



MS North West Therapy Centre Sligo

Providing essential services to people with Multiple Sclerosis,
related conditions and their families.



MULTIPLE SCLEROSIS

NORTH WEST

THERAPY CENTRE

ANNUAL REPORT 2016

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MISSION STATEMENT

The MS North West Therapy Centre exists to enrich the lives of people with Multiple Sclerosis and other neurological conditions by providing essential services and support to clients and their families.



MS North West
Therapy Centre Sligo

Providing essential services to people with Multiple Sclerosis,
related conditions and their families.

Multiple Sclerosis North West Therapy Centre Ltd

A company limited by guarantee

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CHAIRMAN'S WELCOME

Dear Readers

The Annual Report 2016 gives a brief overview regarding the MS North West Therapy Centre (MS Centre) and services delivered during 2016. It also sets out the activities and plans for 2016/2017 for the MS Centre and its services and the outcome of same. It sets out the Governance Model of the Organisation, including the Board and Management Structure and areas of responsibility. It includes a summary of the Strategic Plan and its commitment to Quality Assurance through the PQASSO Model and the Governance Code.

The Financial Statements for 2016 have been signed off by the Board of Directors at the AGM on 18th May 2017.

A detailed overview is given by our health care professionals regarding the services and activities during 2016 and plans for 2017.

We will read about the success of our event on World MS Day and also monthly winners of the MS 300 Club Draw.

Finally, the Risks for the Organisation both financial and physical are set out in a realistic fashion. The Organisation's Policies and Procedures, which were fully reviewed in 2016, are in place to address all such risks including a summary of the Board's approach to managing the Organisation's reserves.

I wish to thank the Board members for their commitment and dedication towards achieving the goals of the Organisation by attending meetings and sub-committees, and their efforts in advancing the agenda of the MS Centre.

I would like to thank Tamara, Mairead and Vincent and their teams for significant efforts by all in advancing services which continued to flourish despite operating within very tight financial constraints. We are now providing services to clients from nine counties.

Despite the gallant efforts of the Fundraising Committee, we were forced to consider other options in fundraising resulting in the opening of a second Essential Seconds Charity Shop in Ballymote which is proving to be very successful.

With regards to Woodhaven, the MS Centre goal is to provide respite services to clients with MS and other neurological conditions. Through the gallant efforts of the staff at Woodhaven we provided 352 client bed nights in 2016 operating on alternate weeks. Without the financial support of POBAL, this would not have been possible. Accordingly we are engaging with the HSE and other State bodies to try and secure funding for a full-time sustainable service.

Yours sincerely

PAT DOLAN

Chairperson

Service Manager's Report

The MS North West Therapy Centre (MS Centre) is the only organisation providing essential rehabilitative and support services to people with Multiple Sclerosis (MS) and other related neurological conditions in the North West. Over the years, the service has grown in strength and in 2016 was attended by people from Sligo and eight neighbouring counties from Longford to Donegal. In addition, Woodhaven, an accessible and supported holiday facility of the MS Centre, provides much needed short-term breaks for people with MS and other conditions. In line with our Strategic Plan, we work with people with MS, their family members and a wide number of health professionals to continually improve the quality of the overall service and to achieve our Mission.

To further enhance service quality, the Organisation has engaged with PQASSO, a quality assurance model that supports our quest to provide optimum services to our clients and guests. In 2016 we successfully completed three out of a total of twelve quality areas with a goal of completing four additional areas in 2017. Through our compliance with the Governance Code and Charity Regulatory Authority, we continue to maintain the highest levels of governance, transparency and accountability in everything that we do.

In 2016, like many similar voluntary disability organisations, funding remains to be top of the list regarding challenges. In terms of Fundraising, while gallant efforts were made to supplement the core funding shortfall, the fundraising team reported a significant decline in general public support due to the impact of continuing recessionary times. In a bid to diversify and improve our funding stream, the Board made the decision to open a second charity shop in September 2016 located in Ballymote, Co. Sligo.

Services at the MS Centre including Physiotherapy, Hyperbaric Oxygen, Hydrotherapy, Counselling, Complimentary Therapies, Foot Care Clinic, Social Worker and access to HSE community based services, continue to experience increasing demand. Our clients have contributed in so many ways in 2016, becoming involved in completing service reviews, MS awareness sessions, fundraising events and overall service quality improvements.

The Board and Management look for the support of the HSE and other voluntary organisations for the provision of funding and staffing to support the continuation of our services. We would like to thank Sligo Social Services, Sligo Centre for Independent Living, Sligo Leader Project for the provision of care staff, maintenance and administration personnel via their Community Employment and TUS projects. Without the collaboration of the aforementioned groups, service delivery could not be maintained. In addition, we would like to acknowledge and thank POBAL, the main funding stream for provision of services at Woodhaven.

This Annual Report highlights the progress of performance of the last year and only gives a basic insight regarding the full activities that took place during 2016. Finally, we would like to thank the voluntary Board of Directors for successfully driving the Organisation to achieve its goals, the wonderful staff, project workers, volunteers and clients who are dedicated and committed to the MS Centre and the success of its services. In 2017 we are committed to constant improvement in everything we do and hope that our stakeholders will continue to support the MS Centre and the MS Community in any way they can.

Tamara Gormley



MS Centre, Ballytivnan, Sligo



MS Centre Management & Staff



SECRETARY'S REPORT

SECRETARY'S REPORT

The legal obligations of the Company Secretary have been carried out for the year 2016. The Annual Report and Financial Statement have been signed and will be lodged with the Company Registration Office by the date due. Updated B10 forms relating to director changes have been lodged with the CRO.

All directors have updated their Garda Clearance Certs.

There have been 6 full Board Meetings during the year 2016.

The notice of AGM was sent out to members on April 17th 2017, 3 weeks beforehand according to legal requirements. This includes all Board Members and Dr Paddy Quinn who has expressed a wish to remain as a member of the company.

In accordance with the Memorandum and Articles of Association, 4 Board Members have to step down and are eligible to offer themselves for re-election. These members are: Tommy Horal, Mary Henry, Geraldine Gordon and Paula Lahiff. Letters were sent to this effect. Paraic Colreavy has sent an email stating that he wishes to resign from the Board.

Secretary's Duties

- ⬡ The Company Secretary is responsible for the minutes, notification of meetings and legal obligations of the Board. She is also on the Management Sub-Committee which convenes to deal with specific management matters.
- ⬡ She is part of the Core Group of the PQASSO Quality Assurance Programme which has now completed four areas of compliance.
- ⬡ She assisted Paraic Colreavy in distributing Board Self-Evaluation Questionnaire. Analysis of this was completed in 2017.
- ⬡ She assisted Tamara in the setting up the Policies and Procedures System which is now on its second review.
- ⬡ She completed the Governance Code directives and our compliance for 2016 is now on Governance Code website.
- ⬡ She is responsible for updating the MS Centre Website and Facebook page on a regular basis.

PAULA LAHIFF

⬡ Attendance at Board Meetings

DATES		CM c B	PC	TH	PL	MH	MB		GG	SD	PD	PM	RO'G
28/01/16		✓	✓	✓	✓	A	A		A	A	✓	✓	N
31/03/16		A	A	✓	✓	✓	✓		✓	A	✓	✓	N
26/05/16		✓	✓	✓	✓	✓	R		A	A	✓	A	A
28/07/16		A	✓	A	✓	✓			✓	✓	✓	A	✓
08/09/16		✓	✓	✓	✓	✓			✓	A	✓	A	A
24/11/16		✓	A	✓	✓	✓			A	✓	✓	A	N

Key:

- ✓ - Present
- A - Apology
- R - Resigned
- N - No attendance



Organisational Finance as per Audited Accounts 2016

ORGANISATIONAL FINANCE AS PER AUDITED ACCOUNTS 2016

Multiple Sclerosis North West Therapy Centre Limited (A Company Limited by Guarantee and not having Share Capital)

Balance Sheet As at 31st December 2016

	€	2016 €	€	2015 €
Fixed Assets				
Tangible Assets	863,189	863,189	918,609	918,609
Current Assets				
Debtors and Prepayments	17,504		14,566	
Cash at bank and in hand	316,638		362,886	
	334,142		377,452	
Creditors: amounts falling due within one year	-43,724		-85,120	
Net current assets		290,418		292,332
Total assets less current liabilities		1,153,607		1,210,941
Creditors: amounts falling due after more than one year		-152,479		-162,339
Net assets		1,001,128		1,048,602
Capital and reserves				
Income and Expenditure Account		1,001,128		1,048,602
Members' equity		1,001,128		1,048,602



RESERVES POLICY

RESERVES POLICY

It is the Board's policy that reserves should provide the charity with adequate financial stability and the means for it to operate effectively for the foreseeable future.

