



20  
25 | 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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## MISSION STATEMENT



# MS North West Therapy Centre Sligo

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

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

## VALUES

### **Belonging**

We all want to feel like we belong. It is a fundamental human need that brings meaning to our lives. The MS Centre has become an increasingly important source of meaning, connection and friendship that ensures our clients are not alone on their MS journey.

### **Professionalism**

We pride ourselves on the work of our staff and sub-contractors who are always professional with a helpful attitude when interacting with Clients. This includes being patient and respectful and taking the time to listen to Client concerns and addressing them accordingly.

### **Integrity**

We are committed to behaving with integrity to ensure we provide services that are in the best interests of our charity's purposes and our clients with a focus on creating a safe, respectful and welcoming environment.

### **Passion**

We provide essential high-quality treatments in an environment that is supportive and friendly that fosters an atmosphere where people who attend form lifelong friendships with each other, sharing advice from their own experiences.



# Chairpersons Welcome





## CHAIRPERSONS WELCOME

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As Chairperson of the Multiple Sclerosis North West Therapy Centre (MS Centre), I am pleased to present the Annual Report for the year ended 31 December 2025. This report offers an overview of the work of the MS Centre and reflects a year marked by commitment, resilience and strong collective effort in the face of an increasingly challenging environment for voluntary disability services.

The Annual Financial Statements for 2025 will be presented to the Board for approval at the Annual General Meeting scheduled for 2026.

As with recent years, the Board remains very mindful of its responsibilities in relation to governance, financial oversight and strategic direction as the organisation continues to operate within a widening gap between core statutory funding and the true cost of service delivery.

Throughout 2025, the MS Centre continued to deliver vital services to people living with Multiple Sclerosis and other neurological conditions across the North West. Demand for services remained high and, in many areas, continued to grow. The Board recognises and deeply values the professionalism and dedication of the staff and health care professionals who ensured that services were delivered consistently, safely and with compassion, despite ongoing pressures within the sector.

A notable feature of 2025 was the exceptional success of fundraising efforts across the organisation. The Board wishes to particularly acknowledge the extraordinary involvement of MS Centre clients, alongside staff, volunteers and supporters, whose commitment and generosity played a crucial role in sustaining services during the year. Income generated through fundraising initiatives, the charity shops and the Club Draw continues to be essential to the organisation's financial viability.

The Board has continued to monitor organisational risks closely, particularly those related to finance, workforce sustainability and infrastructure. Recruitment and retention of clinical staff remains a significant challenge due to competition from statutory services and ongoing pay disparities. In this context, the Board worked constructively with the HSE during 2025 to ensure that agreed Workplace Relations Commission pay uplifts were applied to staff, recognising the importance of fair remuneration in supporting workforce stability. The Board remains committed to ongoing engagement with disability umbrella organisations to advocate for sustainable funding models and progress towards pay parity across the sector.

Service accessibility and responsiveness also remained important areas of focus during the year. Changes to opening hours were supported by the Board to improve accessibility for clients, including evening access, and collaboration with external partners enabled additional service provision at weekends. The continued strength of peer support initiatives throughout 2025 further highlights the importance of community, connection and shared experience as part of the MS Centre's holistic approach to care.

The Board would like to acknowledge the ongoing support of the HSE Physical and Sensory Disability Services, Sligo University Hospital and other statutory and voluntary partners whose collaboration remains essential to the delivery of services. Continued engagement



with organisations such as the Neurological Alliance of Ireland reinforces the MS Centre's commitment to contributing to the strengthening of neurological services at both regional and national levels.

Strong governance remains a cornerstone of the organisation. Throughout 2025, the Board continued its work in ensuring compliance with the Charities Governance Code, Improving Quality (IQ) standards, safeguarding and health and safety requirements. These governance frameworks provide reassurance to our stakeholders and underpin the integrity and accountability of the organisation.

On behalf of the Board of Directors, I would like to express sincere thanks to our Manager's, staff, volunteers and subcontractors for their dedication and professionalism throughout the year. I also wish to acknowledge my fellow Board members for their continued commitment, leadership and support of the organisation's mission.

Finally, I would like to thank our donors, funders, clients and supporters for their ongoing trust and generosity. As you read through this Annual Report, I invite you to reflect on what has been achieved during 2025 and to look forward with confidence as we continue to work toward a sustainable future for the MS Centre and the essential services it provides.

Yours sincerely,

**Orla Ward**  
Chairperson



## SERVICE MANAGER'S REPORT 2025



I am pleased to present an overview of the activities, achievements and challenges experienced by the MS Centre during 2025. This year has been one of significant effort, collaboration and resilience, set against a backdrop of increasing demand for services and widening funding pressures across the disability sector.

Throughout 2025, the MS Centre continued to fulfil its mission to empower and support people living with Multiple Sclerosis (MS) and other neurological conditions across the North West. Our work would not be possible without the dedication and commitment of our staff, volunteers, subcontractors and Board of Directors, who work tirelessly in partnership with our clients and families. I would also like to acknowledge the extraordinary support shown by our clients, supporters and wider community throughout the year, particularly in fundraising efforts that proved vital in sustaining our services.

The MS Centre remains steadfast in its commitment to delivering high quality, personcentred services for people with MS and their families. Our activities in 2025 were guided by the priorities set out in our Strategic Plan 2024–2027, which focuses on service delivery, service evaluation, collaboration, and sustainability. Through ongoing engagement with service users, carers, health professionals, statutory agencies, voluntary organisations and research partners, we continue to strengthen the quality, accessibility and relevance of our services.

Outlined below is a snapshot of our key areas of focus and activity during 2025.

### **Objective 1: Providing Essential Services and Supports to Improve Quality of Life for People with MS**

Service demand remained high throughout 2025, with continued growth across clinical and support services. Physiotherapy services were particularly active, delivering a significant number of both individual and groupbased sessions, with new and enhanced programmes supporting strength, balance, fatigue management and overall wellbeing. Notable growth was also seen in services such as hyperbaric oxygen therapy (HBO) and Podiatry, reflecting increasing client need and engagement.

Accessibility continued to be a key priority. During 2025, the MS Centre adjusted its opening hours to facilitate greater access for clients in the evenings. In collaboration with MS Ireland, the Centre also delivered physiotherapyled exercise classes on Saturday mornings, extending service availability and supporting people who may otherwise find it difficult to engage during weekdays.

Peer support remained a strong and valued aspect of service provision throughout the year. The MS Centre's peer support group continued to grow and remained very well attended, providing connection, understanding and mutual support for people living with MS.

In addition to physiotherapy and exercisebased services, counselling, education sessions and holistic wellbeing supports continued to be offered through a mix of onsite, outreach and online delivery, ensuring inclusive access for clients across a wide geographic area.



## **Objective 2: Continuous Service Evaluation and Client Involvement**

Client voice and experience remained central to service planning and development during 2025. Through service review questionnaires, informal feedback, and ongoing dialogue with clients and families, we continued to gather valuable insights that informed improvements in service delivery, communication and programme design.

This commitment to listening and responding to client feedback continues to shape our services and ensures that they remain relevant, responsive and aligned with the lived experience of people with MS.

## **Objective 3: Forging Networks, Partnerships and Research Engagement**

The MS Centre continued to build and strengthen relationships with local and national organisations throughout 2025. Engagement with disability umbrella organisations remained vital in supporting advocacy efforts, knowledge sharing and collaboration, particularly in relation to staffing challenges and pay parity across the sector.

Strong working relationships were maintained with statutory services, including hospitalbased neurology services, which continue to be central to referral pathways. Links with academic and research partners also continued, supporting evidenceinformed practice and innovation in service delivery.

## **Objective 4: Sustainability and Alternative Funding**

Financial sustainability remained one of the most significant challenges for the organisation during 2025. As funding pressures intensified and the gap between service demand and available resources widened, the MS Centre experienced exceptional success in its fundraising efforts. This success was driven by the remarkable involvement and commitment of clients, staff, volunteers and the wider community, whose efforts played a critical role in supporting ongoing service delivery.

Income generation continued through a combination of statutory funding, grant applications, community and corporate fundraising, rental income and traded income from the MS Centre's charity shops. Diversifying our funding base remains essential to safeguarding the continuity and growth of our services.

## **Governance, Workforce and Advocacy**

During 2025, the Board worked closely with the HSE to ensure that agreed Workplace Relations Commission (WRC) pay uplifts were implemented for staff. This was an important step in recognising staff contribution and supporting retention in an increasingly challenging recruitment environment.

