



Annual Report 2017



MS North West
Therapy Centre Sligo

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



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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 Therpay Centre Ltd

A company limited by guarantee

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CHAIRMAN'S WELCOME



The Annual Report 2017 gives a brief overview regarding the MS North West Therapy Centre (MS Centre) and its services, delivered through its Annual Operational Plan 2017. It also sets out the activities and plans for 2018/19 through its Strategic Plan: Mid-term Review 2017 and keeps up to date with monitoring and evaluation of its services through its bi-annual Review of Services Analysis 2017.

The Financial Statements for 2017 have been signed off by the Board of Directors at the AGM on 6th June 2018.

A detailed overview is given by our health care professionals regarding the services and activities during 2017 and its plans for 2018/19.

We will read about the success of our events during the year: World MS Day, The Union Challenge and the Glencar Lough Swim as well as a selection of the many donations and fundraising activities held during the year for which we are very grateful.

The importance of the income from Essential Seconds Charity Shops and the MS 300 Club Draw is vital, and our fundraising goal for 2018 must be in the region of €100,000 in order to bridge the gap between HSE funding and the cost of running the MS Centre during the year.

Finally the risks for the MS Centre both financial and physical are set out in a realistic fashion. The Policies and Procedures were added to and reviewed during the year and are in place to address all foreseen risks including a summary of the Board's approach to managing the reserves.

I wish to thank the Board members for their commitment and dedication towards achieving the goals of the MS Centre during the year by attending meetings and sub-committees and their efforts in advancing our aims and objectives. I would like to thank the Board members who have resigned during the year for their work on our behalf also, we are actively seeking new directors with skill sets in Finance, HR, Admin and IT to join the Board. If you wish to nominate someone with these skills, please let us know.

I would like to congratulate our Services Manager Tamara on the birth of her baby girl and also to thank Mairead and Lorraine and their teams for deputising in her absence. Thanks to our Shops Manager Vincent and his team of volunteers for managing our charity shops so well. The shops income is vital to the running of Woodhaven and we are very grateful.

Thanks to increased funding from POBAL, Woodhaven, our state of the art holiday facility, is now open three weeks out of four depending on demand. We are engaging with the HSE and other State bodies to try and secure funding for a full-time self-sustainable service.

Yours sincerely

Pat Dolan
Chairman



ACTING 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 2017 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. During 2017 we successfully completed an additional three quality areas giving us a total to date of six out of the eleven quality areas which are now fully complete. Our goal is to complete an additional four areas in 2018. 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 we do.

In 2017, like many similar voluntary disability organisations, funding remains to be top of the list regarding challenges. Our fundraising team continue to make gallant efforts to supplement the core funding shortfall. Our Charities shops in Sligo and Ballymote are also integral to continuing to meet our deficit.

Services at the MS Centre including Physiotherapy, Hyperbaric Oxygen, Hydrotherapy, Counselling, Complementary 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, 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.

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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 2017. Finally, we would like to thank the voluntary Board of Directors for successfully driving the Organisation to achieve its goal, the wonderful staff, project workers, volunteers, clients and guests who are dedicated and committed to the MS Centre and the success of its services. For 2018 we



are committed to constant improvement in all aspects of our operations and hope that our stakeholders will continue to support the MS Centre and the MS Community in any way they can.

Mairéad Martin
Acting Service Manger



MS Centre, Ballytivnan, Sligo



MS Centre, Management & Staff



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Secretary's Report





SECRETARY'S REPORT

The legal obligations of the Company Secretary are as follows:

- To prepare and deliver to the CRO the company's annual return.
- Maintaining the statutory register of directors and members.
- Organising the AGM and other general meetings and directors' meetings, and giving notice of these to the directors.
- Taking the minutes of the AGM and other general meetings and board meetings, and maintaining the company's minute books.
- Safeguarding the company seal.

These legal obligations have been carried out for the year 2017.

- The Annual Report and Financial Statement of the MS North West Therapy Centre Ltd., have been signed and will be lodged with the Company Registration Office by the date due.
- The Register of directors have been kept updated during the year 2017.
- The Annual General Meeting was held on Thursday 18th May at 5.00pm in the Conference Room at Woodhaven. Notice of the AGM was given 3 weeks beforehand as is required.
- 6 full Board Meetings were held in 2017, notice and agenda for these meetings were given in advance.
- Minutes of all Board Meetings were proposed and seconded as true accounts and signed by the Chairman. They are filed in a locked cabinet in secretary's office.
- Updated B10 forms relating to director changes have been lodged with the CRO.
- All directors have updated their Garda Clearance Certificates.

The following officers were elected on block:

Chairperson:	Pat Dolan
Vice Chairperson:	Tommy Horan
Company Secretary:	Paula Lahiff
Vice Secretary:	Vacant
Treasurer:	Columb McBride
Vice Treasurer:	Geraldine Gordon

In accordance with the Memorandum and Articles of Association, 1/3 of the Board Members stepped down at the AGM and were eligible to offer themselves for re-election. Geraldine Gordon, Tommy Horan, Mary Henry and Paula Lahiff - all offered themselves for re-election and were re-elected on block.