Priority Expenditure for 2016

Working capital:

Reserves up to approximately 3 months to cover all operational costs for the MS Centre and its services..

Capital Costs:

€10,000 has been projected as a contingency figure to cover unforeseen repairs, breakages, equipment maintenance at the MS Centre & Woodhaven.

Developments:

A provision of €5,000 has been made to facilitate the costs incurred with staff training, advertising, marketing promotional material regarding services provided by new service at Woodhaven.

Other Contingencies:

Covered above under working capital

Restricted funds:

There are no restricted funds in our reserves.

SUMMARY

The reserves are in place to provide matching funds for projects that require funding such as e.g. Woodhaven/MS Centre and any other such projects should they arise. They are also required for working capital purposes on a day to day basis and to provide bridging finance for programmes where grant aid is paid in arrears, as per banking requirements and good practice.

The Board proposes to maintain the charity's reserves at a level which is at least equivalent to three months operational expenditure. The Finance committee reviews the amount of reserves that are required on a quarterly basis to ensure that they are adequate to fulfil the charity's continuing obligations on an annual basis. This will be done in conjunction with the ratification of this and all other Policies & Procedures by the Company Directors.



RISK MANAGEMENT

RISK MANAGEMENT



Compliance Risk:

The MS Centre has an accounting and financial policy in place for all its services to ensure all payroll and internal accounting processes are managed effectively. All monies from public sources (fundraising) are recorded in an open and transparent manner. Persons who wish to fund-raise on our behalf to adhere to strict policies and procedures as set out in the MS Centre Fundraising Guidelines document.

External Risk:

Due to research undertaken (Services Evaluation), Woodhaven will meet an identified significant unmet need for the provision of services in the area of disability. The MS Centre will carry out annual service reviews to ensure the service is viable, is responding to identified and remains relevant.

Financial Risk:

The MS Centre has a reserves policy in place with unrestricted funding which can be used to supplement its services where needed. The MS Centre strives to be financially prudent and has at least 3 months operational costs in reserves.

Governance:

The MS Centre Board of Directors meet on a bi-monthly basis with each director with specified special responsibilities (please see area on Governance). The MS Centre is progressing well in the implementation of a Quality Management System that covers twelve quality areas including Governance, Planning, Leadership and Management, User Centred Service, Managing People, Learning and Development, Managing Money, Managing Resources, Communications and Promotion, Working with Others and Monitoring and Evaluation. The MS Centre has also adopted the Governance Code for Community and Voluntary Organisations. In addition, the MS Centre is now fully registered with the Charities Regulatory Authority (CRA).

Operational:

The MS Centre Board of Directors ensures Management and staff appointed to work at all its services will be appropriately inducted and trained to ensure optimum standards are upheld at all times. A system of performance appraisal is in place for management and staff. A forum is made available for clients and guests to give feedback regarding their service experience. All company policies and procedures are reviewed annually and disseminated to relevant stakeholders.

Reputation/Risk:

The MS Centre ensures to deal with all grievances and complaints in a speedy and professional manner. The MS Centre will invoke the relevant policies and procedures to process all complaints e.g. Safeguarding Vulnerable Adults Policy, Trust in Care, Complaints Policy and Grievance Procedures for staff as per employee handbook. A Client service evaluation is carried out every two years to gather information regarding the future planning and improvement of service delivery. The MS Centre strives to manage and foster a positive reputation, with the implementation of PQASSO quality assurance system to provide optimum services to people with MS and other related neurological conditions.

Strategic Risk:

The MS Centre has a working Strategic Plan in place for 2014 - 2016 which has been drafted by a nominated Board sub-committee and approved by the Board of Directors. The Strategic Plan outlines objectives for all its services using SMART objectives throughout.

GOVERNANCE

The AGM of the MS North West Therapy Centre Ltd – A Company Limited by Guarantee - was held on 18th May 2017.

The Officers were elected as follows:

Chairperson:	Pat Dolan
Vice Chairperson:	Tommy Horan
Secretary:	Paula Lahiff
Vice Secretary:	Vacant
Treasurer:	Columb McBride
Vice Treasurer:	Geraldine Gordan
Director:	Mary Henry
Director:	Seamus Dolan
Director:	Paschal Morrison
Director:	Rosaleen O'Grady

Special Responsibilities

Woodhaven:	Tommy Horan and Mary Henry
Governance:	Paula Lahiff
Public Relations:	Columb McBride and Rosaleen O'Grady
Fundraising:	Geraldine Gordon and Paschal Morrison
Essential Seconds:	Seamus Dolan and Tommy Horan

Management Sub-Committee:

Pat Dolan
Mary Henry
Paula Lahiff
Columb McBride and Paraic Colreavy (when required)



MEET THE DIRECTORS AND MANAGERS

MEET THE DIRECTORS

Pat Dolan (Chairman)

Pat has been Chairman of the MS Centre Board of Directors for the past 2 years. Prior to his retirement, he was Deputy CEO of the North Western Health Board and Area Manager in the HSE. He is currently Chair of Family Carers Ireland, Board Member of the Nursing and Midwifery Board of Ireland and North West Hospice.



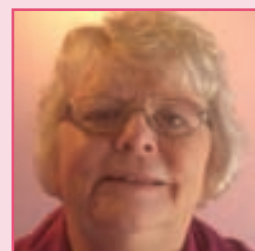
Tommy Horan (Director)

Tommy is a self-employed building contractor and has been on the Board of Directors for the last three years. His company built the original MS Centre in 1992/93 and he project managed our Accessible and Supported Holiday Facility Woodhaven during construction.



Paula Lahiff (Company Secretary)

Paula has served as Company Secretary to the Board for the past three years. She comes from an occupational therapy/advocacy background from her work in mental health services, and more recently has been self-employed in the business sector, providing computer training and secretarial services. Her role includes making sure that all legal obligations of the Board have been carried out according to best practice. She also assists the Services Manager from a governance perspective on the management sub-committee.



Columb McBride (Treasurer)

Columb has a background in branch banking and has been associated with the MS Centre for over twenty years, first with the Fundraising Committee and then as a Director and Treasurer with responsibility for overseeing the bookkeeping and finances of the Company.



Geraldine Gordon (Director)

Geraldine has a background in banking and was elected as a Director 3 years ago. She acts as director with special responsibility for fundraising and has provided assistance to the fundraising committee in setting up and monitoring the MS Club Draw.



Mary Henry (Director)

Mary comes from a background in Occupational Therapy and was Physical and Sensory Disabilities Manager in HSE before her retirement. She was an integral part of the group that set up the MS Centre and was involved both in the original building and fundraising effort. More recently she coordinated the building of our supported holiday facility Woodhaven.



Rosaleen O'Grady (Director)

Rosaleen comes from a background in health. She is a former senior clinical nurse manager with HSE West. She has been a public representative since 1999. She was elected to the Board of the MS Centre in 2014 with special responsibility to assist Woodhaven Manager when needed.



Paschal Morrison (Director)

Paschal has a BA in Community Studies and was elected to the Board of Directors in 1997. He has special responsibility to assist the Fundraising Committee.

**Paraic Colreavy (Director)**

Paraic worked for the HSE within the area of finance and HR before his retirement. He was elected on the Board of Directors in 2010 and acted as secretary and vice-secretary during that time. He guided the Board of Management in the area of salaries and HR.

**Seamus Dolan (Director)**

Seamus is a well-known Sligo businessman with a background in local politics and has been a Director of the MS Centre since 1995. He was involved in the set-up of the Centre and acted as Chairman and other officer roles during that time. In 2016 his role was as director with special responsibility to assist with Essential Seconds Charity Shops when needed.



