



CHEEVERSTOWN

**ANNUAL
REPORT
2024**



Contents

| | |
|--|-----------|
| 1. Message from CEO | 2 |
| 2. Cheeverstown: Honouring 40 Years | 5 |
| 3. Strategic Priority 1 – Services | 10 |
| Supported Living | 11 |
| New Direction Day Services | 18 |
| Respite | 27 |
| Clinical Services | 28 |
| 4. Strategic Priority 2 – Communication | 33 |
| Advocacy Group | 34 |
| 5. Strategic Priority 3 – Partnerships | 37 |
| 6. Support Teams | 40 |
| Human Resources | 41 |
| Quality Team | 43 |
| Technology (IT) | 47 |
| Risk, Health and Safety | 48 |
| Facilities | 50 |
| Volunteers | 55 |
| Finance Department | 56 |
| 7. Finance statements | 57 |
| Board of Directors | 58 |
| Income and expenditure account | 61 |

Message from TJ Duggan, Cheeverstown's CEO

Building Foundations for an Aspirational Future

A Year of Progress, Looking Forward to 2025



As Chief Executive Officer of Cheeverstown, I am honoured to reflect on the accomplishments of our organisation in 2024, which marks Cheeverstown's 40th anniversary, and share our aspirations for the coming year. Cheeverstown's mission is to empower people with disabilities to lead richer, more independent lives within their communities. This year's achievements are a testament to the dedication of our team, the resilience of those we support, and the strength of our partnerships.



Strategic Priority 1: Services

2024 marked a dynamic period of growth and innovation for Cheeverstown. We advanced our commitment to relocating services, ensuring that people receive support in their local communities. Through targeted funding and grants, new homes were opened, and vital renovations were completed to enhance safety, accessibility, and energy efficiency across all premises.

Our clinical services found a new home in Elm House, and our restaurant was revitalised to offer more personalised dining experiences. The catering team led cookery demonstrations, empowering staff to enrich mealtimes both in our facilities and people's homes.

New Directions Day Services flourished, with hubs established in Tallaght Village and Fettercairn, deepening community connections. Staff invested in autism-specific training, reinforcing our dedication to meaningful choice, independence, and inclusion.

Supported Living initiatives continued to evolve, championing independence through campus-based and community housing, and expanding our Supported Self-Directed Living (SSDL) programme. We are committed to reshaping care models towards smaller, more personalised living arrangements.

Respite Services excelled, providing tailored short breaks and memorable community outings, and achieving full HIQA re-registration compliance.

The Cheeverstown Clinic team distinguished themselves by publishing research on intellectual disabilities during COVID-19 and broadening community exercise offerings.

We continued to advocate nationally for people with disabilities and their families—with a focus on timely diagnoses, early intervention, and appropriate staffing. Our priorities included pushing for a coordinated Action Plan for Disability Services, investment in innovation and assistive technologies, and ensuring access to mainstream health services. We remain vocal on the sustainability crisis in disability services and staff pay parity.



Strategic Priority 2: Communication

Our Advocacy Group made tremendous strides in promoting disability rights and accessibility. Highlights of 2024 included a visit from the Mayor of South Dublin, successful lobbying for local infrastructure improvements, and producing an accessible video outlining the UN Convention on the Rights of People with Disabilities.

We deepened our digital presence, thanks to social media interns from UCD and a comprehensive review of our digital strategy. This led to increased engagement, compelling visual storytelling, and optimised content.

Information sessions for families on Assisted Decision Making were well received, with Ms. Aine Flynn, Director of the Decision Support Services, championing the right to self-determination. During National Safeguarding Week, our financial abuse awareness event proved invaluable, empowering participants to recognise and respond to risks.



Strategic Priority 3: Partnerships

Cheeverstown's collaborative spirit thrived, most notably through the establishment of a dementia café at Ballyroan Community Centre and ongoing engagement with local schools and Transition Year students.



Support Teams and Operational Departments



Human Resources:

Our HR team led a digital transformation, launched a self-service app, and celebrated our staff through 'Extra Mile Awards'. We invested in leadership development and enhanced recruitment, all with a focus on employee wellbeing.



Quality Team:

The Quality Team strengthened compliance standards, facilitated transitions to community homes, and improved care planning with the new digital iPlanit system.



Facilities:

Significant improvements included the purchase of new hybrid and wheelchair-accessible vehicles, ensuring efficient transport and accessibility.



Volunteers:

Volunteer participation broadened, with greater involvement in exercise programmes and corporate volunteering initiatives.



Aspirations for 2025

As we move into 2025, my vision is to build on these foundations with even greater ambition. We will continue to innovate, strengthen our advocacy, and expand our community presence. Our commitment to person-centred care will guide every decision. We aim to harness technology and partnerships to foster inclusion, independence, and opportunity for every person we support. Together—with staff, volunteers, families, and our wider community—we will champion the rights and aspirations of people with disabilities.

Thank you for your unwavering support and dedication. The future is bright, and I look forward to achieving even more together in 2025.



Cheeverstown: Honouring 40 Years of Care, with Roots that Run Deep

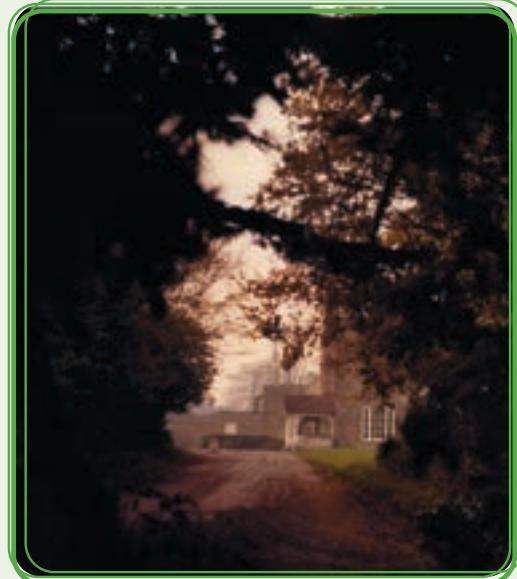
As Cheeverstown marks 40 years of dedicated service in 2024, it also honours a legacy that began long before its official founding.

