



ANNUAL REPORT 2022

West Limerick Independent Living CLG

Email: info@limerickcil.com

Tel: 069 77320

Website: limerickcil.com

Address, Newcastle West, V42 EE38



Introduction

Established in 1997, West Limerick Independent Living was setup to develop and deliver personal support services to people with disabilities in the Mid-West, as well as to project a positive image and perception of people with disabilities. As a community based, consumer driven, nonprofit organization, our services are designed to enable persons with disabilities to achieve maximum independence and fully participate in all aspects of community life. West Limerick Independent Living is a company limited by guarantee, not having a share capital.

Under our Customer Service Standards, each and every West Limerick Independent Living service user can expect courtesy and respect, fairness, clarity, accessibility, timeliness and responsiveness.

REGISTERED WITH THE FOLLOWING BODIES

Authority	Identifier
Charities Regulatory Authority (CRA)	20037192
Companies Registration Office (CRO)	271412
Revenue (Charities Unit) (CHY)	12592

West Limerick Independent Living supports people with disabilities by way of:

- Providing facilitated Personal Assistant services
- Provide Home Support services
- Providing a fully accessible transport service
- Raising awareness on disability issues
- Providing information on personal support services

ORGANISATIONAL BOARD

BOARD MEMBERS	
Mr. Ben Lenihan, Director & Chairman	IT Department at University of Limerick and is a person with a disability
Mr. John Creedon, Director	Report Technician with Pallas Foods IT Dept. A member of the Irish Wheelchair Association and the Disabled Driver Association. PA Service User
Mr. John Killowry, Director	PA Service User, studied at NUI Galway and worked in Wyeth Nutrition.

HSE Service Level Agreement

West Limerick Independent Living like many other organizations/agencies that are funded under Section 39 of the 2004 Health Act to deliver a Personal Assistant service (domiciliary care service) which is similar or ancillary to those of the HSE.