ATTENDANCE AT BOARD MEETINGS 2017

Dates	CMcB	PC	TH	PL	MH	MB		GG	SD	PD	PM	RO'G
24/01/17	✓	✓	✓	✓	✓			✓	✓	✓	N/A	A
16/03/17	✓	A	✓	✓	✓	R		✓	✓	✓		✓
18/05/17	✓	R	✓	✓	✓		R	✓	✓	✓		✓
25/07/17	✓			✓	✓			✓	✓	✓		✓
05/10/17	✓		✓	✓	✓			✓	✓	✓		A
07/12/17	✓		A	✓	A			✓	A	✓		✓

Key:

✓ - Present

A - Apology

R - Resigned

N - Non Attendance

- Paraic Colreavy resigned on 18/05/2017
- Paschal Morrison on sick leave from 16/03/2017
- Tommy Horan resigned on 08/02/2018

Other Admin duties carried out by the Company Secretary during 2017 were as follows:

- She is on the Management Sub-Committee which convenes to deal with specific management matters.
- She compiled report on the Board Self-Evaluation Assessment, which was carried out in March 2017 – this is kept in Manager's Office and can be viewed on request.
- She is a member of the Core Group of the PQASSO Quality Assurance Programme which has now completed six Areas of compliance.
- She is responsible for updating the MS Centre website and Facebook page on a regular basis.
- She analysed the report on Review of Services 2017.
- She edited a bi-monthly bulletin – updating clients and other stakeholders with the news of interest.
- She edited the Annual Report 2017.



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Organisational Finance as per Audited Accounts 2017





ORGANISATIONAL FINANCE AS PER AUDITED ACCOUNTS 2017

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

Balance Sheet

As at 31st December 2017

	2017		2016	
	€	€	€	€
Fixed Assets				
Tangible Assets	<u>814,308</u>	814,308	<u>863,189</u>	863,189
Current Assets				
Debtors	12,478		17,504	
Cash at bank and in hand	<u>348,721</u>		<u>316,638</u>	
	361,199		334,142	
Creditors: amounts falling due within one year	<u>(36,917)</u>		<u>(43,724)</u>	
Net current assets		<u>324,282</u>		<u>290,418</u>
Total assets less current liabilities		1,138,590		1,153,607
Creditors: amounts falling due after more than one year		<u>(144,028)</u>		<u>(152,479)</u>
Net assets		<u>994,562</u>		<u>1,001,128</u>
Capital and reserves				
Income and expenditure account		<u>994,562</u>		<u>1,001,128</u>
Members Equity		<u>994,562</u>		<u>1,001,128</u>

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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 2017

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 and 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 fulfill 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.

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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 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 respite 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 needs 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 - 2017 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.





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Governance





GOVERNANCE

Board of Directors Elected 18th May 2017:

OFFICERS

Chairperson: Pat Dolan

Vice Chairperson: Tommy Horan

Secretary: Paula Lahiff

Treasurer: Columb McBride

Vice Treasurer: Geraldine Gordon

DIRECTORS

Mary Henry

Paschal Morrison

Seamus Dolan

Rosaleen O'Grady

MANAGEMENT SUB-COMMITTEE

Tamara Gormley (Services Manager) or

Mairead Martin (during Services Manager's leave of absence)

Pat Dolan

Geraldine Gordon

Paula Lahiff

Columb McBride (when required)

DIRECTORS WITH SPECIAL RESPONSIBILITIES

Essential Seconds: Seamus Dolan

Woodhaven: Mary Henry

MS 300 Club Draw: Geraldine Gordon

Public Relations: Columb McBride and Rosaleen O'Grady

Quality Assurance: Paula Lahiff

DIRECTORS WHO HAVE RESIGNED SINCE ELECTION ON 18th MAY 2017

Padraig Colreavy

Tommy Horan

Paschal Morrison

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Meet The Directors





MEET THE DIRECTORS

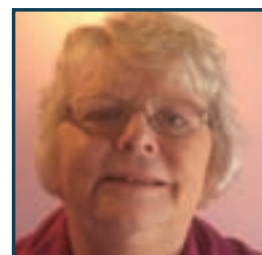
Pat Dolan (Chairman)

Pat has been Chairman of the MS Centre Board of Directors for the past 3 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.



Paula Lahiff (Company Secretary)

Paula has served as Company Secretary to the Board for the past 4 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 4 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.



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 2017 his role was as director with special responsibility to assist with Essential Seconds Charity Shops when needed.





DIRECTOR'S 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, a director 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. Tamara is currently on maternity leave.



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 (Acting Service Manager from September 2017)

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.





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Corporate Governance Training 2017





CORPORATE GOVERNANCE TRAINING 2017

Four of our Directors attended **Corporate Governance Training** with Shane McCarthy, from Fitzgerald Solicitors, Cork.

The topics covered were:

- Getting the most out of a Board
- How to appoint the best directors
- Role of the Board
- Reserved matters to the board
- What happens when things go wrong?
- Legal duties and obligations of directors
- Governance
- Key committees of the board
- Corporate governance and charities

The Manual “**A Board’s Role in Improving Quality and Safety – Guidance and Resources**” issued by the HSE in December 2017 was disseminated to all directors and signed off by the Board.

ANALYSIS OF DIRECTORS’ SELF-EVALUATION QUESTIONNAIRE 2016-2017

A Tool for Improving Governance Practice for Voluntary and Community Organisation

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

The results of this self-evaluation are available on request.

