



# Staff Information Sessions 2019

**Mallow**

**November 26th**



# Welcome

- Introductions
- Housekeeping



# Agenda

Item	
<b>Welcome – Chief Officer Ger Reaney</b>	2.30 - 2.35
<i>Context - Cork Community Healthcare in 2019</i>	2.35 - 2.45
<b>Context – Our Strategic Plan</b>	2.45 – 2.50
<i>Making Our Priorities Count – local presentations:</i> <ul style="list-style-type: none"> <li>• <i>Drop in to weigh in</i></li> <li>• <i>Memory Technology Resource room</i></li> </ul>	2.50 – 3.05
<b>HR updates and discussion re the staff survey</b>	3.05 – 3.20
<i>Making Our Priorities Count – local presentations:</i> <ul style="list-style-type: none"> <li>• <i>Mental Health engagement forum</i></li> <li>• <i>Psyched</i></li> </ul>	3.20- 3.35
<b>Questions/discussion</b>	3.35 - 3.45
<b>Summary and Close</b>	3.45 – 3.50

**The aims of today's session are to:**

- provide an update on developments in Cork Kerry Community Healthcare
- discuss how we are Making Our Priorities Count
- showcase the work of your colleagues
- allow opportunities for everyone to ask questions.

# Welcome from Chief Officer Ger Reaney

- Service plan 2020 and budget
- Recruitment controls
- Our strategic priorities
- **\* Remember - you can submit questions online at [sli.do](https://sli.do)  
Use the code #ckch**

# Our Mission, Vision and Values

“



## OUR MISSION

*Providing quality services to enable everyone to optimise their health and wellbeing.*



## OUR VISION

*A healthier Cork and Kerry with an accessible, responsive, connected, and high quality service valued by all.*



## OUR VALUES

*Integrity, Learning,  
Partnership and Respect.*

”

# Our Strategic Priorities

In order to realise our vision and implement the ethos and values that we want to create, we have identified six strategic priorities for the next 3-5 years.

Each priority is underpinned by specific objectives.

<b>1. Access</b>	<i>To provide the best possible access to our services</i>
<b>2. People</b>	<i>To value and respect our staff, those who use our services, and their families and carers</i>
<b>3. Quality</b>	<i>To ensure we deliver the best possible quality, compliant services</i>
<b>4. Resources</b>	<i>To create a culture of efficiency that makes the best use of resources in all of our services</i>
<b>5. Health and Wellbeing</b>	<i>To improve the health of all who live in Cork and Kerry</i>
<b>6. Engagement</b>	<i>To foster a culture of pride, confidence &amp; trust in our services</i>

# National Context

## Julie Hallahan, Head of Finance

# We are in a state of transition

- Sláinte Care (Ten year cross party strategy)
- New CEO & Board appointed to HSE
- Regional Health Areas announced summer 2019
- Community Healthcare Networks- Learning Site
- Revised GP Contract



# Sláintecare Objectives:



- Promote the health of our population to **prevent** illness
- Bring the majority of care into the **community**
- Create an **integrated** system of care, with healthcare professionals working closely together
- Create a system where care is provided on the **basis of need**, not ability to pay
- Move our system from long waiting times to a **timely** service
- Drive **accountability and performance** in the health service
- Deliver a health service that has the **capacity and ability** to plan for, and manage, **changing needs**



# Integration Fund

## €20m for 122 successful projects

- Promote the engagement and empowerment of citizens in the care of their own health
- Scale and share examples of best practice and processes for chronic disease management and care of older people
- Encourage innovations in the shift of care to the community or provide hospital avoidance measures

### **CKCH Project - Urgent Ambulatory Care and Virtual Ward for the Older Person**

A collaboration between Cork Kerry Community Healthcare, South South West Hospital Group, the Five Fundamentals of USC Programme and the Integrated Care Programme for Older People

.The impact of the approach could release up to 30 acute beds per week in the acute system at full capacity

### **CKCH Project - Cork Kerry Health & Wellbeing Community Referral**

A partnership between Cork Kerry Community Healthcare Health & Wellbeing and National Family Resource Centres, supported by a cross-sectoral steering group

# National updates



## CEO & HSE Board

Paul Reid, CEO appointed May 2019  
The Board is the governing body of the Health Service Executive (HSE), and is accountable to the Minister for Health for the performance of its functions with the CEO accountable to the Board as set out in the Health Service Executive (Governance) Act 2019.

