



Staff Information Sessions 2019

Midleton
November 26th



Welcome

- Introductions
- Housekeeping



Agenda

Item	
Welcome – Chief Officer Ger Reaney	09.30 - 09.35
<i>Context - Cork Community Healthcare in 2019</i>	09.35 - 09.45
Context – Our Strategic Plan	09.45 – 09.50
<i>Making Our Priorities Count – local presentations:</i> <ul style="list-style-type: none"> • <i>Midleton Day Centre</i> • <i>Engagement at Youghal Community Hospital</i> 	09.50 – 10.05
HR updates and discussion re the staff survey	10.05 – 10.20
<i>Making Our Priorities Count – local presentation:</i> <ul style="list-style-type: none"> • <i>Nicola Lucey, Community Worker</i> 	10.20- 10.30
Questions/discussion	10.30 - 10.45
Summary and Close	10.45 – 10.50

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
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.

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

National Context

Priscilla Lynch, Head of Health and Wellbeing

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 city



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

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 14th, and is available at 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](#)

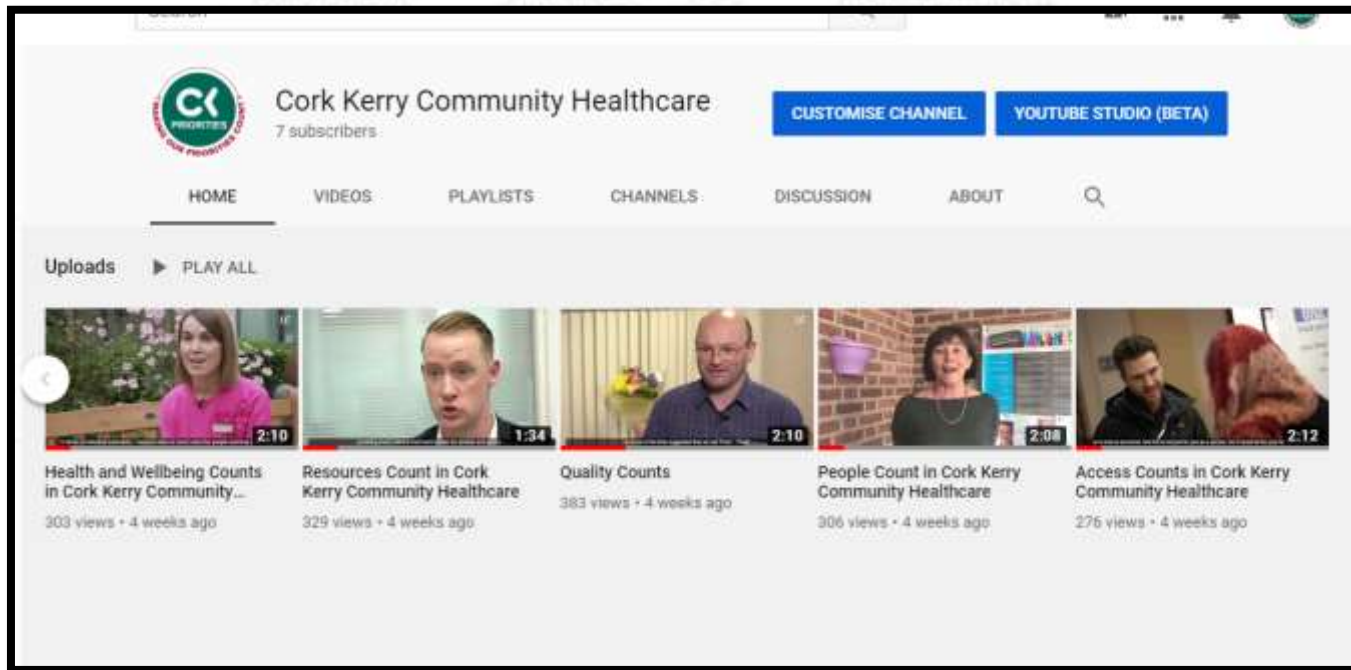
Share Your Stories of How you're making Our Priorities Count:

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 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



