



20
18 | Annual
Report



MS North West Therapy Centre Sligo

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





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MS North West Therapy Centre Sligo

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

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.



Chairman's Welcome





CHAIRMAN'S WELCOME



The Annual Report 2018 gives a brief overview of the MS North West Therapy Centre (MS Centre) and its services delivered through our Operational Plan 2018. It also sets out the activities and plans for 2019/20 through its Strategic Plan – Mid Term Review.

The Financial Statements for 2018 have been signed off by the Board of Directors at the AGM on 14th June 2019.

A detailed overview is given by our health care professionals regarding the services and activities during 2018 and its plans for 2019/20.

Thanks to extended funding from POBAL, Woodhaven our state of the art holiday facility continues to provide short-term breaks for people with MS and other related conditions.

You will read about the success of our events during the year: World MS Day, Benbulbin Carnival 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 risks for the MS Centre, both financial and physical are set out in a realistic fashion. The gap between HSE funding and the cost of running the MS Centre causes serious concern and the importance of the income from Essential Seconds Charity Shops and the MS 300 Club Draw is vital. Our fundraising goal for 2019 must be in the region of €100,000 in order to bridge this gap.

I wish to thank the Board members for their commitment and dedication towards achieving the goals of the MS Centre during the year. We extend a warm welcome to two new directors, Denis Joyce and Máirín Rooney and wish directors Tommy Horan, Paschal Morrison and Seamus Dolan well on their retirements.

I thank our managers, staff and volunteers for their excellent work during the year –We wish care assistant Sarah Melly good luck on her retirement and wish Claire Smith physiotherapist well on her leave of absence. We welcomed two new physiotherapists, Hannah Gordon and Shelby Brooks during the year to join our team.

The three main governance programmes; Quality Assurance, Health and Safety and Safeguarding continue to maintain our standards at the highest possible level. We are engaging with the HSE and other State bodies to secure funding for a fulltime self-sustainable service.

Yours Sincerely,

Pat Dolan
Chairman



SERVICE MANAGER'S REPORT



Throughout 2018, the MS North West Therapy Centre (MS Centre) worked diligently to support people with MS, their families and carers by providing a range of supports and essential services to help each person attending the Centre manage their MS. The MS Centre continues to be the only organisation providing essential rehabilitative and support services to people with Multiple Sclerosis (MS) and other related neurological condition in the North West. In 2018 almost 200 people with MS attended for treatment from Sligo and eight neighbouring counties from Longford to Donegal with a total of 6227 services delivered by the MS Centre. In addition throughout 2018, Woodhaven, provided 434 bed nights in the form of much needed short-term breaks for people with MS and other conditions.

Services at the MS Centre including Physiotherapy, Hyperbaric Oxygen, Hydrotherapy, Counselling, Complimentary Therapies, Foot Care Clinic, and access to HSE community based services, continue to experience increasing demand with 23 new Clients registering throughout 2018. In 2018, the post of Social Worker was not renewed (HSE post). However, we remain positive for the future that we may send referrals via the HSE for this service on behalf of our Clients. The MEDEX programme, a collaborative project with Sligo University Hospital and IT Sligo continues to be a great success and benefit to our Clients.

2018 was challenging in many ways, with our funding shortfall on the top of the agenda, the MS Centre managed to bridge the gap once again with a combination of tireless work by the fundraising committee, the MS Club draw initiative, Client donations and the support of the general public. Due to funding challenges, the MS Centre looked at ways to diversify funding and were successful in securing rental income from space available in Woodhaven and its' adjoining conference room. Essential Seconds in Sligo and Ballymote continue to be an essential source of trading income (€48,541 in 2018) which is utilised for the provision of services at the MS Centre and Woodhaven.

To further enhance service quality, the Organisation continues to push forward with PQASSO, a quality assurance model that supports our quest to provide optimum services to our clients and guests. During 2018 the MS Centre successfully completed an additional three areas giving us a total to date of 8 out of the 11 quality areas which are now fully complete. Through our compliance with the Voluntary Governance Code and reporting with the Charity Regulatory Authority, we continue to maintain the highest levels of governance, transparency and accountability in everything we do.

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 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 2018. 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 and clients who are dedicated and committed to the MS Centre and the success of its services. We are thankful to our wonderful clients who have contributed in so many ways, becoming involved in completing service reviews, World MS Day, fundraising events, supporting our two shops, and overall contributing to service quality improvements.

For 2019, we are again committed to constant improvement in everything we do hope that our stakeholders will continue to support the MS Centre and the MS Community in any way they can.

Tamara Mulhern



MS Centre, Management & Staff



Financial





AUDITED ACCOUNTS

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

Balance Sheet

As at 31st December 2018

	Note	2018 €	€	2017 €	€
Fixed Assets					
Tangible Assets	11	<u>776,160</u>	776,160	<u>814,308</u>	814,308
Current Assets					
Debtors	12	25,426		12,478	
Cash at bank and in hand		<u>351,565</u>		<u>348,721</u>	
		376,991		361,199	
Creditors: amounts falling due within one year	13	<u>(42,605)</u>		<u>(36,917)</u>	
Net current assets			<u>334,386</u>		<u>324,282</u>
Total assets less current liabilities			1,110,546		1,138,590
Creditors: amounts falling due after more than one year	14		<u>(140,011)</u>		<u>(144,028)</u>
Net assets			<u>970,535</u>		<u>994,562</u>
Capital and reserves					
Income and expenditure account			<u>970,535</u>		<u>994,562</u>
Members Equity			<u>970,535</u>		<u>994,562</u>

There financial statements have been prepared in accordance with the Small Companies' Regime.