Mr Reid has visited services in Cork and in Kerry

# CEO Paul Reid visits services in Cork





# Regional Health Areas



Cork and Kerry make up one entire Regional Health area, with a population of 690,000

- Six regional planning teams have been identified and wider engagement with stakeholders at a regional level is getting under way.
- Staff, patients and the general public will be centrally involved in the design of their own area.
- Regional health areas will have their own budget based on local population needs.
- While the HSE will continue to be the central executive with responsibility for planning and strategy, restructuring will mean health regions will have greater autonomy to make decisions at a local level.

# Community Healthcare Networks

- We are implementing a Community Healthcare Network learning site in the Kinsale, Bandon, Carrigaline Network (14 networks in Cork and Kerry, 96 across the country)



# Cork Kerry Community Healthcare

## Update on the launch of our Strategic Plan

Mary Smithwick Communications  
Manager

# Why do we need a CKCH strategic plan?

- It helps us to deliver the best possible services.
- Structures will change, but the principles driving the plan will still be important. Achievements and advances under the six strategic priorities transcend and can outlive structures.
- If we don't set our own agenda, then who will?
- To assist in building identity for Cork Kerry Community Healthcare.
- Provides a framework for a structured approach to service improvement and change, brings objectivity to decision making.
- Multi annual perspective rather than planning on a year to year basis through operational plans.



# CKCH strategic plan

- Our plan was launched on October 14<sup>th</sup>, and is available at [hse.ie/corkkerrypriorities](https://hse.ie/corkkerrypriorities).

## Priorities for Cork Kerry Community Healthcare

Cork Kerry Community Healthcare's strategic plan for 2019 to 2023 is available: [CKCH StrategicPlanFinal](#)

The plan helps our 8,000 staff to see their role in delivering our mission, vision, values and strategic priorities.

Working together, we can all Make Our Priorities Count.

The plan lists actions needed in the short, medium and long term to deliver on objectives related to our six Strategic Priorities.

Those six priorities are Access, People, [Resources](#), Quality, Health and Wellbeing and Engagement.

As well as the actions listed in the plan, staff in all parts of Cork Kerry Community Healthcare are taking on their own projects and initiatives.

### Documents for local meetings:

We are asking staff to hold meetings to discuss how they are Making Our Priorities Count.

A workbook is available: [Workbook for Progressing Strategic Priorities at Local Level](#)

and slides for those meetings are available here: [Slide deck for staff meetings in CKCH](#)

This poster contains the Mission, Vision and Values of Cork Kerry Community Healthcare: [CKCH Mission, Vision and Values](#)

And this poster outlines the six strategic priorities: [CKCH Priorities Poster](#)

These leaflets have more details of the Mission, Vision, Values and Priorities: [CKCH leaflet 1](#) , [CKCH leaflet 2](#)

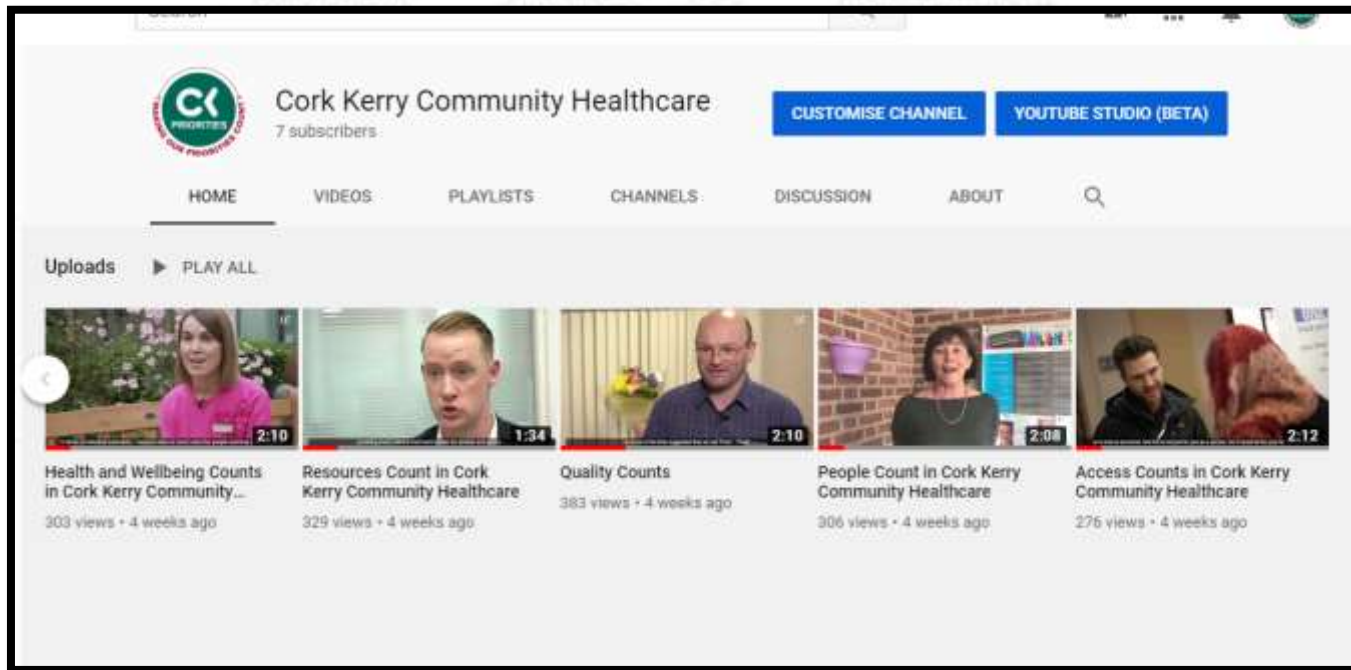
### Share Your Stories of How you're making Our Priorities Count:

