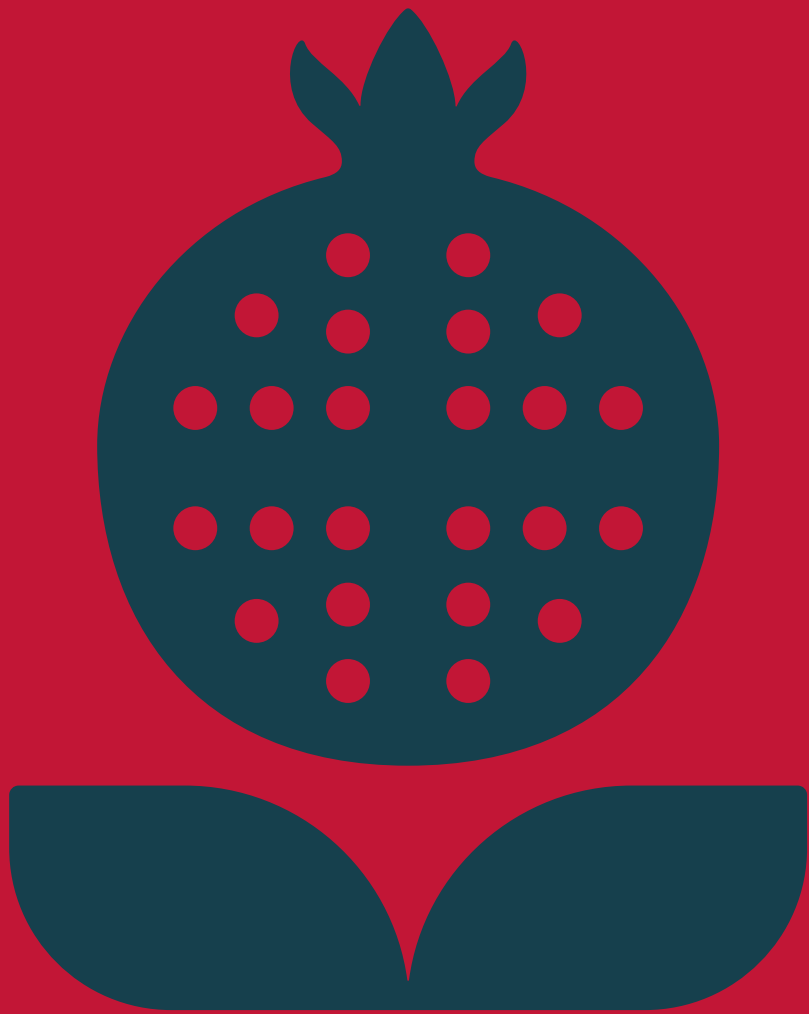




Where listening creates hope



# Annual Report 2023



**Auditors:**

**Pricewaterhouse Coopers, Spencer Dock, North Wall Quay, Dublin 1**

**Bank:**

**Bank of Ireland, College Green, Dublin 2**

**Solicitors:**

**Porter Morris Solicitors, 10 Clare Street, Dublin 2**

**CHY Number: CHY 18282**

**Registered Charity Number: 20069858**

**Registered Company Number: 430743**

# INDEX

<b>Our Vision, Mission &amp; Values</b>	<b>4</b>
<b>Message from the Chief Executive</b>	<b>6</b>
<b>Clinical Director's Report</b>	<b>8</b>
<b>Board of Directors</b>	<b>13</b>
<b>Management Team</b>	<b>14</b>
<b>Consultants</b>	<b>15</b>
<b>Clinical Governance, Quality &amp; Safety</b>	<b>16</b>
<b>Finance</b>	<b>18</b>
<b>St. Joseph's Centre</b>	<b>19</b>
<b>Mental Health First Aid Ireland</b>	<b>26</b>
<b>Feedback</b>	<b>29</b>

# Vision, Mission and Values



## **Vision**

**Our vision is that our communities can access with ease, high quality care and services that are responsive to society's needs today and into the future.**



## **Mission**

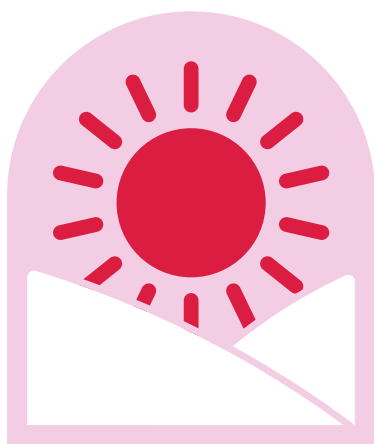
**Our mission is to provide quality mental health and dementia care, along with advanced wellbeing and education programmes. We achieve this by enabling our staff, volunteers and services to be innovative and compassionate, inspiring hope and empowering individuals, families and wider society.**



## **Values**

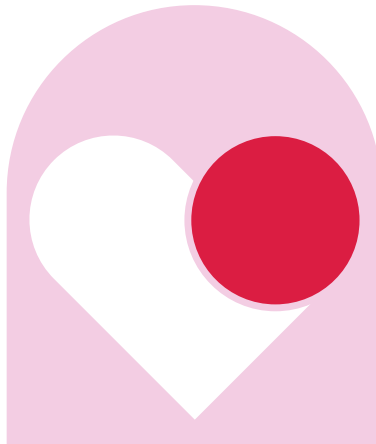
**Inspired by our Founder, St John of God, our values reflect our belief that all people are the creation of God with intrinsic value and inherent dignity. Our values define how we interact with the people we serve, with our colleagues, and within our wider communities.**

## Our core values are Hospitality, Compassion and Respect.



### **Hospitality**

is that we accept everybody we encounter without judgement and we will engage with them in a pleasant, fair and equitable manner.



### **Compassion**

is that we will treat everyone with kindness, a caring and supportive attitude and a willingness to help.



### **Respect**

is that we will respect and honour each person as an individual, without discrimination, recognising their uniqueness, and their human rights.