RESERVES POLICY

A formal policy on reserves was agreed by the Board of Directors as follows:

It states: The Board has set a reserves policy which requires:

- Reserves be maintained at a level which ensures that the MS North West Therapy Centre's core activity could continue during a period of unforeseen difficulty.
- A proportion of reserves be maintained in a readily realisable form.

The calculation of the required level of reserves is an integral part of the organisation's planning, budget and forecast cycle.

It takes into account:

- Risks associated with each stream of income and expenditure being different from that budgeted.
- Planned activity level.
- Organisation's commitments.

The following expenditure was considered for 2018:

- Working capital – Reserves up to 12 weeks to cover all operational costs for all MS North West Therapy services
- Capital Costs – €10,000 has been projected as a contingency figure to cover unforeseen repairs, breakages and equipment maintenance
- Developments – A provision of €5000 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

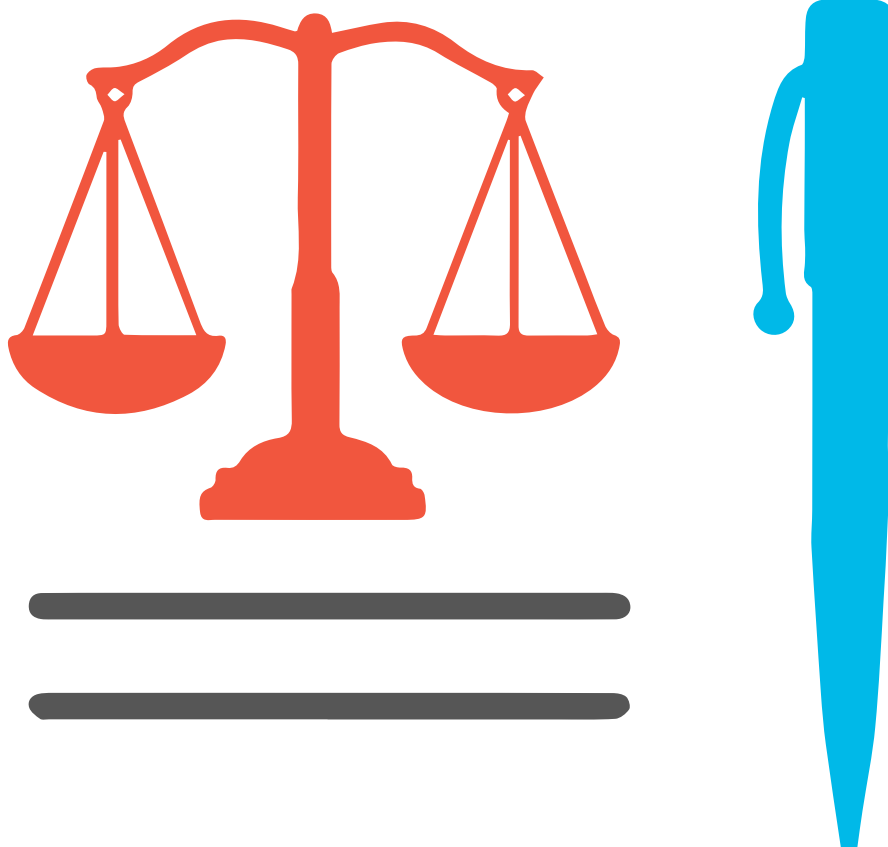
The reserves are in place to provide matching funds for projects that require funding such as and any other such projects should they arise. They are also required for working capital purposes on a day to day basis and to provide bridging finance for programmes where grant aid is paid in arrears, as 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 monies contained in the reserves account is unrestricted, therefore the Board have the right to allocate funding to where it may be required to fund service delivery.

For 2018, the Board agreed that the most appropriate level of reserves should be kept at the level of 3 months operational costs.





RISK MANAGEMENT



In Community and Voluntary Organisations, risk is inevitable and therefore a process must be implemented to anticipate and develop a plan to mitigate risk.

The MS North West Therapy Centre (MS Centre) like many other charities operate in high risk environments, from coping with changeable funding streams every year to their heavy reliance on voluntary input to bridge funding gaps. Therefore, the MS Centre Board of Directors must be very aware of these risks and must deal with them in the best way they can on an annual basis. The MS Centre takes a very proactive approach to risk management aiming to avoid bad risks but also identify areas for potential development.