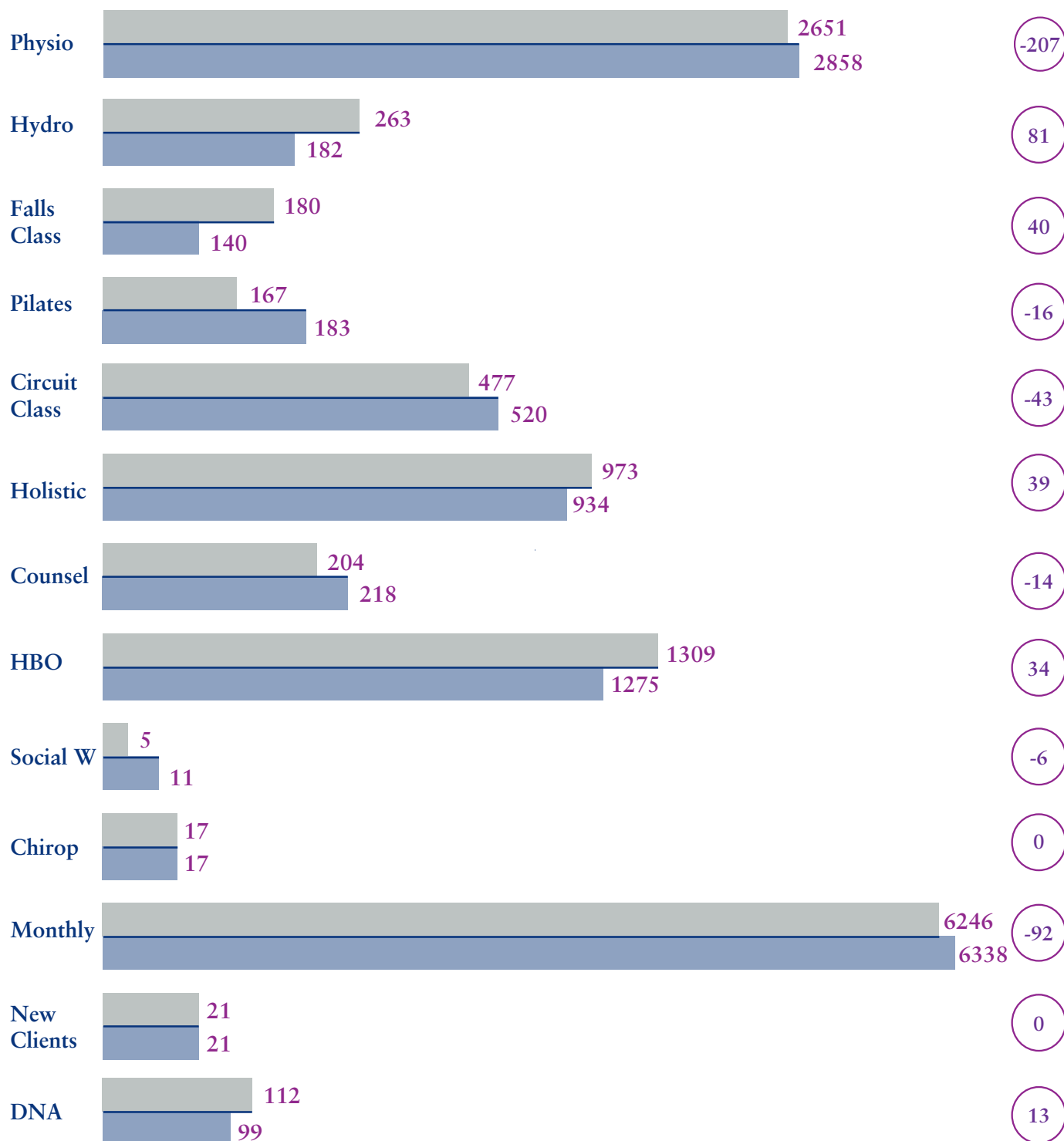
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MS Centre Services 2017





MS CENTRE SERVICES 2017



2017 Total  2016 Total 

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Physiotherapy





ANNUAL REPORT 2017

Purpose and Vision

The Physiotherapy Department in the MS Northwest Therapy Centre continue in their commitment to offer support to people with MS and their families. We endeavor to continually improve our services through evidence-based practice, through monitoring outcomes and by responding to feedback from service-users. We continue to promote health and wellbeing through appropriate symptom management, and through facilitation of exercise participation, by offering a range of ways service-users can introduce exercise into everyday life. We endeavor to support service-users self-manage their condition, and hope through holistic care we can facilitate them experience a better quality of life.

Service Trends in 2017

The Physiotherapy Department comprises of 2.5 WTE Physiotherapists (PTs); 1 Senior Grade and 3 Staff-Grade Physiotherapists. One member of staff, PT Lisa Conlon, departed in October 2017 to pursue new career opportunities, and was replaced by PT Hannah Gordon. The Physiotherapy Service has access to 3 Physiotherapy Assistants with FETAC Level 5 qualifications, one of whom, Lorraine McDermott, successfully completed her training in 2017 and is awaiting certification.

A total of 2678 out-patient physiotherapy treatments were delivered on a one-to-one basis in 2017. A further 1039 group class attendances were recorded; classes included Hydrotherapy, Pilates and Circuit-training. Numbers are slightly down on 2016 due to a reduction in staffing levels during the latter quarter of the year.