DIRECTORS' CODE OF CONDUCT

It is the responsibility of Board Members to:

- 1.** Act within the governing document and the law - being aware of the contents of the organisation's governing document and the law as it applies to MS North West Therapy Centre Ltd. This is set out in the Memorandum and Articles of Association which is kept in the Manager's Office.
- 2.** Act in the best interests of the MS North West Therapy Centre as a whole - considering what is best for the organisation and its beneficiaries.
- 3.** Act independently in a personal capacity when making Board decisions, and not as the representative of any other group.
- 4.** Manage conflicts of interest effectively by abiding with the MS North West Therapy Centre's declaration of interests policy which is kept in the Policy Folder in the Manager's Office.
- 5.** Respect confidentiality - understanding what confidentiality means in practice for MS North West Therapy Centre, its Board and the individuals involved with it.
- 6.** Attend meetings and other appointments on time or give apologies. If three consecutive meetings are missed without apology, you may be asked to step down from the Board.
- 7.** Prepare fully for board meetings -reading papers, querying anything you don't understand and thinking through issues in good time before meetings.
- 8.** Actively engage in discussion, debate and voting in meetings - contributing positively, listening carefully, challenging sensitively and avoiding conflict.
- 9.** Act jointly and accept a majority decision - making decisions collectively, standing by them and not acting individually unless specifically authorised to do so.
- 10.** Work considerately and respectfully with all - respecting diversity, different roles and boundaries, and avoiding giving offence.
- 11.** Work to protect the good name of the MS North West Therapy Centre at all times - avoiding bringing the organisation into disrepute.
- 12.** Directors should not accept gifts and hospitality from stakeholders as set out in the Policy Folder which is kept in the Manager's Office. Board members are expected to honour the content and spirit of this code. I understand that if I fail to abide by this code of conduct I may be asked to resign by the board.

MEET THE MANAGERS

Tamara Gormley (Services Manager)

Tamara joined the MS Centre as Services Manager in 2011. Her background includes working in the private sector but primarily in the Voluntary and Disability Sector for the past 10 years. Tamara has recently completed a Masters in Leadership and Management for the Community and Public Sector. Currently her main role encompasses the management and co-ordination of services provided by the MS Centre and monitoring of its services at Woodhaven and Essential Seconds.



Vincent Hunt (Essential Seconds Manager)

Vincent comes from a background in property management was elected to the Board of Directors of the MS Centre in 2009. He left the Board to manage Essential Seconds Sligo in 2012 and added Essential Seconds Ballymote to his role in 2016. He is a client of the MS Centre and finds their services very beneficial.



Mairead Martin (Woodhaven Manager)

Mairead Martin joined the MS Centre as Woodhaven Manager in 2014. Mairead has over ten years' experience of working in the community and voluntary sector. Mairead has a BA in Applied Social Studies and recently completed an MA in Leadership and Management for the Community and Public Sector. Central to Mairead's role is the provision of an individual holiday based experience for each and every guest that visits Woodhaven.





DIRECTOR TRAINING

DIRECTOR TRAINING

Introduction:

Following on recommendations for Board of Directors training by the Governance Code and PQASSO Quality Assurance Tool, it was decided to carry out a self-evaluation analysis of how Board members saw the workings of the Board and what training if any was required.

Method:

The Questionnaire was returned by all 10 Board members with answers on an anonymous basis.

The Questionnaire was divided into 5 Headings with 5 to 12 questions under each heading. Each question was rated as follows: Strongly Disagree (1), Disagree (2), Maybe or not sure (3), Agree (4), Strongly Agree (5). Respondents were asked to circle that which best reflects their opinion. The overall rating was arrived at by adding together the total of the numbers circled.

For a more in-depth result of respondent's opinions, all questions under each heading were analysed.

Conclusions and Recommendations:

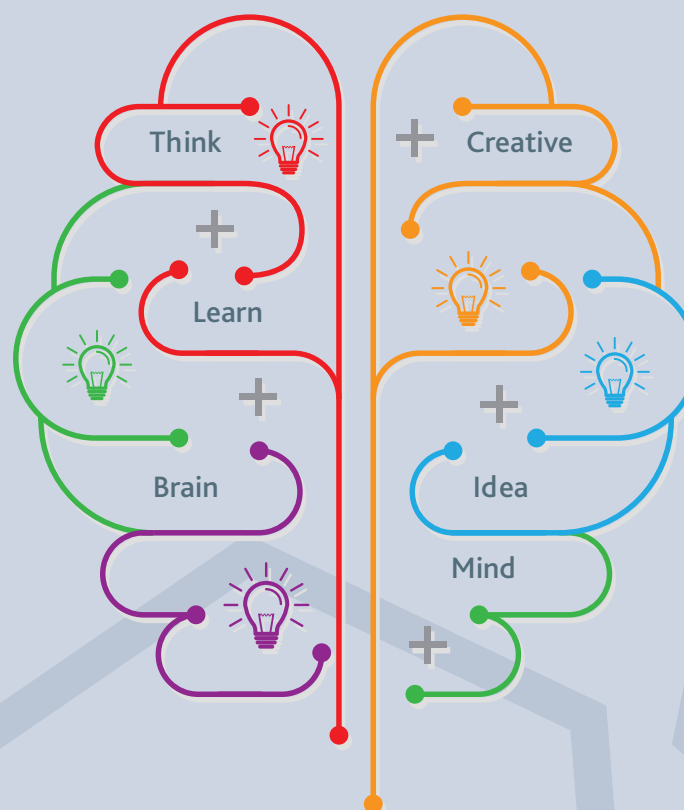
The results of the self-evaluation questionnaire showed that the majority of Board members were very satisfied with the manner in which the Board conducts itself.

The analysis of this questionnaire sets out the responsibilities of the Board in no uncertain terms and it is recommended that the question of on-going Board Training be reviewed on an annual basis.

It is recommended that the Board seek to keep the Board at 12 members who have the appropriate skill sets so that there is an orderly handover if someone retires or resigns.

As the MS Centre is in the process of implementing the Quality Assurance System PQASSO, when audited, the Board members will be required to show their knowledge of the governance of the organisation. To this end, the facilitator of the PQASSO implementation Jennifer Van Aswegan, gave a short summary to the Board in April 2017 laying out their responsibilities in this regard.