While progress has been made, challenges in attracting and retaining clinical staff remain significant. The MS Centre will continue to work alongside disability umbrella organisations towards achieving greater pay parity and sustainable funding for Section 39 organisations.

## **Looking Ahead**

As we move into 2026, our focus remains on strengthening existing services while developing new initiatives that support client wellbeing and quality of life. Planned areas of development include the introduction of additional wellbeingfocused activities such as

choirbased initiatives, sound baths and other therapeutic or social programmes, subject to resources and funding.

We will continue to prioritise funding strategies that support the recruitment and retention of clinical staff, alongside careful monitoring of building and infrastructure needs, including potential repair and maintenance works.

The MS Centre will remain actively engaged with national advocacy bodies, including the Neurological Alliance of Ireland, in efforts to strengthen neurological services and supports for people with MS and other neurological conditions across the region.

As always, I would like to sincerely thank our clients, families, staff, volunteers, Board members and supporters for their continued trust and commitment to the MS Centre. Together, we continue to make a meaningful difference in the lives of people living with MS.

Thank you for your ongoing support.

**Tamara Gormley**  
Manager



# Financial





## AUDITED ACCOUNTS

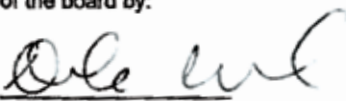
### Multiple Sclerosis North West Therapy Centre Company Limited by Guarantee

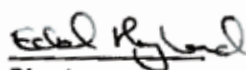
#### Balance Sheet As at 31st December 2025

	Note	2025		2024	
		€	€	€	€
<b>Fixed assets</b>					
Tangible assets	7	483,660		519,618	
			483,660		519,618
<b>Current assets</b>					
Debtors	8	45,684		15,566	
Cash at bank		695,859		704,450	
		741,543		720,016	
<b>Creditors: amounts falling due within one year</b>	9	(30,351)		(38,654)	
<b>Net current assets</b>			711,192		681,362
<b>Total assets less current liabilities</b>			1,194,852		1,200,980
<b>Deferred income</b>	10		(107,891)		(117,225)
<b>Net assets</b>			1,086,961		1,083,755
<b>Reserves</b>					
Capital contribution	11		47,900		42,900
Contingency reserve	12		271,881		271,881
Income and expenditure account	14		767,180		768,974
			1,086,961		1,083,755

These Financial Statements have been prepared in accordance with the Small Companies' Regime.

These Financial Statements were approved by the board of directors on 27th May 2026 and signed on behalf of the board by:

  
Director

  
Director



## RESERVES POLICY

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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 2025:*

- Working capital – Reserves up to 12 weeks to cover all operational costs for all MS North West Therapy services
- Capital Costs – €15,000 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
- Repairs and Maintenance – In line with Health and Safety concerns, a provision of €15,000 has been made to facilitate necessary repairs and maintenance to the interior and exterior of the MS Centre building in Ballytivnan.
- 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 four 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 2026 and going forward, the Board agreed that the most appropriate level of reserves should be kept at the level of 4 months operational costs.*





## RISK MANAGEMENT

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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.

A Risk Register is maintained and reviewed by the Board of Directors at all bi-monthly Board meetings. A full record has been retained for 2025.

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





## ELECTION OF OFFICERS 2025

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### **Board of Directors elected at the AGM 28th May 2025**

**Chairperson:** Orla Ward

**Treasurer:** Edel Hyland

**Company Secretary:** Mary Henry

**Directors:**

Gordon Barrett

Geraldine Gordon

Maebh Flanagan

**Management and Finance Sub-Committee:**

Geraldine Gordon

Edel Hyland

Mary Henry

Tamara Gormley

Mairéad Martin

Accounts Administrator

**Managers:**

Tamara Gormley, General Manager

Mairéad Martin, Quality and Development Manager



## DIRECTORS CODE OF CONDUCT

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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 interest’s policy which is kept in the Policy Folder in the Manager’s Office
5. Respect confidentiality – understanding what confidentiality means in practice for MS North West Therapy Centre, its Board and the individuals involved with it.
6. Attend meetings and other appointments on time or give apologies. If three consecutive meetings are missed without apology, you may be asked to step down from the Board.
7. Prepare fully for board meetings – reading papers, querying anything you don’t understand and thinking through issues in good time before meetings.
8. Actively engage in discussion, debate and voting in meetings – contributing positively, listening carefully, challenging sensitively and avoiding conflict.
9. Act jointly and accept a majority decision – making decisions collectively, standing by them and not acting individually unless specifically authorised to do so.
10. Work considerately and respectfully with all – respecting diversity, different roles and boundaries, and avoiding giving offence.
11. Work to protect the good name of the MS North West Therapy Centre at all times–avoiding bringing the organisation into disrepute.
12. Directors should not accept gifts and hospitality from stakeholders.

Where a Director is found to be in breach of the standards outlined by the board in its Code of Conduct he or she should be asked to meet with the Chairperson of the board to assess his or her suitability for the role. Consistent breach of the Code of Conduct by a charity trustee should result in the Directors tenure being terminated.

As Director I commit to maintaining the standards as outlined in the Charities Regulator “Guidance on Code of Conduct for Charity Trustees”.



## ATTENDANCE AT BOARDS MEETINGS 2025

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Six full Board Meetings and an AGM were held in 2025

**Board Meeting 26<sup>th</sup> February 2025**

**Attendance:**

Geraldine Gordon  
Gordon Barrett  
Maebh Flanagan  
Orla Ward  
Caradh O'Donovan  
Edel Hyland

**Apologies:** Sr. Mary Henry

**Board Meeting 9<sup>th</sup> April 2025**

**Attendance:**

Geraldine Gordon  
Gordon Barrett  
Orla Ward  
Maebh Flanagan

**Apologies:** Edel Hyland, Sr. Mary Henry

**Board Meeting 28<sup>th</sup> May 2025**

**Attendance:**

Geraldine Gordon  
Orla Ward  
Edel Hyland  
Gordon Barrett

Sr. Mary Henry

**Apologies:** Maebh Flanagan

**Board Meeting 30<sup>th</sup> July 2025**

**Attendance:**

Gordon Barrett  
Geraldine Gordon  
Maebh Flanagan  
Edel Hyland  
Sr. Mary Henry

Orla Ward

**Apologies:** None.

**Board Meeting 15<sup>th</sup> October 2024**

**Attendance:**

Gordon Barrett  
Orla Ward  
Sr. Mary Henry  
Geraldine Gordon  
Edel Hyland  
Maebh Flanagan

Anne Hickey

**Apologies:** None.

**Board Meeting 10<sup>th</sup> December 2024**

**Attendance:**

Gordon Barrett  
Orla Ward  
Maebh Flanagan  
Edel Hyland  
Gordon Barrett

**Apologies:** Geraldine Gordon,  
Sr. Mary Henry

**ANNUAL GENERAL MEETING (AGM) 2025**

**AGM 28<sup>th</sup> May 2025**

**Attendance:**

Geraldine Gordon  
Gordon Barrett  
Orla Ward  
Edel Hyland

Sr. Mary Henry

Gilroy Gannon Accountants – Sinead McHugh

**Apologies:** Maebh Flanagan



## MEET THE DIRECTORS



### **Orla Ward (Chairperson)**

Orla has worked in the social enterprise sector for 25 years and her experience includes project management, communications and fundraising. She is currently working in the education and training sector as a Commercial Director. Orla has also worked in the private sector and is a qualified bid manager with experience working on multi-million-pound tenders to government. She has a special interest in organisational strategy and sustainability. Orla joined the board at the end of 2023.



### **Geraldine Gordon (Director)**

Geraldine has a background in banking and was elected as a Director 11 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.



### **Edel Hyland (Director - Treasurer)**

Edel completed a Bachelor's Degree in Commerce in the National University of Ireland, Galway. Edel furthered her studies and trained as a Chartered Accountant in Gilroy Gannon, Sligo qualifying in 2007. Afterwards she spent 4 years in KPMG in Dublin working as audit manager on a wide range of Irish indigenous companies and PLCs both Irish and International. Edel has been working in Kerry Group plc since 2013. Edel is an avid supporter of the Mayo football team and likes to travel in her spare time..



### **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.



**Gordon Barrett (Director)**

Gordon worked as a Social Worker for the NWHB and then the HSE for nearly 40 years mainly with Older People and also as a Medical Social Worker. The increasingly complex issues arising in Health and Social care prompted Gordon to complete a Masters degree in Health Care Ethics and Law in the RCSI in 2007 which proved to be invaluable in his and his Team's work.



