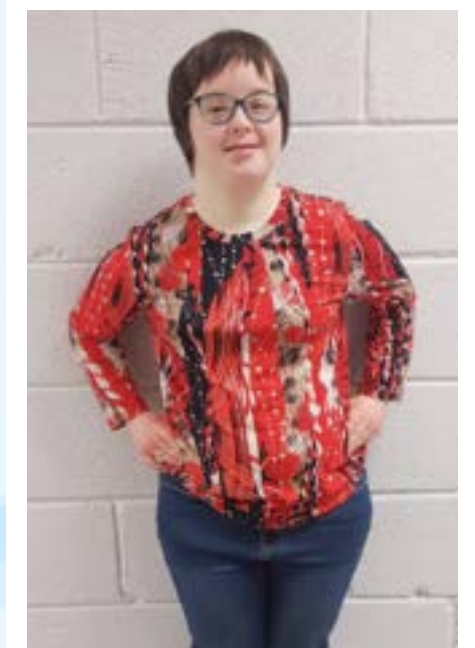


A quality service means something different to everyone. Sometimes it is about achieving the big goals, something you hope and dream for, but it can even be the smaller ones you set for yourself every day.

I feel this is achieved through learning more about our rights, how to become more independent, doing things for yourself. Rights and Respect should always be the focus for both ourselves and staff teams; this is what makes a quality service.

My hope from the quality plan is that everyone will share in the common goal of what we all want to have in our lives; it is about experiencing a good life and sharing those experiences together in a more focused way.

ANN MARIE DONNELLY
Roscommon Advocacy Chairperson



1 RIGHTS

WE ARE COMMITTED TO THE PROMOTION AND PROTECTION OF THE RIGHTS OF ALL THOSE WE SUPPORT.

TO PROMOTE AND PROTECT RIGHTS WE WILL:

Develop accessible information and videos for people to learn more about rights that are important to them. Advocacy groups with the National Advocacy Council will develop these resources to increase understanding of the UNCRPD.

Enhance training for staff on rights and understanding restrictions, promoting a culture of rights based supports and language in the services.

Rights will continue to be protected with the Human Rights Review Committee's (HRCs). We will review these committees ensuring they are in line with best human rights based practice.

Sub-committees of the HRCs will be set up to review and ensure best practice on the use of psychotropic medication.

Develop a West Region policy on Rights Promotion and Supported Decision making to ensure people are supported to make decisions in line with the Assisted Decision Making (Capacity) Act (2015).



2

DIGNITY & RESPECT

WE ARE COMMITTED TO PROMOTING ADVOCACY FOR ALL PEOPLE SUPPORTED. WE ARE COMMITTED TO ENSURING THAT PEOPLE HAVE THEIR CONCERNS LISTENED TO. WE ARE COMMITTED TO SUPPORTING PEOPLE TO HAVE MEANINGFUL WORK AND ACTIVITY CHOICES.

TO PROTECT DIGNITY & RESPECT, WE WILL:

Ensure advocacy continues to be a priority focus for the services. Advocacy will be enhanced by development of advocacy information roles.

To enhance the development of Advocacy as a core part of everyone's work, there will be training on Advocacy for people, management and support staff.

To promote the independence and autonomy for all, the services will continue to develop the (DAT) Digital and Accessible Technology project at all levels of the organisation.

Continue the development of innovative methods to support enhanced communication for and with all people, improving decision making opportunities for every person and providing evidence to support the person's will and preference.

Prioritise the development of more paid employment opportunities for people by participating in national and local work initiatives including further development of Social Enterprises.



DAT

The home of Digital and Accessible Technology
in the Brothers of Charity Services Ireland - West Region

3

NATURAL SUPPORT NETWORKS

WE ARE COMMITTED TO ENSURING PEOPLE CONTINUE TO HAVE COMMUNICATION WITH THEIR NATURAL SUPPORT NETWORKS, AND ARE SUPPORTED TO DEVELOP EMERGING NETWORKS.

TO DEVELOP NATURAL SUPPORT NETWORKS WE WILL:

Develop a policy to guide all staff on the support and development of natural support networks.

Continue to prioritise and lobby for funding of transport options to support people to connect with their networks and communities.

Develop the 'Connect' Volunteer project to increase volunteers in the services, and supporting people to be volunteers in their communities.

The 'Peers' friendship project will expand, with training and development of skills of staff and people on building friendship networks.

Development of Home-sharing Services & Respite services creating more options for building networks for people.

Children's services will focus on supporting opportunities for children and their families to sustain natural support networks and engage in their local communities.



4

SAFE GUARDING

WE ARE COMMITTED TO SAFEGUARDING PEOPLE FROM ABUSE, NEGLECT, MISTREATMENT AND EXPLOITATION AS AN ONGOING PRIORITY.

TO ENHANCE SAFEGUARDING WE WILL:

Increase training for all staff on safeguarding and promoting positive cultures where people receive services.

Develop accessible information for all people to improve people's own understanding of Safeguarding.

Ensure any person involved in a concern of abuse will have all the information they require on the assessment of their concern.

Increased Social Media awareness for people supported as part of the enhanced availability of IT technology and use of social media for communication.