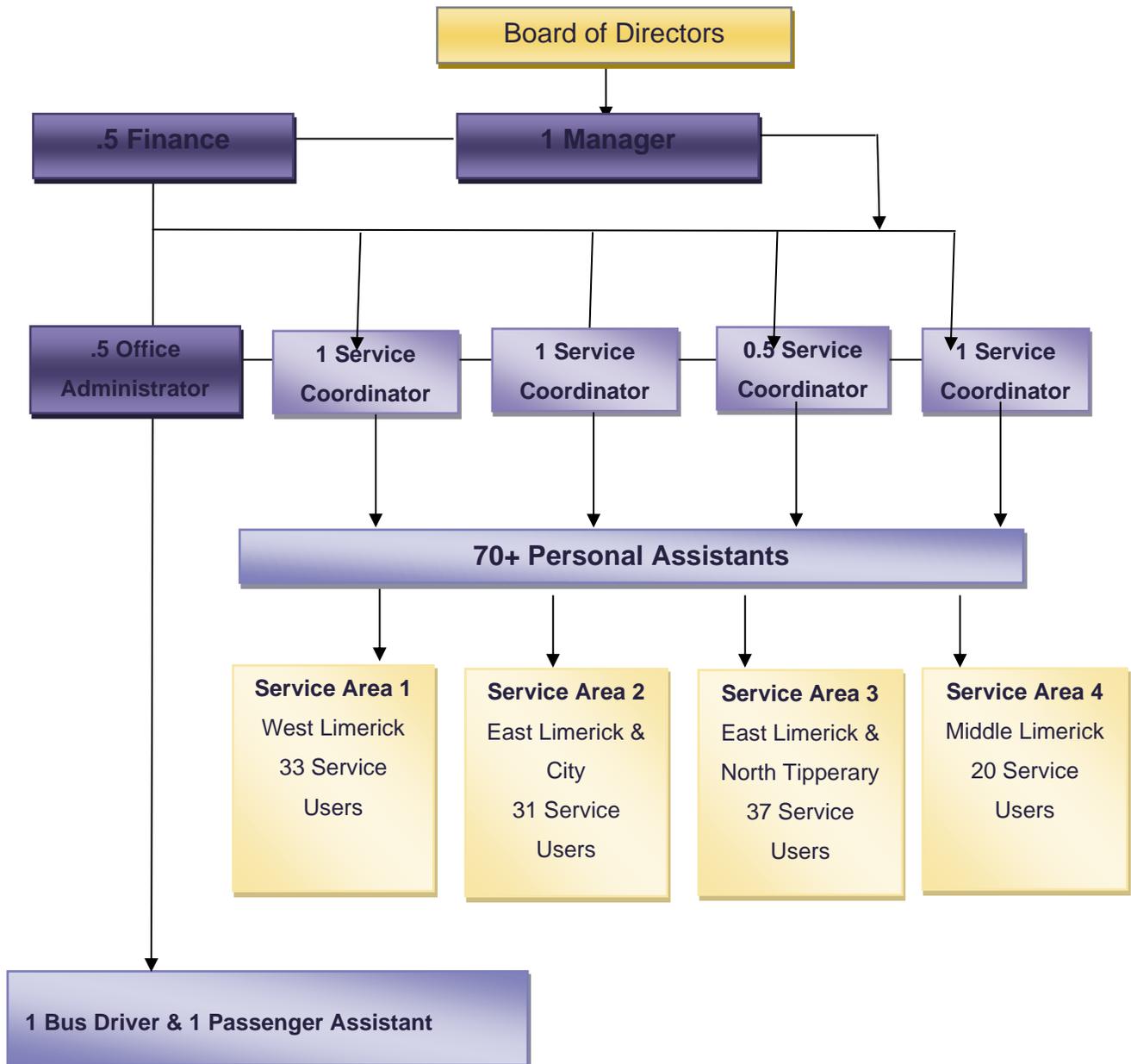
Section 39 bodies related to agencies / groups undertaking services which are similar or ancillary to those of the HSE and to whom the HSE is providing grant aid to do so. However, the HSE would not be legally or statutorily obligated to provide such services.

Section 39 of the 2004 Health Act titled, 'Assistance for certain bodies' directs that:

All organizations are required to sign a service level agreement which is a contract between the HSE and agency to deliver a service that complies with all relevant standards and legislation.

COMPANY ORGANISATIONAL CHART - ORGANISATIONAL STRUCTURE

West Limerick Independent Living is a company limited by guarantee, established in 1997 to develop and deliver personal support services to people with disabilities across Limerick City & County, as well as projecting a positive image and perception of people with disabilities.



CHAIRMAN'S REVIEW:

West Limerick Independent Living seeks to forge meaningful and just social contracts between our service users and those who work within the organisation, in a manner that contributes to the common good and helps to create a more equitable society. As one of the largest providers of Personal Support Services in Limerick City and County, the primary objective of West Limerick Independent Living (WLIL) is to provide support to people with disabilities in our community. These services include the Personal Assistant service, a key provision of the Independent Living movement.



*Mr. Ben Lenihan
Chairman*

Ultimately, the organisation seeks to promote self-empowerment to overcome the disadvantage imposed by physical impairments. Today Ireland is facing a critical shortage of care workers. 2022 saw the Department of Health fund, conduct and publish a 'Report of the Strategic Workforce Advisory Group on Home Carers and Nursing Home Healthcare Assistants' (September 2022) which outlined a number of important recommendations for ensuring that there are adequate personnel available in the personal support service sector. They concern recruitment, pay and conditions, barriers to employment, training and professional development, sectoral reform, monitoring and implementation. Such recommendations, if carefully considered and implemented, are welcome as they will assist WLIL to meet the needs of those who avail of our services through maintaining and developing highly qualified and competent staff.