## Message from the Chief Executive

**Welcome to the 2023 Annual Report for St John of God Hospital CLG.**

**Herein we outline our achievements, activities and some of the challenges faced by colleagues, volunteers and the Board of Directors, in our three services: St John of God Hospital Stillorgan, St Joseph's Centre Shankill and Mental Health First Aid Ireland (MHFAI).**

The Hospital and the Ginesa Suite Adolescent Service are regulated by the Mental Health Commission (MHC) and St Joseph's Shankill is regulated by the Health Information & Quality Authority (HIQA).

Admissions and activity for 2023 witnessed the Hospital having a total of 1,304 admissions.

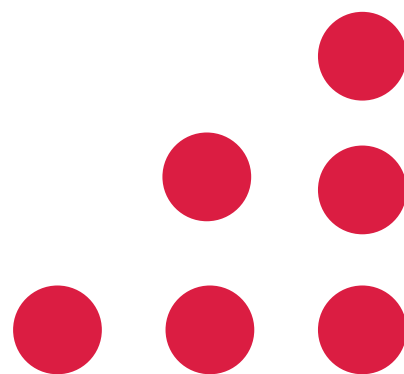
Mental Health First Aid trained 3,333 people in 2-day MHFA courses in 2023, and over 2,000 other persons through Awareness or Refresher courses. A total of 19,093 participants trained since the inception of the programme.

St Joseph's Centre had 13 admissions during 2023.

Recruitment and retention showed signs of improvement during 2023, however overall

remained a challenge. I want to acknowledge the efforts of all staff who, despite the staffing situation during 2023, continued to provide excellent services to patients, residents and their families and to those departments that provide internal services to staff across the organisation I want to express thanks also.

Volunteers continue and increasingly play a significant role in supporting our work. From the ten directors who serve voluntarily on our Board of Directors, to the members of our Consumer & Carer Council (Hospital) and Residents and Representatives Committee (St Joseph's Centre) to the fundraising volunteers and the volunteers who visit the hospital and St Joseph's and share their unique talents and experience to enhance the lives of patients, residents, families and staff on a daily basis; we owe each and every one of them much



gratitude for giving of their precious time for the benefit of others.

2023 witnessed a number of changes at the Senior Leadership level across the organisation. I wish to acknowledge the contribution and commitment over the previous 13 years of Emma Balmaine, Chief Executive, who resigned from our service in July to pursue a new role with the Irish Heart Foundation. I also wish to thank Sarah Almasry, Chief Operations Officer, who took on the role of Interim Chief Executive. Adrian Doherty, Human Resources Manager, resigned from his position in September to pursue a new role, and Aidan MacMahon, Accountant, resigned from his role following 20 years' service heading up the finance function. I wish to acknowledge the huge contribution each made to St John of God Hospital CLG.

In the following pages you can read of the review of 2023 from the perspective of each service. I hope that you, like me, will find it inspiring and encouraging and with clear evidence of the talent and dedication that we are so fortunate to have in this organisation.

In conclusion, I want to take this opportunity to express my sincere appreciation and thanks to all my colleagues, our volunteers and our Board of Directors for their work and commitment and we look forward with optimism and hospitality to the year ahead in the manner of our founder St John of God.

**Damien O'Dowd**  
**Chief Executive**



# Clinical Director's Report

**The year 2023 was the year that we actually began to approach the end of the global Covid pandemic. We returned to in-person face-to-face consultations but still provided telephone sessions as requested by the preference of our patients. There were significant changes within all our clinical teams, but we all worked closely together with colleagues across the hospital to provide the highest standard of care for all our patients and their families.**

Post-pandemic we have increased the number of medical students we accept from UCD in line with the nationally agreed increase in medical school places. We also accepted trainees from the US and elective students from European Universities as they aimed to expand their experiences here in our excellent patient centred and academically focused services.

## **Medical Services Overview**

### **Eating Disorders and General Adult Services**

Dr Maria Romanos and her team continued to provide services to both general adults and the eating disorders recovery programme (EDRP). Family Support Group and individual family meetings were facilitated by the Senior Social Worker, Consultant Psychiatrist and Clinical Nurse Specialist as needed. Appointments continued to be held online to facilitate all participants' ability to attend these important sessions.

A Family Information Day was held by the EDRP Team members in the Talbot Hotel and was well received.

### **Child and Adolescent Services**

Following the untimely death of Dr McNamara in 2022, we were joined by Dr Nimantha Gamage as our Interim Locum Consultant.

Outpatient clinic services offered both initial assessments and ongoing reviews. Individuals becoming 18 years of age were transitioned to Adult services as needed.

The Suite benefitted from the development of a sensory room and a low stimulus room for those with specific needs.

### **Addiction Services**

Prof. Colin O'Gara led his busy MDT to provide assessments, detoxification care, rehabilitation and ongoing support to individuals with addictions issues and their family members.



Addictions included addictions to Alcohol, Benzodiazepines, Cannabis, Cocaine, Opiates, Internet Use disorder, Gambling and Pornography.

Prof. O’Gara continued to educate the Irish population using both broadcast and print media about the issues concerning these conditions and the need for ongoing addition treatment programmes. The Service continued to participate in research with national and international collaborators.

### **General Adult Inpatient and Outpatient Psychiatry Services**

(i) Dr Attila Szigeti joined our service as a Consultant and Tutor to the College of Psychiatry Training Scheme. He leads a well-developed MDT to provide a variety of evidenced based psychopharmacological and psychological treatments to adults with mood disorders, psychosis, eating disorders, ADHD, Autism and anxiety disorders including PTSD.

Dr Szigeti, in his role as Tutor, provided a dynamic academic programme to all UCD medical students, psychiatry trainees and allied health colleagues, including nursing students and visiting trainees from the University of Zurich and Boston University. His reflective Balint groups were opened to both registrars and interested colleagues. He also introduced a Kardia ECG programme in his outpatient department (OPD) to help monitor cardiac function in those attending taking psychotropic medications and at risk of metabolic syndromes. He has completed training in both Electroconvulsive Therapy (ECT) and Transcranial Magnetic Stimulation (TMS) service delivery. His interest in the latest technology to provide state-of-the-art services to our patients is much appreciated.