NB: The full analysis is available on request



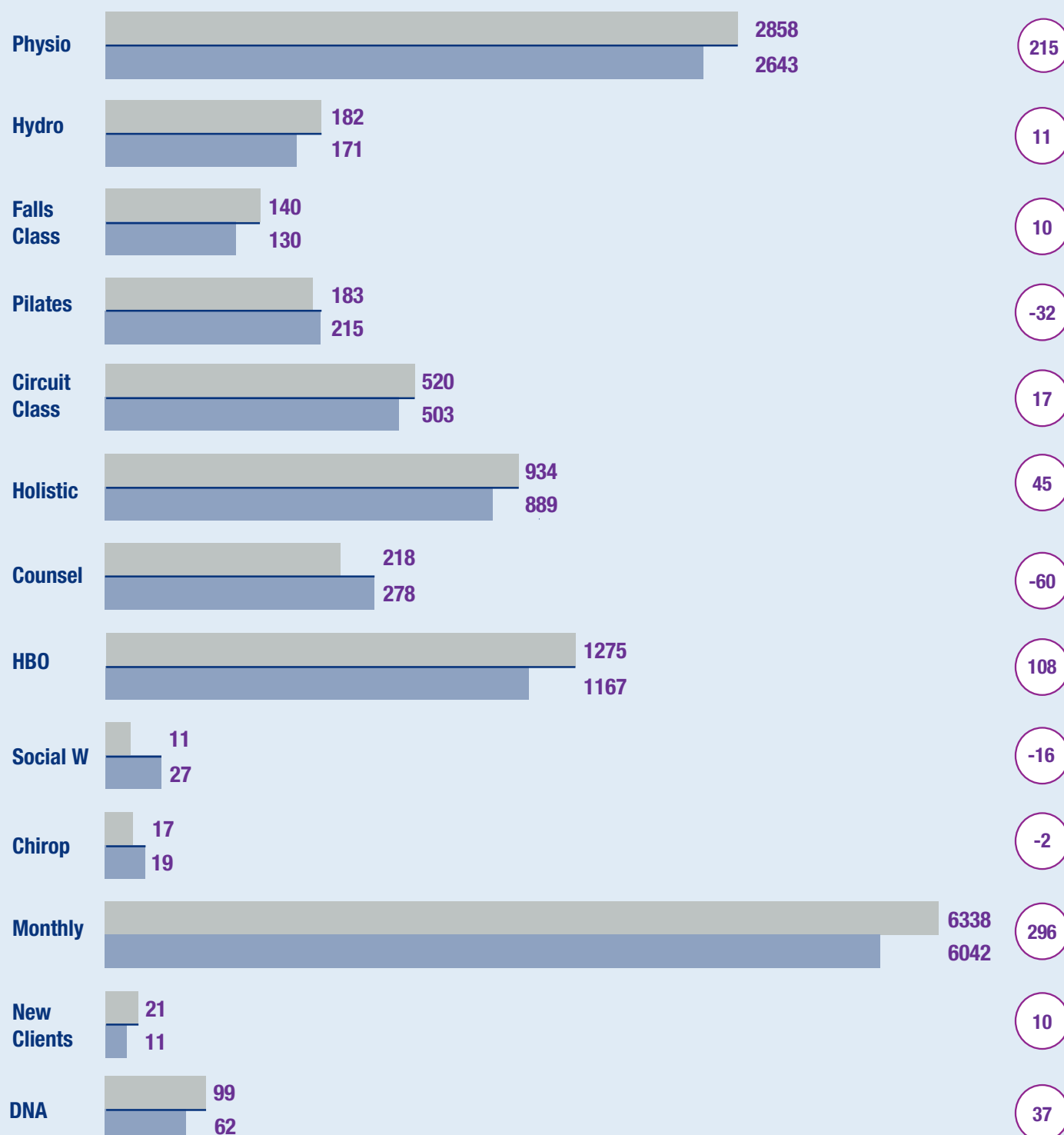


MS CENTRE SERVICES

2016

MS CENTRE SERVICES 2016

A busy year for the MS Centre and its services! Please see the statistics below for all services delivered!



2016 Total 2015 Total



PHYSIOTHERAPY

PHYSIOTHERAPY

Purpose and Vision

Physiotherapists provide a unique contribution to the management of persons with MS through the improvement of functional ability, and the management of long term symptoms such as pain, spasticity, fatigue and problems with balance and mobility. As well as providing specific rehabilitation programmes, we promote regular participation in exercise, which research has shown to improve the health and well-being of people with MS, as well as 'demonstrating benefits in muscle strength, cardiovascular fitness, activity levels and function, such as walking ability'.

In the MS Centre we aim to meet the specific needs of any person with MS (or other related neurological condition), who resides in Sligo/ Leitrim/West Cavan/ Donegal/ Mayo/ Roscommon areas and who wishes to access our services. We aim to support them and their families, to empower them to self-manage their condition, to coordinate their care with other members of the Multi-Disciplinary Team and to facilitate their having a better quality of life.



Service Trends in 2016

The Physiotherapy Department comprises of 2.5 HTE Physiotherapists; 1 Senior Grade and 3 Staff Grade. It also has access to 2 Physiotherapy Assistants, who have FETAC Level 5 qualifications.

In 2016, a total of 2934 out-patient treatments were delivered on a one-to-one basis. A further 1041 attendances at group classes were recorded. Classes included Hydrotherapy, Pilates and Circuit Classes.

Since commencing a new data collection initiative in May 2016, records show 31 new referrals were received by the MS Therapy Centre from May to December; 28 persons with MS, 3 with non-MS neurological conditions; 27 persons aged 18-65, 4 aged 65 and over. A total of 7 persons declined services due to a variety of reasons, mainly arising from issues around transport and access.

New Developments/Quality Initiatives in 2016

- ⬡ The MS Centre held its first ever 'Information Day' in honour of 'World MS Day' in May 2016. One of the Physiotherapists, Claire Smyth, was instrumental in helping organise the event, which proved highly successful, eliciting positive feedback from service-users. Consequently there are plans underfoot to have a similar event in May 2017.
- ⬡ A Sponsored Swim in Glencar Lake Co. Leitrim was organised by one of the Physiotherapists, Shane Sweeney, which helped raise significant funds for the MS Centre. As this also proved a highly successful venture, plans were made to make it an annual event, with the next one due to be run in September 2017.
- ⬡ The National Exercise Programme 'MedEx' was rolled out in Sligo in conjunction with Sligo University Hospital and Sligo IT. This is a community based circuit-style class run twice/week for persons referred by medical personnel. A Neurological Group was introduced to the programme at the second intake, in September 2016. To date 8 persons with MS have gone through the programme, with a further 10 planning to start the programme in May 2017.
- ⬡ One of the Physiotherapists, Aideen Melanaphy, continued her involvement in the Northwest Neuro-Rehabilitation Local Implementation Group, with all members of the PT Team actively involved in collecting data to map existing Neuro-rehabilitation Services in Sligo/Leitrim/West Cavan. The process of implementing the 'National Policy and Strategy for the Provision of Neuro-Rehabilitation Services in Ireland 2011-2015' will continue in 2017.
- ⬡ The Physiotherapy Department continued its commitment to PQASSO, assisting in completion of 3 Quality Areas; Governance, Communication and Promotion, Leadership and Management. Issues that were high-lighted through this process and subsequently addressed included the need for PTA and HCA Competency Assessments; these were rolled out for the first time in September 2016. The need for regular client feedback regarding services was also identified, which led to the introduction of Client Satisfaction Forms. Internal referral systems to Counselling, HBO and Reflexology were also streamlined. Finally the Client Risk Assessment Folder which had been introduced in 2015 was modified and made more user-friendly.
- ⬡ Links with Community OT were re-established to create a Referral Pathway for Cognitive Assessment. In the future it is hoped that this may highlight the need for HSE OT resources to be allocated for Cognitive Rehabilitation.
- ⬡ With respect to equipment, funding was secured for a Sara-Steady hoist, and handles were replaced on the Upper Limb Active-Passive Trainer. New shelving was also fitted in the Physiotherapy Department to facilitate filing.



Education/Continuous Professional Development in 2016

- ☞ Claire Smyth attended training in Safe-Guarding of Vulnerable Adults and is now a Designated Officer for the MS Centre. Plans are in place for all staff to attend basic training in January 2017.
- ☞ Claire Smyth completed her training in APPI Pilates, and has since commenced delivering classes in the MS Centre on a weekly basis.
- ☞ Aideen Melanaphy attended training on the 'Management of Ataxia' ; information was disseminated to the PT Team through In-Service Training.
- ☞ The PT Team continue their commitment to Continuous Professional Development by attending weekly In-Service Training in Sligo University Hospital and a weekly session in the PT Department in the MS Centre. CPD portfolios are reviewed twice/year.



Plans for Future Development in 2017

- ☞ Physiotherapists Aideen Melanaphy and Claire Smyth continue to represent the PT Department on the PQASSO team, which is working towards developing quality improvement plans and ultimately providing a better quality service to our service-users.
- ☞ One of the Physiotherapists, Lisa Conlon, has agreed to assist in the update of the MS Centre's Website. There are plans to create links with Sligo Sports Partnership, MedEx, and the MS Northwest Social Group, amongst others. There are also plans to create a Research Update page, which Lisa plans to regularly review.
- ☞ The PT Department aims to improve links with Sligo Sports Partnership. The Sports Disability Inclusion Officer, Shane Hayes, has kindly agreed to deliver a presentation at the next 'Information Day' which is due to be held in May 2017.
- ☞ MS Ireland is holding its Annual National Conference in Sligo in September 2017 which the Physiotherapy Department has agreed to present at on the topic of MedEx. This is in recognition of MS Ireland kindly funding one of the instructors delivering the MedEx Programme to undertake BACR (British Association of Cardiac Rehabilitation) training.
- ☞ The PT Department plans to develop links with Tracey Ryan, a Clinical Nurse Specialist in Falls Prevention, who is based in St. Johns Hospital. We hope to improve implementation of guidelines set out by the 'Strategy to Prevent Falls and Fractures in Ireland's Ageing Population 2008', and thus facilitate a more standardised approach towards the management of those who fall or are at risk of falling. We also hope that one of the PT Team would undergo training on the Otago Programme when this becomes available.
- ☞ Depending on available resources we hope to develop our Functional Electrical Stimulator Service by attending training in Shrewsbury in the UK. Unfortunately no such courses are currently run in Ireland.
- ☞ A specific monetary gift was ring-fenced for the Physiotherapy Department in 2016 and we hope further fundraising would allow us to purchase a second VivoMed (Lower Limb Active-Passive Trainer) for clients with MS to use in their home on a 2-monthly rotational basis. Currently the waiting list to use the existing VivoMed is 2 years.



HYDROTHERAPY

HYDROTHERAPY

In people with MS, research has shown that hydrotherapy helps to improve muscle strength, fitness, gait and mobility, quality of life and wellbeing and reduces spasticity, pain and swelling of the limbs.

The MS Centre utilises the hydrotherapy Pool in Cregg House for its hydrotherapy service.