Records show 23 new referrals were received in 2017, 4 of whom declined services due to; 'personal reasons', 'too far to travel', 'transport issues' and 'does not feel needs to attend at this time'. Of those who did attend, 18 had a diagnosis of MS, and 1 had a diagnosis of Hereditary Spastic Paraparesis. 18 persons were aged 18-65, and 1 was aged 65 and over.

Quality Initiatives in 2017

- In 2017 the Physiotherapy Department continued its commitment to quality improvement of services, through its work on PQASSO. Six standards have now been completed:- (1) Governance (2) Planning (3) Leadership & Management (5) Managing People (9) Communication & Promotion) and (10) Working with others.
- There was continued success with 'MS World Day', which was held in May in the Clayton Hotel. Speakers at the event included:- Dr. Kevin Murphy, Neurologist; Shane Hayes, Sligo Sports Partnership; Alice McGoldrick, Continence Nurse; Orla Barry, Citizens Information Service.



Feedback was overwhelmingly positive. PT Claire Smyth was instrumental in helping organise this event.

- MS Ireland also held their Annual Conference in Sligo in 2017, where PT Aideen Melanaphy presented on 'MedEx@ITSligo'. A special thanks was given to MS Ireland for monetary contributions they made towards the MedEx programme by way of funding one of the instructors to undertake British Association for Cardiovascular Prevention and Rehabilitation training.
- 2017 saw the MS Northwest Therapy Centre update their company website. PT Lisa Conlon was involved in updating the medical aspects of the website, and introduced a new section on up-to-date research information. Our plan is to update this on a monthly basis, which PT Hannah Gordan has kindly agreed to oversee.
- The PT Department introduced respiratory muscle testing in 2017. It is widely established that as MS progresses respiratory function often deteriorates, resulting in issues with volume control of speech and ability to clear secretions. We hope to further develop this service in 2018 with the purchase of respiratory muscle training devices for service-users who are affected.
- A second lower limb active-passive trainer for home-use was purchased in 2017 in response to a growing waiting list. Funds were raised through the Glencar Lough Annual Swim, a Coffee Morning organised by client Breege Guihen and a donation from the Oxford Cycle. Previously there would have been a 2-year wait to access this piece of equipment.

Education/Continuous Professional Development (CPD) in 2017

- The Physiotherapy Department continued their commitment to CPD by attending weekly In-Service Training in Sligo University Hospital, and weekly sessions in the MS Northwest Therapy Centre, by way of clinical discussion, journal club and information-sharing.
- PT Claire Smyth attended training in Electro-acupuncture and Spasticity Management.

Plans for Future Development in 2018

- World MS Day this year will be combined with an open day at the Centre to celebrate the volunteers who work tirelessly in the background to keep the MS Northwest Therapy Centre running successfully. PT Claire Smyth will form part of organising committee for this event, which will hopefully follow in the success of those held in previous years.



- 2018 sees the introduction of clinical placements in the MS Northwest Therapy Centre for UCD students undertaking Master degrees in Physiotherapy. PT Claire Smyth will supervise the first student, under the guidance of Clinical Tutor, Denise O'Callaghan.
- 2018 will see the introduction of State Registration for all practising Physiotherapists in Ireland (CORU). This has a strong emphasis on Continuing Professional Development, and on competency assessment. This should ensure the delivery of a better quality physiotherapy service.
- The PT department is planning to undertake a documentation audit in 2018, with a view to improving assessment records.
- The MS Northwest Centre plans to distribute Service Satisfaction Questionnaires in early 2018 which will have a sub-section on Physiotherapy Services. Subsequent evaluation of feedback will guide us towards developing services in the future which are service-user led.
- The PT department as a whole plan to upskill on 'Functional Electrical Stimulation' by attending upcoming courses in Beaumont and Salisbury. Links have recently been developed with MS Ireland in Galway to have clients assessed on the Bioness L300 wireless model.
- PT Hannah plans is to attend training in 'Normal Movement', and PT Claire Smyth plans to further develop her acupuncture skills through training in 'Auricular Acupuncture'.
- The MS Northwest Therapy Centre continues its links with MedEx@ITSligo., with a view to continued development of the programme and potential research. PT Aideen Melanaphy will attend classes every second Friday in a 'medical-support' role.
- PTs Claire Smyth and Aideen Melanaphy continue to represent the PT Department on the PQASSO team, which continues to work towards developing quality improvement initiatives, to provide a better quality service for all service-users.



NEW MOTOMED MOVEMENT THERAPY SYSTEM @ THE NW MS THERAPY CENTRE

We at the North West MS Therapy Centre are delighted to say that we have been able to purchase a new MOTomed (Viva) for use at the centre. As you are aware the Centre is dependent on fundraising and donations to fully operate and new equipment is not cheap.

We would therefore especially like to thank **Breege Guihen (Joe Mooney Summer School), The Oxford Cycle and Glencar Lough Swim 2017** for all funds raised towards the purchasing of this fantastic piece of equipment.

All suitable clients will be eligible to use this MOTomed at the centre as part of ongoing Physiotherapy. We will also be able to increase our Community based MOTomed service from 1 machine to 2, allowing clients to avail of one MOTomed at home for a period of months at a time.

Some Information on the MOTomed System.