(ii) Dr Giedrius Gerulskis, joined our services at the end of 2022. In 2023 he continued to

develop the Consultant Coverage service and the outpatient new referrals services. These patients were then followed by Dr Gerulskis post-discharge, and they were able to follow up with OPD Psychology services.

Prior to joining us here in SJOGH, Dr Gerulskis had a wealth of experience in providing Transcranial Magnetic Stimulation (TMS) treatments to those in need of these services. His experience and knowledge are most appreciated, and he helps us to develop our neuromodulation services here in SJOGH.

(iii) Dr Stephen McWilliams, and his team of 8 members provided specialised care for those adults with psychotic illnesses. The team also cared for those with non-psychotic disorders, including those with bipolar disorder, depression, adjustment, and OCD disorders. Dr McWilliams provided regular teaching to UCD medical and nursing students who were attached to his team and RCSI pharmacy students during their attachments to the Hospital. They provide excellent treatment using specialist-pharmacy-guided, evidence-based, algorithmic psychopharmacology and attend to metabolic screening and physical health monitoring in line with best practice.

(iv) Dr Simon Mitchell joined us in July 2023. Dr Mitchell’s team provides general adult psychiatry services and also focuses on neuro-modulation services. This includes leading out on our ECT service and multidisciplinary team (MDT) which takes responsibility for the administration of ECT. This is a complex and risky procedure requiring skilled and experienced medical and nursing staff. The ECT Team aims to maintain the highest clinical standards and protocols when carrying out this procedure as laid down by the Mental Health Commission and the Royal College of Psychiatrists’ Centre for Quality Improvement ECT Accreditation Service (ECTAS). The Team

also provides a consultative and advisory role within the hospital to multidisciplinary teams considering a referral for ECT. The designated ECT Nurse provides additional support and information both to patients and to their families before and during a course of treatment. The Team is involved in the development of our upcoming TMS Services.

The Service provided training in the hospital for both Medical and Nursing staff in clinical skills related to ECT.

### **Psychiatry of Later Life Services**

The Psychiatry of Later Life Services had continued to develop its services as required to care for patients over 65 years of age. Referrals are received both locally and nationally from general practitioners and secondary or tertiary care centres. The Census figures from 2022 revealed that SJOGH has the fastest growing group of individuals over the age of 65 years and, in particular, over 85 years of age.

Clinical activity continued to be busy with both inpatients and outpatients. Referrals were usually admitted to Carrig Fergus, a 28-bed ward for those over the age of 65 years. This group of patients had suffered significant

anxiety, depression and isolation during the Covid-19 pandemic.

The service comprised of three Consultants:

(1) Dr John O'Donovan's MDT is comprised of a consultant psychiatrist, one GP trainee, one psychiatry trainee, senior clinical psychologist, occupational therapist, social worker, pharmacist and secretary. The team model is focused on inpatient multidisciplinary care of psychiatric illness. The majority of inpatients are older adults, but the team also treats general adult patients, and we are fortunate to work closely with our nursing colleagues on each suite of the hospital.

The team worked hard and collaboratively to continue the ongoing success of the last ten years. The team maintained a consistent high occupancy throughout the year despite challenges posed by Covid. The team established new links with RCSI primary care and has now established a training link with the RCSI GP training scheme and received very positive feedback from trainees to date.

Dr O'Donovan's team was the first team in the hospital to utilise nasal esketamine as a novel and high technology drug for depression with



**Launch of Youth Med.info**



**Pharmacy Team celebrate 10 years' collaboration with RCSI**

a new mode of action. All members of the team continued to contribute both locally and nationally in academic arenas and particular note is made of pharmacist Aoife Carolan's academic achievements and Nicola McGlade's ongoing lecturing and academic work for the Department of Psychology in UCD alongside her clinical workload. The team continued to take on and treat challenging patients who had failed treatments in other services and, in several cases, obtained excellent outcomes for patients referred for second opinions.

(2) Dr Caoimhe Ni Shuilleabhain covered a 0.5 Whole Time Equivalent (WTE) position. She went on leave in March 2023 and this service was then covered by Dr Chris Miller and Dr Cian Denihan. She shared an MDT with Prof. Hoblyn. The multidisciplinary team included colleagues from Nursing, Occupational Therapy, Social Work, Psychology, Pharmacy, Physiotherapy and Chaplaincy services.

(3) Prof. Jennifer Hoblyn, Clinical Director, has a 0.5WTE commitment to Psychiatry of Later Life. She had previously served as Chair of the Faculty of Later Life Psychiatry at the

Irish College of Psychiatry. She has academic appointments in both TCD and UCD Medical Schools, supervises visiting undergraduate students from the USA and has active HRB funded research projects, one of which was awarded in 2022. In 2023 she was awarded an Honorary Degree from TCD for services to the University.

### **Nursing**

The Nursing team continue to provide excellent patient care. The Nursing team is to be credited for their dedication to the inpatient service, and the high quality of nursing care.

### **Pharmacy Department**

St John of God Hospital celebrated the 10 year anniversary of the signing of a Memorandum of Understanding with the Royal College of Surgeons in Ireland. This was the first MOU between RCSI and a psychiatric teaching hospital and this collaboration was instrumental in the enhancement of educational opportunities available to pharmacy students.

### **YouthMed.Info Website**

Aoife Carolan, Pharmacist, in collaboration with volunteer clinicians and young people, was instrumental in the roll-out of the YouthMed.Info website. This valuable resource is aimed at young people and their families to access reliable information on mental health and ADHD medicines.

The team continues to collaborate with an international group of pharmacy educators and researchers to share best practice and our experience of implementing Mental Health First Aid in the pharmacy curriculum. Prof. Dolores Keating is co-supervising a hospital-sponsored PhD exploring the integration of MHFA in undergraduate healthcare education.