The Board of Directors have a remit in reviewing the following categories of risks facing our organisation:

- Compliance
- External
- Financial
- Governance
- Operational
- Reputational
- Strategic



Governance





DIRECTORS ELECTED 6TH JUNE 2018

Board of Directors Elected 6th June 2018:

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 Mulhern (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 6th JUNE 2018

Padraig Colreavy
Tommy Horan
Paschal Morrison
Seamus Dolan



SECRETARY'S REPORT

The following legal obligations have been carried out for the year 2018:

- 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 (CRO) by the date due.
- The Annual General Meeting was held on 14th June 2018. Notice of the AGM was given 3 weeks beforehand as is required.
- Five full Board Meetings were held in 2018, notice and agenda for these meetings were given seven days in advance.
- The Register of Directors has been kept updated during the year 2018.
- 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 with an online copy on the internet server.
- Updated B10 forms relating to director changes have been lodged with the CRO.

Board Members resigned during the year:

- Tommy Horan – 08/02/2018
- Seamus Dolan – 05/04/2018
- Dr Paddy Quinn – resigned as a Trustee of the MS Therapy Centre – June 2018

New Board Members co-opted to the Board - September 2018:

- Denis Joyce – 27/08/2018
- Máirín Rooney – 27/08/2018



ATTENDANCE AT BOARD MEETINGS 2018

Dates	PD	CMcB	PL	GG	TH	SD	MH	ROG	DJ	MR
08/02/2018	✓	A	✓	✓	R	✓	A	✓		
05/04/2018	✓	✓	✓	✓		R	✓	A		
06/06/2018	✓	✓	✓	✓			✓	✓		
27/09/2018	✓	✓	✓	✓			✓	A	ND	ND
29/11/2018	✓	✓	✓	✓			A	✓	✓	✓

Key:

✓ - Present

A - Apology

R - Resigned

N - Non Attendance

ND - New Director

Five Board Meetings were held during the year:

08/02/2018

04/05/2018

June 6th 2018 (AGM followed by Board Meeting)

27/09/2018

29/11/2018



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.



Máirín Rooney (Director)

Máirín comes from a Health Sector background and was Physiotherapist in Charge at the HSE WEST Sligo University Hospital before her retirement. One of her special interests has been in Neurology Treatments and she was involved with Physiotherapy Services between the Acute Hospital and the MS Centre locally. She has always nurtured an interest in Education and Personnel Development and has attained a National Diploma in Business Studies in Healthcare Management and an MA in Training and Management from NUI Galway.



Denis Joyce (Director)

Denis has spent thirty-six years working within An Garda Síochána in a variety of roles. Denis has a diploma in Industrial Relations, Degree in Leadership and a Post Grad in Governance. He is currently Chair of North Connaught/Ulster Citizens Information service and Child Safety Officer for Collera Community games and Collera GAA club.



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.
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. Manage conflicts of interest effectively by abiding with the MS North West Therapy Centre's declaration of interests policy.
4. Respect confidentiality – understanding what confidentiality means in practice for MS North West Therapy Centre, its Board and the individuals involved with it.
5. 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.
6. Prepare fully for board meetings – reading papers, querying anything you don't understand and thinking through issues in good time before meetings.
7. Actively engage in discussion, debate and voting in meetings – contributing positively, listening carefully, challenging sensitively and avoiding conflict.
8. Act jointly and accept a majority decision – making decisions collectively, standing by them and not acting individually unless specifically authorised to do so.
9. Work considerately and respectfully with all – respecting diversity, different roles and boundaries, and avoiding giving offence.
10. Work to protect the good name of the MS North West Therapy Centre at all times – avoiding bringing the organisation into disrepute.
11. Directors should not accept gifts and hospitality from stakeholders as set out in the Policy Folder.

Board members are expected to honour the content and spirit of this code.



MEET THE MANAGERS

Tamara Mulhern (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 Manager 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 Charity Shops.



Mairead Martin (Woodhaven Manager and Acting Services Manager September 2017/2018)

Mairead joined the MS Centre as Woodhaven Manager in 2014. She 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.





SAFEGUARDING REPORT

The three Safeguarding Officers are as follows:

Claire Smyth

Mairead Martin

Tamara Mulhern

The MS Centre and Woodhaven continue to have a NO TOLERANCE approach to any form of abuse and this is publicly declared through a post at the entrance of both places.

No Safeguarding matters have been reported in 2018.