**Caradh O'Donovan (Director)**

Caradh works as Head of Governance for Coimisiún na Meán, the regulator of broadcasting and online media in Ireland. Prior to this Caradh held senior management roles with Boardmatch Ireland, the Irish Athletic Boxing Association and Triathlon Ireland.

Caradh completed her BSc in Sports Management UCD before continuing to a MA Sport & Exercise Psychology at WIT. She holds a Professional Diploma in Corporate Governance from Smurfit Graduate Business School. She joined the Board of the MS Centre in October 2022.



**Anne Hickey (Director)**

I qualified as a solicitor 40 years ago and set up my own practice 32 years ago. I practised in conveyancing, probate, litigation and family law. I retired in 2022 ago and since retirement.



**Terry Hayes (Director)**

College of Commerce in Rathmines Diploma in Business Studies 1968. Qualified as an Accountant 1971 Chartered Institute of Management Accountants.

Became a Fellow Chartered Institute of Management Accountants 2020 Worked as an Accountant in Dublin 1968 until 1979 for Dublin Gas Company and Premier Dairies. Moved to Sligo in 1979. Took up an Accountant post with North Connacht Farmers, Renamed Connacht Gold and now Aurivo. Worked with Aurivo until retirement 2012.

Several part time positions since retirement. Keen interest in Athletics and Horse Racing. Actively involved in athletics until 2020.



**Maebh Flanagan (Director)**

Maebh returned to Sligo in 2022 after working in Amsterdam for 10 years, initially assisting Irish companies to grow their exports in the region before moving into large-scale events. Since returning to Ireland, she has worked as a Marketing Manager and Marketing Consultant, predominantly with precision engineering companies. Maebh also teaches pilates. She joined the Board in 2025.



# Review of Services Questionnaire 2025





## REVIEW OF SERVICES QUESTIONNAIRE 2025

During 2025, the MS North West Therapy Centre undertook a comprehensive Review of Services Questionnaire to formally capture service user feedback and to inform future service planning and strategic development. The survey was conducted between July and September 2025, using both online and paper formats to maximise accessibility. A total of 76 completed questionnaires were returned from approximately 225 service users, representing a 34% response rate.

The findings demonstrate a very high level of satisfaction with MS Centre services. All respondents reported that the services had a positive impact on their daily lives, with the strongest benefits identified in physical wellbeing (73.2%) and mental wellbeing (70.8%). Reflexology, counselling and Hyperbaric Oxygen Therapy (HBOT) emerged as the most frequently used and most beneficial services, while centrebased services were consistently rated as more useful than online supports. Onetoone physiotherapy was identified as the single most useful service offered.

Accessibility was rated very positively, with respondents expressing strong satisfaction with the referral processes, building accessibility and opening hours. Staff engagement was highlighted as a key strength of the organisation, with 100% of respondents satisfied with staff and volunteers, and all service users reporting that they are treated with dignity and respect. The majority of respondents felt listened to, were comfortable giving feedback, and believed that feedback is acted upon by the organisation.

The survey also highlighted the important role the MS Centre plays as a lifeline and support network for people living with MS and other neurological conditions in the North West. Many respondents described the Centre as essential to maintaining their independence, confidence, physical function and emotional wellbeing.

While overall feedback was overwhelmingly positive, respondents identified areas for future development, including extended opening hours, improved awareness of the full range of available services, enhanced access for people in employment, and additional focus on worklife balance, family life and sleep. Suggestions were also made in relation to communications, fundraising engagement and the introduction of additional holistic or exercisebased supports.

The Review of Services 2025 provides strong independent evidence of the impact, value and quality of services delivered by the MS North West Therapy Centre, directly informed by the voices of service users, and will guide ongoing service development in the context of increasing demand and funding pressures.

### **Callout Box Statistics (Review of Services Questionnaire 2025)**

73.2% reported a positive impact on physical wellbeing.

70.8% reported a positive impact on mental wellbeing.

61% have been using MS Centre services for more than 5 years.

82% feel very well informed about MS Centre services

Visit frequency: 45% weekly, 16% monthly, 9% every few months, 7% once/twice a year.

#### **Accessibility & Experience**

Very satisfied with referral process to the MS Centre: 82.9%

97% very satisfied with staff and volunteers

92% said the Centre listens to feedback and adapts accordingly



## MEET THE MANAGERS

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### **Tamara Gormley (Manager)**

Tamara joined the MS Centre in 2011 and has nearly two decades of experience working primarily within the voluntary and disability sector, supported by earlier experience in the private sector. She holds a Master's in Leadership and Management for the Community and Public Sector and brings a strong commitment to high-quality, person-centred service delivery.

As Manager, Tamara has overall responsibility for the leadership, coordination and operational management of all services delivered by the MS Centre, including governance, staffing, service development and day-to-day operations. She also oversees the Centre's retail operations, Essential Seconds Charity Shops in Sligo town and Ballymote.



### **Mairéad Martin (Quality and Development Manager)**

Mairéad Martin joined the MS North West Therapy Centre in 2014. Mairéad has over 20 years' experience of working in the community and voluntary sector. Mairéad has a BA in Applied Social Studies and has also completed an MA in Leadership and Management for the Community and Public Sector. Mairéad's primary role focuses on the quality, compliance for the organisation and management of both charity shops.





## SAFEGUARDING REPORT

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The MS Therapy Centre has adopted the Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures.

The MS Centre has three Safeguarding Designated Officers as follows:

**Tamara Gormley (General Manager)**

**Mairéad Martin (Quality and Development Manager)**

**Hannah Gordon (Senior Physiotherapist)**

The MS Centre and Woodhaven continue to have a Zero Tolerance approach to any form of abuse and this is publicly declared by a post at the entrance at the MS Centre.

No Safeguarding matters have been reported in 2025.



## SECRETARY'S REPORT 2025

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### **The following legal obligations have been carried out for the year 2025:**

- 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 the 28th May 2025. Notice of the AGM was given 3 weeks beforehand as is required.
- Six full Board Meetings and an AGM were held in 2025, notice and agenda for these meetings were given seven days in advance.
- The Register of Directors has been kept updated during the year 2025.
- Minutes of all Board Meetings were proposed and seconded as true accounts and signed by the Chairperson. They are saved as an online copy on the organisation's server.
- Updated B10 forms relating to director changes have been lodged with the CRO.
- The CRA and RBO were maintained and updated throughout the year.

### **Board Members resigned during the year:**

Caradh O'Donovan resigned on the 26<sup>th</sup> February 2025. Geraldine Gordon resigned as Chairperson on the 28<sup>th</sup> May 2025 and remained as a Director on the Board.

### **Board Members elected during the year.**

Maebh Flanagan was nominated and elected to the Board on the 26<sup>th</sup> February 2025. Anne Hickey was nominated and elected to the Board of Directors on the 15<sup>th</sup> October 2025. Terence Hayes was nominated and elected to the Board on the 10<sup>th</sup> December 2025.