The MOTomed Movement Therapy System is an Active / Passive exercise system for people with limited or no movement. The concept of MOTomed Therapy is to get your muscles moving and keep them moving.

This is done in one of 3 forms of training;

1): Passive Training – where the MOTomed unit does all the work and your limbs passively follow the rotational movement in varying speeds.

2): Motor-Assisted Training – where you pedal using your own muscle strength but with assistance from the MOTomed unit thus allowing you to maximise residual muscle strength.

3): Active Training – where you pedal using your own muscle strength against varying levels of resistance.

If you are not currently using the MOTomed or are not on our waiting list for accessing MOTomed at home but are interested in being assessed by our Physiotherapists to use it please contact us here at the centre.





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Hydrotherapy

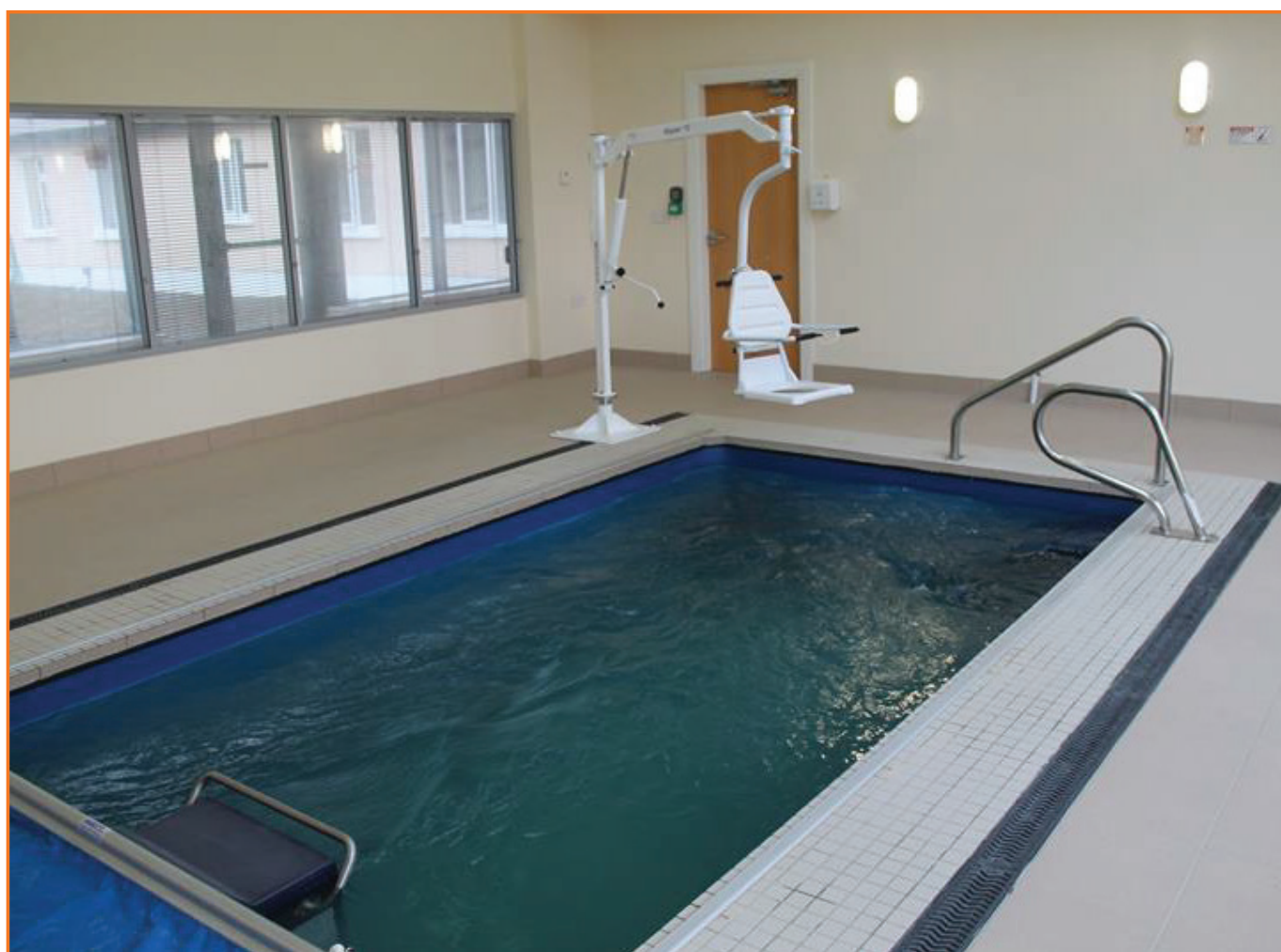




HYDROTHERAPY

In people with MS, research has shown that hydrotherapy (exercising in warm water) helps to improve muscle strength, fitness, gait and mobility, as well as 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.) The decision to break the pool sessions in two, thereby enabling more clients to avail of this service has worked well. By the start of 2017 a third more advanced weekly session was also introduced.



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Holistic Therapy





HOLISTIC THERAPY

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 bodys 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 bodys natural pain killers and mood elevators.

Shiatsu

Is based on a traditional Japanese body therapy and aims to stimulate the bodys 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





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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 pressure 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, improving balance and eyesight as well as improving 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 present with MS and other related neurological conditions. However, we do offer the service to non-MS Clients who pay privately for the treatment. While people with MS are always a priority,

our private clients provide much needed funding in order for us to continue delivering the service to MS Clients.