There have been a number of changes in the past year within the organisation that required staff to adapt and adjust to new ways of working. These include restructuring of roles, implementation of new policies to facilitate remote working and the introduction of new IT systems. I would like to thank all staff for their patience and cooperation during this transition.

On behalf of the board, I would like to acknowledge the efforts made by all at WLIL to ensure that we continue to meet the needs of those we serve. I would like to acknowledge the unrelenting commitment of the Board Members; their willingness to devote their time, their dedication, and their absolute determination to uphold values like equality and fairness mean that it is a pleasure to work with such an organisation. I would also like to thank all the staff whose enthusiasm and work ethic ensure that we continue to provide quality support to clients. I would like to give my personal thanks

to all our service coordinators for once again providing excellent service to our clients. I wish the very best to all our service users and staff, management and members of the board going forward in 2023.

Thank you,

Ben Lenihan

Ben Lenihan

Chairman

West Limerick Independent Living

Managers Review

It is with great honor as the Manager of West Limerick Independent Living CLG that I present this annual report. With this annual report we intend to give our clients and their families, our staff and our funding agencies and other interested people an overview of the work of the company in 2022, information about the company's activities as well as providing full details of our financial position.



Margaret O'Connor
Manager

As we continue to deliver independent living support services to individuals with disabilities, we continue to face challenges, the main challenge is staffing. The country has reached full employment with high competition across the various sectors for available staff, this in turn affects the care sector where there is great competition for available staff. We strive to make our terms and conditions as attractive as possible with the resources available to us and recruitment is ongoing and is taking up more and more of management time.

All our staff are excellent with an unwavering dedication to promoting equality and inclusivity. Together, we endeavor to empower those we serve, enabling them to lead fulfilling lives, irrespective of their abilities. Our organization is guided by a team of consummate professionals, who exemplify compassion, expertise, and tireless commitment. With a steadfast focus on individual needs, we provide tailored support services that address the unique challenges and aspirations of those we assist. We understand the importance of fostering an environment that values self-determination, enabling individuals to exercise choice and take control of their own lives.

Our success is rooted in collaboration, recognizing that no single entity can effect transformative change alone. Not alone has we seen change in our own organization, the HSE has seen huge staffing changes in disability services, we continue to forge meaningful partnerships with the new and existing HSE staff, and like-minded organizations, united in our pursuit of a more inclusive society.

As we embrace the future, we remain steadfast in our commitment to innovation and continuous improvement. We diligently explore emerging technologies; we have changed our IT Management System as our IT Management System needed updating in line with various guidelines requirements. We always strive to enhance the quality and efficacy of our services.

I am profoundly grateful to the board for their steadfast commitment to advancing equality and inclusion. Your support to me as manager since commencing in my role has been invaluable I wish to thank each of you for your support. Also, I wish to thank my work colleagues who have been a great support, which is vital in propelling our organization's success and bringing about positive change.

Financially in 2022, West Limerick Independent Living operating turnover was €1,864,469 which is up from the 2021 figure of €1,657,647. Despite staffing challenges, we managed to increase the number of support hours we delivered, this was in no small part down to the hard work and commitment to management and staff.

Together, we possess the power to transform lives and construct a society founded on the principles of equality and opportunity. As we confront the challenges that lie ahead, let us remain resolute in our shared vision of a world where individuals with disabilities are afforded the dignity, respect, and autonomy they rightfully deserve.

I extend my deepest gratitude for your unwavering commitment and support. It is an honor to stand alongside each of you as we forge ahead, united in our unwavering pursuit of an inclusive and equitable future.

Thank you,

Margaret O'Connor

Margaret O'Connor

Manager West Limerick Independent Living

PASSENGER TRANSPORT SERVICE

Like previous years, many of the passengers who use the service go to Enable Ireland day services daily, the remainder attended training center and other once off passenger trips.