### **Psychology Department**

This team was led by Mr Fergal Rooney and the enduring implications of the Covid-19 crisis served to provide a challenging context for the Psychology Department to continue to deliver a comprehensive service. However, the staffing crisis curtailed the department in delivering its full suite of interventions for inpatients and outpatients.

Members of the Psychology Department provided input to all inpatients at MDT level and contributed to the weekly care planning for patients. A significant achievement by psychologists is evident in the fact that every request for intervention with inpatients was responded to through 1-1 or group therapy during 2023.

### **Social Work Department**

Ms Grainne Lawlor stepped up to provide the leadership of the Social Work Department. Staff recruitment and retention, commitment to MDT's, inpatient caseload and the management of safeguarding referrals remained the

central focus of the department for the year. Behavioural Family Therapy continued to be an intervention available for patients and their families.

Social Work participated on the Audit Committee, the CEQI Committee, the Sustainability Committee, the Suicide Reduction Committee and the Risk Committee. Monthly in-house CPD continued throughout the year ensuring Social Workers kept up-to-date with developing legislation, national guidance and current research in line with best national and international social work practice. All Social Workers continued to meet CORU CPD requirements. Social Work continued to provide induction training for newly recruited staff in relation to Adult Safeguarding and Child Welfare and Protection.

### **Chaplaincy Team**

Chaplaincy services continued to be led by Fr. Hugh Gillan and Deacon Damian Murray and whilst coming out of the Covid-19 pandemic, normal Chaplaincy activities were provided across both sites in Stillorgan and Shankill, including liturgical services and support groups.

The Pastoral Care Department in St Joseph's had assumed lead for Caru (end of life) programme which replaces the previous CEOL programme.

### **Professor Jennifer Hoblyn Clinical Director**



# 2023 Board of Directors



**William  
Cunningham  
Chairman**



**Elaine Collins**



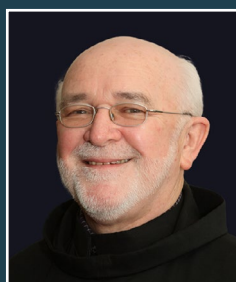
**Laura Cuddihy**



**Margaret  
Heneghan**



**Br Ronan (John)  
Lennon O.H.**



**Br Gregory  
(Patrick) McCrory  
O.H.**



**Ronan  
McGoldrick**



**Professor  
Kieran C. Murphy**



**David Pierce**



**Professor  
Rory Shelley  
From January**



# 2023 Management Team



**Emma Balmaine**  
Chief Executive  
To August



**Sarah Almasry**  
Interim Chief  
Executive  
From August



**Damien O'Dowd**  
Chief Executive  
From November



**Sarah Almasry**  
Chief Operations  
Officer  
To August



**Elaine Byrne**  
Interim Chief  
Operations Officer  
From August



**Gerry Byrne**  
Head of ICT  
From November



**Professor Jennifer  
Hoblyn**  
Clinical Director



**Geraldine Corr**  
Director of  
Nursing



**Sinoy Allyboccus**  
Director of  
Nursing  
St Joseph's Centre



**Aidan MacMahon**  
Accountant



**Adrian Doherty**  
Human Resources  
Manager  
To September



**Nicola Doran**  
Interim Human  
Resources  
Manager  
From September



**Orlaith Donoghue**  
Head of  
Occupational  
Therapy



**Br Hugh Gillan OH**  
Head of Pastoral  
Care



**Grainne Lawlor**  
Head of Social  
Work



**Professor Dolores  
Keating**  
Head of Pharmacy



**Fergal Rooney**  
Head of  
Psychology

# 2023 Consultants



**Professor Jennifer  
Hoblyn**  
Clinical Director



**Dr Stephen  
McWilliams**



**Dr Simon Mitchell**  
July 2023



**Dr John  
O'Donovan**



**Professor Colin  
O'Gara**



**Dr Maria  
Romanos**



**Dr Attila Szigeti**  
February 2023

# Clinical Governance, Quality & Safety

**The Clinical Governance, Quality & Safety Board Sub-Committee (CGQS) 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. It reviews clinical risk and evaluates 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, values and the policies and procedures of Saint John of God Hospitaller Services.**

## **The Sub-Committee:**

- (a) Monitors and reports on the operational delivery of services to patients/residents and their families in accordance with policies, accepted practice guidelines, and patterns of outcome including adverse outcomes.
- (b) Monitors patients'/residents' (and where appropriate their families') experiences and access, and staff and visitor safety.
- (c) Oversees the development of a quality and safety assurance framework with key performance indicators (KPIs) to assure patient/resident safety, service delivery and outcomes.
- (d) 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.
- (e) Provides a reporting point for the Clinical Governance, Quality & Safety Executive Committee.
- (f) Oversees and monitors processes for complaints, compliments and comments.
- (g) Oversees arrangements to facilitate staff to raise concerns about the quality and safety of patient/resident care.
- (h) Monitors matters of compliance with standards, regulations, legislation, rules of the

Mental Health Commission, HIQA, etc.

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

The non-executive director memberships of the Committee in 2023 were: Professor Kieran Murphy (Chairperson), Br Gregory McCrory O.H., and Professor Rory Shelley.

Each year this committee sets annual key performance indicators for reporting at its meetings throughout the year.

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

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.