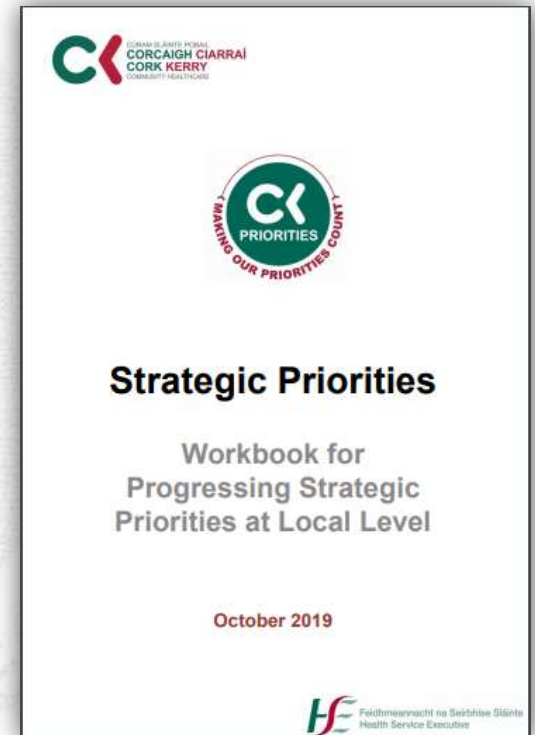
Launch of our Strategic Plan

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



Making Resources Count and Engagement Counts

Midleton Day Care Centre
Extension and Refurbishment
Eileen O'Leary, General Manager



Construction of a Sunroom

- Additional space to accommodate 5 extra clients daily
- New external wheelchair **access** point to the new extension

Reconfiguration of Existing building

- Shower/ wet room with wheelchair **access** and space for hoist
- Clinical room with sufficient space for bed, hoist and storage (**Quality**)
- Hairdressing room with additional space and wheelchair access
- Staff facilities including changing room and toilet and shower as per EHO recommendation (**People**)

Goals

- Maximising the best use of the **resources** in Midleton Day Care Centre
- **Improving the health of Older Persons** in Midleton and surrounding area
- **Engagement** of Day Care Staff, Community Worker, Public Health Nursing, Friends of Midleton Day Care Centre to enable a **culture of pride, confidence and trust** in McAuley Day Care Centre, Midleton

Engagement Counts

Anne O'Dwyer

Director of Nursing, Youghal Community
Hospital

Resident Engagement in Quality Initiatives

Resident Engagement in quality Initiatives



Youghal Community Hospital 1935







Engagement

Engagement & involvement of residents demonstrates a commitment to person centred care. It ensures that the care is appropriate of the residents needs & is respectful of their preferences. Engagement builds a culture of listening to & learning from the experiences of residents & families. Delivering the outcomes that matter to the resident can be achieved through meaningful engagement and partnership with residents

Conversion of Physio to Dining room. “The Beginning”



And More Colours



The Fabric Search



Almost There



The End Product



Delph for the Refurbished Dresser



Benefits of Resident Engagement

Residents felt they had a voice and it was heard

Empowerment

A sense of ownership & involvement.

A sense of purpose

Increased social interaction

A place to entertain (Party Venue)