We want staff to share their stories of how they are Making Our Priorities Count.



# CKCH strategic plan

- To coincide with the launch, we shared six days of video content. Go to YouTube and search for “Cork Kerry Community Healthcare”



# CKCH strategic plan

- We want to show everyone their role in making strategy a reality; allow for two-way feedback; and allow opportunities for staff to tell their own stories
- Our theme/strap-line is Making Our Priorities Count
- See [hse.ie/corkkerrypriorities](https://hse.ie/corkkerrypriorities) and the intranet for guidelines on how to use this logo, including templates for letters and email signatures. ***This logo does not replace the CKCH or HSE logo***
- Contact us on [corkkerry.priorities@hse.ie](mailto:corkkerry.priorities@hse.ie)



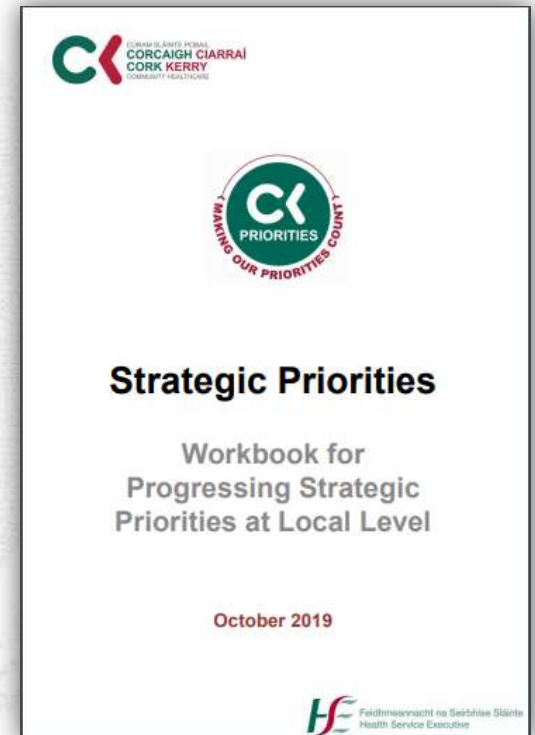
# Launch of our Strategic Plan

- Staff newsletter to launch shortly.
- Follow us on Twitter, @CorkKerryCH
- Facebook account to follow.
- You can see stories of staff Making Our Priorities Count on YouTube.
- **We want to show everyone their role in making strategy a reality; allow for two-way feedback; and allow opportunities for staff to tell their own stories**



# The ask for all staff

- Visit [hse.ie/corkkerrypriorities](http://hse.ie/corkkerrypriorities).
- Discuss the plan and your role at staff meetings (support documentation at [hse.ie/corkkerrypriorities](http://hse.ie/corkkerrypriorities)).
- Share your stories.
- Each unit/department to introduce a Quality initiative.



# Making Health and Wellbeing Count

Drop in to weigh in



# Dietitian-led HWB Initiative: Staff Drop in to Weigh in

**Staff Information Session – Mallow**

26/11/19



## HSE Community Dietitian Service

# Want to eat better and feel healthier?

## A dietitian can help!

A dietitian is trained to help you understand how food affects health.