# Finance

## Financial Review (2023)

### Income and Expenditure Account

	Year Ended 31 December 2023			Year Ended 31 December 2022		
	Hospital €	St. Joseph's €	Total €	Hospital €	St. Joseph's €	Total €
Income	39,020,946	7,303,034	46,323,980	34,277,996	7,060,603	41,338,599
Expenditure						
Remuneration	30,644,420	6,400,357	37,044,777	27,263,394	5,877,893	33,141,287
Non Pay Overheads	9,364,539	1,781,705	11,146,244	8,315,084	1,417,679	9,732,763
Gross Expenditure	40,008,958	8,182,063	48,191,021	35,578,478	7,295,572	42,874,050
(Deficit) / Surplus	(988,012)	(879,029)	(1,867,041)	(1,300,482)	(234,969)	(1,535,451)
Balance Sheet at Year End			2023	2022		
Tangible Fixed Assets			925,069	1,451,408		
Non Tangible Fixed Assets			621,657			
Current Assets						
Debtors and Prepayments			8,291,656	9,176,101		
Creditors - Amounts falling due within one year						
Creditors and Accruals			7,214,846	5,744,519		
Bank Overdraft			1,654,149	1,928,036		
			8,868,995	7,672,555		
Net Current Assets			(577,339)	1,503,546		
Total assets less current liabilities			969,387	2,954,954		
Capital and Reserves						
Long Term Loan			-	118,526		
Restricted Funds			180,138	-		
Unrestricted Funds			789,249	2,836,428		
Reserves			969,387	2,954,954		



# St Joseph's Centre

**St Joseph's Centre is the largest residential centre in Ireland solely dedicated to dementia care. In 2023 St Joseph's was home to 60 full-time residents, 13 of which were new to our care. We hosted up to 24 daily Day Care members (over 120 places per week!) and were privileged to offer one rolling bi-weekly respite place. Our services are provided by 92 staff members who are supported by 140 volunteers.**

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.

## Achievements in 2023

### Meaningful Care Matters – Accreditation Retained:

St Joseph's proudly continued to retain its accreditation as a "Meaningful Care Matters Butterfly Home". We received a Level 2 Accreditation across our Lodges and a Level 1 Accreditation in our Day Care service in 2022. This model sets the high standard of quality person-centred care that we have become renowned for and is the reason that we are seen as the centre at the cutting edge of dementia care in Ireland. To maintain this professional standing, our Person-Centred Dementia Care Committee carried out regular internal audits throughout 2023. We will continue to strive to provide meaningful care to our residents, based not only on basic needs, but by focusing on how we can provide the best quality of life available through the continued use of this transformative model.

### Person Centred Dementia Care (PCDC)

The PCDC Committee play a vital role; they are to ensure and support the implementation of the Butterfly Model both in routine day-to-day care and the activities provided by our staff and volunteers. In 2023, we welcomed residents to the committee, accompanied by their family member, who continue to provide us with essential feedback. The PCDC are also in regular contact with the Meaningful Care Matters UK PCDC Committee. They also provide an integral support to staff through staff development, team building and wellness days.

### Compassionate End of Life Care (CEOL)/ Caru

On 30th November 2022, the HSE launched a replacement programme to CEOL called 'Caru' nursing home support and training programme – a continuous learning programme developed by the Irish Hospice Foundation (IHF), in partnership with All Ireland Institute of Hospice and Palliative Care (AIHPC). A key component of Caru is the establishment of a new 'Project ECHO' – a nursing home knowledge network in each Community Healthcare Organisation (CHO) Area. In 2023 we implemented and transitioned from CEOL to Caru successfully through the following:

**L-R Elaine Byrne, Service Manager,  
Mary Butler TD, Minister for Mental  
Health & Older People, Sinoy  
Allyboccus, Person-in-Charge**

- Attendance at Caru workshops with the aim of passing any practical procedures or information to their peers. We were happy to see that our current policies and measures of care were already aligned with the workshop resources.
- Participation in the CHO6 Project ECHO Network.
- Feedback has helped to identify and implement change. In 2023 our Chapel of Rest was redecorated to support further dignity to those who have passed and a better environment for family members.
- A Caru Group Committee was set up as a multidisciplinary group responsible for driving and overseeing end-of-life care improvements across St Joseph's Shankill.
- There were 13 deaths at St Joseph's during 2023. We remember each one of them with fondness and love through sending first anniversary cards, prayers and celebrating them at Mass. Caru reviews were carried out for each of these people's deaths to ensure the best end-of-life care. Family Caru questionnaires were sent to all bereaved families 3 months after the death of their loved one. Overall responses were all positive.

### **St Joseph's Day Care Centre - 'The Club'**

Our Day Care Service offers an essential service and support to those living with dementia and their families in the local area. By the end of 2023 the Day Care Centre



offered 24 places per day to the locality versus 16 in earlier in the year.

The impact this has for those effected by Dementia is immeasurable; not only does it provide respite for families caring for their loved ones, but it also supports healthy eating routines, cognitive stimulation, socialisation, promotes independence and provides our day care members agency to continue to pursue interests and activities in a safe and supportive environment supporting their quality of life.

Each club member can attend The Club up to 3 days each week and can engage in a range of activities including: movement to music, tennis, bingo, arts and crafts, music, crosswords, gardening, quizzes (and much more). Alongside this, our club members are encouraged to get involved in the daily running of the service, through assisting with setting tables, helping in the kitchen, tidying up etc. to ensure a sense of occupation and involvement.

Throughout 2023, an increase in regular staffing was put in place in line with the increasing day centre places. This means that instead of the 14-16 places available each day we could increase places to 24 every day, allowing us to address the long waiting lists. Our ratio of places offered to those on our waiting list continued to be one third to Wicklow and two thirds to Dun Laoghaire. As usual, a day care centre place was only offered to a person following a comprehensive nursing assessment.

Volunteers also continue to support our work and are a vital asset to the day care team.

The Club continues to apply the Meaningful Care Matters Butterfly Approach and retained its impressive Level 1 Accreditation.

### **The Residents Representatives Committee (RRC)**

The St Joseph's RRC's purpose is to inform, include and advocate for loved ones and their family members, and to continue to improve service provision as well as future care and service developments. The RRC met 5 times during 2023.