For health and safety reasons and in accordance with the hydrotherapy policy, the maximum number of people attending a session is 10 (8 clients, one physiotherapist and one physiotherapy assistant.) As there was a waiting list it was decided to break the pool sessions in two, so that each client would come fortnightly instead of weekly thereby accommodating more people. By the end of 2016, a third more advanced weekly session was introduced.





HOLISTIC THERAPIES

HOLISTIC THERAPIES

Holistic therapies available at the MS Therapy Centre include Reflexology, Aromatherapy, Massage, and Shiatsu. Approximately 1000 treatments were provided in 2016. Holism is a balanced approach to healthcare and has been acknowledged through its inclusion in medical training programmes and the endorsement by private health care providers at home and abroad. According to Professor David Peters, Chairperson of the British Holistic Health Association 'conventional medicine struggles in combating powerful emotional illnesses such as anxiety, stress, anger, and grief', often associated with an MS diagnosis. Health and wellbeing is a shared principle of both the holistic and conventional approach to modern health care. Holistic treatments are as unique as MS itself. It believes that the body has remarkable powers of self-healing. Each treatment is personalised to the individual incorporating stimulating and relaxing techniques. Effectiveness is difficult to measure, since MS itself is so subjective. Service users report holistics help them to de-stress, cope with their diagnosis, ease their symptoms, improve general wellbeing, be more flexible, and enable them to find deep relaxation.



Reflexology

Using precise techniques on specific points reflexology releases tension, helps the body seek its equilibrium, activates the body's inner healing systems, and restores innate energy promoting sustainable wellbeing. In 2003 a reflexology trial randomly treated 71 participants. 53 showed significant improvements in paraesthesia (pins & needles), urinary symptoms, muscle strength and spasticity. Another study highlighted reflexology as the most popular therapy used with MS. Much anecdotal evidence is recorded highlighting its benefits including the UK's National Institute for Clinical Excellence which suggests that reflexology may be beneficial for MS.

- Siev-Ner I, et al. Reflexology treatment relieves symptoms of multiple sclerosis: a randomised controlled study. Multiple Sclerosis 2003;9(4) 356-361
- Esmonde L, Long AF. Complementary therapy use by persons with multiple sclerosis; Benefits and research priorities. Complementary Therapies in Clinical Practice 2008; 14(3): 176-184

The Benefits of Reflexology

- ◻ Reduces deep seated stress and tension.
- Promotes relaxation and general wellbeing.
- Improves circulation of blood and lymph throughout the body.
- Helps to reduce toxins and impurities.
- Eases tension in the lower limb while increasing flexibility of the joints.
- Stimulating the muscular structure which improves the dynamic balance.
- Strengthens the immune system and energises the body.

Aromatherapy Massage

Massage is a hands-on therapy which helps reduce stress and tension while essential oils have valuable chemical compounds which are scientifically evaluated for their benefits to the human body. Specific oils are blended and personalised while therapeutic touch combined with smell evokes the body's inner healing powers. Various depths, techniques and pressures are used each bringing therapeutic effects, stimulating the blood and lymph flow, relaxing the muscular system, improving overall health and well-being, and releasing endorphins, the body's natural pain killers and mood elevators.

Shiatsu

Is based on a traditional Japanese body therapy and aims to stimulate the body's natural healing powers to overcome symptoms of disease and regain its natural vitality by rebalancing the vital energy force Qi. Zen Shiatsu uses TCM influences to determine imbalances and works directly to calm the autonomic nervous system, increase resistance to stress, improve muscle tone blood and lymph circulation, and strengthens the immune system, while promoting healthy internal organ function. Shiatsu is considered an important aspect of preventative health care and is consistent with the basic concepts of TCM being grounded in the theory that health problems are attributed to imbalances of the yin and yang, disharmonies between the internal organs, and restriction of the circulation of Qi through the meridian pathways.

There are 5 elements to Zen Shiatsu;

- ⬡ **Water element** - Kidneys & Bladder
Opens into the ears, and manifests in the hair
- ⬡ **Wood element** - Liver & Gallbladder
Opens into the eyes and manifests in the nails
- ⬡ **Fire element** - Heart, Heart protector, Small intestine, and Triple Heater
Opens into the tongue and manifests in the complexion
- ⬡ **Earth element** - Spleen & Stomach
Opens into the mouth, and manifests in the lips
- ⬡ **Metal** - Lungs & Large Intestine
Opens into the nose and manifests in the skin

Multiple Sclerosis and the Water Element

The water element incorporates the kidney and bladder meridians. Both channels are located next to the spine and the nervous system, bringing a connection between this flow of water, and the energetic river of life which distributes electrical impulses to every living cell in the body, while initiating all body processes and physical actions both which are linked with the condition of MS. The kidneys are the foundation of the constitution and the root of the yin and yang. They send liquid messages through the body in the guise of hormones, in the same way as the nervous system sends electrical messages through the body. Low Kidney energy results in fatigue, a common condition in MS. An imbalance in this element results in oedema, swollen skin, prostate problems, and urination problems, all common in MS. The adrenal function of the kidneys facilitates our ability to cope with stress. Deficiency of this element brings anxiety and a nervous disposition. An imbalance can result in restlessness and severe fatigue and leads to lack of sleep. Fear is one of the emotional aspects of MS, and is indicated here as an imbalance in the water element.

Multiple Sclerosis and the Wood Element

The Wood element represents the end of the Chinese clock, while its main function is storing and distributing nutrients. The liver stores, while the gallbladder distributes. In MS the liver is physically active in conventional medicine as it is responsible for the detoxification of the body. Most MS Service users take medication, putting pressure on the liver. Emotional & physical energy is controlled by the wood element. Moodswings display an imbalance in the wood element. Anger is associated with the liver. An imbalance in this element means negative emotions such as anger and jealousy, but also timidity and over sensitivity.

Multiple Sclerosis and the Fire Element

The fire element is a contradictory element. Fire has the capacity to destroy one form to create another e.g. power to transform wood to ashes, and dough to bread. The warmth and comfort of the fire element encourages relaxation and togetherness. An imbalance here can lead to a cold existence, with stagnant movement and energy because of restricted circulation.

Multiple Sclerosis and the Earth Element.

The earth element represents in our body what it represents in life – a stable dependable reality, a solid grounding force. When imbalanced it disturbs the sense of security, support system and our dependable foundation. The theme of nourishment is central to the interpretation of the earth element and the stomach and spleen meridians. When impaired it restricts our ability to receive and restricts physical emotional intellectual and spiritual nourishment. A balanced earth element allows the body to be grounded. Imbalance causes lethargy to mind and body. The emotional aspect of the earth element reflects worry, concern, compassion, sympathy and over thinking.

Multiple Sclerosis and the Metal Element

In TCM this element is very valuable as it is a support mechanism of strong but flexible beliefs to regulate our lives. A healthy metal energy allows us to feel part of the bigger picture, and value ourselves and feel valued. This is often out of balance in a diagnosis of MS. There is no security with an imbalance. By clamping down to secure against further loss impairing the capacity to take in or eliminate leading to a state of physical and mental deprivation, which is physically represented as constipation





HYPERBARIC OXYGEN THERAPY

HYPERBARIC OXYGEN THERAPY

The Hyperbaric Oxygen treatment (HBOT) service has been provided to people with MS and other related neurological conditions for the last 23 years. The treatment involves breathing pure oxygen at higher than atmospheric pressures in an enclosed chamber. The increased flow of oxygen stimulates and assists repair of damaged cells throughout the body. It can be very beneficial for people with MS in overcoming fatigue, improved balance and sight, as well as improved bladder control and general well-being. It is found to be useful in healing soft tissue injuries, sprains and bruising, leg ulcers and circulatory problems. Clients who use the HBO service at the MS Centre generally presents with MS and other related neurological conditions. However we do offer the service to non-MS clients (soft tissue injuries, fractures etc.) who pay privately for the treatment. While people with MS are always a priority, our private patients provide much needed funding in order for us to continue delivering the service to MS clients.



The treatment is simple, non-invasive and painless which most clients find relaxing! Our chamber can seat 5 people comfortably. A mask is fitted over your mouth and nose and is connected to the oxygen supply. Our experienced oxygen technicians will meet with each client initially to explain the treatment process. A Client's doctor's permission is always required before commencing Oxygen Therapy. For our MS Clients, the sessions last just over an hour and are usually repeated over a specified number of weeks and after six months Clients may return for one or two 'maintenance' sessions. The MS Centre subscribes to the Hyperbaric Oxygen Treatment Trust (HBOTT) which is located in the UK. The yearly subscription gives us access to a specialised helpline and a Hyperbaric Medicine Specialist for advice and instruction on best practice regarding HBO treatment protocols. The advice given by the Oxygen Helpline is under the guidance of Professor Philip James, a leading expert on Hyperbaric Oxygen and has written the book 'Oxygen and the Brain' covering all the science of using oxygen treatment for MS and non-MS conditions.