The day-to-day funding of this service is met by the Health Service Executive – West under their transport and socialization support program and West Limerick Independent Living. Accessible transport is a key factor for economic and social integration, as it enables people with disabilities and reduced mobility to participate in society on an equal basis with others. Accessible transport also improves the quality of life and well-being of the people, who may face challenges with digital services, walking, or climbing stairs. Moreover, accessible transport can reduce congestion and pollution by encouraging more people to use public transport instead of private vehicles.

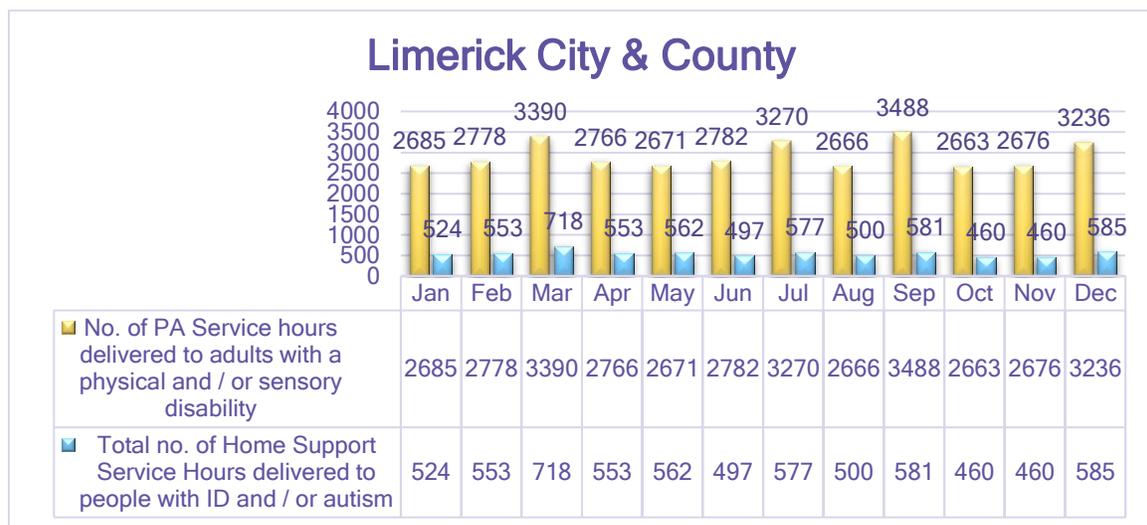


At the beginning of 2022, COVID 19 was still affecting services, therefore our passenger transport service ran for 40 weeks and over a five-day week average passenger attendance was five.

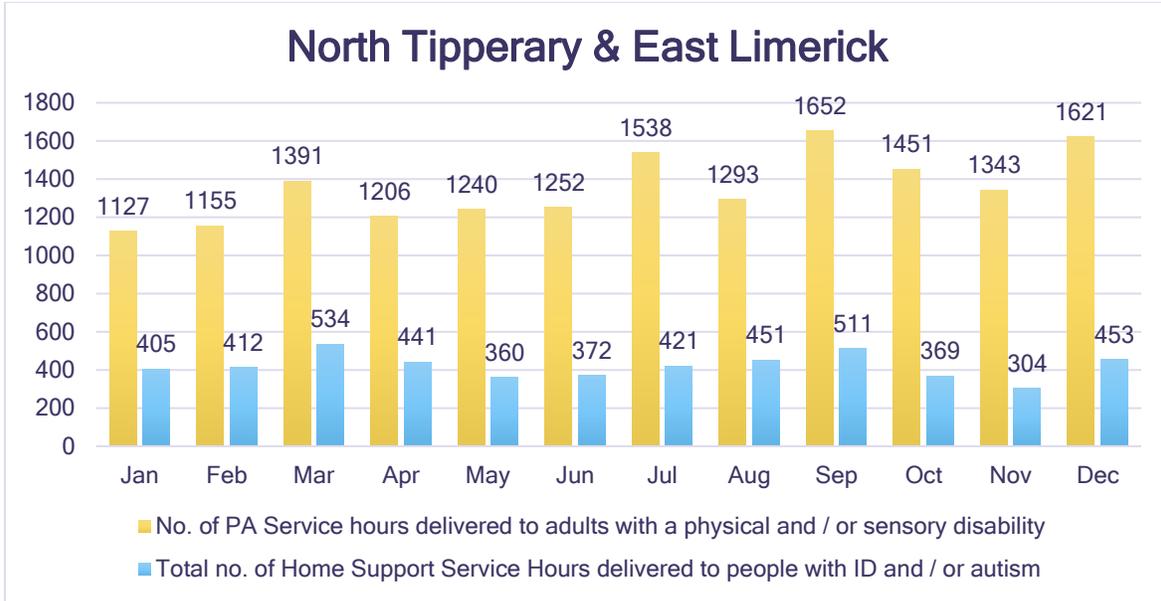
PERSONAL SUPPORT SERVICES (PSS)