### our dietitian can help you...

- Eat well to feel better
- Manage your weight
- Look after your type 2 diabetes
- Improve your gut health
- Build healthy family habits

HSE Community Dietitians support individuals and families with healthy eating from birth onwards.

### How can I get an appointment?

Ask your GP or nurse about seeing a Community Dietitian.



**THIS HSE SERVICE IS FREE TO ALL**

'I found this service really helpful in making changes to the way my family eat'

'I now have a much better understanding of how I can manage my weight'

'My dietitian was very approachable, we worked together to figure out how I could feel healthier'

Here's what people who've attended the dietitian have said:



# Living with Type 2 Diabetes?

## Let us help

Book a place now on our FREE course: **DISCOVER DIABETES – Type 2**

The course is run by registered HSE Community Dietitians, experts in food and health. The course runs for 4 weekly sessions (2½ hours each week) with follow up sessions offered thereafter.

Here's what people who have done the course have to say:

### During the course you will learn to:

- understand your diabetes more;
- manage your weight;
- identify how food and lifestyle can affect your diabetes;
- prevent/reduce diabetes-related health problems and;
- improve your overall health

'The group has helped me understand my diabetes and how to help myself'  
*Elizabeth, Galway*

'Having had type 2 diabetes since 1995 the DISCOVER DIABETES 4-week course has been a revelation'  
*Ann, Wexford*

### The Course:

DISCOVER DIABETES is an interactive group course, which a partner or a family member is welcome to attend with you. The course is held in a local community or HSE venue, session times vary with morning, afternoon and some evening options available.

To book your place on a course near you:

Call: **064 66 70763**

Email: [monica.osullivan@hse.ie](mailto:monica.osullivan@hse.ie)



This HSE service is **FREE** to all





*Our strategic priorities - providing direction and meaning for everything we do.*



**Access:**  
 To provide the best possible access to our services.



**People:**  
 To value and respect our staff, those who use our services, and their families and carers



**Resources:**  
 To create a culture of efficiency that makes the best use of resources in all of our services



**Health & Wellbeing**  
 To improve the health of all who live in Cork and Kerry



**Quality:**  
 To ensure we deliver the best quality, compliant services



**Engagement**  
 To foster a culture of pride, confidence and trust in our services

Throughout Summer 2018, managers across the organisation will be talking to staff about the priorities and how we can all make them a reality in our work.

Ask your line manager, or contact [corkkerry.priorities@hse.ie](mailto:corkkerry.priorities@hse.ie) or see [hse.ie/corkkerrypriorities](http://hse.ie/corkkerrypriorities) for more details.



**Our Values - Integrity, Learning, Partnership and Respect**



# Why Offer a Staff Weight Check Service?

- Working towards a Healthy Workplace & a Healthy Ireland
- Promotion of health and well-being in our workplace
- Carrying excess weight linked to development of chronic diseases



Health and Wellbeing Counts in Cork Kerry Community Healthcare

304 views · Oct 14, 2019

1 Like 0 Dislike SHARE SAVE ...

Cork Kerry Community Healthcare

SUBSCRIBE

ckchprioritiesposter.pdf

# Background to the Initiative

- A weekly weight-check drop-in service provided by CORU registered Dietitians.
- Initially ran at Mallow Primary Healthcare Centre (MPHC) as a patient service.
- Following multiple staff requests and taking Cork Kerry Community Healthcare's priority of staff health and well being promotion into account, started staff initiative in Jan 2018.
- Run in a number of sites around Cork & Kerry.

# What is it?

- One-to-one weight check with a Registered Dietitian once weekly for 6 weeks
- New Year Initiative (Jan-Feb)
- 5 minutes to check weight, monitor progress, plan for change and ask questions
- Helps to support management of both weight loss and weight gain depending on individual needs

# Outcome?

Looking at results from MPHC in Jan 2018 and Jan 2019;

- 97% of participants lost weight
- Average attendance of 11.4 per week
- Average weight loss of 1.9kg (~4lbs) over 6 weeks
- Over the 2 periods, total weight loss of 56.1kg (123.4 lbs!)

# Feedback?

“Wonderful opportunity to make a fresh start”

Excellent, non-judgemental initiative – well done!

A wonderful initiative targeted at staff, very positive experience, convenient, very grateful.