ESSENTIAL SECONDS CHARITY SHOP

ESSENTIAL SECONDS CHARITY SHOP

Essential Seconds is the name of the MS Centre Charity Shops. It was set up in December 2012 with the opening of the first shop in Wine Street Car Park, Sligo. Vincent Hunt was appointed as MS Centre's shop Manager.

Essential Seconds Sligo was set up to raise funds for the MS Centre's newly developed Holiday Facility Woodhaven. We currently have 22 volunteers in our Sligo shop. In 2016 the gross income from our Sligo Shop was €81,833.23 returning a nett income of €37,709.04.



In 2016 the shops manager carried out some research in opening a second Charity Shop in another town. Eventually it was decided to open our second Essential Seconds in Ballymote. On September 9th 2016 we opened the doors of our second shop in Ballymote. This is another great fundraiser to support our services. In 2016 the gross income for this shop €19,944.20, this returned nett income of €8,886.05. We currently have 17 volunteers in this shop.

We would like to thank all our dedicated volunteers in both shops. We would also like to thank Sligo Leader, TUS and Sligo Volunteer Centre who assisted in recruitment of some of our volunteers. And finally thanks to all our customers who have supported both our shops and raised much needed substantial funds for the MS Centre.





WOODHAVEN – ACCESSIBLE AND SUPPORTED HOLIDAY FACILITY



Manager & Staff

WOODHAVEN FACILITY



Conference Room



Single Room

WOODHAVEN – ACCESSIBLE AND SUPPORTED HOLIDAY FACILITY

Since its opening in 2014 The MS Centre's accessible and supported holiday facility Woodhaven, located on the First Sea Road, Sligo has grown from strength to strength. Woodhaven has been fortunate to secure continued funding from the Community Services Programme (CSP), POBAL since 2015 for the provision of a Manager and two full time frontline staff. In addition, Woodhaven has engaged with Sligo Social Services and the Sligo Centre for Independent Living for the provision of staffing through their established Community Employment (CE) projects. Due to the above collaboration for provision of staffing, Woodhaven provided 352 bed nights to Guests who came from all over Ireland throughout 2016.

Jan 2016	Feb 2016	Mar 2016	April 2016	May 2016	June 2016	July 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Total 2016
23	21	21	9	22	33	46	38	50	35	32	25	355
Jan 2015	Feb 2015	Mar 2015	April 2015	May 2015	June 2015	July 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Total 2015
21	19	19	16	19	35	26	42	27	20	21	24	289

*Table indicating comparative of Guest bookings in 2015 and 2016

In the absence of State funding, Woodhaven continues to rely on traded income from the MS Centre charity shops – Essential Seconds. Woodhaven has a choice of five beautifully appointed private bedrooms all ensuite with a choice of profiling beds and overhead hoists if required. We provide 24 hour personal assistant supports from our highly skilled and qualified staff. As another option, Guests can avail of having a friend or carer accompany them on their stay and our spacious family room allows Guests and their families to enjoy all that Sligo has to offer.

"It really is just like home from home but better, at least there's people to talk to 24/7"

My friends and I really look forward to our trips to Sligo and especially Woodhaven. We hope to have many more visits. We recommend Woodhaven to everyone we meet, it has everything we need and more. We are delighted to have found Woodhaven as it is so suitable for us to really enjoy a little break, definitely home from home. We are really looking forward to next time we visit Woodhaven"

As someone with MS I stay regularly in Woodhaven. It is a magnificent facility with first class care and supports. During my times in Woodhaven I have enjoyed trips organised by the staff. Last summer we had a great day out on Lough Gill and of course Strand hill is always great for lunch and some fresh air"

Woodhaven also has a conference room on site for hire which is ideal for groups meetings and training courses. The room accommodates up to twenty people and comes with white boards, projector and kitchenette. We also have parking available with the building being wheelchair accessible.

Woodhaven receives funding from the Community Services Programme, POBAL which allows us to fund Programme Assistant and Manager posts which are integral to Woodhaven, as this enables us to provide the service. The absence of this funding would leave Woodhaven in a very precarious position as staffing for delivery of service would not be possible. Due to the fact that the service is in its infancy, CSP funding is fundamental in supporting Woodhaven to further stability as a social enterprise.

The continued support of the Sligo community and surrounding counties will be fundamental to Woodhaven's success going forward into 2017. Woodhaven would like to thank all our Guests who stayed with us throughout the year and we look forward to providing more unique holiday experiences in 2017.

If you are interested in booking a stay in Woodhaven or booking our conference room please call Mairead Martin, Manager on 071 91 54991 or you can visit our website www.woodhaven.ie for further information.



FUNDRAISING

FUNDRAISING COMMITTEE CODE OF CONDUCT

In line with the Statement of Guiding Principles for Fundraising (ICTR), all members of the Fundraising Committee undertake to:

- ⬢ Work with colleagues, Board of Directors and Management and others to achieve fundraising objectives
- ⬢ Conduct themselves at all times with complete integrity, honesty and trustfulness
- ⬢ Respect the dignity of their position and ensure that their actions enhance the reputation of themselves and the MS Centre
- ⬢ Adhere to all applicable laws and regulations
- ⬢ Report any criminal offence of professional misconduct.

They shall:

- ⬢ Not misuse their authority for personal gain
- ⬢ Not exploit any relationship with a donor, prospect, volunteer or employee for personal benefit
- ⬢ Not knowingly or recklessly disseminate false or misleading information in the course of their duties, nor permit their fellow fundraisers to do so.
- ⬢ Not represent conflicting or competing interests without consent of the parties concerned after full disclosure of the facts

Confidentiality:

⬢ Members shall:

Not disclose (except as may be required by statute or law) or make use of information given or obtained in confidence from their employers or clients, the donating public or any other source without prior express consent.

- ⬢ Adhere to the principle that all information created by, or on behalf of, the MS Centre is the property of the MS Centre and shall not be transferred or utilised except on behalf of that organisation.

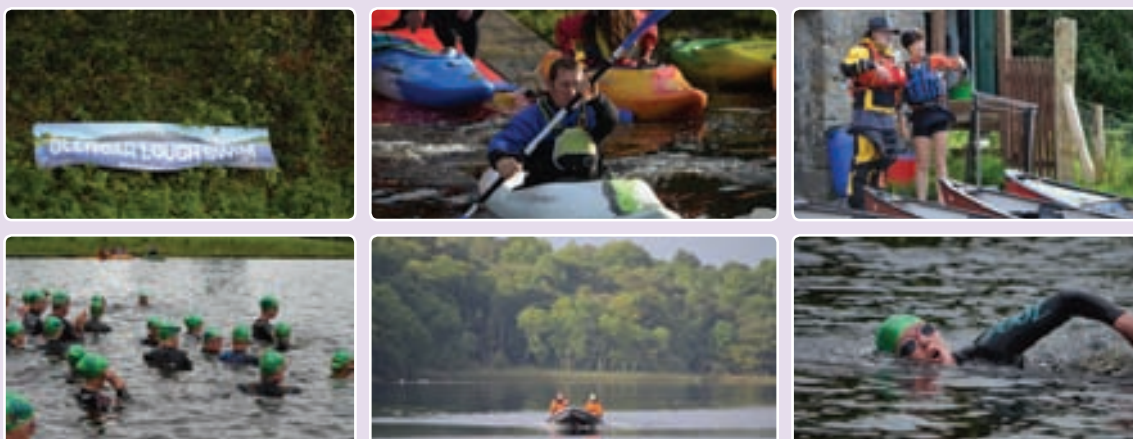
- ⬢ A huge thank you is due to the Voluntary Fundraising Committee for organising fundraising events on our behalf and for assisting others who held events in aid of the MS Centre during the year. Below is a sample of the many events which took place.
- ⬢ Many thanks to Beltra Country Market who donated the proceeds of their Coffee Morning to the MS Centre.
- ⬢ Many thanks to the past and present students of Sligo Grammar School with the choir of Carbury National School who presented A Gala Evening of Music & Song hosted by Tommie Gorman.
- ⬢ Many thanks to The Inner Wheel – for their generous donation to the MS Centre, the proceeds of a very successful fundraiser at the Hawkswell Theatre.
- ⬢ Many thanks to Doddy's Bar, Ballymote who hosted a Table Quiz with all proceeds going to the MS Centre.
- ⬢ Many thanks to everyone who took part in the Union Wood Challenge and who made this event a great success with over 70 runners/walkers taking part. Special thanks to the MS Centre Fundraising Committee and those who gave of their time as marshals, helped with the refreshments, manned the first aid stations and much more.
- ⬢ Many thanks to Innisfree Wheelers cycling Club who donated the proceeds of their cycle to their nominated charity the MS Therapy Centre.
- ⬢ Many thanks to Shane Sweeney and friends who organised the hugely successful Glencar Lough Swim with all proceeds going to the MS Centre.
- ⬢ Many thanks to Annual Three Counties Tractor and Vintage Run for their kind donation to the MS Centre from their Hit The Diff Run.
- ⬢ Many thanks to Cllr Marie Casserley, Mayor of Sligo for hosting a coffee morning in the Mayor's Parlour in aid of the MS Therapy Centre.
- ⬢ Many thanks to the organisers of Carols by Candlelight in St. John's Cathedral for their generous donation to the MS Centre.
- ⬢ Many thanks for those who donated hampers, held coffee mornings, made jam, organised raffles and handed in donations during the year.
- ⬢ Many thanks to those who assisted with the Town & County and Church Gate Collections in spite of inclement weather.
- ⬢ Many thanks to those who bought our lovely Christmas Cards – with special thanks to Liam Hunt for distributing cards and