# Services





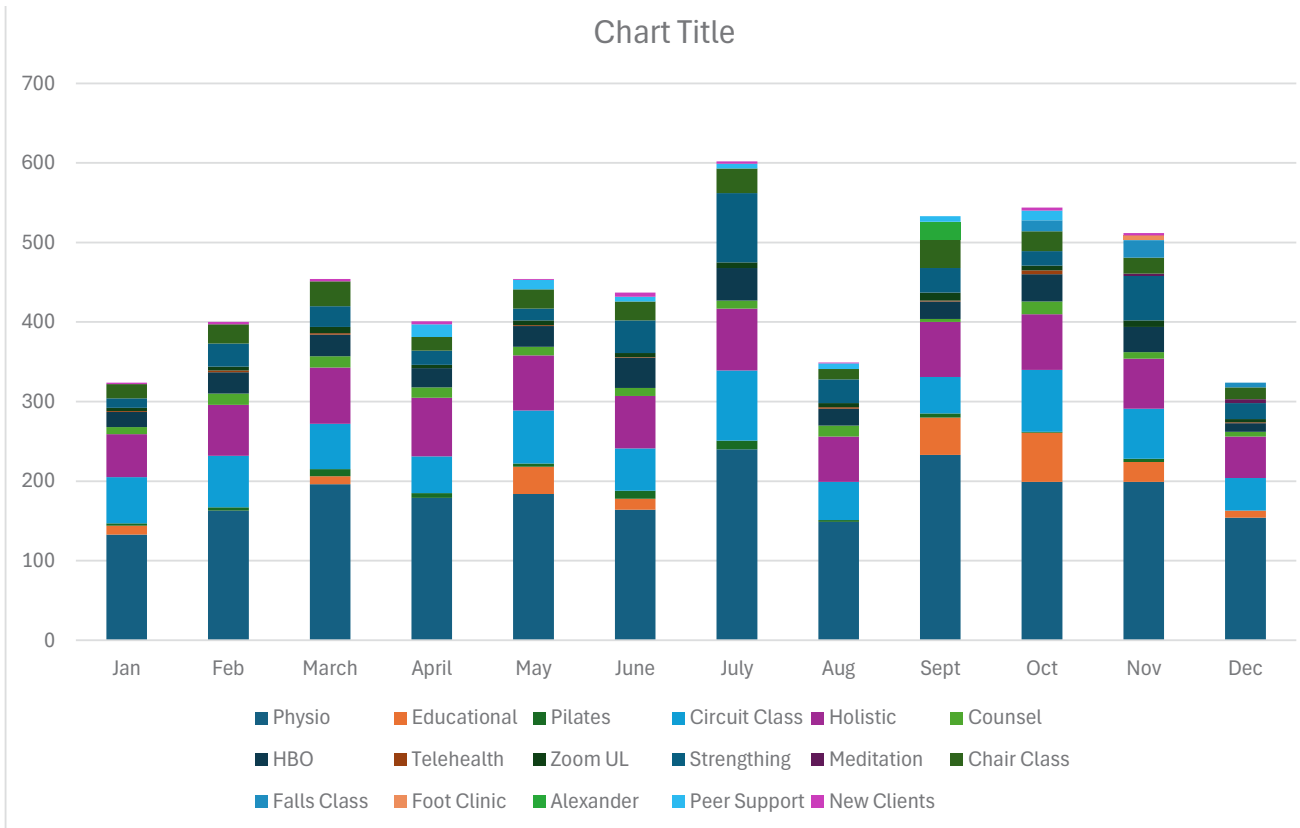
# MS CENTRE SERVICES STATS 2025

## SERVICES DELIVERED 2025

	Physio	Education	Pilates	Circuit Class	Holistic	Counsel	HBO	Telehealth	Zoom UL	Strength	Meditation	Chair Class	Falls Class	Foot Clinic	Alexander	Peer Support	New Clients	Monthly Totals	DNA
Jan	133	11	3	58	54	9	19	1	4	12	0	18	0	0	0	0	2	322	9
Feb	163	0	4	65	64	14	27	2	5	29	0	24	0	0	0	0	3	397	8
March	196	10	9	57	71	14	27	2	8	26	0	31	0	0	0	0	3	451	8
April	179	0	6	46	74	13	24	0	4	18	0	17	0	0	0	16	4	397	11
May	184	34	4	67	69	11	26	1	6	15	0	24	0	0	0	12	1	453	13
June	164	14	10	53	66	10	38	1	5	41	0	24	0	0	0	6	5	432	13
July	240	0	11	88	78	10	41	0	7	87	0	31	0	0	0	6	3	599	23
Aug	149	0	2	48	57	14	21	2	5	30	0	13	0	0	0	7	1	348	14
Sept	233	47	5	46	69	4	22	1	10	31	0	36	0	0	22	7	0	533	11
Oct	199	62	1	78	70	16	34	5	6	18	0	25	14	0	0	12	4	540	10
Nov	199	25	4	63	63	8	32	0	8	56	3	20	22	6	0	0	3	509	18
Dec	154	9	0	41	52	6	11	1	4	20	5	15	6	0	0	0	0	324	
	2193	212	59	710	787	129	322	16	72	383	8	278	42	6	22	66	29	5305	

	Physio	Educational	Pilates	Circuit Class	Holistic	Counsel	HBO	Telehealth	Zoom UL	Strength	Meditation	Chair Class	Falls Class	Foot Clinic	Alexander	Peer Support	New Clients	Monthly Totals	DNA
2025 total	2193	212	59	710	787	129	322	16	72	383	8	278	42	6	22	66	29	5305	
2024 Total	1755	8	83	588	761	156	175	19	81	0	16	235	0	0	0	0	36	3877	148
	204	-24	122	26	-27	147	-3	-9	383	-8	43	42	6	22	66	1428	-7		

Chart Title





### **PT Department Annual report 2025**

#### **Purpose and Vision**

The Physiotherapists working in the MS Northwest Therapy Centre continue in their endeavour to support their clients as they live with a life-long chronic progressive neurological condition. We aim to promote health and well-being by offering appropriate and timely advice on symptom management, by delivering evidence-based treatment, and by offering a range of on-line and in-person classes to help service-users introduce regular exercise into their daily routine. Our goal is to help clients self-manage their condition, and we hope that through a holistic approach to care we can help them improve their quality of life.

#### **Physiotherapy Department in 2025**

The Physiotherapy Department is made up of 2.3 whole time equivalent PTs; 2 Senior Grade and 2 Staff-Grade PT

Ciara Scanlon returned from maternity leave in May. Grainne Halligan departed from her staff grade physiotherapist role for job working as a staff grade in Castlebar and was replaced by Eadaoin Flaherty in October 2025.

There are 4 Physiotherapist Assistants (PTAs), trained to QQI (FETAC) Level 5 – Paula Moran, Margaret Fallon, Lorraine McDermott and Olive Mullaney who completed her PTA course. Margaret Mary Harte continues to be employed as a HCA while continuing her training to become a physiotherapy assistant. Paula Moran retired from the Centre in May 2025 and was replaced by Theresa King.

#### **Service Trends in 2025**

37 New referrals were received in 2025. We were unable to contact one and therefore could not offer them an appointment. All but 1 had a diagnosis of MS; the other had a diagnosis of HSP. 9 referrals came from GP's while the others came from the neurology team at Sligo University Hospital. There were 12 referrals from Donegal, 6 from Leitrim, 16 from Sligo, 1 from Roscommon, 1 from Fermanagh, and 1 from Longford.

#### **New Developments/Quality Initiatives**

##### **Strength Class**

The strength and conditioning class commenced in January 2025 with 4 regular participants for an initial 12-week period. It was expanded to 13 participants for the second block of classes which commenced in May. Functional outcome measures (5 times sit to stand, timed up and go and grip strength) were assessed before and after the 12-week block. The outcomes after the 12-week block demonstrated a 12% improvement in timed up and go speed and an 18% improvement in 5 times sit to stand scores. Grip strength improved by over 10Lbs on



each hand. The class continues on a weekly basis running twice a week, including an evening class. All clients reported enjoying the class, reporting subjective benefits to strength, fitness, balance and quality of life. They also sighted an increased variety of exercise as a means of improving the class, and new exercise and equipment such as boxing and use of the cable machine have been adopted. There are 2 classes running weekly, one of which runs in the evening.

## **FACETS – Fatigue: Applying cognitive behavioral and energy effectiveness techniques to lifestyle**

Physiotherapist Conor Cregan attended 2 half day training courses to become a facilitator of the FACETS (Fatigue Applying Cognitive Behavioral and energy effectiveness techniques to Lifestyle) course. It is a 6-week group programme to aid clients in the management of their fatigue. So far, 20 clients have completed the 6-week course, 100% of clients reported that they enjoyed/found the course beneficial and feel better able to manage their fatigue because of the course. Some of the quotes from participants are listed below:

*“Enjoyed everything about the course and would recommend it to others”*

*“Makes me think and prepare for fatigue, I don’t postpone taking helpful action in advance”*

*“Meeting other people with the same condition and understanding much better how fatigue impacts and affects my daily life”*

The course is now being offered in the evening and via Zoom. We are planning an audit of the course next year to evaluate the subjective impact of the course on client’s fatigue over a longer period.

## **Balance Class**

The balance class with PTA Theresa resumed at the end of 2025 and continues into 2026. Initial results from the course are promising. 7 Participants attended for pre and post course assessments Using the BERG balance scale and the Activities and balance confidence scale. The BERG score increased by 5 participants by an average of 7 points. The ABC scores did not improve for everyone, however. 3 participants improved by 19%; 1 participant remained the same while 2 had a reduced score by an average of 10%. The Balance class will continue Monday morning. Plans are being made to add an educational component regarding falls prevention. Physiotherapist Conor Cregan Plans to attend a 2-day course in April 2026 entitled Balance Rehabilitation for neurological patients and older persons after which the class will be reviewed and optimized according to the most up to date evidence.

## **Circuit Class**

Physiotherapist Eadaoin undertook a review of the circuit classes being offered in the Centre. The participants all enjoyed the class, felt safe during the class, and wished to continue the class. They highlighted the below areas in which they found the circuit beneficial.

The participants highlighted the variety of exercises as an area for improvement. 3 different circuits have now been created and will be rotated by PTAs on a regular basis.