### **Activities for Residents:**

Our Activities Co-ordinator works hard to ensure our residents are offered a full range of activities that match their needs and interests. The weekly activities timetable is full of creative, developmental, inspiring, calming, and active choices to ensure a good quality of life for our residents in full time care. These include:

- Trips on our trio-bike to Shanganagh Park
- Arts & Crafts
- Play Care Crèche
- Pet Therapy
- Seniors Virtual Reality – Creating Magical Moments
- Tennis

- Fit for Life – Activities
- Dance
- Hand Massage
- Imagination Gym
- Bingo
- Garden Walks / Gardening
- Bingo
- Singsong
- Access to Mass at least 3 times a week at the in-house Chapel

## **Volunteering, Community Engagement & Fundraising**

### **Volunteering**

By the end of 2023 there were 140 registered volunteers. 54 Volunteers were recruited in 2023 and an estimated 8,431 unpaid volunteer hours were completed supporting St Joseph's activities. Volunteers averaged 38 hours weekly in day care, 46 hours weekly with residents, and 24 hours with our Activities Coordinator.

Funding was secured from the Community Foundation of Ireland and from the St John of God Foundation Better Life Grant, for vital resources for the volunteer programme supporting the role of the Volunteer Officer.

In 2023 there was a focus on volunteering through technology. Volunteers helped to facilitate our Magic Table sessions and introduced residents and day care users to our new Virtual Reality system.

### **Investing in Volunteers**

Investing in Volunteers (iV) is the quality standard for all Volunteer Programmes in Ireland and the United Kingdom. The indicators changed in 2022. In preparation for renewing the award, we aligned the future development of the Volunteer Programme with the new Investing in Volunteers (iV) award framework. We submitted our application for renewal of this accreditation in late 2023.

## **Recognition and Appreciation of Volunteer Team**

Over 5 events were held in 2023 celebrating and recognising the hard work and dedication of our volunteers. These events are also a fantastic opportunity for our volunteers to meet, socialise and support one another.

## **Community Engagement: Activities & Outreach**

### **Dementia Information Hub**

We ran 5 sessions in local libraries including: Shankill, Stillorgan, Dun Laoghaire, Cabinteely and Bray. This is a signposting service for people living with dementia and their family members.

### **Dementia Café**

In February 2023 we continued our virtual Dementia Café in February and then changed to in-person from May onwards. We are grateful to Shankill Bowling Club for providing the venue. Our Dementia Café is open to people living with Dementia, their families, friends, healthcare professionals and anyone with an interest in dementia. Each café lasts for about 2 hours. There is a speaker introducing a different topic each month with time for discussion at the end.

Topics included: Understanding behaviour change in dementia (February 2023), Public Health Services (May 2023), Fair Deal (June 2023), Understanding Dementia (July 2023), Behaviours and Psychological Symptoms of Dementia (September 2023), Members of Irish Dementia Working Group and Dementia Carers Campaign Network (supported by the Alzheimer Society of Ireland) (October 2023), Introducing the Memory Technology and Resource Room (November 2023) and Christmas Party (December 2023).

Two volunteers were part of the Steering Committee to facilitate the café. Other members of the Committee included four

Dementia Advisors with the Alzheimer Society of Ireland.

### **Secondary School Programme**

Our School Ambassador Programme to raise awareness about dementia was reviewed and offered in Dun Laoghaire and Wicklow. In the school year from January 2023 to May 2023 there were 11 presentations facilitated to 730 students. From September 2023 to December 2023 there were 16 presentations facilitated to 1,036 students.

### **Lunch and Learn Initiative**

We started our Lunch and Learn Initiative in 2022 to raise awareness about dementia among employees of corporate organisations. A staff member and volunteer facilitated each session in exchange for a donation from each of the organisations. Sherry Fitzgerald was our first corporate talk of the year followed by Salesforce, who were so impressed they booked 6 sessions in total. Our Lunch and Learn initiative reached over 300 employees.

### **Cognitive Stimulation Therapy**

Funding was sourced to provide Cognitive Stimulation Therapy sessions in the community. We are grateful for the support of the HSE / National Lottery funding for this.

### **Community Bowling Club**

Funding was also sourced from the HSE / National Lottery to facilitate a community bowling club to be held in Shankill Bowling Club. We are grateful for the support of Shankill Bowling Club to provide this community initiative.

### **Dementia Tennis Club**

Our in-person tennis lessons restarted in October 2023 in Shankill Tennis Club. We are very grateful to our coach, Derek, and to Enjoy Tennis and to Shankill Tennis Club for supporting our tennis lessons. Nine residents are supported by staff and volunteers each Friday morning.





**Presentation of Charter of Rights for People Living with Dementia**

### **Community Hairdresser**

Our Community Hairdresser comes to St Joseph's once a month to cut, colour and style hair for the people in our care.

### **Virtual Reality / Sponsored Product**

We were gifted a Rendever Virtual Reality set by the company founder, Kyle Rand. It is a virtual reality platform for seniors with a focus on creating and sharing magical moments that overcome social isolation. Volunteers who are interested in using the system have been trained to use this with residents and Day Care club members.

### **The Big Reel**

Dance Ireland are supporting dance artist Philippa Donnellan, a creative artist working in dance, with a particular specialty in working with older people and in care homes. We worked with her on a series of dance and music workshops to develop the performance called The Big Reel. This was performed at St Joseph's on September 15th as a pilot programme and which may grow into something greater.

### **National & Local Engagement**

Inspiring Irish policy to 'Get Dementia Right'. In March, we presented our Erasmus+ partnership project "Getting Dementia Right" to policy-makers, TDs and senators in the AV room in Leinster House, Government Buildings, calling for a rights-based approach to care in Ireland.

#### **Visit from Minister Mary Butler**

Minister for Mental Health and Older People visited St Joseph's, alongside senior Department of Health advisors, to learn about the model of care and the approach at St Joseph's, to inform policy planning.

#### **Age is a Privilege.... Unless you Forget**

Siobhan Grant was invited to speak in the Royal Hibernian Academy as part of the Autumn Series evening. Artist Debbie Castro's exhibition was an acclaimed success and told her story of her experience following her father's diagnosis of dementia. The evening gave an opportunity to raise awareness about dementia and the impact it has on the person and their families.



