



New Directions Bulletin

May 2016

New Directions Learning Event Tullamore Court Hotel Wednesday May 18th 2016

Welcome Colleagues,

This special edition Bulletin has been collated to mark the occasion of the New Directions Learning Event. It is all about the changes that are happening in day services.

During the Benchmarking Process in 2015, service providers were asked if they had examples of services that had been changed or reconfigured during the last 5 years in line with New Directions. 33 providers responded with examples of change projects and 11 of these projects are the subject of the New Directions Learning Event. These examples of change are themed as follows:

Developing a Service Location

1. Primrose Hill, Claremorris - Western Care.
2. Think Local Act Personal – KARE

Providing Personal / Flexible Supports

3. Rosmini Resource Centre – Brothers of Charity Southern Services
4. Person Centred Wing – Muiriosa Foundation.
5. Donegal Autism Pilot Project – HSE
6. The Journeyman – Camphill

Changing Staff Roles and Skill Mix

7. Access Service - National Learning Network
8. Real Life Training – WALK
9. Quantum LEAP – Enable Ireland

Introducing Positive Risk Taking

10. Raheny and Coolock Hub Service – St Michael's House

Working with Parents as Partners / Parent Forums

11. Innovation Centre National Technological Park – Daughters of Charity Limerick

We are most grateful to all service providers that notified us of change projects. Further shared learning events will be organised when local implementation groups are established. We hope you enjoy the day and that you will take away even one piece of learning that can be brought back and applied to local services in your area.

Members of the National New Directions Implementation Group.

Developing a Service Location

Primrose Hill, Claremorris - Western Care



Developing a Hub was based on Individual's priorities as identified in their Individual Plans to be connected to their local community, as opposed to attending a large day centre some distance away and by the New Directions policy.

A planning group was established to look at developing a different model of service delivery, a proposal was developed, agreed and funding sourced. Five people were identified to take part in the project.

A community mapping tool was used to help identify key areas/people in the community, initiating Community Connections.



The hub (Primrose Hill) is now very much part of the local community and continues to flourish and develop.

Think Local Act Personal - KARE

KARE

KARE established the Local Service model in 1996, supporting individuals with an intellectual disability in their own community to access further education, paid employment and recreational activities. Prompted by New Directions, The Think Local Act Personal Project commenced in Naas 2013, supporting 9 individuals who live in two community houses. These individuals previously accessed local day services. The project looked to further develop how to support individuals to live a self-directed life with self-determination, family involvement, support and active citizenship at its core. The project included building community links, changing staff roles, the staff skill mix and devising more flexible and responsive supports.

Providing Personal / Flexible Supports

Rosmini Resource Centre – Brothers of Charity Southern Services



Working towards New Directions, the Rosmini Resource Centre restructured from a Modular classroom type service to a service that has become embedded in our local community. This was achieved by working directly with families, community organisations and other service providers. Continued consultation with service users' and staff were key to this process. We envision a service where service users' have increased valued social roles and become valued members of their local community. This involved looking at individuals and providing a flexible service to support their needs. Today the Rosmini Resource Centre continues that journey.

Person Centred Wing – Muiriosa Foundation



Following a number of years of the organisation looking at how to better support individuals, the Person Centred Wing (PCW) was established in 2009

Pivotal to any support arrangement within in the PCW is the Coordinator who undertakes the following:

- Explores with the individual and key supports what a good and full life could look like.
- Ascertains the natural supports that the individual has available to them (including the local community)
- Supports the individual and or their family to recruit support staff who are a "good match" for them.

Providing Personal / Flexible Supports

Donegal Autism Pilot Project - HSE



A pilot project developed out of the need for a HSE day service in west Donegal to provide a service to a small group of adults with an autism spectrum diagnosis and behaviour that challenges. With no suitable service in their locality; HSE day service was the only option available for these service users. The day service was struggling to provide the supports required; due to high levels of challenging behaviour, limited autism awareness, staff resources and lack of an autism friendly environment. The pilot project was successful in significantly reducing behaviour that challenges, providing individualised person centred support, increasing family engagement, increasing staff member's confidence and utilising staff resources more effectively.