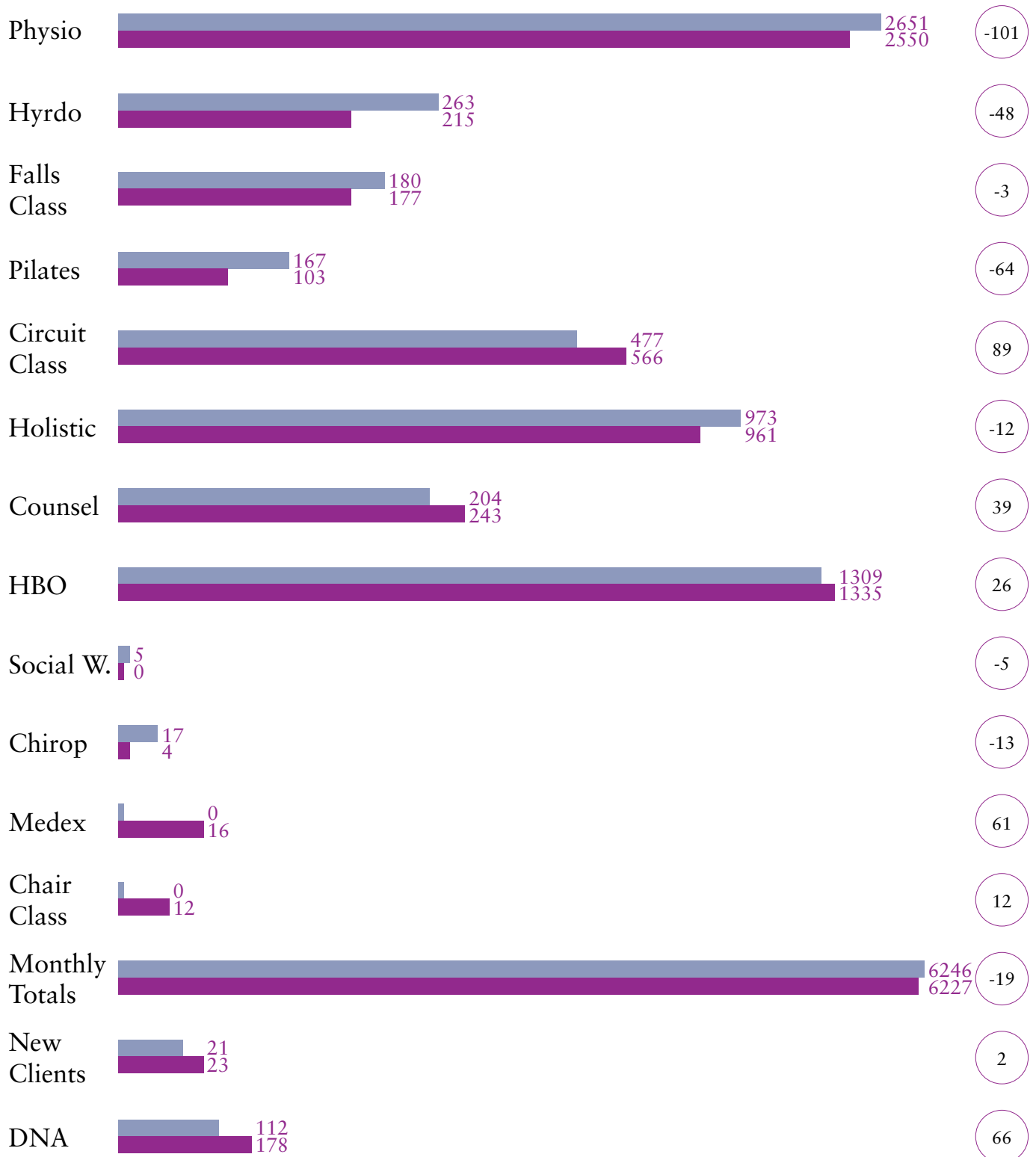


Services





MS CENTRE SERVICES STATS 2018



2017 Total 2018 Total



ANNUAL REPORT 2018

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 endeavour to continually improve our services through evidence-based practice, through monitoring treatment outcomes and by responding to feedback from service-users. We continue to promote health and wellbeing through appropriate management, and by offering a wide range of ways service-users can introduce exercise into everyday life. We endeavour to support people with MS in self-managing their condition, and we hope through a holistic model of care we can help them improve their quality of life.

Service Trends in 2018

- The Physiotherapy Department comprises of 2.5 WTE Physiotherapists (PTs), made up of 1 Senior Grade and 3 Staff-Grade Physiotherapists. We have access to 3 Physiotherapy Assistants, who all have FETAC Level 5 qualifications. We welcomed one new member of staff in 2018, PT Shelby Brooks, who replaced PT Claire Smyth, who was successful in securing a 6-month temporary Senior PT post in St. Johns Hospital, Sligo.
- A total of 2534 out-patient physiotherapy treatment sessions were delivered on a one-to-one basis in 2018. A further 1132 group class attendances were recorded. Classes included Hydrotherapy, Pilates, Chair-based Exercise, Circuit-training and MedEx.
- 393 cancelled appointments were recorded during 2018, and a further 179 were recorded as 'did not attend'. Whilst we are acutely aware that symptoms associated with MS such as fatigue, infections and exacerbations account for a lot of late cancellations, we will endeavour to monitor trends over the coming year.
- Records show 30 new referrals were received in 2018, 6 of whom declined to attend for various reasons, mainly in relation to transport issues. Of those who did attend, 23 had a diagnosis of MS, and 1 a diagnosis of Cerebellar Ataxia. 21 persons were aged 18-65, and 3 was aged 65 and over.

Annual Projects

- 2018 saw continued success with 'MS World Day', which was held again in the Clayton Hotel. PT Claire Smyth, along with a dedicated team, took the lead on organising the event this year.

Speakers at the event included:

- Laura Keaver, Dietitian and Lecturer IT Sligo, who gave a presentation on 'Nutrition and MS'
- Jim Sheehy, Psychotherapist and Life-Skills Coach, who gave a presentation on the 'Emotional Impact of MS'
- Geraldine Gray and Patricia McHugh, Taoist Tai Chi Group Sligo gave a presentation and a demonstration on the 'Benefits of Tai Chi on MS'



- Dr. Paula Martin, GP and Founder of Beo Centre for Mindfulness in Sligo, who gave a presentation on ‘Mindfulness and MS’

The MS NorthWest Therapy Centre also used this occasion to acknowledge and thank all the Volunteers who have helped to raise funds for the Centre over the years. As always feedback from attendees was extremely positive.