## International Engagement

### EPALE (Electronic Platform for Adult Learning in Europe)

We facilitated a workshop with EPALE on Inclusion & Sustainable Volunteering in Dementia in September 2023.

### Erasmus+ projects – Getting Dementia Right

We completed our “Dementia Right – Developing a Rights-based Approach to Dementia” project with a presentation of a charter of rights for people living with dementia co-funded Erasmus Plus Project. This is the culmination of two years’ work with our partners from St John of God Institute Lisbon, Portugal, Oviedo University, Spain; Alzheimer Hellas, Greece; Alzheimer Portugal; Portugal BUHAYAD; Antalya, Turkey and St Joseph’s Shankill, Dublin, Ireland.

### Erasmus+ projects – Making Moments Matter

We worked with Hope! Respostas Sociais from Portugal on our Making Moments Matter project. This project involves creating a Volunteer Charter and manual along with training sessions to support volunteers to facilitate singalong sessions with residents in care home settings.

### Dementia Workshop in Portugal

St Joseph’s representatives Siobhan Grant, Elaine Byrne and Norma Sheehan presented a workshop in Lisbon to SJOG leadership in Portugal inspiring a human rights-based approach to dementia care.

### Lived Inclusion Congress

We attended the first European Congress on Social Inclusion in Vienna. It was an opportunity to highlight the work of St Joseph’s and to network with other colleagues from across Europe.

### Visit from Icelandic Nursing Home Staff

On 10 March we had a visit from 41 staff from Kirkjuhvoll Nursing Home in Iceland who were inspired to visit our centre to learn about our Person-Centred Care Practices and how we implemented the Butterfly Model of Care into our centre. We provided a talk, and then gave them a tour of our home, sharing information on our model of care, and successful volunteer programme.

## Fundraising

### Community Fundraisers

We have a wonderful community of supportive fundraisers who raise tens of thousands of euros every year to support our cause. This year we received over €25,000 from community fundraisers including:

- Voices of Bray Concerts raised €7,000.
- Foxrock Golf Club Bridge Club €4,000
- Leaving Certificate students of St Joseph of Cluny raised €5,000
- Shoreline staff - 24-hour cycle 9th-10th June, raised €3,500
- Courts donation €6,200

## St Joseph's Fundraising Events

St Joseph's is renowned for its well-established events which raise substantial funding each year, engaging with the community and local businesses. Last year our two main events raised almost €50,000.

### Butterfly Lunch 2023

The Fundraising Committee hosted the Butterfly Lunch 2023 at Fitzwilliam Lawn Tennis Club on Friday, 23 June. The event was a fantastic success with 200 guests enjoying a wonderful lunch, and top-class entertainment in splendid surroundings. Thanks to our sponsors, donors and supporters, funds raised exceeded €37,000. The funds will be used to develop sensory bathrooms in St Joseph's.

### St Joseph's Golf Day - Woodbrook Golf Club

St Joseph's Golf Day was held in September Raising over €11,000 with 22 teams of 4.

### St Joseph's Regular Giving Club - Monthly Donations

Our Regular Giving club income increased by 10% compared to 2022 providing €4,526.40 in regular annual income. We are planning to roll out a new membership campaign to our supporters to increase regular giving revenue in 2024.

### Website Donations

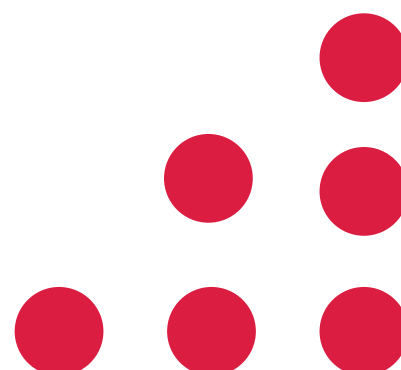
The public donated a very generous €12,637.50 through our website donation button and to various fundraising appeals throughout the year. Many of these were responses to e-mails and social media posts.

### Social Media Donations

We received €1,751.29 in donations through our Facebook and Instagram profiles responding to appeals and through people setting up Birthday Fundraisers for our cause.

### Grants

- DLR Grants - supporting our Dance classes from Dance Theatre Ireland (€2,000)
- Saturday Hospital Fund - Tovertafel Projectors for Magic Tables (€13,500)
- Monkstown Hospital Fund - Tovertafel Projector for Magic Tables (€5,000)
- Private Foundations donations. EPR (€20,000)
- HSE Lottery fund - Bowling Club (€3,645)
- HSE Lottery fund - Cognitive Stimulation Therapy (CST) Programme (€9,613)
- SJOG Better Life Bathroom Project (€100,000)



# Mental Health First Aid Ireland

**Mental Health First Aid (MHFA) is the initial help given to someone who is developing a mental health problem, experiencing a worsening of an existing mental health problem or a mental health crisis. The first aid is given until appropriate professional support is received or until the crisis resolves.**

MHFA is a skills-based training programme. Participants learn how to recognise mental health problems and, through a framework for communication, learn how to offer and provide initial help, how to guide a person towards appropriate professional help or other supports in an understanding and empathetic way.

## Achievements in 2023

MHFA Ireland continued to provide training throughout 2023 in their two day courses, along with Awareness and Refresher courses. This resulted in MHFA Ireland having trained a total of 19,093 participants since the inception of the programme. The ongoing success and growth of MHFA has been a result of the many staff and instructors across our programmes. Across our Adult, Youth, Workplace, and Garda projects our team has continued to show their dedication and passion for the training being delivered in-person and online across the public and private sectors.

MHFA Ireland expanded its team in 2023 with the addition of a Project Co-ordinator role to oversee assigned projects, initially the Garda Mental Health First Aid Project.