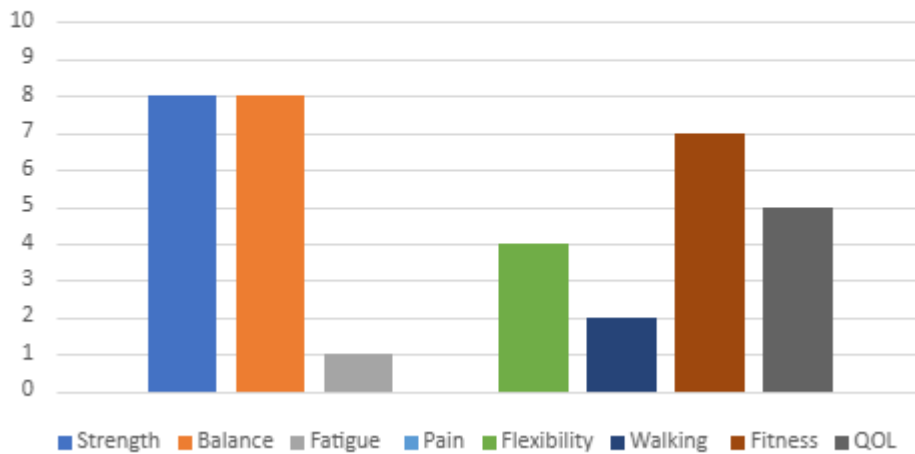
The exercises in the upper limb class have also been adjusted, and review and participant feedback will be sought soon.



## Audit

The department has continued with regular audits of our exercise and symptom management courses as above. We also completed an audit of our annual re-assessment and whether they take place within 1 year as outlined by the NICE guidelines.

### Areas participants felt improved from doing the circuit class



Awaiting Initial Ax	3	1.3%	Not yet assessed
Re-Ax Within 12-15 months	167	69.6%	Meeting Targets
Re-Ax Within 15-18 months	21	8.8%	Reasonable
> 18 months	39	20.4%	Not Acceptable





Results show that the physiotherapy team have met their target for 69.6% of the clients in the MS Centre with 60.4% re-assessed within the last 12 months and a further 9.2% within 12-15 months. This is an improvement of 2% from last year. 8.8% of clients have been re-assessed in the 'Reasonable' period of 15-18 months; which means that 78.4% of clients have been assessed in a reasonably timely manner (12-18 months). Unfortunately, 20.4% fall into the 'Not Acceptable' period of longer than 18 months, which is a big improvement from 31.2% in 2024. The Physiotherapy team has introduced a short-form re-ax for clients whose physical status has been unchanged, that can be completed virtually if required, which will help improve re-assessment rates. We also plan to document reasons if re-assessment has been offered to a client but has not taken place for certain reasons.

A documentation audit was also completed by physiotherapist C. Scanlon. The results of this audit are on par with results from 2024, 2023, and 2019. This highlights that more work needs to be done to ensure we improve this again for next year's audit by implementing changes to the assessment form and completing an in-staff training on requirements for documentation

### Education/Continuous professional Development

- Both Conor Cregan and Eadaoin O'Flaherty attended the introduction the vestibular assessment and rehabilitation course in 2025, leading to the development of a new Vestibular Assessment form and the purchase of goggles to be used in the assessment of eye movements
- As outlined above Conor Cregan attended the FACETS facilitator course with the UK MS Society, allowing the course to be run at the MS Therapy Centre
- All 3 of the physiotherapists attended the MS Ireland conference in Cork in November 2025 with a variety of speakers. The overall theme of the conference was focused on mental health
- Eadaoin Flaherty and Hannah Gordon attended 'resistance training in multiple sclerosis' course delivered in Cork by researchers from Denmark
- Conor Cregan attended an online webinar 'Spasticity in practice: assessment, decision-making and management' run by the neurology academy and Hannah Gordon attended a spasticity study day in Dublin in February 2025



## Plans for future development 2026

- Conor Cregan completed a training day with Kildare Sports Partnership in January 2026 on the use of activator poles and plans to start an outdoor walking group for Clients of the Centre in the spring/ summer 2026
- Conor Cregan plans on attending 2 CPD events run by the ISCP in April 2026 entitled 'movement analysis of people with neurological gait' and 'balance rehabilitation for neurological patients and older persons'
- Conor Cregan will attend a webinar run by the CPNG entitled 'demystifying electrical stimulation'
- Hannah Gordon will attend the Ultimate MS Mobility course run by Gilly Davy in Galway in March
- Eoin Synott will run a BPPV Assessment and treatment course at the MS Therapy Centre in April
- Eadaoin Flaherty is looking into organizing an aqua aerobic group. She has contacted leisure centers in the area to check availability and my look to complete CPD in the area depending on whether the class can be run
- Conor Cregan will aim to link with the Neurology department at Sligo University Hospital to develop a spasticity booklet to allow clients to better monitor and manage their spasticity.
- Conor Cregan will continue to link with ATU on their research project 'A feasibility case study of a web-based physiotherapy platform for remote monitoring in Multiple Sclerosis'. The study has been approved by ethics and will now progress to recruit a participant.
- The Physiotherapy team will continue the development of a clinical governance framework for the MS North Therapy Centre. This includes the development of key performance indicators for the physio department based on national guidelines.
- The Physiotherapy team will continue to provide a range of educational talks throughout the year and seek opportunities for guest speakers to talk including during 'Brain awareness week' and 'World MS Day'
- Hannah Gordon has joined a functional electrical stimulation special interest group and will attend regular inservice training in the area of functional electrical stimulation



## Dry Needling – Annual Report 2025

We have one physiotherapist qualified in dry needling – Hannah.

The aim of Dry Needling is to reduce muscle pain and dysfunction by releasing tight areas in the muscle known as myofascial trigger points. Normal muscle does not contain these trigger points. Trigger points may cause disturbed muscle function, muscle weakness and restricted range of motion, as well as local or referred pain. There are several reasons why trigger points develop in muscles. The most common are overuse, over stretch, over loading and trauma to muscles. Dry needling is one way that these trigger points can be treated.

Dry needling is a form of therapeutic approach in which fine solid filament needles are inserted into specific points on the body to relieve pain and improve function. These needles are the same as acupuncture needles, but it is not the same as acupuncture. Some of the physiological effects of needling are common in both, but the principles of assessment and treatment techniques are quite different.

If you are interested in dry needling or feel that it is something that may benefit you, then speak to your physiotherapist who can discuss it with you and refer you to Hannah if appropriate.





## OXYGEN TREATMENT (O<sup>2</sup>T)



The Oxygen Treatment (O<sup>2</sup>T) has been provided to people with MS and other related neurological conditions by the MS Centre for over 30 years. The treatment involves breathing in pure oxygen at higher than atmospheric pressure in an enclosed chamber. The increase 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 Oxygen Treatment at the MS Centre generally present with MS and other related neurological conditions.

If anyone is interested in trying out a session, please contact reception at the MS Centre on 071 9144748. Please see some wonderful client testimonials below.

*I have been living with MS for many years I got my diagnosis in 2017 but looking back I had it for many years before that. I have been using the services provided by the MS Centre Centre. Both Physio and the hyperbaric oxygen. I find both a great help with my condition. If the oxygen was available on more occasions, I believe it would be of great help to me. Any money provided by the government would be of great assistance to me and other people who use the service.*

*I have MS for the last 6 years. I had my first run in the chamber in September 2024. I find it very helpful. I feel much better after it and my sleep is much better. I feel much better after each session. I would highly recommend it to anyone.*

*I have attended the MS Therapy Centre for HBO treatment since the summer. This is my second block of treatment, and I am so grateful to have this wonderful service available to me. This treatment offers people with MS a wonderful opportunity to experience the benefits of oxygen treatment. When I use the chamber, I feel less fatigued, less pain and I feel I have more energy. Not only are those amazing benefits but I also feel the social side of taking part is a huge plus. To share this experience with others who feel the same go through the same struggles is wholesome. The staff here are fantastic and these services they provide wouldn't be possible without their dedication. HBO treatment is amazing and as a person with MS, I feel it is a necessity to our wellness.*



*Oxygen has given me a new lease on life, more energy, not exhausted all the time, don't sleep every time I sit down. It helps my urinary issues as don't have the frequency trips which disturbs my sleep at night. For a non-invasive treatment, it is very important to stay well and mobile. Can't recommend enough.*