GLENCAR LOUGH SWIM

The idea for organising the Glencar Lough Swim has always been an ambition of mine. Being a keen participant in many outdoor activities throughout the country I felt that Glencar was the perfect venue for such an event having grown up in the area. What further fuelled this ambition was my introduction to the MS Centre in Sligo. I started working here as a Physiotherapist in 2015 and became aware of how the Centre is a charity run organisation dependent on acts of donation and regular fundraising by staff, clients and members of the public both associated directly and not directly associated with the centre.

Despite some HSE funding annually the centre requires over 100,000 euros after this to run this amazing service for clients and their families associated with MS.

Initially I got in touch with friends who have organised other events e.g. Metal Man Swim Series, Channel Cup Swim and Lough Gill Swim for advice.



Following conversations I then contacted the Civil Defence who got on board once I completed a safety document outlining the plans for the swim, location, facilities, numbers, car parking, water safety etc. Following submission of the document I was informed that they were keen to get involved and was advised to undertake some minor changes.

Once on board I then set about setting up the swim on line registration with direct link to the MS Centre Fund raising account. This allowed participants to book a place online with the fee going directly into the account minus a small fee from the online company (Active Network).

Some fundraising was required to raise money for swim hats which are required for any such event not only for safety but also a nice souvenir for participants while also making the event official. I acquired the services of Core Timing which proved essential leading up to and on the day in terms of marshalling numbers in and out of the event. Also local businesses such as Glencar TeaSHED and Awesome Adventures provided their services on the day with food and beverages as well as kayakers on the lake. Other businesses provided some sponsorship and prizes towards a raffle on the day also. Many volunteers also got in touch prior to the event and on the day to assist in boats, kayaks, with registration and event set up.

Overall the event was a huge success and proved quite popular. It raised just over 2,550 euro after expenses and hopefully can raise something close to if not exceed this amount in 2017.

Shane Sweeney





MS 300 CLUB DRAW

MS 300 CLUB DRAW

The MS 300 Club Draw goes from strength to strength with an approved increased licence for 300 members at €10 p/month. The prizes are as follows: First prize €200, second prize €50, third and fourth prizes of €25 each. The Draw takes place on the last Friday of every month in the MS Centre overseen by a Company Director. Special thanks to Deirdre Murray for all her work in organising the Draw. The prize winners for the year are as follows:

January

1st Prize €200 Kathleen O'Slattery
2nd Prize €50 Irene Reddington
3rd Prize €25 Shane Sweeney
4th Prize €25 Kathleen Gillen

February

1st Prize €200 Sharon Foley
2nd Prize €50 Catherine Rutledge
3rd Prize €25 Christina Leonard
4th Prize €25 Martina Burke

March

1st Prize €200 Evelyn Marren
2nd Prize €50 Margaret Leonard
3rd Prize €25 Cameron Rooney
4th Prize €25 Joe McDonagh

April

1st Prize €200 Pat Murphy
2nd Prize €50 Pascal Morrison
3rd Prize €25 Catherine McHugh
4th Prize €25 Maeve Reilly

May

1st Prize €200 Mary Henry
2nd Prize €50 Aiden McGourty
3rd Prize €25 John Elwood
4th Prize €25 Kathleen O'Slattery

June

1st Prize €200 Jess Deering
2nd Prize €50 Jacqueline Hanly
3rd Prize €25 Una & Michael Hough
4th Prize €25 Gerry Nicholson

July

1st Prize €200 Leon & Niall Murray
2nd Prize €50 Daniel McHugh
3rd Prize €25 Josie Fowley
4th Prize €25 Kathleen Gillen

August

1st Prize €200 Teresa Gallagher
2nd Prize €50 Tony Sweeney
3rd Prize €25 Paula Lahiff
4th Prize €25 Rocio Muino

September

1st Prize €200 Minnie Cunningham
2nd Prize €50 Sara Melly
3rd Prize €25 Eddie Flannery
4th Prize €25 Catherine Rutledge

October

1st Prize €200 Gerry Farrell
2nd Prize €50 Marie Caheny
3rd Prize €25 Evy Gallagher
4th Prize €25 Frank & Ann Lenehan

November

1st Prize €200 Michelle Kelly
2nd Prize €50 Colm Deering
3rd Prize €25 Frank & Ann Lenehan
4th Prize €25 Justin Henry, Gurteen

December

1st Prize €200 Claire Clerkin
2nd Prize €50 Michelle Kelly
3rd Prize €25 Liam & Chris Hunt
4th Prize €25 Helen Kilcullen



SAFEGUARDING REPORT

SAFEGUARDING REPORT

The HSE's Safeguarding Vulnerable Persons at Risk of Abuse National Policy and Procedures was launched in Dec 2014. In order to ensure effective implementation of this policy and procedures, the HSE began offering training to Designated Officers.

In 2016, both Tamara Gormley, Manager and Claire Smyth, Physiotherapist completed the two day course in order to become Designated Officers for the MS Centre. Mairead Martin, Manager of Woodhaven booked to complete training at the beginning of 2017.

In line with the national policy we have publicly declared through a post in the entrance area of the MS Centre that the centre has and promotes a 'No Tolerance' approach to any form of abuse.

A local policy was developed to direct the protocol of dealing with an allegation or suspicion of abuse in a service and community setting.



Day 1:

- ⬢ Staff Immediately ensure safety of client.
- ⬢ Staff informs Line Manager, Designated Officer AND Safeguarding and Protection team.
- ⬢ Contact An Garda Siochana/Tulsa as appropriate and Social Work Team as necessary.
- ⬢ Staff outlines in writing all information.
- ⬢ Referral agent in collaboration with the Primary Care Team/Adult Social Work Team complete the Preliminary Screening.

Within 3 Working Days:

- ⬢ Preliminary Screening will be completed.
- ⬢ The Safeguarding and Protection Team are notified.
- ⬢ Undertake an necessary actions resulting from the Preliminary Screening.

The local Safeguarding Office for the MS Centre and Woodhaven is located at **Ballyshannon Health Campus, An Clochar, College Street, Ballyshannon, Co . Donegal**. They are contactable at **Safeguarding.cho1@hse.ie** or **071 9834660**. To ensure that all staff were up to date with National Policy and appropriately trained the local Safeguarding Team were contacted and frontline training for all MS Northwest Therapy Centre and Woodhaven staff was requested. We were allocated a training date for early January 2017.



REVIEW OF SERVICES QUESTIONNAIRE

REVIEW OF SERVICES QUESTIONNAIRE

The Review of Services Questionnaire 2016 was carried out as part of the Strategic Plan 2014 – 2016 which states that such a Review be undertaken on an annual basis.

One hundred and eighty eight questionnaires were distributed during the month of March 2016 to clients who are currently attending the MS Centre. The questionnaires were distributed by post which included a stamped self-addressed envelope for ease of return. Only 46 questionnaires were completed and returned in spite of verbal reminders, poster reminders, and reminders posted on our Facebook page and on our website. The date for receipt of completed questionnaires was extended by 4 weeks, when the analysis was carried out on the 46 completed questionnaires.