## An Garda Síochána (AGS) Mental Health First Aid

Following on from many years of engagement and training delivery with AGS across both Adult and Youth HSE projects, MHFA Ireland engaged directly with AGS to initiate a specific project of Instructor training and course delivery initially over the next 2 years. 2023 saw a Memorandum of Understanding signed between An Garda Síochána and Mental Health First Aid and a press release sent to media outlets celebrating the agreement. The project is estimated to see 64 instructors training within AGS over the next two years. The first 16 instructors were recruited and trained in November.

**Emma Balmaine, Chief Executive; Dr. Oghenovo Oghuvbu, Chief Medical Officer, An Garda Síochána; Drew Harris, Commissioner of An Garda Síochána; Donal Scanlon, Manager, Mental Health First Aid Ireland, at the signing of a two year partnership agreement between MHFAI and An Garda Síochána**

*Photo Credit: Julien Behal Photography*



Our participation in the First Fortnight Festival is fast becoming an annual tradition and, in 2023, our Adult and Youth MHFA courses as part of the First Fortnight 2023 Festival marked the start of a very busy year. Participants who took part in these courses represented those who work or volunteer with adults or young people within the Arts across Ireland.

With Youth MHFA (YMHFA), we increased our numbers trained in 2023 by 660 to a total of 1,944 since the programme was initiated. Another positive sign for sustainability of the youth project is the expansion of the instructor pool with 12 new trained candidates across organisations such as YAP Ireland, NYCI, Tusla and Camogie Ireland to name a few.

The existing relationship with VHI Corporate has seen the launch of YMHFA training being made available to their clients. Three courses were delivered to staff from companies such as Novartis, Jaquar Land Rover, and DAA.

Direct Delivery of Adult and Youth training through our HSE project saw courses delivered to a variety of audiences and target groups such as Cork University Hospital, CDYS Mallow, the Family Resource Centre Network, See Change, Sligo Traveller Network, Social Inclusion Ireland, Special Olympics Ireland, Cork Mental Health Association, Connect Mental Health, Order of Malta, Rural Communities, Family Resource Centre Network, Cluid Housing and Sports Coaches.

MHFA Ireland and the HSE have continued to work closely with a HSE Steering group to support existing and new MHFA Adult and Youth Instructors to deliver training embedded within to groups such as AGS, Irish Defence Forces, Youthreach, Scouting Ireland, Barretstown, Church of Ireland, CDETB, homeless services, addiction services and community focused courses.

Funding was similarly secured in 2023, deferred for 2024 and beyond usage, to deliver Youth MHFA as a Traveller Mental Health support to the Travelling community and the services who support the community.

Continuing our strong relationship with European Institutions, we have continued to support the delivery of MHFA within the European Parliament, European Council, and European Commission. In 2023, MHFA International authorised this arrangement for a further 2 years and the recruitment of a further 10 instructors for the Commission commenced in 2023.

We have continued our strategic partnership with See Change and supported their Green Ribbon campaign in September on all our training, participated in their promotional video campaign and distributed well over 1,000 ribbons to course participants.

With the support of Saint John of God Hospital, MHFA Ireland continued to support our PhD student, who is focusing on mental health training for third level healthcare students. Her work is ongoing and, in 2023, she also trained as an Instructor in MHFA.





## Workplace Mental Health First Aid Training

### Workplace MHFA

Our engagement with corporate clients has remained strong through direct engagement or via our ongoing project with VHI. We have continued to deliver large amounts of Manager Awareness Sessions (75+), Staff Awareness (15+), Refresher courses (27+) and our core 2-day training (120+). Other engagement and business development work included clients such as University of Galway, Uisce Eireann, EY, ESB, American Embassy, Coca Cola, Bus Eireann.

Adult MHFA Instructor courses took place throughout 2023 supporting instructor development with European Parliament Staff, HSE, Focus Ireland, Kerry Mental Health Association, VHI and new associate Instructors.

In line with our strategic marketing plan, MHFA Ireland sponsored the IBEC Keep Well Awards event in 2023.

International MHFA relationships continue to be a priority for the MHFA Ireland team, liaising regularly with our European colleagues, British Isles colleagues and with colleagues in USA, Canada and MHFA International in Australia. In 2023, our manager attended an International Saint John of God event in Vienna, Austria along with fellow Irish SJOG representatives.

In 2023, MHFA Ireland supported the development of the wider SJOGH Strategy and look forward to supporting its implementation into 2024 and beyond.



# Feedback

## Hospital

*I really can't thank you enough for all your support always but especially during this admission. You help me a lot.*

*Thanks for all you do. Thanks for being perfect. Thanks for being you.*

*I don't know if I can put into words how incredibly thankful I am for you. Because of your patience, compassion, and kindness I am finally starting to appreciate the beauty in life and enjoy food again.*

*Thank you so much. You're so efficient and kind. Please thank Dr. X on my behalf, I feel so supported.*

## Mental Health First Aid Ireland

*Very easy to understand language. Supportive environment. The instructors are amazing and are passionate about teaching and really are effective at delivering this model.*

*The course was really excellent. Delivery and content were very detailed, relevant and interesting. I thought the facilitators were really good and had a wealth of experience and knowledge that added to the course.*

## St Joseph's

*Thank you for explaining how admittance to your 'Gold Star' Nursing home works. You run a wonderful home for people with Dementia and Alzheimer's.*

*Thank you for the thoughtfulness and arranging great birthday party for resident.*

*Thank you and all the caring staff in St Josephs for looking after Mr. C over the last 10 days. I know he was treated so well and you are all exceptional.*

*In her final chapter, resident found solace and care at St Joseph's where love enveloped her every day. Though she arrived on their doorstep frail and ill, the remarkable care provided by the staff became testament to the power of compassion and healing.*

*Everybody here is so kind and helpful. Thank you all for the things that you do for everyone here, I saw and experienced it.*

## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.





## St John of God Hospital

Stillorgan, Co. Dublin, A94 FH92

[www.stjohnofgodhospital.ie](http://www.stjohnofgodhospital.ie)



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