# Plan for 2020?

- To offer staff weight-check drop-in initiative in early 2020 and Autumn 2020
- To promote health & wellbeing in our workplaces
- To extend this initiative to other sites across Cork and Kerry – e.g. St Mary PCCs





## CERTIFICATE OF ACHIEVEMENT



THIS CERTIFICATE IS AWARDED TO

*Drop In to Weigh In –  
dietitian-led staff health and wellbeing clinic.*

IN RECOGNITION OF BEING SELECTED AS A SEMI FINALIST

*National Health & Social Care Professions Best Practice & Innovation Awards 2018*

*Jackie Reed*

Jackie Reed  
National Lead -  
National HSCP Office



Health &  
Social Care  
Professions

HSCP  
AWARDS  
2018

*Colm Henry*

Colm Henry  
Chief Clinical  
Officer

# Engagement Counts

## The Crystal Project Sheena Cadoo



# The Crystal Project

Sheena Cadoo

Senior Occupational Therapist

MSc Dementia Care

# Background

- HSE OT led dementia service
- Joint initiative with HSE, Alzheimer Society of Ireland, Family Carers Ireland, families affected by dementia and UCC
- Established in 2012

## Aims:

- Support people with dementia
- Support families
- Create awareness of dementia

# Memory Resource Room

- Mallow Primary Healthcare Centre
- Opened 2013
- First of kind in country
- Support, information, advice
- Homely, non clinical













# Supports for people with dementia

- Memory Resource Room
- Goal focussed therapy
- Singing for the Brain
- Social club

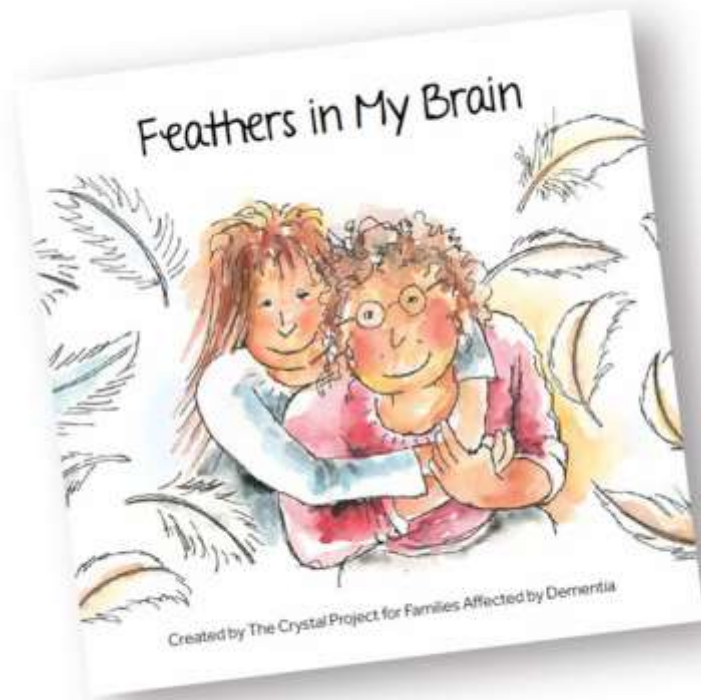


# Supports for families

- Memory Resource Room
- Six week family information sessions
- Six week mindfulness group
- Social club
- Monthly support/information sessions
- One to one emotional support (six weeks)
- Mailing list

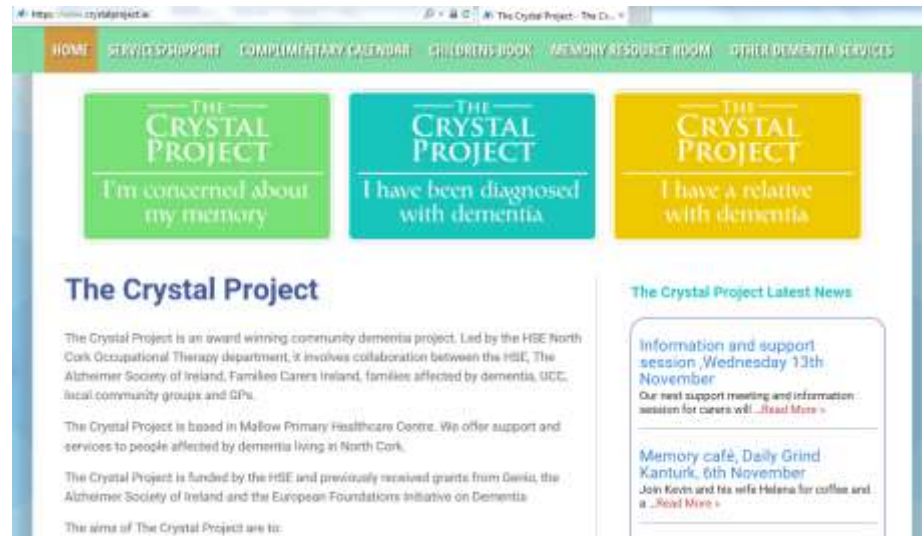
# Other supports and resources

- Brain health group
- Children's book



# Other supports and services

- Website – [www.crystalproject.ie](http://www.crystalproject.ie)
- Calendars
- Recent grant