- The Annual Glencar Sponsored Swim was held on the 15th September this year, again organised by PT Shane Sweeney. Approximately 125 swimmers participated this year, with a total of €3587 raised for the MS Northwest Therapy Centre.



Physiotherapy Team



Student Clinical Placement Experience

I had the privilege of completing my fourth clinical placement as a physiotherapy masters student at the MS Therapy Centre in February/ March of 2018. Claire Smyth was my clinical tutor over the course of those four weeks, and the experience I gained was both instrumental and gratifying. I was able to work with a variety of clients with various different neurological conditions. This provided me with an increase in my overall knowledge of a typical presentation of someone with MS, as well as, how to take the proper steps as a physiotherapist in order to properly benefit these clients both physically and mentally.





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 session in two, thereby enabling more clients to avail of this service has worked well. By the start of 2018 a third more advanced weekly session was also introduced.

There is a risk of the pool being no longer available to our clients if Cregg House were to close.





HYPERBARIC OXYGEN THERAPY



The Hyperbaric Oxygen Treatment (HBOT) has been provided to people with MS and other related neurological conditions for the past 24 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.

The HBO Chamber is now 24 years old and needs large-scale maintenance at the cost of €25,000. The MS Centre plans a big fundraising drive to cover the cost of this upgrade.



HOLISTIC THERAPY

Holistic Therapies continue to be popular treatments with the clients of the MS Therapy Centre and Woodhaven. In 2018 the therapy space at the MS Centre got a make-over, and it is now a relaxing tranquil space where people can relax and de-stress in comfortable surroundings, while at Woodhaven there is also a designated therapy room.

With a diagnosis of MS come many changes, decisions and uncertainties. Often this diagnosis comes at a time when people are making plans which will shape their future lives. In addition to the diagnoses, while adjusting to these changes uncertainties and various stages of the condition people experience many symptoms which can be both physical and emotional. Holistic Therapies are based on the principle of holism, which is an inclusive balanced approach to healthcare incorporating and acknowledging both the physical and emotional body. There are many therapies that are acknowledged as being beneficial, but the most popular include Reflexology, Massage, Acupuncture, Indian Head Massage, and Shiatsu. Such holistic therapies have been credited through their inclusion in many current conventional medical training programmes throughout the world. Their use and benefit is reflected by the endorsement of private health care providers at home and abroad.

Emotions such as anxiety, stress, anger and grief are too often associated with an MS diagnosis. So too are the many stages of acceptance, with some having difficulty adjusting to their new state of health. Being gentle in nature, holistic therapies work very well at balancing the emotional body. As the ultimate healthcare strives to achieve balance, they are an effective tool in maintaining sustainable health.

During 2018, at the MS Therapy Centre and Woodhaven, holistic therapies such as Reflexology, Massage, Shiatsu & Sotaii were offered to clients. Depending on their presenting symptoms, the treatment was personalised according to their needs, and often included an aspect of different therapies as deemed beneficial. Often this holistic treatment was combined with physiotherapy, or oxygen therapy which created a synergistic effect, and therefore it is considered more beneficial in treating the presenting symptoms.

As the condition of MS is so diverse and subjective, it is often difficult to measure the effectiveness of the treatment. However it is our experience that the benefits are verbalised from the accolades of clients and are often visible by their improved physical performance directly after treatment. Many report that some emotional benefits of holistic therapies include helping them to relax, de-stress, reduce their symptoms, improve their general wellbeing and generally cope better with their diagnosis, while on a physical level they report feeling lighter on their feet, more flexibility and movement, better circulation including warmer feet, better kidney and bladder control, and in the case of reflexology, more feeling of the contact between their feet and the ground. Below is a short synopsis of the holistic treatments offered to clients at the MS Centre and Woodhaven.



Reflexology The ancient healing art of Reflexology has been known to man and practiced by many diverse cultures for many thousands of years. Although its origins are unclear it is thought to have been first practiced by the early Chinese and Egyptian peoples so its roots probably lie in Traditional Chinese Medicine (TCM) therapies such as acupuncture, acupressure or shiatsu. In more recent times Dr. William H. Fitzgerald (1872 – 1942) an ENT consultant in the US developed a concept of Zone Therapy, and introduced it to the medical world. He discovered that gentle pressure applied to specific parts of the hand or foot either by

using bands or clips, had an anaesthetic effect on certain parts of the body. He performed minor surgery without using an anaesthetic.

Another colleague, Dr. Edwin Bowers and himself published a joint paper in 1917 identifying the 10 zones running down the length of the body starting and finishing in the hands and feet, and outlined the various organs within these zones. They believed that by applying pressure with the fingers or thumbs on the ends of these “zones” an anaesthetic effect was created in the organs throughout that zone. These were charted on a map. They called this Zonal Therapy and this was further developed into what we know today as 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.