Journeyman - Camphill



The Journeyman is a day service in Carrick-on-Suir, Tipperary. It is a Camphill initiative which was developed to support young people in their transition between leaving school to finding their identity in society. The service currently support 24 people, many of whom have complex support needs and/or are non-verbal. The young person embarks on a 3-7 year programme, developed with the person, and is reviewed yearly to be flexible to their changing needs. The major change involves the development of communication skills and tools, supporting the young person to communicate choice, and the experience of being listened to.

Changing Staff Roles and Skill Mix

Access Service - National Learning Network



The NLN Access Service is a rehabilitative training service based in Ballyfermot and has 24 learners and 2.5 staff. Under New Directions, the programme was reconfigured from a structured centre based type programme to a flexible support service upholding the principles of Person Centeredness and enhanced community inclusion. The reconfiguration included the introduction of PCP, changing of staff roles from instructor to key worker, individual timetables and communities, parental involvement and outreach support. The practical steps taken and the challenges encountered in these areas are outlined in the presentation as are the changes experienced by both Service User and Service Provider.

Real Life Training – Walk



WALK's Real Life Training programme is an innovative four year training programme that supports school leavers to explore possibilities and meet objectives in relation to paid employment, accessing mainstream further education and training as well as exploring and developing personal interests and passions.

The Real Life Training programme supports individuals to build sustainable networks of support so that they are fully embedded in their local community which is in keeping with New Directions' vision of ambitious change for services "that will depend on and benefit from an acceleration of the policy of mainstreaming that is a core part of the National Disability Strategy".

Changing Staff Roles and Skill Mix

Quantum LEAP – Enable Ireland

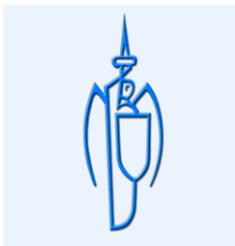


The Enable Ireland Quantum LEAP programme is designed for individuals who have completed the LEAP Rehabilitative Training. The aim of this Quantum LEAP is to support participants to transition from a group-based educational setting to where each individual designs their own programme availing of all aspects of their service.

Participants are facilitated to take a journey of self-exploration by examining their own personality traits and behavioural tendencies in order to develop skills in self-determination, decision making and to challenge perceptions that may be preventing them from reaching their goals. Key elements within the programme are the use of Life Coaching techniques and the Enneagram personality system.

Introducing Positive Risk Taking

Raheny Hub and Coolock Hub - St. Michael's House



St. Michael's House developed a Hub service in 2013, and now there are 3 Hub services that support 26 young adults. The Hub is an individualised community based service that supports young adults in becoming active members of their local communities, through education, employment and recreational activities.

The development of hubs involved a key focus on positive risk taking to ensure that the integration of people within the life of the community is done in a manner which recognises the ability of service users whilst addressing any challenges relating to safety.

Evidence of the very positive outcomes from this development are portrayed in a video illustrating the valued social roles that people have developed in the community.

Working with Parents as Partners / Parent Forums

Innovation Centre National Technological Park - Daughters of Charity



The Daughters of Charity Disability Support Services in Limerick has in recent times relocated 20 Service Users and 6 staff from its main centre at St. Vincent's Centre Lisnagry, Co. Limerick to a new service located at the National Technology Park, Castletroy, Limerick. This move is in keeping with New Directions implementation plan 2012-2016 and the Daughters of Charity Strategic Plan 2012-2016.

The success of this transition to a new service location was brought about through effective communication to all stakeholders but most importantly by having Service Users and their families involved in the transition from the very beginning. This was achieved by including staff, Service Users and family members in all stages of the process.

New Directions - Contact Details

If you would like more information about New Directions please go to our

Website: www.hse.ie/newdirections

Or

Email: newdirections@hse.ie