Planning and delivery of Personal Support Services was developed and implemented in partnership with the HSE. Unfortunately, our personal support services continued to be impacted by the Staffing Crisis so going forward staff recruitment and retention will remain an issue, as this is not only an obstacle for West Limerick Independent Living in the delivery of services, but also a serious challenge across the care sector. The Government has established a cross departmental task force to examine the staffing challenges experienced by the care sector in 2022 which outlined a number of important recommendations for ensuring that there are adequate personnel available in the personal support service sector. They concern recruitment, pay and conditions, barriers to employment, training and professional development, sectoral reform, monitoring and implementation.

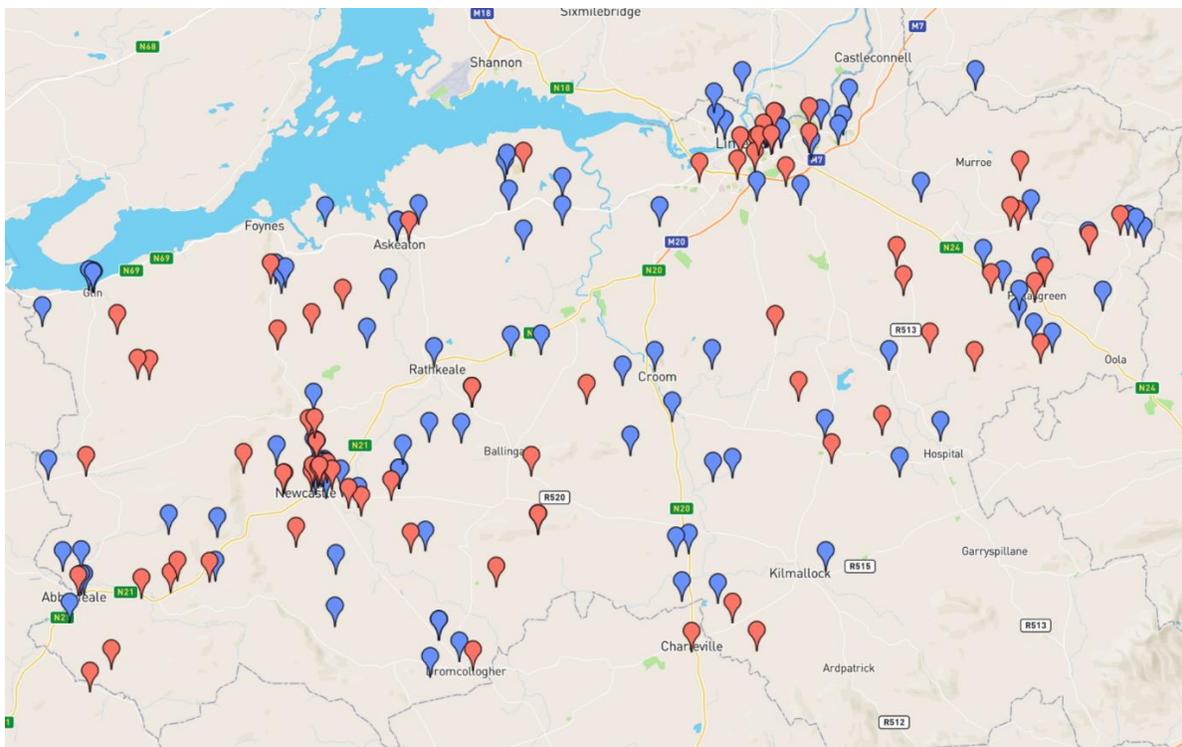
Description (LIMERICK)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
No. of PA Service hours delivered to adults with a physical and / or sensory disability	2685	2778	3390	2766	2671	2782	3270	2666	3488	2663	2676	3236
Total no. of Home Support Service Hours delivered to people with ID and / or autism	524	553	718	553	562	497	577	500	581	460	460	585