# Award winning

- June 2013 – Won Best Poster Award at WONCA (World Organisation of Family Doctors) Conference Prague.
- September 2013 – Awarded Dementia Friendly Community funding from The Alzheimer Society of Ireland.
- December 2014 – Awarded Genio funding.
- March 2014 – Awarded EFID funding (European Foundations Initiative on Dementia), Brussels.
- March 2014 – Shortlisted for Irish Healthcare Centre Awards.
- September 2014 – Shortlisted for Health Management of Ireland Institute of Ireland (HMI) Leadership Awards.
- February 2016 – Shortlisted for the HSE Excellence Awards.
- March 2016 – Winner of Older Persons Care Services Award, Irish Healthcare Centre Awards.
- September 2016 – Shortlisted for the Elevator Awards for Innovation in Dementia, DCU.
- November 2016 – Received commendation at the Irish Healthcare Awards for the 2015 and 2016 'It's not just dementia' calendars.
- July 2019 – Shortlisted for Irish Healthcare Centre Awards for the 2016 'It's not just dementia' calendars.

*Singing for the brain was a life saver for us when Mam was dying. Dad sang the songs he had done at the sessions on the drive to CUH to see Mam. It was a wonderful distraction for us all and Dad never missed the sessions – he was even there three days after Mam was buried' Daughter*

## Our Strategic Priorities

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<b>6. Engagement</b>	<i>To foster a culture of pride, confidence &amp; trust in our services</i>

# Movement break Patricia Morris Roe

(because Health and Wellbeing  
Counts)