Aromatherapy Massage Aromatherapy massage is a gentle holistic therapy incorporating 100% natural carrier and essential oils, and massage techniques when combined create a relaxing treatment. As relaxation is the antidote to stress it works very well on reducing the symptoms of stress in the body. Stress is a natural reaction to a medical diagnosis, and a common symptom with all types of MS. Stress affects the body in many different ways. Essential Oils have many properties which help reduce the symptoms of stress. These essential oils are clinically proven to have valuable chemical compounds which are scientifically evaluated for their benefits to the

human body in restoration of balance.

At the MS Centre we use a number of essential oils with specific properties which are effective with the nervous system, and blend them into a personalised treatment. This combined with therapeutic touch facilitates the service user to reach a deeper level of relaxation. In addition the aroma of these oils evokes the body’s inner healing powers getting directly into the blood stream through the respiratory system. Benefits include stimulating the blood and lymph flow, relaxing the muscular system, improving overall health and wellbeing and



releasing endorphins, the body's natural pain killers and mood elevators



Shiatsu and Sotaii are based on a traditional Japanese body therapy incorporating the many meridian pathways of the body. It 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. A particular form called 'Zen Shiatsu' uses TCM (Traditional Chinese Medicine) 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. All of this is considered

extremely beneficial for people with an MS diagnosis.

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.

Deirdre Murray





Woodhaven





Woodhaven Staff

WOODHAVEN FACILITY





WOODHAVEN REPORT

Woodhaven, our accessible and supported holiday facility on the First Sea Road, Sligo has gone from strength to strength since opening in 2015. Woodhaven has been fortunate to be in receipt of continued funding from the Pobal, Community Services Programme since 2015. The funding provides a contribution towards payroll for the Manager and four full time frontline Programme Assistant staff. In addition, Woodhaven has engaged with Sligo Social Services and the Sligo Centre for Independent Living Community Employment Projects for the provision of staffing. Collaboration for provision of staffing has enabled Woodhaven to provide 435 bed nights to Guests who came from all over Ireland throughout 2018. Woodhaven continues to rely on traded income from the MS Centre charity shop – Essential Seconds in Sligo.

Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018	July 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Total 2018
5	22	22	30.5	23	22	62	55.5	46	51	46	50	435

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. Our spacious family room allows guests and their families to enjoy all that Sligo has to offer. Our onsite treatment room ensures that guests can enjoy some luxury pampering in the form of reflexology and massage.

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 including a profiling bed and hoist 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.





TESTIMONIALS FROM WOODHAVEN GUESTS

“Woodhaven is unique in the sense that it has found a balance between providing personal supports to people while at the same time creating a home from home atmosphere and a holiday space.

People like myself find it very difficult to go on holiday or to take a break. Woodhaven is fully accessible to a variety of people. In my opinion, it would be money well spent if this type of service was replicated throughout the country as it would create many positive opportunities for all involved, such as visiting family and friends”

“I want to say Thank You to everyone who helped make my stay, a beautiful and memorable time. From our meeting and greetings to goodbyes and safe travel, I enjoyed every minute. I felt I was pampered by staff who were always nearby to help and assist. I did benefit from the treatments I availed of in the Therapy Room. It was lovely having the choice to relax in the bedroom or have the banter with the other residents in the sitting room. I am so looking forward to my next visit.”



Essential Seconds Charity Shop





ESSENTIAL SECONDS CHARITY SHOP

The MS Therapy Centre run two charity shops to raise much needed funds for the MS Therapy Centre. They are located in Wine Street Car Park, Sligo and Teeling Street, Ballymote. The funds raised by our shops goes to providing services at the MS Centre and Woodhaven for people living with MS and other neurological conditions.



In 2018 the Sligo shop raised a net profit of €25,964 and our shop in Ballymote raised a net profit of €22,577. We would like to thank all our valued and loyal customers for their support throughout the year. This is a great contribution towards the Centre's annual deficit. We would like to thank all our valued and loyal customers for their support throughout the year.

Most importantly we would like to thank our Volunteers, without whom the shops would not be able to survive. We would like to thank them for their time, dedication and support of the shops and the cause. We would also like to thank Sligo Leader and Sligo Social Services who sponsor Volunteers who participate in the TUS and CE schemes and who work in Essential Seconds, again contributing and supporting our shops.

Vincent Hunt manages both shops and if you have any queries please contact Vincent on 086 8523495





Fundraising





FUNDRAISING

In order to ensure the ongoing operation of providing services at MS North West Therapy Centre Sligo there is a huge reliance on fundraising events and we are extremely grateful to each and every one for the wonderful support and generosity of our supporters throughout the year.

MS North West Therapy Centre Sligo is extremely grateful to the ongoing work and commitment of the Fundraising Committee in organising the many fundraising events throughout the year and also co ordinating the Flay Days, Church Gate Collections, maintenance of the money boxes throughout Sligo town and of course the sale of our beautiful Christmas Cards in all locations in Sligo town and county.

The Fundraising Committee also supports those who organise events which are vitally important in raising much needed funds.

The following is a sample of some of events which took place.