See HBO brochure for more details on the use of this invaluable service.

The Hyperbaric Oxygen Therapy Chamber is now 23 years old and needs to be refurbished with a new compressor being essential. The cost of this refurbishment is in the region of €20,000 and this will be on top of the €100,000 annual shortfall. This will be the focus of our fundraising for 2017/2018.

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Essential Seconds Charity Shop





ESSENTIAL SECONDS CHARITY SHOP

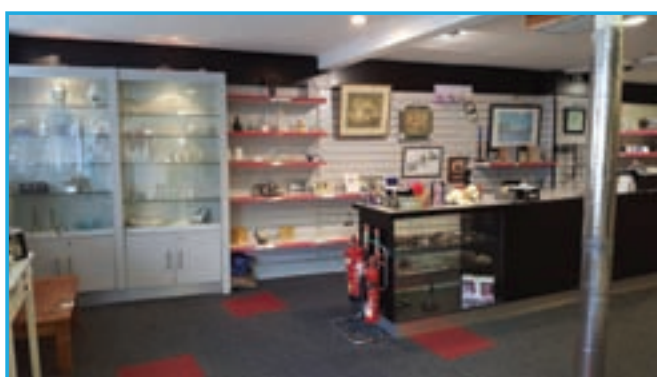
Essential Seconds is the name of the MS Centre Charity Shops. It was set up in December 2012 with the opening of the first shop in Wine Street Car Park, Sligo. Vincent Hunt was appointed as MS Centre's shop Manager.

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.



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Woodhaven - Accessible And Supported Holiday Facility



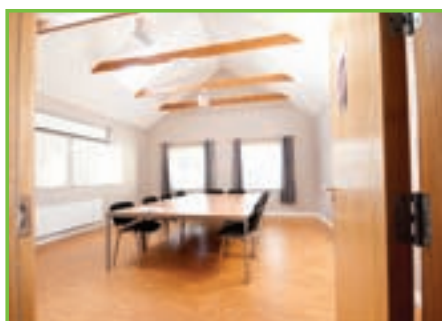


Manager & Staff

WOODHAVEN FACILITY



Conference Room



Conference Room



Single Room



WOODHAVEN FACILITY

Since its opening in 2014 The MS Centre's accessible and supported holiday facility Woodhaven, located on the First Sea Road, Sligo as grown from strength to strength. Woodhaven has been fortunate to secure continued funding from the Pobal, Community Services Programme since 2015 for the provision of a Manager and two full time frontline staff. In addition, Woodhaven has engaged with Sligo Social Services, the Sligo Centre for Independent Living Community Employment Projects and Tús for the provision of staffing. Due to the above collaboration for provision of staffing, Woodhaven provided 303 bed nights to thirty-one Guests who came from all over Ireland throughout 2017.

Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	June 2017	July 2017	Aug 2017	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Total 2017
9	19	31.5	16.5	42	28.5	34.5	37	25.5	26.5	21	12	303

In the absence of state funding, Woodhaven continues to rely on traded income from the MS Centre charity shop – Essential Seconds in Sligo. 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. Another option Guests can avail of includes 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. Please see some testimonials from Guests who have stayed in Woodhaven throughout the year.

"My husband is someone with MS, and as a full time carer finding Woodhaven has made a real difference to both our lives. I get a chance to recharge the batteries and catch up with friends and my husband hugely enjoys the interaction with the staff and other guests at Woodhaven. I can leave my husband in Woodhaven and be fully confident that he is getting the best of care, that he is safe, and that he will also have a good time".

"Just a little note to say I had a great experience at Woodhaven. Us four ladies with MS found the staff at Woodhaven were very welcoming, professional and catered for our every need. For five days we were all happy and rejuvenated with the massage/reflexology available on site. We were taken for days out by staff bus to local places of interest. AMAZING. Being close to the coast of Strandhill was so relaxing to be away from our usual lives. This is a truly wonderful experience, when one's life is not ruled by our own health/medical issues. Thanks to all that have made this possible".



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. Our conference room also has equipment such as a profiling bed which training groups can use for demonstration purposes. 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. We are delighted to say that Woodhaven has received additional CSP funding for two new Programme Assistants in Woodhaven for 2018. This will allow us to increase our availability throughout 2018.

The continued support of the Sligo community and surrounding counties is fundamental to Woodhaven's success going forward. 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 2018.

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



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Fundraising





FUNDRAISING

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. Please see above a sample of the many events which took place.

January 2017

Kilcullen Family (In remembrance of Padraig and Rory Kilcullen)
Sligo Fire Brigade
Orpheus Choir
Gilbert's Pharmacy

February 2017

Sara's Coffee Morning

March 2017

Homemade Card Sale
X-Ray Dept SUH
Kilcullen Family (In remembrance of Padraig and Rory Kilcullen)

April 2017

Salon 2 Fundraiser
Sara and Margaret's Easter Hamper
Easter Raffle Ballymote

May 2017

The Windmill Players

June 2017

Dublin Mini Marathon

July 2017

Dublin Mini Marathon
Coffee Mornings

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.