5

BEST POSSIBLE HEALTH

WE ARE COMMITTED TO SUPPORTING PEOPLE TO MANAGE THEIR OWN HEALTH CARE, ACCESS HEALTHCARE, USE THE MOST UP TO DATE DATA TO EVALUATE EFFECTIVE HEALTH CARE SUPPORTS.

TO SUPPORT BEST POSSIBLE HEALTH WE WILL:

Develop a Health Strategy to support and respond to the health needs especially as people age and needs change in line with the National Health Strategy.

Establish a West Region Best Possible Health Committee to implement the Health Strategy ensuring health supports and health promotion are in line with national research and best practice.

Work with other agencies on the development of Peer led health promotion initiatives.

Improve accessible information on health issues, diagnosis and end of life information.



6

SAFE ENVIRONMENTS

WE ARE COMMITTED TO PROMOTING THE HEALTH & SAFETY OF ALL, ENSURING INDEPENDENCE IS PROMOTED IN ALL ENVIRONMENTS.

TO ENHANCE SAFE ENVIRONMENTS WE WILL:

Continue development of systems to support health and safety for people and staff in line with Health and Safety regulations.

Enhance education on health and safety needs for people with increased initiatives and engagement with community groups.

Promote the 'Dignity of Risk' by improving risk management systems and training for all staff on holding the balance of risk with quality of life.

Promote our commitment to sustainability and engage with the National BOCSI Strategy on delivering climate change commitments.



7

STAFF SUPPORTS & WELL-BEING

WE ARE COMMITTED TO ONGOING STAFF DEVELOPMENT AS WELL AS FAIR PROCESSES FOR STAFF AND STRONG RECRUITMENT PROCESSES.

TO SUPPORT STAFF WE WILL:

Continue to work with National HR and Training to support a National strategy that focuses on staff supports and development.

Increase consultation with staff on what is working well and how culture can be supported to develop positively.

Review staff support and supervision processes to improve the culture of support.

Roll out increased well-being initiatives for staff, to support staff well-being.

Focus on development of recruitment and retention processes within the services to support continuity for all people.

Develop training and e-learning systems to improve opportunities for staff learning and development.



8

POSITIVE SERVICES & SUPPORTS

WE ARE COMMITTED TO PERSONAL PLANNING IMPROVING PERSON CENTRED AND PERSON DIRECTED SERVICES. WE ARE COMMITTED TO POSITIVE BEHAVIOURAL SUPPORTS FOR PEOPLE.

TO ENHANCE POSITIVE SERVICES WE WILL:

With enhanced training and workshops we will improve the translation of Personal Outcomes into more meaningful personal planning.

Host Regional Shared Learning Events 'Making It Happen' to share positive planning stories, celebrate achievements and highlight excellence in personal planning.

Develop a West Region documentation pack to support personal planning and the continued roll-out of the OLIS DOCs Project for an enhanced information system.

Continue the development of Positive Supports for people using training and proactive skills based assessments and interventions.

Continue to commit to least restrictive practice with targeted education and supports.



9

PROMOTION OF PERSONAL OUTCOMES

OUR FISCAL, BUSINESS AND ADMINISTRATIVE FUNCTIONS ARE COMMITTED THROUGH OUR VISION, MISSION & VALUES TO THE PROMOTION AND ATTAINMENT OF PERSONAL OUTCOMES.

TO CONTINUE TO PROMOTE POM WE WILL:

Engage with National BOCSI on the name change of the organisation.

Develop improved systems and information to support people's control of their own money.

Continue to commit to fiscal processes that improve transparency for all stakeholders.

Enhance communication systems to support the development of National Information WebApp's to improve information sharing.

Support the development of online accessible information platform using up to date digital resources to support communication.

Review the Governance Structure of the West Region to support efficient use of resources for continuous quality improvement.



10

MONITORING OF QUALITY ACTION PLAN

WE ARE COMMITTED TO PRIORITISING RESOURCES ON KEY AREAS FOR IMPROVEMENT OF QUALITY OF LIFE THROUGH THE LEARNING FROM DATA COLLECTED AND COLLATED.

Increase the number of reliable Personal Outcome Measures (POM) conversations to support the collection of data on how POM and organisational supports are supporting quality of life.

Develop the Quality Enhancement Forums as a local sharing and learning platform for people supported, families, staff and management to showcase learning from POM conversations.

Improve Data Gathering to monitor the Quality Action Plan systems and practice with each factor group system promoting basic assurances monitoring.



»RIGHTS

DIGNITY & RESPECT

NATURAL SUPPORT

NETWORKS

SAFEGUARDING

BEST POSSIBLE HEALTH

STAFF SUPPORTS

& WELL-BEING

PROMOTION

» OF PERSONAL

OUTCOMES

MONITORING OF OUR

QUALITY ACTION PLAN

POSITIVE SERVICES
AND SUPPORTS

SAFE ENVIRONMENTS



 **triestpress.ie**

Triest Press is an award winning Social Enterprise operating in two locations in County Roscommon whose main purpose is to provide meaning employment for people with intellectual disabilities.