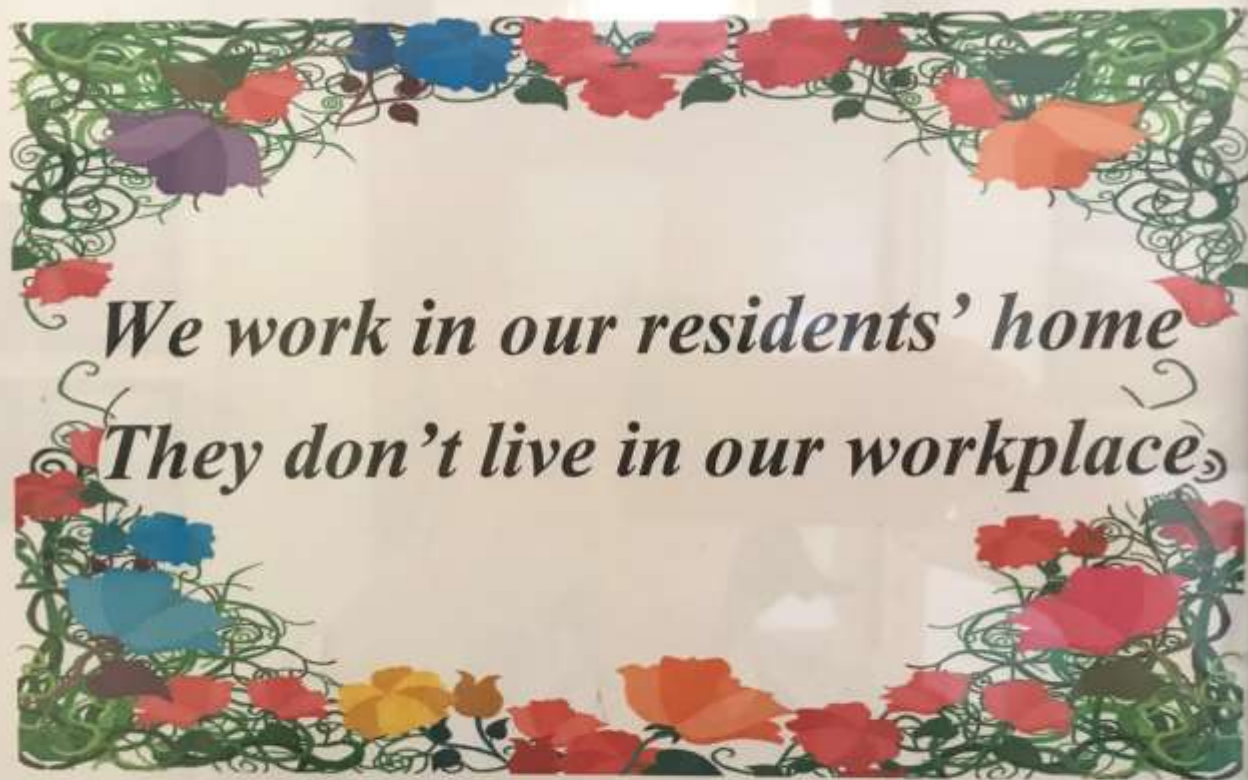
Further Quality Improvements





Choosing Pictures for the Sitting Room





Movement break

(because Health and Wellbeing
Counts)

HR updates

Derek O’Gorman

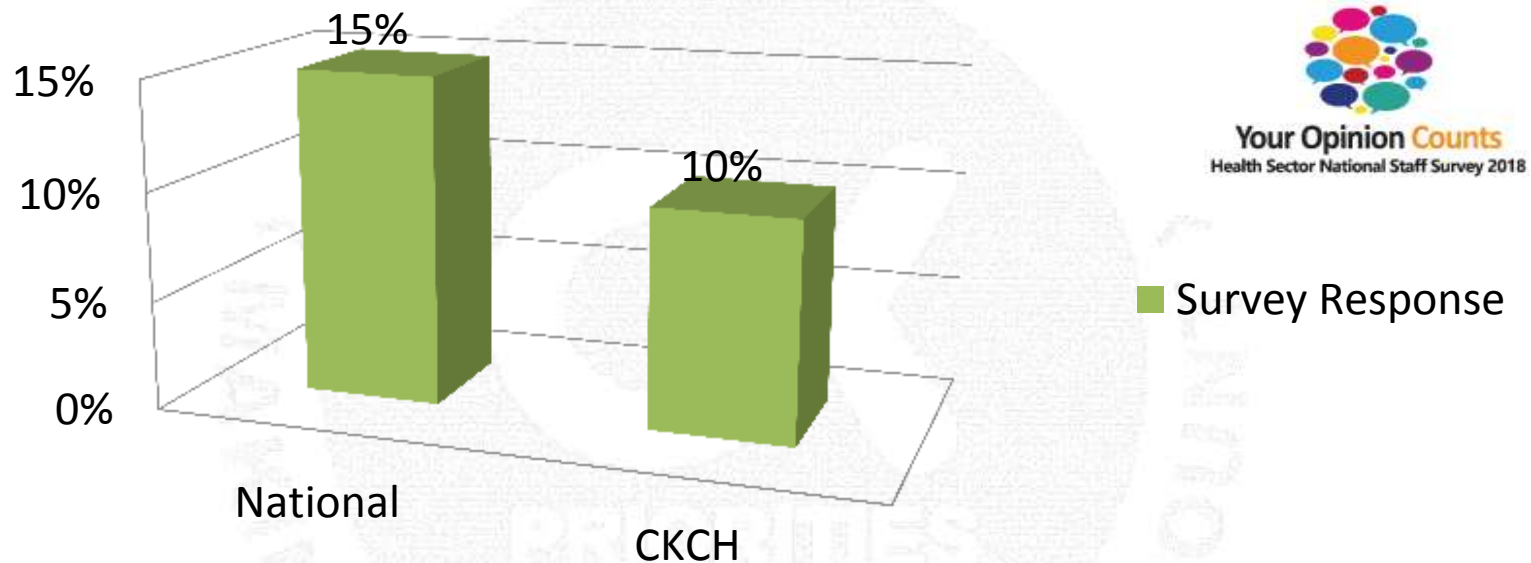
Head of HR



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

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
Perception of Leadership <ul style="list-style-type: none"> Strategy heading in the right direction 	48%	47%	41%	33%
Line Management <ul style="list-style-type: none"> Communicates well with the team 	56%	52%	59%	53%
Training & Development <ul style="list-style-type: none"> Training Opportunities 	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



Access Counts

Youghal Community Health
Project
Nicola Lucey

Youghal Community Health Project



Youghal Community Health Project

A health and social inclusion initiative aimed at improving the health and well being of the local community.