# HR updates

## Derek O’Gorman

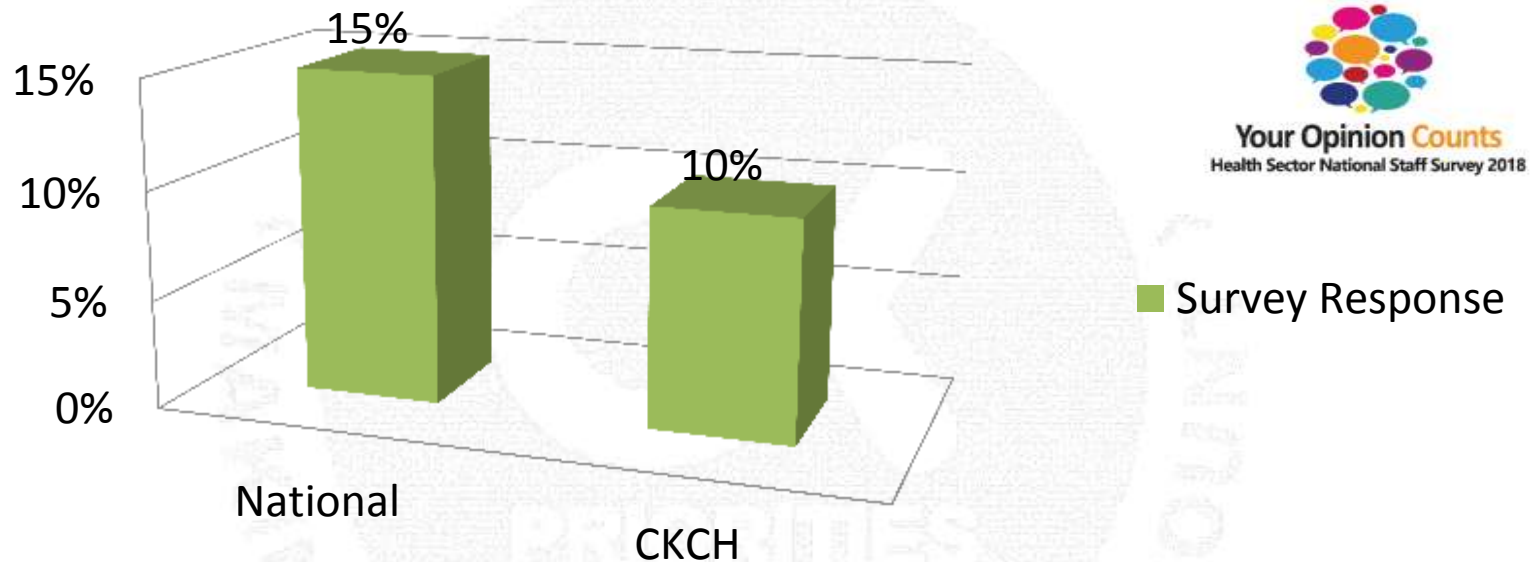
### Head of HR



# National Pay Agreements

- 1 September 2019 annualised salaries increase by 1.75%,
- 1 January 2020 annualised salaries up to €32,000 increase by 0.5%,
- 1 October 2020 annualised salaries increase by 2%.

# Staff survey – key results in CKCH



## Staff Survey – Q&A

What would make you more likely to do the survey in future?

What do you think should be asked in the survey in future?

# Staff survey – key results in CKCH

Supports	2018 CKCH	2018 National
<b>Dignity at Work Policy</b>		
<ul style="list-style-type: none"> <li>Aware of Dignity at Work policy</li> <li>Trained or briefed on the Dignity at Work Policy</li> <li>Have experienced bullying/ harassment by a Manager/Colleague</li> </ul>	<p>87%</p> <p>61%</p> <p>33%</p>	<p>87%</p> <p>59%</p> <p>37%</p>

## Q&A – Dignity at Work Policy:

- How can CKCH improve Dignity at Work Policy awareness?
- How do we better support our staff to prevent Dignity at Work type issues?

# Discussion re key results

Teams	2018 CKCH	2018 National	2016 CKCH	2016 National
<b>Perception of Leadership</b> <ul style="list-style-type: none"> <li>Strategy heading in the right direction</li> </ul>	48%	47%	41%	33%
<b>Line Management</b> <ul style="list-style-type: none"> <li>Communicates well with the team</li> </ul>	56%	52%	59%	53%
<b>Training &amp; Development</b> <ul style="list-style-type: none"> <li>Training Opportunities</li> </ul>	59%	48%	53%	45%

## Q&A - Teams

- What do you think is an effective team?
- What makes you proud of the service?
- What are your suggestions to make teams even more effective?

# Making Our Priorities Count Local Projects



# Engagement Counts

Mental Health Engagement and the local forum

Rory Doody

Area lead for Mental Health Engagement and  
Recovery

Cork Kerry Community

[Mhengage.corkkerry@hse.ie](mailto:Mhengage.corkkerry@hse.ie)

0873502640



# Health and Wellbeing Counts

How to get your workplace PSYCHED  
Aoife Ni Chonchuir



How do we help tackle stigma in relation to Mental Illness and Mental Health in the workplace?

# What?

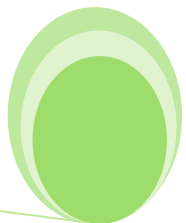


*Psyched* (saikt) –adjective (informal)

- mentally prepared
- excited; emotional



 **to be a Mental Health Promoting Workplace**





**Cork County Council**  
Comhairle Contae Chorcaí

# What?



## We want to:

**Stimulate** conversations leading to a better understanding of mental health



**Promote** mental health and wellbeing and sets goals for positive improvement in the place we work and live.

**Celebrate** commitment, good practice and innovation in mental health promotion in the workplace through participation in the PSYCHED recognition celebrations



 **to be a Mental Health Promoting Workplace**





# Why?



**1 in 4**

WILL IT AFFECT YOUR SON? YOUR MOTHER?  
YOUR SPOUSE? OR YOU?

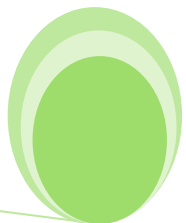
ONE IN FOUR WILL HAVE A DIAGNOSABLE MENTAL ILLNESS THIS YEAR.



## Stigma



to be a Mental Health Promoting City





# Why?



**Our Mental health  
is on a continuum.**

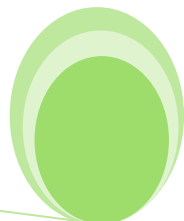


How we feel and think  
is central to the way  
we live our lives.

Just like our physical health,  
our mental health can  
have ups and downs.