The MS Centre is extremely grateful to everyone who has organised fundraising events for us. There is a gap of approx. €100,000 between the funding we receive and the cost of keeping the MS Centre up and running. If you would like to hold a fundraising event for the Centre we are only too willing to provide you with support.





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 below a sample of the many events which took place.

January 2018

Choir Singing and Wine Reception
PSO Social Club

February 2018

Maugherow Swim
Drumcliff Church

March 2018

Enniscrone Golf Club
Easter Raffle – Sara Melly

April 2018

Birthday Party Donation

May 2018

Irish Courts

June 2018

Proceeds of Coffee Morning
Proceeds of Jam Sales

July 2018

Sligo Camino

August 2018

Honda 50 Run – John Brehony Memorial
Northwest Vintage and Heritage Club
Claire O Sullivan Swim

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 of 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.



September 2018
Benbulbin Carnival
Leitrim Glens Cycle
Kevin Egan Cycle
Glencar Swim

October 2018
Hamper Raffle – Stephen Mc Gourty

November 2018
Christmas Club proceeds

December 2018
Proceeds of Handmade Christmas
Decorations Margaret Fallon



Raughley Swim Cheque Presentation



Glencar Lough Swim



MS CLUB DRAW 2018

The MS Club Draw is one of our most rewarding sustainable fundraising events and is now in operation for the past three years. Central to its success is that it is operated entirely on a voluntary basis, minimising the costs, and maximising the return for the benefit of the Centre. The number of members remained consistent throughout 2018. Having extended our licence in 2017 to 300 members, this has given us the scope to recruit new members and so increase the intake platform.

Since it was launched in 2015, the MS Club Draw has generated €72,000 in additional revenue over the past three years. Monthly cash prizes amounting to €10,800 have also been paid out to the lucky winners.

The cost of joining the MS Club Draw is just €10 per month by Standing Order or .33 cent per day. This is a simple, safe and convenient way to pay and ensures entry into every draw with the opportunity of winning one of the four monthly cash prizes of €200, €50, €25, and €25.

All clients received an invite to join up and support this fundraising venture. We are extremely grateful to those who continue to support us, however we are now on a drive to ensure that everybody availing of our service is a member of the Club Draw. This support would be invaluable to us, and would go a long way in bridging the financial gap which is a task set for the fundraising team each year, and in so doing reducing the pressure on everyone to ensure these funds are raised each and every year.

The draw takes place on the last Friday of every month. It is overseen by a member of the fundraising committee and a company director. Special thanks to Deirdre Murray for all her work in organising the Draw.



January

1st Prize €200 Tony Sweeney
2nd Prize €50 Hilary Murphy
3rd Prize €25 Patricia Scanlon
4th Prize €25 Mick Lucey

February

1st Prize €200 Michael & Una Hough
2nd Prize €50 Fr. Dominic Gillooly
3rd Prize €25 Daniel McHugh
4th Prize €25 Terry & Mary Gannon

March

1st Prize €200 Karan McKenna, Monaghan
2nd Prize €50 Mary Smith, Sligo
3rd Prize €25 Brian Kilfeather, Sligo
4th Prize €25 Patricia Scanlon, Sligo

April

1st Prize €200 PJ Burns, Sligo
2nd Prize €50 Brendan Keavney, Arigna, Co. Roscommon
3rd Prize €25 Thomas Dyer, Ballymote, Co. Sligo
4th Prize €25 Christine McKenna, Clones Co. Monaghan

May

1st Prize €200 Terry & Mary Gannon, Maugheraboy, Sligo
2nd Prize €50 Gerry & Ann Flanagan, Cregconnell, Sligo
3rd Prize €25 Pat Sweeney, Kilticlogher, Co. Leitrim
4th Prize €25 Shannon Mulrooney, Sligo

June

1st Prize €200 Francis Rooney
2nd Prize €50 Francis Healy
3rd Prize €25 Pat Murphy
4th Prize €25 Geraldine Gordon

July

1st Prize €200 Breege O'Connell
2nd Prize €50 Pat and Rosaleen Broderick
3rd Prize €25 Noel Hennessy
4th Prize €25 Michael Hannon

August

1st Prize €200 Bridie McLean
2nd Prize €50 Leonie Hogge
3rd Prize €25 Ken Browne
4th Prize €25 Elaine Scanlon

September

1st Prize €200 Ken Browne
2nd Prize €50 Michael and Eileen Murtagh
3rd Prize €25 Kathleen and Eoin Slatarragh
4th Prize €25 Hilary Murphy

October

1st Prize €200 Partrick and Mary McGee
2nd Prize €50 Elena McGauran
3rd Prize €25 Fr. Dominica Gillooly
4th Prize €25 Margaret Henry

November

1st Prize €200 Gerry Nicholson
2nd Prize €50 Leon & Niall Murray
3rd Prize €25 Tony Sweeney
4th Prize €25 Frances Healy

December

Winners of bottles of wine		
1st Prize €200 Pauline Murphy	5th Prize Bottle Prosecco Geraldine Gordon	9th Prize Bottle Wine Mum of baby Lucy O'Hara
2nd Prize €50 Martin Marren	6th Prize Bottle Wine Gabriel Daly	10th Prize Bottle Wine Seamus Gillen
3rd Prize €25 Teresa Foley	7th Prize Bottle Wine Patrick McDonald	
4th Prize €25 Glenn Regan	8th Prize Bottle Wine George & Angela Butler	



GLENCAR LOUGH SWIM 2017

The Glencar Lough Swim took place at Glencar Valley on Saturday 15th September 2018.