Description (NORTH TIPPERARY)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
No. of PA Service hours delivered to adults with a physical and / or sensory disability	1127	1155	1391	1206	1240	1252	1538	1293	1652	1451	1343	1621
Total no. of Home Support Service Hours delivered to people with ID and / or autism	405	412	534	441	360	372	421	451	511	369	304	453



SERVICE AREA



In total West Limerick Independent Living delivered 62940 hours Personal Support Services to 88 individuals across Limerick city and county and 34 individuals across East Limerick and North Tipperary 122 people with disabilities during 2022. This figure is up slightly from the previous, hours delivered in 2021 was 60,140 hours.

Staff Levels in 2022

Year-ending 2022, West Limerick Independent Living had 80 employees (26 full & 54 part time) on the company payroll, this figure includes transport and management. High staff turnover continues to be a pressure point, PA recruitment is proving very challenging, we have been advertising on an on-going basis with poor results.

Attracting quality staff is a major concern for West Limerick Independent Living, how do we resolve this problem that undoubtedly exists? Attracting quality workers and, just as important, holding on to them is top on our list of priorities. Personal Support Services are a personnel-intensive business, and agencies cannot begin to function without front-line staff, our greatest single asset.

FETAC (QQI) Level 5

- 34 Personal Assistants have full QQI Level 5 Care Skills or higher award.
- 22 Personal Assistants have several QQI Level 5 modules completed.
- 17 Personal Assistants have no QQI Level 5 Care Skills completed.

Training Costs

Numbers	Trainer	Venue Hire	Staff Wages
Manual Handling (3 classes)	1,165.00 euro	0.00 euro	1,1470.00 euro
Engagement Management Program (1)	2150.00 euro	0.00 euro	0,00 euro
Amric Covid 19 training (all staff)	0.00 euro	0.00 euro	0.00euro
Fire warden training (1)	295.00 euro	0.00 euro	0.00 euro
Supervisory Skills (1)	395.00 euro	0.00 euro	0.00 euro
Trauma Informed Practice Training (1)	150.00 euro	0.00 euro	0.00 euro
Epilepsy Training (10)	550.00 euro	0.00 euro	392.00 euro
First Aid Responder Training (2)	590.00 euro	0,00	0.00 euro
Apex Fire Training (4)	200.00 euro	0.00euro	0.00 euro

Annual Health and Safety Report

This report provides information on the performance of West Limerick Independent Living against its safety objectives. This is set in the context of the organization's safety statement, range of activities with corresponding risks, and arrangements put in place to control these.

On an annual basis, West Limerick Independent Living evaluates the extent to which the Safety Statement, Policies and Procedures were effective during the previous twelve months. This report will show the level of resources committed to Safety, Health and Welfare, any special preventative measures taken and data on occupational injuries and ill-health in the workplace and include details such as:

- Safety Statement reviews
- Risk Assessment reviews
- Health & Safety Training completed.
- Numbers of recorded incidents
- New safety arrangements have been put in place during the year.

Safety Statement & Risk Assessment Review

The Safety Statement and Risk Assessment was reviewed in 2022 and there were several updates made to the Risk Assessment by management.