Because the Client Management System already holds client details on its database, It was decided that the information requested would be anonymous and in a much simpler format than previously. It would concentrate on what respondents felt about the services offered at the MS Centre and what they knew about Woodhaven Holiday Facility and Essential Seconds Charity Shop. And finally if would inform us as to whether they used Social Media to know what events were upcoming at the MS Centre.

Conclusions and Recommendations

On the understanding that just less than one third of our clients responded to this questionnaire and that most of those respondents could be clients who have been attending the MS Centre for many years, the resulting conclusions may not represent the majority of our clients:

- There was an overwhelmingly positive response re the welcome respondents received at the MS Centre with one exception.
- There was a constructive comment re the safety of the toilet facilities.
- While the majority agreed that the signposting internally was very good, there were a few comments that the external signposting could be improved.
- The less than one third of clients who answered this question are not indicative of the number of people using the Centre Bus.
- The majority of the respondents stated that they came to the MS Centre in their own car – which leads to congestion of the parking area at peak times.
- While the majority of respondents know about the MeetUp group, the number of attendees is small; this could be due to travel difficulties or other reasons.
- The respondents' use of services remains more or less on a par with previous years, with physiotherapy, reflexology and HBO being rated as the most important. The increase in the use of acupuncture and counselling services is noted.
- While the majority of respondents stated that they knew of Woodhaven, only a small number had or would in the future avail of its services. This situation lets us know that Woodhaven will benefit our more dependent clients.
- The majority of respondents were very positive when commenting on Essential Seconds Charity Shop. More than 50% of respondents have looked at the MS Centre website, while a lesser number use FaceBook. Surprisingly, only a small number read the Weekender Notes.

Recommendations:

- ⬡ Toilet facilities in the MS Centre are now subject to regular review.
- ⬡ Application to be made to Co Council for external signposting to be improved.
- ⬡ The use of Centre Bus is vital to the MS Centre/Woodhaven/Essential and its use can be viewed separately.
- ⬡ The limited car-parking facilities should prioritise clients with mobility difficulties parking close to the MS Centre.
- ⬡ Peer support as provided by the MeetUp group is important for a certain cohort of clients the MS Centre will continue to advertise and support their meeting dates.
- ⬡ As the use of counselling services has greatly increased, the possibility of increased funding for more counselling hours should be investigated.
- ⬡ The Woodhaven Manager, supported by the Board of Directors, is working on how to maximise the use of Woodhaven and the funding required for same.
- ⬡ The start-up of a second shop is currently being investigated by the Shop Manager, supported by the Board of Directors.
- ⬡ It is important that the MS Centre keeps the website and Facebook page up to date.

Other Comments by Clients

- ⬡ I have joined the MS Centre over 12 months ago and I found it a great release and I enjoyed meeting the group on a Friday and I am grateful for all the help I got.
- ⬡ Don't have the time to join MeetUp group plus the distance. A taxi car is provided for me to attend the Centre. Thank you for all your assistance.
- ⬡ I am very happy with my visits to the Centre.
- ⬡ The MS Centre provides a great variety of services for MS patients. The staff are friendly, helpful and professional. There is something for everyone - no matter how mobile or able you are.
- ⬡ You provide a great service. I have been going to you every 3 weeks and it is lovely to go there and meet people like myself. The physio and reflexology have kept me fit. I have MS since I was 24, I am now 55 and still on my feet. Thank you.
- ⬡ Keep up the good work.



WORLD MS DAY CELEBRATION

WORLD MS DAY CELEBRATION!

On Wednesday 25th May 2016, the MS Centre had its first Information Day in honour of World MS Day. The theme of the event in line with World MS Day was 'Independence'. The event was held in Woodhaven Holiday Facility and was attended by over 30 people. We had a range of speakers discussing various topics.

The event began with talk by Sam Elliott, Case Coordinator for Physical and Sensory Disabilities Service. Sam discussed her role as Case Coordinator in the Sligo/Leitrim area and was able to direct attendees from other areas to their local representative. Sam then made a presentation on Para-Equestrian Project at Keash Equestrian Centre. The Equestrian project has enabled individuals with physical disabilities the ability to learn and develop horse riding skills in a supportive environment. Several clients from the MS Centre were featured in the video presentation.

Yvonne Roache followed with a presentation and tasty demonstration on the benefit of smoothies and how they can help an MS Diet. The presentation looked at foods that cause inflammation and identified foods known to have anti-inflammatory properties. Yvonne then gave direction on choosing a smoothie maker and steps to making a good smoothie. We then got to observe the making off and taste the delicious results of a Berry Beet Ginger, The Green Machine, Tropical Delight and Mocha Nice Smoothies. Everybody then enjoyed a lovely lunch of finger food, cakes, tea and coffee while mingling in the sitting room and patio area of Woodhaven.

After lunch, Grainne Truelove, Neurological Nurse from Sligo University Hospital presented on "One of the silent symptoms of Multiple Sclerosis – Fatigue". Grainne's talk "Are you tired of feeling fatigued?" discussed what fatigued was, the prevalence, the impact of fatigue, causes and how to identify different types of fatigue. The principles of Fatigue Management were then discuss and different management techniques identified.

Last but definitely not least, the final guest speaker travelling especially from Galway was Michelle Murphy, Neurological Service Team Leader and Counselling Therapist. Michelle spoke on the topic of Cognition and MS, a specific area of interest and research for her. The introduction looked at what cognitive symptoms are and how they can occur in people MS. She then expanded the discussion to look at what professionals can help with cognitive difficulties and practical strategies to help including advice on Fatigue Management, Memory, Attention and Information Processing and Executive Functioning.

The feedback received after the events was very positive with a request for more similar events. People who attended reported enjoying the opportunity to meet other people with MS in a social setting. Suggested topics from the feedback forms have been used to tailor the content for the 2017 World MS Information Day.





FUTURE PLANS & ACTIVITIES

FUTURE PLANS & ACTIVITIES



Going forward into 2017, The MS Centre is committed to continually develop and improve the quality of its services, so that people with MS and other related conditions can live life, strengthened and supported by skilled staff, which ensures no person availing of the service has to face their condition alone. Services at Woodhaven will continue to provide accessible, supported holiday-type accommodation and short-term breaks for people with disabilities, their families and carers. For 2017, in line with our Strategic Plan (2017 – 2019), Woodhaven will endeavour to broaden the scope of its services by connecting with other groups and statutory bodies to potentially sub-let the building when not in use by our Woodhaven guests. (Strategic Plan available on request)

OBJECTIVES & GOALS

Following the Mid-Term Review of the Strategic Plan at the end of 2015, the main objectives for 2016 were as follows:

1. The MS Centre's main objective is to continue providing essential services and supports to people with MS and other related conditions, their families and carers, in a supportive and holistic environment, thus improving their quality of life.
2. The MS Centre continues to evaluate its services, which will ensure that all clients can become fully involved in its future planning and development.
3. The MS Centre is committed to forging networks with relevant local and national organisations with a view to collaboration and sharing of resources, as well as participating in research.
4. The Organisation will research and involve itself in alternative methods of funding to ensure the sustainability of services provision into the future.
5. The Organisation will endeavour to increase guest numbers in Woodhaven for 2017.

During 2016, the Board of Directors made the decision to broaden the scope of its services at Woodhaven by researching opportunities in 2017 for potential sub-letting of the building to generate income to supplement the services offered by Woodhaven. Also in 2016, the Board decided to open a second charity shop in Ballymote, Co. Sligo. The rationale for this decision stems from the increasing challenges of traditional style fundraising in bridging the annual 100K deficit experienced at the MS Centre facility.



PQASSO and The Governance Code

The MS Centre is committed to providing optimum services to people with MS and other disabilities, their families and carers and have engaged in PQASSO – a highly recognised and reputable quality assurance system. PQASSO has been greatly welcomed with involvement and input from all key stakeholders including –Management, Board directors, staff from all departments, clients and volunteers who form the core PQASSO working team. In addition, the MS Centre is delighted to have signed up to the Governance Code journey.

Charities Regularity Authority

The MS Centre is fully compliant with the Charities Regulatory Authority and has submitted all required returns for 2016.



MS North West Therapy Centre Sligo

Providing essential services to people with Multiple Sclerosis,
related conditions and their families.

Multiple Sclerosis North West Therapy Centre

A company limited by guarantee

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