August 2017

Camino Trial Catherine Hoare
Coffee Morning (in remembrance of
Chris Hunt)
Old Fair Day
Union Challenge
Marian & Don Coen Fundraiser
Enniscrone PO

September 2017

Tubbercurry Ladies Crafters
Manorhamilton Bridge Club

October 2017

Ballymote Table Quiz
Joe Mooney Summer School

November 2017

Castle Dargan Ladies Golf
Sara's Halloween Hamper
Geevagh Annual Cycle
Bunninadden Table Tennis

December 2017

Maria and Trad Players Christmas
Carols Event
Christmas Hamper Raffle (Stephen
McGroarty)
Sligo University Hospital

CAMINO WALK CHEQUE PRESENTATION



Kate Hoare, Mary and Eimear Slevin
presenting Vincent Hunt Ms North West
Therapy Centre with a cheque for €1705.00
money raised from their recent Sligo Camino
Walk.



MS Thank You Night 2016



Christmas Tree Festival



Donation from Mayor's Ball



Glencar Lough Presentation



Kilcullen MS Therapy Cheque



Geevagh Annual Cycle



GLENCAR LOUGH SWIM 2017

Glencar Lough Swim 2017 was organised by our physiotherapist Shane Sweeney. This was the second time the event was held following the success of the first in 2016. Glencar Lough was the venue and the swim was held on 16th September. There were increased numbers taking part this year and in total we managed to raise over €3200 for the MS Therapy Centre.

The event was supported by Call of The Wild, TEAshed @ Glencar, Ian Carty Ceramics in Rathcormac, Awesome Adventures Glencar, Sligo Civil Defence, Sligo Kayak Club, Sligo Sub Aqua Club especially Deirdre and Ronan Murray. I would also like to thank all the family and friends who turned up to help out on the morning and throughout the event both on and off the lake including our own Arlene McMorrow.

Again the event was a great success with some lovely feedback from everyone. Hopefully we will be able to grow the event again in 2018 and hope to see as many if not more participants next time.

Many thanks again to Shane and to all who have helped contribute to this event in any way.





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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 Michelle Kelly
2nd Prize €50 Bridie McLean
3rd Prize €25 Liam Hunt
4th Prize €25 Helen Kilcullen

February

1st Prize €200 Pat Broderick
2nd Prize €50 Paul Hannon
3rd Prize €25 Brian J Corcoran
4th Prize €25 Mary Murray

March

1st Prize €200 Mary McWeeney
2nd Prize €50 Margaret Leonard
3rd Prize €25 Thomas Dyer
4th Prize €25 Breeze Kilcullen

April

1st Prize €200 Brian & June Aldridge
2nd Prize €50 Marie McNiff
3rd Prize €25 Gerard Hamilton
4th Prize €25 Pat Keaney

May

1st Prize €200 Daniel McHugh
2nd Prize €50 Gerard Hamilton
3rd Prize €25 Monika Eckelmann
4th Prize €25 Fr Stephen Walshe

June

1st Prize €200 Patricia Morrison
2nd Prize €50 Breege Guihan
3rd Prize €25 Brian and June Aldridge
4th Prize €25 Colm Deering

July

1st Prize €200 Geraldine Regan, Rosses Point (163)
2nd Prize €50 Sinead Rooney, Sligo (94)
3rd Prize €25 Vincent Hunt, Collooney (99)
4th Prize €25 Patricia Scanlon, Sligo (89)

August

1st Prize €200 Michael & Bridget Devins (48)
2nd Prize €50 Tina Horton (50)
3rd Prize €25 Pat McDermott (29)
4th Prize €25 Gerrell Farrell (166)

September

1st Prize €200 Joan O'Connor, Castlerea (126)
2nd Prize €50 Claudette Murphy, Sligo (197)
3rd Prize €25 Fr. Gillooly, Sligo (187)
4th Prize €25 PJ Burns, Sligo (136)

October

1st Prize €200 Phil Cooney (218)
2nd Prize €50 Patricia Scanlon (89)
3rd Prize €25 Rolandas Satinskas (95)
4th Prize €25 Mary McHugh (214)

November

1st Prize €200 Geraldine Gordon
2nd Prize €50 Teresa Cahill
3rd Prize €25 Kitty Farren
4th Prize €25 Moira McGuinness

December

1st Prize €200 Joan O'Connor, Castlerea (126)	5th Prize Bottle Prosecco Christene McKenna (79)	9th Prize Bottle Wine Stephen McGourty (98)
2nd Prize €50 Dennis & Moira McGuinness (39)	6th Prize Bottle Wine Sharon Foley (104)	10th Prize Bottle Wine Ann & Gerry Flanagan (201)
3rd Prize €25 Gerry & AnnMarie McPhelim (41)	7th Prize Bottle Wine Leon & Niall Murray (16)	
4th Prize €25 Cameron Roone (130)	8th Prize Bottle Wine Edith Bradley (43)	

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Safeguarding Report





SAFEGUARDING REPORT

The MS Centre and Woodhaven have three Designated Officers. Tamara Gormley, Manager and Claire Smyth, Physiotherapist completed the two day Designated Officer training in 2016. Mairead Martin, Manager of Woodhaven completed the training at the beginning of 2017.

In January 2017, the local Safeguarding Team completed an information training day for all frontline staff of the MS Centre and Woodhaven. To ensure continued awareness among staff the topic is routinely reviewed at Staff Meetings.