*I find the oxygen gives me more energy and leaves me more interested in doing my house jobs after getting the treatment. I used to get the oxygen before COVID and it meant I could keep down a responsible job which I had to retire from when the treatment had to stop due to COVID. A very worthwhile service and I am delighted it is being provided for the patients here again.*

*Since I have been using the therapy, I have found that I have slept better than I have in years, I can feel more strength in my legs, I have more energy too and it has helped my mood. I am also breathing better and pain has eased. I am finding it very beneficial and giving some relief from my MS.*

*Since I started the oxygen, it helps me with my sleep, I have a lot more energy and more alert. I can go for longer walks and feel more relaxed.*

*I have just started on my oxygen therapy journey. After my first session last week, I slept so much better, that alone for me was a godsend as I am just weeks after a relapse and had not been sleeping. I am looking forward to seeing what the other benefits it will offer.*

*The Oxygen Chamber give me more energy and vitality, subsequently I feel happier.*

*I have MS for the past two years and it is the progressive kind. This means there is only one treatment which I can have (ocrevus). The Hyperbaric Oxygen Treatment, whilst not necessarily modifying my illness is very effective at combatting fatigue – a common and debilitating feature of the illness for me and many others with MS.*



## HOLISTIC THERAPY



The MS Centre holistic therapists Deirdre Murray, Jacqueline Hanly and Catherine Ruttledge make up our fantastic holistic therapist team. Together, at the MS Therapy Centre they provided 787 treatments throughout 2025.

The main theory of reflexology is that there are reflex points all over the feet that correspond with different areas of the body. By working these points, reflexology can help to bring balance to the body, reduce tensions and improve your quality of sleep and overall wellbeing. Reflexology therapy for patients with multiple sclerosis can improve pain, fatigue, and quality of life. It can be used as an intervention to effectively treat the pain and fatigue of

MS patients and improve the quality of life of MS patients.

### The Benefits of Reflexology

- Reduces tension and helps with combating stress
- Improves circulation of blood and lymph throughout the body
- Promotes wellbeing and relaxation
- Helps to reduce toxins and impurities from the body
- Creates a space for the body to balance itself
- Strengthens the immune system and energises the body

If you are interested in booking a holistic treatment at the MS North West Therapy Centre, please contact us by phone or email and we will be happy to assist you.



## MS CENTRE MONTHLY PODIATRY CLINIC

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As part of the MS Centre's continued commitment to delivering holistic, multidisciplinary care, a monthly Podiatry Clinic was introduced in November 2025. This service was developed in response to an identified clinical need among clients, recognising the significant impact that foot health has on mobility, balance, comfort, fatigue, and overall quality of life for people living with Multiple Sclerosis (MS) and other related neurological conditions.

People with MS and neurological conditions frequently experience issues such as altered sensation, muscle weakness, spasticity, balance difficulties, circulatory concerns, and changes in gait, all of which can increase the risk of foot complications. Access to specialist podiatry care plays an important role in maintaining mobility, reducing discomfort, preventing secondary complications, and supporting independence.

The Podiatry Clinic provides clients with access to assessment and treatment including routine and preventative foot care, management of corns, callus and nail conditions, vascular and sensory checks, footwear advice, and early identification of issues that may impact walking ability or safety. This proactive approach supports both clinical outcomes and clients' confidence in remaining active and engaged in their rehabilitation and daily activities.

We were delighted to welcome Jessica Thorpe to the MS Centre to deliver this service. Jessica graduated from Queen Margaret University, Edinburgh, with a BSc (Hons) in Podiatry, and is a registered member of the Institute of Chiropodists and Podiatrists of Ireland. Jessica commenced providing the monthly Podiatry Clinic in November 2025 and has become a valued addition to the Centre's team.

The service has been extremely well received by MS Centre clients, many of whom have reported significant benefit from treatment, particularly in relation to comfort, mobility, and confidence with walking and balance. The clinic complements the Centre's physiotherapy, exercise, and rehabilitation programmes, further strengthening an integrated model of care tailored to the complex and evolving needs of people living with MS and neurological conditions.

The introduction of the Podiatry Clinic reflects the MS Centre's ongoing commitment to service development, preventative care, and improving access to specialist supports within a communitybased setting.



# Essential Seconds Charity Shop





## ESSENTIAL SECONDS CHARITY SHOP



The MS North West Therapy Centre's two charity shops, located in Wine Street Car Park, Sligo, and Teeling Street, Ballymote, continue to play a vital role in supporting our mission and generating essential income for the delivery of services at the MS Centre.

Income generated through both shops directly supports people living with MS by helping to offset our annual €100,000 funding shortfall. These funds contribute to the provision of holistic services, including reflexology and counselling, as well as the overall day-to-day running of the MS Centre.

We are pleased to report that 2025 has been another strong year for our charity shops. Sales of donated clothing, books, and household items remained robust, supported by a range of seasonal promotions and themed sales events. Initiatives such as “Magic Mondays” and “Terrific Thursdays” continued to engage customers, while our growing presence on social media platforms like Instagram and Facebook helped expand our reach and increase revenue. The introduction of card payment facilities in both shops has also enhanced convenience for our customers.

We extend our sincere thanks to everyone who donated items throughout the year. Your generosity not only helps fund essential services but also promotes sustainability by encouraging reuse and reducing waste.

We are equally grateful to our loyal customers in Sligo and Ballymote. Whether through donations or purchases, your continued support is key to the success of our charity shops.

We would also like to acknowledge and thank the landlords of both premises for their ongoing support.

Most importantly, we wish to recognise our dedicated staff and volunteers. Their commitment, time, and enthusiasm are the backbone of our shops' success, and we are deeply appreciative of their contribution to both the shops and the MS Centre.

We also extend our thanks to Sligo LEADER for supporting participants through TUS and Community Employment schemes, whose involvement greatly benefits the operation of Essential Seconds Charity Shops.

We look forward to welcoming you to our shops in Sligo and Ballymote, where you will continue to find excellent value and a wide range of quality items.





## A Successful Year for Our Shops

We are delighted to report that 2025 was an exceptionally successful year for our charity shops. We saw strong and steady growth in sales across all key areas, including donated clothing, books, and household items.

The shops also shone creatively throughout the year. Both locations produced outstanding seasonal window displays and hosted a variety of themed promotions and events. In September we teamed up with ATU Student union to offer 20% discount to all students throughout September and October. One highlight was our “Four Weeks of Christmas” campaign, where a new sale was launched each week leading up to Christmas—a hugely popular initiative with our customers as well as our yearly Christmas hamper competition.

This year, we also embraced TikTok as a way to connect with a younger audience and drive engagement. During National Volunteer Week, we proudly released a video celebrating our incredible volunteers, which received warm support from our community.

## Challenges Faced

Despite the successful year, we also experienced a number of challenges. Severe weather events—including Storm Amy and icy conditions early in the year—forced temporary closures of both shops. We also experienced a period where credit card machines were unavailable, which created some operational difficulties.

## Improvements and Enhancements

We made several improvements to our shops during 2025 to enhance the customer experience. These included repainting our dressing rooms, making the Sligo dressing room wheelchairfriendly, and reorganising the shop layout to make it easier for customers to browse and discover the many essential treasures we have to offer.

## Looking Ahead to 2026

For 2026, our goal is to continue building on this momentum—growing sales, strengthening our connection with the community, and remaining a valued local destination for everyday essentials, clothing, bricabrac, and the occasional special find.

## Our Sincere Thanks

We would like to extend our heartfelt appreciation to everyone who supported our charity shops throughout the year:

- **To all who donated:** Your generosity not only supports our mission but also promotes sustainability by reducing waste and encouraging reuse.
- **To our customers in Sligo and Ballymote:** Whether you donate or shop with us, your continued support is central to our success.
- **To our landlords:** Thank you for your ongoing support over the years.
- **To Sligo Leader:** We appreciate your support of participants on TUS and Community Employment Projects who contribute to Essential Seconds.
- **Most importantly, to our Volunteers and Staff:** Your time, commitment, and dedication are the backbone of our shops and the MS Centre. We cannot thank you enough.

We look forward to welcoming you back to Essential Seconds in the year ahead—and to greeting many new customers as well. You’re guaranteed to find great deals at magnificent prices.



# Fundraising





## FUNDRAISING REPORT 2025

The MS Centre continues to depend significantly on the commitment and generosity of our fundraisers, whose ongoing support enables us to provide essential services to people living with MS.

Sustaining the delivery of services at the MS North West Therapy Centre in Sligo remains heavily reliant on income generated through fundraising activities. At present, there is an approximate annual shortfall of €100,000 between the core statutory funding received from the HSE and the actual cost of operating the MS Centre. Funds raised are vital in supporting the provision of holistic services, including reflexology and counselling, as well as contributing to the overall running of the Centre.