Assigned Safety Responsibilities:

First Aiders:	Ms. Laura Mulqueen & Alison Oldfield
Fire Wardens:	Ms. Sabrina Doran
Health and Safety Coordinator:	Ms. Sabrina Doran
COVID-19 Compliance Officer:	Ms. Margaret O' Connor
Safety Representative:	Ms. Alison Oldfield, Ms. Laura Mulqueen and Ms. Precious Madubeko

West Limerick Independent Living and Safety Policy

West Limerick Independent Living will continue to review annually and communicated Health and Safety policy that provides a clear statement of commitment to providing a safe and healthy place of work.

The Policy contains commitment to ensure that:

West Limerick Independent Living complies with current safety legislation, hazardous activities are identified, risk assessed, and controls implemented, suitable training, information and instruction is provided, there are arrangements for consultation between staff, and management on health and safety issues, resources are made available for safety.

West Limerick Independent Living has a range of activities and a corresponding range of risks to be managed. The range of risks can be summarized as follows but is not exhaustive:

- Activities involving manual handling and lifting.
- Activities where people work alone.
- Frequent and prolonged use of workstation equipment.
- Areas where there is potential for people to slip, trip or fall.

West Limerick Independent Living manages these risks through the implementation of general arrangements for safety that include:

- Arrangements for reporting incidents, near miss incidents and dangerous occurrences.
- Fire risk assessment and fire safety precautions.
- Safety training and instruction.
- Workstation assessment and provision of eyesight screening.
- Homework place risk assessment.
- Communication and consultation on safety matters (Safety and Health Committee).

Health & Safety Training

Staff undertook training in good manual handling technique and risk assessment to reduce or eliminate manual handling associated injuries. Manual Handling training was provided to staff members who required instruction, by Optima Training an offsite Manual Handling company's when required, the training is refreshed on at least a three yearly basis or more frequently, if identified through the review of accident and illness records.

In 2022 Health & Safety Training was organized for company employees over five training days, a total of 18 employees completed the training. The cost of the training was as follows:

Training Course	Staff Numbers	Cost
Manual Handling Training	18 people	Trainer Costs €1,165
		Staff Wages Cost €1,470

People attending these courses were reminded and encouraged to report injury from manual handling activities so that the full extent and potential of manual handling injury is known. This information is used by the organization to consider the effectiveness of their manual handling risk assessments and control measures and whether more can be done to further reduce the risk from manual handling activities.

Review of Hazards/risk assessment and risk control procedures

In 2022 an office and working from home risk assessments was completed by Service Coordinator's, and no issues were identified. All work locations where staff, including lone workers work, were risk assessed on an annual basis and more frequently if a health and safety issue was raised by an employee or client.

Number of Recorded Incidents

The Health and Safety Authority, the organizations Management and the West Limerick Independent Living insurers require the immediate reporting of accidents, dangerous occurrences, and property damage incidents. All employees are obliged to immediately report all such events to their Services Coordinators.

In addition, staff are required to complete an accident report or dangerous occurrence report form. These forms are available from West Limerick Independent Living website or office and must be submitted within 24 hours of an accident/ incident.

Services Coordinators must also conduct and submit an investigation report for each incident and identify the corrective measures required \ learn from the incident to prevent recurrence. The Health

and Safety Coordinator reviews all Accidents \ Dangerous Occurrence forms submitted, reviews the importance of the actions arising, collates statistics and monitors trends.

Incident reports 2022 & Actions Taken				
PA	Service User	Date	Incident	Action Taken
				No incidents

New Safety arrangements put in place during 2022

West Limerick Independent Living Safety Statement was reviewed in 2022 with no changes to document. The Safety Statement, in accordance with Section 20, Safety, Health and Welfare at Work Act 2005, outlines the policy of West Limerick Independent Living in relation to the management of health and safety.