**to be a Mental Health Promoting Workplace**



## Our Mission, Vision & Values



“



### OUR MISSION

*Providing quality services to enable everyone to optimise their health and wellbeing.*



### OUR VISION

*A healthier Cork and Kerry with an accessible, responsive, connected, and high quality service valued by all.*



### OUR VALUES

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Partnership and Respect.*

”



*Our strategic priorities - providing direction and meaning for everything we do.*



### Access:

*To provide the best possible access to our services.*



### People:

*To value and respect our staff, those who use our services, and their families and carers*



### Resources:

*To create a culture of efficiency that makes the best use of resources in all of our services*



### Health & Wellbeing

*To improve the health of all who live in Cork and Kerry*



### Quality:

*To ensure we deliver the best quality, compliant services*



### Engagement

*To foster a culture of pride, confidence and trust in our services*

# How?



**PSYCHED**  
to be a mental health promoting workplace

## Are you PSYCHED to be a mental health promoting workplace?

PSYCHED means Flexible Support You Can Have Every Day and more.

- To stimulate conversations in the workplace that lead to a better understanding of mental health.
- To encourage employers to engage with staff to promote and foster mental health in the workplace by setting goals for positive improvement.
- To celebrate and share achievements, good practice and innovation in mental health promotion in the workplace.

### What is mental health?

Mental health is defined as a state of wellbeing in which every individual realises his or her own ability, can work productively and fruitfully and is able to make a contribution to her or his community.

(WHO, 2004)

Mental health operates along a continuum of wellbeing ranging from poor mental health to positive mental health and just like our physical health, our mental health can vary from day to day.

Mental health comprises emotional, psychological and social wellbeing. Learning about mental health in the workplace helps to develop working environments that are supportive nurturing and open to growth and change.

In July 2014, you 14 other people will see a special Annual Review of our progress at their event. (DOME 2015)

The 2014 Annual Review to promote mental health, commissioned by the Department of Health, outlines the progress of the PSYCHED programme since its launch in 2012. The report highlights the challenges and opportunities for the programme and provides a roadmap for the future. It also includes a list of recommendations for the programme to continue to improve and to be successful in the future.

The programme has been successful in raising awareness of mental health in the workplace and in encouraging employers to engage with staff to promote and foster mental health in the workplace. The programme has also been successful in celebrating and sharing achievements, good practice and innovation in mental health promotion in the workplace.

PSYCHED is a collaborative cross-agency voluntary programme drawn from Healthy Cities & Counties, HSE, UCC, Cork City Council and Cork County Council.

Build understanding, reduce stigma and stimulate conversation around mental health in the workplace.

**MENTAL HEALTH SPECTRUM**

## PSYCHED

### WHY GET PSYCHED?

Just like our physical health, our mental health can vary from day to day. While understanding of the importance of good mental health is growing, stigma still exists around episodes of poor mental health.

PSYCHED aims to foster understanding of the full spectrum of mental health and to encourage mental health supporting practices in the workplace to benefit employees, employers and the wider community.

### WHAT IS PSYCHED?

PSYCHED is a collaborative cross-agency voluntary programme drawn from Healthy Cities & Counties, HSE, UCC, Cork City Council and Cork County Council.

### HOW DO I GET PSYCHED?

Build understanding, reduce stigma and stimulate conversation around mental health in the workplace.

- Promotion
- Protection
- Support

[www.corkhealthycities.com/psyched](http://www.corkhealthycities.com/psyched)



# How?



Cork Healthy Cities  
a healthier city together

Home ▾ Projects ▾ News & Events Publications ▾ World Health Organisation ▾ About Us ▾ Contact Us



## What is Psyched?

PSYCHED is an initiative of Healthy Cities and Counties, supported by the Health Service Executive, University College Cork, Cork City Council, Cork County Council and community

## Why get Psyched?

Just like our physical health, our mental health can vary from day to day. Learning about mental health in the workplace helps to develop working environments that are

## How do I get Involved?

1. Look at the information on this site about ways to get PSYCHED at work. Small things make a big difference. Decide to become PSYCHED about your workplace!



## Contact Us



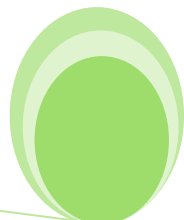
021 4921641



<http://corkhealthycities.com/psyched>



PSYCHED Cork Project|



# PSYCHED Celebration Event



<https://PSYCHED Participants 2018>

# Questions and Answers

- \* Remember - you can submit questions online at [sli.do](https://sli.do)  
Use the code #ckch



Thank you  
and  
Close