In response to continued financial pressures and the need to ensure long-term sustainability, the MS Centre has maintained the decision to lease the Woodhaven building. This approach has provided a consistent and reliable income stream, which is reinvested into the broader range of services offered by the Centre.

It is important to note that the MS Centre has not received an increase in core HSE funding for over fifteen years. This, combined with rising operational and living costs, necessitated a strategic decision by the Board of Directors to lease Woodhaven. This measure has been instrumental in safeguarding essential services, protecting employment, and ensuring the continued delivery of high-quality supports to those who rely on the Centre. Ultimately, this additional revenue stream has strengthened both the organisation's mission and its long-term sustainability.

The HSE's Integrated Care Programme for Older Persons continues to utilise the building as an administrative and assessment facility. While there was considerable interest from other potential tenants, it was a priority for the MS Centre to ensure that the building remained in use for a health-related purpose that benefits the wider community.

Looking ahead, the MS Centre remains hopeful that future developments will provide a more favourable environment, particularly through the introduction of legislative support for respite funding. Such progress would allow Woodhaven to once again operate as a short-term respite and holiday facility. In the meantime, leasing the building continues to play a crucial role in supporting the delivery of services at the MS Centre.

In 2025, the MS Centre introduced the "MS 365 Challenge," a new fundraising initiative designed to encourage participants to take on a personal challenge throughout the year. The idea was simple: choose a goal and work at it consistently across the month.



Participants embraced a wide variety of challenges, including:

- Walking 100 km over the month
- Completing 50 squats every day
- Reaching one million steps per month
- Sean-nós dancing
- Climbing Knocknarea every day
- Lifting a total of 100,000 kg
- Swimming 1 km every day
- Innisfree Wheelers Cycle Challenge
- 270 km run from Sligo to Kerry
- 50 km per day cycle and run
- Christmas countdown-raffle and hampers

These diverse challenges helped keep fundraising fresh and engaging, allowing people of all abilities and interests to get involved while supporting and raising essential funds for the MS Centre.

We would like to thank all of our supporters and volunteers throughout the year who helped us by donating, volunteering at church gate and flag day collections. We also extend our gratitude to those who organised events, from flower galas to golfing fundraisers, card games, card sales and many other activities.

There are many other ways in which you can get involved with fundraising and help to raise funds for the MS Centre such as:

- Join our Club Draw 10 euro a month-great cash prizes
- Support our Flag Day in September
- Join our fundraising Committee
- Run an event – coffee morning/sponsored walk or cycle
- Sell MS Centre Christmas Cards
- Make a donation
- Church gate collections
- Support our charity shops Essential Seconds Sligo and Ballymote
- Volunteer in our shops
- Get family and friends to run an event
- Facebook donations
- Link with company's under their Corporate Social Responsibility programme

If you want to talk about any fundraising ideas or get further information, please call the MS Centre and speak to Mairéad 085-8856148/ 071 91 44748.



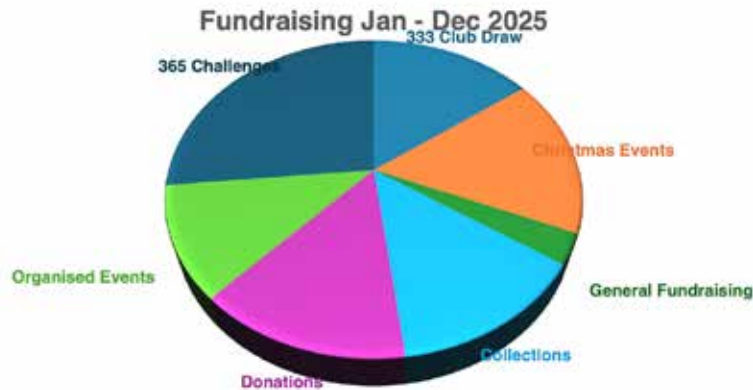
## FUNDRAISING EVENTS

We would like to extend our heartfelt thanks to our fundraisers, clients, staff and all our supporters of the MS Centre who worked tirelessly to assist in both our virtual fundraising platforms and organised virtual events in addition to the in-person events that were held throughout the year. Below is just a flavour of some the many events which took place throughout 2025.

Event Name	Event	Total	Percentage
333 Club Draw	Club Draw	€ 15,390.00	15%
Christmas Events	Christmas Cards	€ 5,692.25	
	Hampers	€ 1,005.00	
	Coolegrane Lights	€ 10,030.00	16%
General Fundraising		€ 1,911.47	
	Coffee mornings	€ 465.40	
	Card Game	€ 805.00	3.00%
Collections	Church Gate	€ 3,465.66	
	Flag Day	€ 6,526.98	
	Money Boxes	€ 4,005.66	13.50%
Donations	General Donations	€ 14,534.52	14%
Organised Events	Fundraising events	€ 2,986.27	
	CSR Guild	€ 1,609.00	
	Sky Dive	€ 1,205.00	
	Stephen Garland Climb	€ 1,712.80	
	Horse Show Fundraiser	€ 4,160.04	12%
365 Challenges	Monthly challenges	€ 27,267.17	26.50%
		€ 102,772.22	100%

Event Name	Event	Total	Percentage
333 Club Draw	Club Draw	€ 15,390.00	15%
Christmas Events	Christmas Cards, Coolegrane Lights, Hampers	€ 16,727.25	16%
General Fundraising	Coffee morning, card game, general fundraising	€ 3,181.87	3%
Collections	Church Gate, Flag Day, Money Boxes	€ 13,998.30	13.50%
Donations	General Donations	€ 14,534.52	14%
Organised Events	Fundraising events, CSR Guild, Sky Dive SG Climb, Horse Show	€ 11,673.11	12%
365 Challenges	Monthly Challenges	€ 27,267.17	26.50%
	<b>Total for General Fundraising</b>	<b>€ 102,772.22</b>	<b>100%</b>





# FUNDRAISING EVENTS



Clare Cashman  
Today at 11:59 AM

## Lunch Swim

Distance 2,200 m    Time 45m 46s    Pace 2:04 /100m



Christmas raffle in aid of  
MS NORTH WEST THERAPY CENTRE



1st Prize Hamper  
More prizes to be won on the night







## MS CLUB DRAW 2025

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We are pleased to share an update on the success of our MS Club Draw throughout 2025, which has once again proven to be a valuable source of fundraising in support of the MS Centre and its services.

Standing order payments remain the preferred method, with approximately 95% of members now paying monthly this way. Cash payments continue to be accommodated where requested. Participation has remained strong over the past twelve months, with around 150 members taking part each month. This consistent support has enabled us to raise a total of €15,390 in 2025.

Membership is primarily made up of past and present service users, directors and staff, along with extended family members and friends of the Centre. During the year, €4,150 in prize money was awarded to our lucky winners leaving a net income of €11,240.00.

The draw takes place in the final week of each month at the MS Therapy Centre and is overseen by a member of management and/or a company director. Winners are notified directly and results are also published on our Facebook page to ensure transparency and accountability. Monthly prizes include: 1st prize €200, 2nd prize €100, and 3rd and 4th prizes of €50 each.

We extend our sincere thanks to everyone who has supported the draw—your contribution truly makes a difference. Looking ahead, we are exploring opportunities to grow participation further and increase our fundraising potential. Our goal is to ensure that all clients availing of our services have the opportunity to support the MS Centre through the Club Draw.

If you would like to get involved, please contact reception for a standing order form.