This was the 3rd consecutive Open Water Swimming Event held at Glencar Valley in aid of The MS NorthWest Therapy Centre. On the day there were 3 swims catering for all levels, a 1km, 2km and a new 5km swim. Over 100 people took part in the event helping to raise over €2000 for the MS Centre. We plan to run the event again in 2019.

Thanks to all who took part, volunteered and supported the event in any way.







World MS Day 2018 Celebration





WORLD MS DAY CELEBRATION - 30TH MAY 2018

Clients at the MS Therapy Centre came together on 30th May for World MS Day, in the Clayton Hotel, Sligo, for a day of information, awareness and social gathering. The day opened with a welcome by director Columb McBride who told us about the vital work of the MS Centre and the place it holds in the heart of the Sligo community.

The first speaker of the day was Laura Keaver, Dietician and Lecturer, IT Sligo who gave a most interesting talk on the importance of nutrition and a healthy diet. This was followed by a motivational talk from Jim Sheehy, Psychotherapist and Life Skills Trainer, who has lived with and manages his MS for the past 23 years. Then Geraldine Gray and her colleagues from the Taoist Tai Chi Society educated us on Tai Chi and its benefits along with a great demonstration. The morning sessions were brought to a close by a presentation by our amazing Fundraising Team. They highlighted the importance of fundraising to make up the annual shortfall of €100,000 which is needed every year to keep the MS Centre running and urged everyone to join the MS 300 Club Draw which is a vital part of our fundraising drive. Upcoming fundraising events were promoted including the Benbulbin Carnival taking place over the June Bank Holiday Weekend.

A leisurely lunch with plenty of chat and music from the Music Man, Kieran Lundy was followed by presentations to two friends of the MS Centre, Liam Hunt and Paschal Morrison, who have fundraised tirelessly since the Centre opened in 1993 and in so doing enabled the building of our state-of-the-art holiday facility Woodhaven. The afternoon session was on the topic of Mindfulness, with Dr Paula Martin, GP & founder of Beo Centre for Mindfulness in Sligo.

The day ended with a raffle of great prizes all donated by businesses in Sligo, for which we are very grateful. Many thanks to directors, staff and volunteers, without whose help it would not have been possible to host such an event.

For more information about the MS Therapy Centre and its services please see websites www.mstherapycentre.ie and www.woodhaven.ie





Future Plans and Activities





FUTURE PLANS AND ACTIVITIES



Going forward into 2019, The MS Centre is committed to continually develop and improve the quality of its services. Please see below a sample of our future plans going into 2019.

A major fundraising drive is being planned for the large scale maintenance and upgrade of our Hyperbaric Oxygen Therapy Chamber which is almost 25 years old. The cost of the project has been estimated at approximately €24,000 but as we all know, this amount is subject to change. However, we will forge ahead with an online fundraising drive as well as reaching out to as many businesses as possible in the Sligo and surrounding region. We are certain that our Clients will also do everything they can to support the fundraising drive as the HBO service benefits so many.

The updating of our toilet facilities to facilitate the use of a hoist is also an essential upgrade. Due to the planned work of the HBO Chamber, it was decided to prioritise this project and defer the bathroom refit until 2020. Fundraising and grant applications will be worked



upon during 2019 to fund the cost of the bathroom refit.

The Physiotherapy department are planning to introduce lunch time information presentations in the centre on a variety of topics. We are planning to hold every day for a week so that the majority of clients would have opportunity to attend. In addition, we plan to facilitate a course for Clients called the Stanford self-management programme. The programme is for people with long term health conditions delivered 1 day a week for 2 ½ hours for 6 weeks. Topics covered include; action planning, communication skills, dealing with difficult emotions, depression, decision making, problem solving and much more. The programme is all about upskilling and supporting people to manage their condition better.

It is planned that World MS Day 2019 will follow on from the previous three years with a mix of fantastic speakers and demonstrations on the day. It is also a great chance for Clients to meet and socialise with others on the day.

Services at Woodhaven will continue to provide accessible, supported holiday-type accommodation and short-term breaks for people with disabilities, their families and carers. Our charity shops continue to supplement the services of the MS Centre and Woodhaven. The income from the shops continues to decrease year after year due to increased competition and consumer spending in regular retail shops. However, we are certain our Clients, friends and supporters will continue to support our shops into the future to help sustain the services we provide.

The Board of Directors are working on expanding the scope of its Audit, Finance and Risk committee in its commitment to good governance on behalf of the organisation.

For 2019, 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.

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 have reviewed and updated their Governance Code document in 2018. There are changes coming down the line with a new Governance Code to be introduced in 2019. The MS Centre are fully prepared to become compliant with the new code.

The MS Centre are fully compliant with the Charities Regulatory Authority and have submitted all required returns for 2018.





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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