In November 2017, Claire Smyth participated in policy review focus group which was phase 1 of the Project Plan to analyse the current operation of the policy.

The MS Centre and Woodhaven continue to have a 'No Tolerance' approach to any form of abuse and this publically declared through a post at the entrance of both the MS Centre and Woodhaven.

The following local pathway in relation to the protocol of dealing with an allegation or suspicion of abuse within a service or community setting is still in place.

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 completes the Preliminary Screening.

Within 3 Working days:

- Preliminary Screening will be completed.
- The Safeguarding and Protection Team are notified.
- Undertake any 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.

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Review of Services Questionnaire





REVIEW OF SERVICES 2017

The review of services was carried out in 2017 as per Strategic Plan Mid-Term Review. One hundred and eighty three questionnaires were distributed to clients of the MS Centre and guests of Woodhaven. One hundred and nine questionnaires were returned and it is on this number that the results of the questionnaires was analysed.

The Analysis was signed by the Board and an Action Plan of the recommendations was put in place to deal with all queries and suggestions which came up.

A hard copy of the Review of Services is kept in the Managers Office and is available on request.



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World MS Day Celebration





WORLD MS DAY 2017

On Wednesday 24th May 2017, the MS Centre held its second Information Day in honour of World MS Day. The theme of the event in line with International World MS Day was 'Life with MS'. The event was held in the larger venue of the Clayton Hotel. Over 60 people attended the event which was double the numbers for the previous year. The topics covered came directly from feedback received by attendees at the 2016 World MS Day.

The event began with talk by Dr Kevin Murphy, Consultant Neurologist at Sligo & Letterkenny University Hospital. Dr Murphy looked at the prevalence of neurological conditions in Ireland along with an overview of Multiple Sclerosis. He then proceeded to discuss different types of treatments with a closer look at medication including information on their mechanism of action, side effects, benefits and associated risks.

Shane Hayes from Sligo Sports Partnership followed with a presentation on Exercise and MS. He outlined the benefits of exercise, discussed how often and what type of exercises we should be doing, the role of exercise for people living with MS and highlighted the local programmes and resources available.

In preparation for lunch, Yvonne Roach got our taste buds going with a presentation titled "Food-hacks for Life with MS". Yvonne started with a presentation on Nutrition, what is a balance meal and identified "Food-hacks" to help encourage healthy eating habits. To conclude Yvonne presented information on the benefits of smoothies, tips on how to make a good smoothie with a demonstration and sampling session.

After lunch, Orla Barry, Manager of Sligo's Citizens Information Service presented on the role of the Citizens Information Service, where is find them and how to contact them. She then went into detail on various different entitlements, services and tax credits available to individuals. These included Illness Related Payments, Carer's Payment, Carer's Support Grant/Household Benefits, ½ rate carers, Medical Card, GP Visit Cards, Home Carer Tax Relief/Credit and Medical Expenses Tax Relief.

The final guest speaker of the day was Clinical Nurse Specialist and Continence Advisor Alice Mc Goldrick covering the topping of Continence and MS. Alice provided valuable information on different types of continence issues and treatment options.

The feedback received after the event again was very positive and we really appreciate all feedback. We have used it to develop the guest speakers for World MS Day 2018 and utilised it at all stages throughout the planning of the event.

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Future Plans and Activities





FUTURE PLANS AND ACTIVITIES



The Hyperbaric Oxygen Therapy Chamber is now 23 years old and needs to be refurbished with a new compressor being essential. The cost of this refurbishment is in the region of €20,000 and this will be the focus of our fundraising for 2017/2018.

The updating of our toilet facilities to facilitate the use of a hoist is also an essential upgrade. These two items will have to come from voluntary donations and fundraising events in 2018 and are in addition to making up the ongoing shortfall of €100,000 in our funding.

It is planned that **World MS Day 2018: A Celebration** will follow on the previous very successful events of previous years with a mix of awareness and information talks and a chance to meet and socialise with others on the day.



Following the Mid-Term Review of the Strategic Plan at the end of 2015, the main objectives for 2017 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 endeavor to increase guest numbers in Woodhaven for 2018.

During 2017, 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.



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Quality Assurance





QUALITY ASSURANCE

PQASSO

The MS Centre is committed to providing optimum services to people with MS and other neurological conditions at the highest possible standard and continue to engage in PQASSO – a Practical Quality Assurance System for the Community and Voluntary Sector. The Core Group moving this forward include key stakeholders from all departments at the MS Centre, and meets every two months. The MS Centre intends to apply for audit once all Standards have been completed.

It was decided to change to the 4th Edition in December 2017 as the Core Group felt that the MS Centre would not be ready for audit in the time allowed if using the 3rd Edition:

Six standards have now been completed.

- (1) Governance
- (2) Planning
- (3) Leadership & Management
- (5) Managing People
- (9) External Communication and
- (10) Working with others.

Governance Code:

The MS Centre has also signed up to the Governance Code Model of Quality Assurance, and conducts a bi-annual review as required.

Charities Regularity Authority:

The MS centre is fully compliant with the Charities Regulatory Authority and has submitted all required returns for 2017.





MS North West Therapy Centre Sligo

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

Multiple Sclerosis North West Therpay Centre Ltd

A company limited by guarantee

Ballytivnan, Sligo

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