What's on offer?

- Walking Groups
- Singing for the Brain
- Parent and Toddler Groups
- Baby Massage
- Affordable Counselling including CIPC
- Massage Therapy
- Arts for Health
- Carer Support Group
- Older Adults Wellbeing Groups
- Active Age Yoga
- Healthy Eating programs
- Mindfulness
- Alzheimer Café
- After schools Group
- Youth mental health program
- Men's Health Program
- Plus much more

How can someone ACCESS the services of the Youghal Community Health Project?

- The Youghal Community Health Project is accessible to anyone living in Youghal and its environs.
- Referrals can be made via a member of the local Primary Care Team, by another community service or people can self refer.
- The level of support on offer can be short to long-term.



Meeting Local Health Needs!

- The Youghal Community Health Project works in partnership with primary care services, community and voluntary projects and local people in order to develop supports, groups and programs which respond to health needs, are accessible and inclusive.





- 'Stress Control' is a six week Community Psychology program. 'Stress Control' was devised by Jim White, a clinical psychologist in Glasgow, to help the large number of people who complained of stress and who were keen to learn how to tackle their problems themselves.
- Stress Control was delivered in Youghal in 2015 and 2017 in partnership with the Primary Care Community Psychology, YCHP, Youghal GAA, HSE Mental Health team and local community services.



- The program was a response to the rising referrals being made to YCHP to support local adults in dealing with Stress in their everyday lives.

Personal Statements following attendance on Stress Control

- “I have had stress over the years and have been controlling it quiet well but the skills I have learned have really helped me and I know that I will never let stress get on top of me again!”.
- “ I was in a bad place starting this course and although I’ve a way to go yet the course has given me “tools” to help me move forward. Jennifer does an excellent job, she hits the right note everytime. The sessions taught me a lot, Thank you”.
- “Thank you for coming to Youghal, it has changed my mind-set over the last 6 weeks. I am looking forward to making changes in my circumstances and to live my life”.
- “ My husband died by suicide 15 years ago and this is the 1st time that I have been aware of any mental health programme in the community – relating to depression. Nothing practical is being doing with the exception for this course. I feel it is the first positive step I have seen or heard of in many years, stress related supports aren’t even available to me in my workplace. This course should be done ALL OVER the country and also with a follow on – possibly stage 2”.

Ageing Well Programme

The Ageing Well Programme is an 8 week health promotion programme for older adults and looks to best address some of the effects of ageing.

The programme is facilitated by HSE Occupational Therapists.

This programme was delivered in partnership with the YCHP in October 2018.

It provided local people with the opportunity to engage in activities that they would not necessarily have accessed otherwise.

The programme has had a huge knock on effect in mobilising local people to set up an active retirement group in Youghal which now has over 100 members and counting!



*Youghal Active
Retirement Group*

Youghal Alzheimer Cafe

The Youghal Social Café is a once monthly social event for local people, carers and families living with a diagnosis of Alzheimer's or other forms of Dementia.

The Youghal Social Café was set up in May 2014 by a small working group consisting of public health nurses, community workers, the Cork Alzheimer's Society and concerned family members.

There is no day care centre in Youghal to offer respite and support to families coping with Dementia; it was clearly evident that the provision of a safe, fun and engaging opportunity for families living with a diagnosis of Dementia was needed to reduce social isolation in Youghal and in other areas of East Cork.



- ***“It gives the people that come a chance to meet, they wouldn't generally see people, and it's generally relaxed, it's a good way to go and start the day. And also learn things from other people.***
- ***Anybody could come in and integrate with the other people, new person that we know is going, looks like it's good for her. It has a good following, it's something to look forward to. They have nice drinks and food available. It's timed well, it's when people can relax and get there without rushing”. Social Café member living with a diagnosis of Dementia.***



- ***“The social cafe is a lovely place with lovely people. There is always kind volunteers offering tea, cake, a kind word, support. My mother has been going regularly for a long time, she is used to going, people know her and she feels comfortable. I feel supported in my community in my caring journey through going to the Social Cafe, it provides us both with a break from the norm while being reassuringly familiar and welcoming”. Family Carer.***



Thank you!

- For further information about the Youghal Community Health Project please contact Nicola Lucey, Community Health Worker on 086 4668484 or Nicola.Lucey2@hse.ie

Questions and Answers

- * Remember - you can submit questions online at sli.do
Use the code #ckch

Thank you
and
Close