## January

1st Prize Lucy O'Hara
2nd Prize Mary McWeeney
3rd Prize Michael & Eileen Murtagh
4th Prize Bernie Shannon

## February

1st Prize Kay Lavin
2nd Prize Martina Burke
3rd Prize Mick Lacy
4th Prize Paula Lahiff

## March

1st Prize Tommy Dwyer
2nd Prize Rioch Cogan
3rd Prize Mary McHugh
4th Prize Martina Burke

## April

1st Prize Damien McCormack
2nd Prize Robert & Jill Potter Cogan
3rd Prize Rolandus Satinskas
4th Prize Geraldine Shanagher

## May

1st Prize Patrick & Mary McGee
2nd Prize Francis Higgins
3rd Prize Niamh Duffy
4th Prize Liam & Chris Hunt

## June

1st Prize Una & Michael Hough
2nd Prize Gerard Hamilton
3rd Prize Betty Kilfeather
4th Prize AM McPhelim

## July

1st Prize Breege Mangan
2nd Prize Veronica Travers
3rd Prize Mairead Martin
4th Prize Joan O Connor

## August

1st Prize Catherine Rutledge
2nd Prize Breege Garvey
3rd Prize Patrick Ryder
4th Prize Claire Clerkin

## September

1st Prize Eamon Considine
2nd Prize Mary McHugh
3rd Prize Sr Mary Henry
4th Prize Tim Harder Parry

## October

1st Prize George & Angela Butler
2nd Prize Annette Kilcullen
3rd Prize Breege Kilcullen
4th Prize Edith Bradley

## November

1st Prize Helena McCaughy
2nd Prize Philomena Gilmartin
3rd Prize Michael Guckian
4th Prize Pat & Connie McDermott

## December

1st Prize Lucy O Hara
2nd Prize Mary O Connor
3rd Prize Leonie Duignan
4th Prize Gerard & AM McPhelim



# Improving Quality (IQ)





## IMPROVING QUALITY (IQ)

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**Improving Quality (IQ) is the quality scheme supported by DFI/Sola and is used both as a self-assessment tool as well as an external assessment tool. Its focus is on 4 elements that all not for profit organisations need.**

There are two levels in IQ, foundation and progression. The MS Centre has embarked on the foundation level with a view to ensuring that we continue to uphold all regulatory, mandatory and best practice requirements throughout all departments in the organisation.

### **Core Principles**

Improving Quality is built around 4 core principles as outlined below.

1. **Accountable-** This Element describes requirements for good governance, leadership and management
2. **Welcoming-** This Element is about people – involving service users, managing and developing staff and volunteers, equality and diversity, and working with others
3. **Effective-** This Element refers to the services that the organisation provides and the planning, delivery, monitoring, and evaluation that the organisation carries out
4. **Sustainable -** This Element covers how the organisation manages risk, money and the resources used to make service delivery happen.

The IQ team are continuing to implement the four principles throughout the MS Centre and Essential Seconds Charity Shops. The process of implementing IQ throughout the organisation has helped us to improve our service delivery, focus on our accountability and transparency and encourages regular review and learning to improve our services and decision-making.





# The National Ability Supports System (NASS)





## NATIONAL ABILITY SUPPORTS SYSTEM

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The National Ability Supports System (NASS) collects and stores information about the disability-funded services that people use and need, such as:

- residential services
- respite care
- day services
- personal assistants
- specialist supports like occupational therapy or physiotherapy

The NASS is used to help plan, develop and organise disability services and supports, to tell other health professionals about the number and types of services that people with disabilities need and thereby prove why funding is needed for disability services and supports. NASS collects a range of data including demographic, socioeconomic and diagnostic data on service users in addition to details about the assistive technology and services they receive and/or require. The MS Centre has fully engaged with the NASS in 2025 and is committed to ensuring that information on the NASS is accurate and complete to inform disability policy and service planning for disability services in Ireland.



# Charities Governance Code





Under the Charities Act 2009, every charity registered in the Republic of Ireland is required to submit an Annual Report to the Charities Regulator. When submitting this report Charities must declare their status regarding compliance with the Charities Governance Code.

This Charities Governance Code explains the minimum standards you should meet to effectively manage and control your charity. Good governance involves putting in place systems and processes to ensure that your charity achieves its charitable objectives with integrity and is managed in an effective, efficient, accountable and transparent way.

**The six principles of the Charities Governance Code are:**

- Advancing Charitable Purpose.
- Behaving with Integrity.
- Leading People.
- Exercising Control.
- Working Effectively.
- Being Accountable & Transparent.

The Board of Directors of the MS Centre holds compliance with the Charities Governance Code high on the agenda in relation to governance and review the code at every Board meeting. The Compliance Record Form for 2024 has been completed and compliance reported to the Charities Regulatory Authority.



# Future Plans and Activities





## FUTURE PLANS AND ACTIVITIES

### **Future Plans and Activities for 2026**

Looking ahead into 2026, the MS North West Therapy Centre will continue to develop and enhance its services in line with the organisation's Strategic Plan 2024–2027, with a strong focus on client wellbeing, service quality, sustainability and good governance.

### **Responding to Client Feedback and Service User Voice**

A core priority for 2026 is the continued implementation of actions arising from the Review of Services Questionnaire completed during 2025. This review provided clear evidence of the positive impact of MS Centre services on physical and mental wellbeing, while also identifying opportunities to further improve accessibility and flexibility.

In direct response to client feedback, the Centre extended opening hours and introduced a Saturday morning physiotherapy-led exercise class in partnership with MS Ireland, supporting clients who are in employment or who experience difficulty accessing weekday services. This reflects the Centre's commitment to listening to service users and responding in a practical and meaningful way.

### **Service Development and Planned Initiatives**

The MS Centre will continue to expand and diversify its service offering throughout 2026 to meet growing demand and evolving client needs. Following strong engagement, podiatry services were introduced in November 2025, with excellent uptake from clients and their families. This service will continue to be embedded as part of the Centre's holistic and multidisciplinary model of care.

### **Planned developments for 2026 include:**

- Open Gym sessions, enabling clients to exercise independently in a safe, supportive and supervised environment;
- Fatigue Management programmes, addressing one of the most common and lifelimiting symptoms associated with MS;
- The introduction of an MS Centre Activator Walking Group, supporting physical activity, social connection and confidence in a peersupported setting.

In addition, and in alignment with feedback from service users, the Centre aims to further develop wellbeing-focused and socially engaging initiatives to enhance mental wellbeing and quality of life. These include creative and therapeutic activities such as choir-based programmes, sound baths, relaxation-focused sessions and additional social opportunities, supporting connection, inclusion and peer support beyond traditional therapy settings.



## **Staffing, Workforce and Service Capacity**

Recognising the critical importance of a stable and skilled workforce, the organisation will continue to prioritise funding strategies to support the recruitment and retention of clinical staff throughout 2026. While the Centre no longer operates under a shared staffing arrangement with Sligo University Hospital, the appointment of a fulltime Senior Physiotherapist represents a significant positive development. This role will strengthen clinical leadership, enhance service capacity and support further service growth and innovation.

The MS Centre will continue to engage with disability umbrella organisations in relation to advocacy for pay parity and sustainable funding models, recognising the ongoing pressures facing Section 39 organisations nationally.

## **Fundraising, Community Engagement and Sustainability**

Fundraising remains essential to sustaining services. The Centre is proud of the strong and increasing involvement of clients, families, volunteers and supporters in fundraising activities during 2025, despite a widening funding deficit. This culture of community participation and shared ownership will continue to be actively fostered throughout 2026, with a focus on inclusive and accessible fundraising initiatives.

## **Governance, Quality and Risk Management**

The MS Centre remains committed to the highest standards of governance and accountability. During 2026, the organisation plans to further strengthen its governance framework through the establishment of a Quality, Risk and Safety Management Committee, alongside continued development of the Clinical Governance Committee. These structures will enhance oversight of service quality, safety and risk management across the organisation.

The Board will also continue to monitor the condition of the organisation's buildings and infrastructure, with maintenance and repair needs kept under review as part of prudent asset management.

## **National Strategy, Advocacy and Local Implementation**

The MS Centre recognises the importance of the National Neurorehabilitation Strategy in shaping the future delivery of neurological services in Ireland. The organisation continues to play an active role in supporting the implementation of this strategy at a local and regional level, advocating for accessible, communitybased neurorehabilitation services in the North West.

The MS Centre is a member of the Neurological Alliance of Ireland (NAI) and is fully engaged in NAI initiatives, including current work underway to compile a national Neurological Services Directory. The Centre is actively contributing to this process to ensure that services in the North West are accurately represented and visible, supporting improved care pathways and access for people living with MS and other neurological conditions.



The organisation will remain actively involved with the Neurological Alliance of Ireland, Disability Federation of Ireland, The Wheel, and other relevant partners in joint advocacy efforts aimed at strengthening neurological services nationally and improving outcomes for those living with neurological conditions.

### **Principal Risks and Uncertainties**

The Board recognises that the organisation continues to face a number of risks and uncertainties, including reliance on statutory funding and fundraising income, rising operational costs, and challenges relating to workforce recruitment and retention.

Human resources remain a high and critical risk area, particularly in relation to clinical staffing and fundraising capacity. The Board will continue to review and monitor mitigation measures, subject to available resources. The organisation remains firmly committed to maintaining strong governance and risk management practices, including continued progress towards full implementation of the Charities Governance Code and the IQ quality assurance system.





# MS North West Therapy Centre Sligo

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

Multiple Sclerosis North West Therapy Centre Ltd

A company limited by guarantee

Ballytivnan, Sligo

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