

St Patrick's Centre



Kilkenny

# **INSTILLING A VISION FOR INDIVIDUALISED SUPPORTS IN A CONGREGATED SETTING**

## **St Patrick's Centre**

A campus based setting where up-to 100 people with intellectual disabilities live in a series of campus based semi-detached bungalows.

In the light of current policy and Board direction this case study outline a strategy for the development of an operational vision for the entire service that will permeate all discussions and decisions focussed on the development of a different future for the Service Users in St Patricks Centre.

# Rationale for case study

- ▣ All connected with the delivery of St Patrick's Centre Services once informed will want to deliver the best service that is possible for the residents .
- ▣ To create an informed context / rationale for all our conversations in the delivery of our service in close partnership with the people who use our services and their families

# Rationale for case study

- ▣ To enhance the capacity and confidence of our staff to articulate this new rationale within their area of work and their contact with families
- ▣ To work toward the delivery of a better future planning for each person in our service with the emphasis on the provision of a better future

# Key Actions to date

## ▣ The Manager as Leader

- ▣ Training programme for all managers

## ▣ The Good life –A different future / Language

- ▣ Series of workshops for managers Hope Leet Dittmeier

## ▣ Advocacy Service

- ▣ Significant linkage and information events with Advocacy officer

## ▣ Strategic planning programme:

- ▣ Development of a strategic plan that is proofed against the recent policy publications

## ▣ Active linkage with National Federation training events.

- Increased attendance at National Federation training / networking events.

## ▣ New understanding of the role of families.

- Recognition of the significant role families will contribute to the new service

# Instilling a vision for individualised supports in a Congregated setting

- ▣ What has happened within the service as outlined by two of our managers
- ▣ Paul Power
  - ▣ Assistant Director of Service
- ▣ Martina McCormack
  - ▣ Children's Services Manager

# The people who live in St Patrick's

- ▣ A population of 100 people all with very significant multi-complex support needs.
- ▣ St Patrick's provides a safe consistent place of care through respect and dignity for the residents in comfortable housing on a campus setting.
- ▣ Person centred planning process driven through personal outcomes
- ▣ **Key question**  
**How does the current environment impact on peoples lives**

# The reason for change

- ▣ Current publication of government policies
- ▣ Commitment of staff to provide a better life for service users.
- ▣ New understanding of what makes the good life or what can be realised.
- ▣ **People having a future.**
- ▣ Personal outcome needs as identified within the service over time

# Barriers / Hurdles

## ▣ Community

- General lack of knowledge about the service in the local Kilkenny community

## ▣ Staff

- Staff very committed to current traditional service but unsure with new vision emerging

## ▣ Organisation

- A whole new service model will need to be developed.

## ▣ Families

- Families have expressed satisfaction with the service which they feel is reliable and trustworthy.

## ▣ **It is not just about a house in the community.**

- **There more depth to this process**

# What has changed

- ▣ Cascading Community Inclusion
  - Training for staff and residents together
- ▣ The Good things in Life
  - Training & information for managers.
- ▣ Role of families
  - An understanding of families as central resources to new future
- ▣ Strategic planning
  - Planning a direction for the future of the service.
  - Seeking training to implement this new vision.
- ▣ Community
  - Looking for valued roles within the community SRV
  - *Will I be missed .*

# Robert

- ▣ Through Social Inclusion programme Robert's Life has changed for the better
- ▣ Becoming a valued and active member of his own family
- ▣ We were challenged to re-examine Roberts future from a transition to adulthood and planning for that in a new way .
- ▣ Seeking to find socially valued roles in the context of friendship making .
- ▣ Planning for Robert's best interests

# The children's Service

- ▣ St Patrick's Centre supports 9 children on a long stay basis and 22 children receiving respite.
- ▣ All children availing of the service would have very significant multi-complex support needs.
- ▣ Specialised supports are now accessed through community care.
- ▣ All children attend local schools.

# What Action took place

- ▣ The children facilities were on campus in an adult environment.
- ▣ Careful planning and review of service took place.
- ▣ Decision was taken to move the entire children's service to a new location commencing 2012
- ▣ Children's services manager was appointed.
- ▣ Dedicated children's staff team has emerged within the service

# Impact of this action plan

- ▣ A service now dedicated to children
- ▣ A specialised staff team----- new skills needed
- ▣ Totally new environment
- ▣ Smaller numbers of children living together.
- ▣ Family centred and friendly, creating a homely atmosphere.
  - ▣ Staff achieved job satisfaction
  - ▣ Staff experiencing community life with the children
  - ▣ Family coming to dinner

# Impact on Children

- ▣ A homely environment
- ▣ Increased family connection
- ▣ Personalised service
- ▣ Planning to meet child's individual needs.
- ▣ MDT approach to children
- ▣ Increased opportunities for interaction amongst children and staff
- ▣ Community Integration and visibility achieved through socialisation. .

# Impact on the whole service

- ▣ Has increased awareness of what can be achieved
- ▣ Highlighted the importance of change and moving forward.
- ▣ Has created an urgency for change in other areas.
- ▣ Opened up the potential for engagement with local community
- ▣ Created new opportunities for individual planning across the service.

# Changing role of Manager

- ▣ New vision and hope for the service
- ▣ Can see a better future emerging
- ▣ Leading an energetic staff team !!
- ▣ Much more responsibility and pressure
- ▣ Need to educate myself in changing needs
- ▣ Have time to achieve more in the new focused service
- ▣ Key player in shaping the future. Rise to the challenge

# Kathleen Marie

- ▣ Small family grouping
- ▣ Visiting and accessing outside opportunities more
- ▣ Reconnecting with her family
- ▣ Improved quality of life
  - Friends visiting
- ▣ Engaging in future planning
- ▣ Will participate as trainee on community Inclusion.
- ▣ Challenge of Individual planning for Service
  - Can we deliver on what we are promising

# Next steps

The next steps project has provided St Patricks with

1. A forum of committed energetic people committed to new models and practice.
2. A discussion / support for peers to share ideas and plans .
3. Linkage to many new ideas and training.
4. An opportunity to see other ideas in action through project sharing.