West Limerick Independent Living Risk Assessment completes regular health and safety inspections in all areas. All Service Coordinators complete at least one inspection annually in their relevant areas in accordance with the Risk Assessment checklist and they ensure all necessary corrective actions are implemented.

Fire Safety Arrangements

The premises were inspected by Apex who reviewed the necessary fire extinguishers and provided training to the West Limerick Independent Living fire officer Sabrina Doran and fire training to other 4 other office staff.

Quality, Safety and Ethics Committee Annual Report 2021 (Annual report to the HSE)

West Limerick Independent Living has established a complaints procedure by agreement with the HSE and acknowledges that it must provide the HSE with a general report on the complaints where those complaints are made in relation to matters which fall under the scope of the Health Act 2004 i.e., complaints relating to activities or services which are funded by the HSE in whole or in part. The report will specify all relevant complaints received by the service provider during the previous year indicating:

- The total number of relevant complaints received.
- The nature of the complaints
- The number of complaints resolved by informal means.
- The outcome of any investigations into the complaints

As well as providing an annual report it is envisaged that the Health Service Executive will collect statistics / details of complaints on a half yearly basis. It is also requested that where a serious complaint is made the Local Health Manager will be made aware of same.

Background

The Quality, Safety and Ethics Committee is a sub-committee of the West Limerick Independent Living Board, and as such provides a regular report to the Board on the main issues raised and discussed at its meetings. Good practice states that the West Limerick Independent Living Board should review the performance of its committees annually to determine if they have been effective, and whether further development work is required.

This Annual Report summarizes the activities of the West Limerick Independent Living's Quality, Safety and Ethics Committee (the Committee) for the financial year 2022 setting out how it has met its Terms of Reference and key priorities.

The purpose of the Committee is laid down in its Terms of Reference. In summary it is responsible for providing the Board of West Limerick Independent Living with assurance on all aspects of quality including delivery, governance, risk management and workforce, and the regulatory standards of quality and safety.

Compliments received from clients.

27 Compliments received during 2022 came directly from clients who wished to express that their Personal Assistants deliver quality support and are integral to their lives.

Membership and Attendance Record

During 2022, the Committee met eleven times with attendance recorded in the table below.

Date	Manager	Finance Officer	Coordinator	Office Admin	Rep of WLIL Board	PA
13 th Jan 2022	√	X	Margaret O Connor Laura Denihan, Alison Oldfield, Sabrina Doran	√	X	X
10 th Feb 2022	√	X	Margaret O Connor Laura Denihan, Alison Oldfield, Sabrina Doran	X	X	X
9 th Mar 2022	√	X	Margaret O' Connor, Laura Denihan, Alison Oldfield Sabrina Doran	√	X	X
13 th Apr 2022	√	X	Margaret O' Connor, Laura Denihan, Alison Oldfield Sabrina Doran	√	X	X
11 th May 2022	√	X	Margaret O' Connor, Laura Denihan, Sabrina Doran	√	X	X
15 th June 2022	√	X	Margaret O' Connor, Laura Denihan, Alison Oldfield Sabrina Doran	√	X	X
13 th July 2022	√	X	Margaret O' Connor, Laura Denihan, Alison Oldfield Sabrina Doran	√	X	X
11 th Aug 2022	√	X	Margaret O' Connor, Laura Denihan, Alison Oldfield Sabrina Doran	X	X	X
15 th Sept 2022	√	√	Sabrina Doran, Laura Denihan, Alison Oldfield	√	X	X
12 th Oct 2022	√	√	Sabrina Doran, Laura Mulqueen, Alison Oldfield	√	X	X
23 rd Nov 2022	√	√	Sabrina Doran, Laura Mulqueen, Alison Oldfield	√	X	X

Key: √ = In attendance X = Absent √* = Deputy in attendance

Significant issues brought to the attention of the Board.

No significant issues were brought to the board in 2022. 4 complaints were received, 2 upheld and the issues were minor in nature and addressed by the service coordinators.