While the past four decades have seen significant growth, innovation, and impact, its history stretches further back—shaped by longstanding values of compassion, inclusion, and community care.

That story begins with Kilvere House, a stately Georgian residence built in the early 1800s, located on spacious grounds in Templeogue, Dublin. Over the years, the property served many purposes—including as a convalescent home—long before it became known as Cheeverstown.

Today, Kilvere House is recognised as a protected structure and is listed on Ireland's National Inventory of Architectural Heritage for its historical and architectural significance.

In the decades leading up to the establishment of Cheeverstown, the site was used by charitable organisations to care for vulnerable individuals. This laid the groundwork for what would become a long-standing tradition of service, compassion, and support on the grounds of Kilvere.





Cutting the first sod by Minister for Health Dr. Michael Woods.

The 1970s brought a new chapter for the estate when St. Michael's House took responsibility for Kilvere House in 1972, converting it into a special care unit for people with intellectual disabilities.

A transformative vision took shape in the late 20th century: to convert the historic estate into a purpose-built, modern care facility.

Building work began on the 1st of September 1980 and was completed on the 9th of December 1983. The first nurses were employed on the 10th of July 1984 and the first admissions on the 12th of July 1984.



Construction work begins in Cheeverstown.



The official opening of Cheeverstown by Mr. Barry Desmond, T.D. Minister for Health and Social Welfare.

That vision became reality on 18 November 1984, when Cheeverstown Village was officially opened by Mr. Barry Desmond, T.D. Minister for Health and Social Welfare. The new facility was designed specifically to offer residential care and day services tailored to the evolving needs of individuals with intellectual disabilities.

Throughout the 1990s, Cheeverstown continued to expand. In 1990, a partnership was established with the Eastern Health Board to broaden services, and by 1991, funding was secured to open 20 additional residential places, which began welcoming residents between mid-1992.

The first Chief Executive Officer of Cheeverstown House was appointed on 1 April 1992. This appointment came as part of an agreement between Cheeverstown House and the Eastern Health Board. Within this agreement, the recruitment of a CEO was identified as a key step to enhancing governance and enabling service expansion.

In the 2020s, Cheeverstown continues to move forward. With strategic planning underway, the organisation is developing new housing in line with Ireland's national de-congregation policy, supporting a shift toward smaller, community-integrated homes. These efforts reaffirm Cheeverstown's enduring commitment to building a society where everyone—regardless of ability—can live a full, empowered, and meaningful life.

As Cheeverstown marks its 40th anniversary in 2024, it does so with both pride and purpose. What began in a historic Georgian home, inspired by a bold vision, has grown into a vibrant, inclusive community—driven by the same values of care, dignity, and belonging that have always been at its heart.

Staff story – how things have changed over the years

My name is Collette, and I began my journey with Cheeverstown on the 27th of November, 1986. I was 18 years old at the time and started working as a Chef in the Catering Department.



From 1986 to 2023, the Catering Department was a central part of daily life in Cheeverstown. At one point, four chefs worked side by side each day, preparing, cooking, and organising hot lunches for both Day Services and the Residential Homes on campus.

Each weekday at 12 noon, staff from the residential homes would collect the freshly prepared meals and bring them back to their houses. Day Services relied on the kitchen for lunch as well, and over the years, a strong sense of routine and teamwork grew from that daily rhythm.

On Friday, the 9th of April 2024, as part of Cheeverstown's plans for moving forward, the main kitchen officially closed. It was a significant moment—both professionally and personally—as the kitchen had been such a big part of my life for nearly four decades.

In its place, we reopened as a small Coffee Shop. While the change was emotional, it also marked the beginning of a new chapter. The space is different now, but it still brings people together in a meaningful way. I'm proud to have been part of both the past and present of Cheeverstown's journey—and I look forward to what comes next.



My name is Colette.



I started working in Cheeverstown canteen when I was 18.

I used to make lunches for all the houses and day centres on the campus.



In 2024 the kitchen was closed and Cheeverstown opened the café instead.

I am proud to work in Cheeverstown.

Cheeverstown strategy – Moving Forward Together

Cheeverstown is dedicated to offering services and supports that help people with disabilities live fuller lives within their communities.

We are pleased with the positive changes that have taken place so far, and we remain focused on continuing this important work.

Strategic Priority **1**

Services



Cheeverstow wants everyone to have the right support to live the best life possible.

This part of the report tells you about the services we provide. These are:



Supported Living



New Directions Day Services



Respite Services



Clinical Services

Each service is designed to support people in different ways, depending on their needs, goals, and how they want to live their lives.



Supported Living

Who we are:

Cheeverstow provides residential support to **98** individuals through a combination of campus-based and community-based housing. We currently support **42** people on campus and **56** people within the wider community.

In addition, our Supported Self-Directed Living (SSDL) programme enables individuals to live more independently in their own homes, with tailored support based on their needs and choices. We have **9** people supported under our SSDL programme.

What we do:

Cheeverstow is changing how we provide residential services. We are moving away from a traditional care model to support people in living ordinary, everyday lives in their own communities.

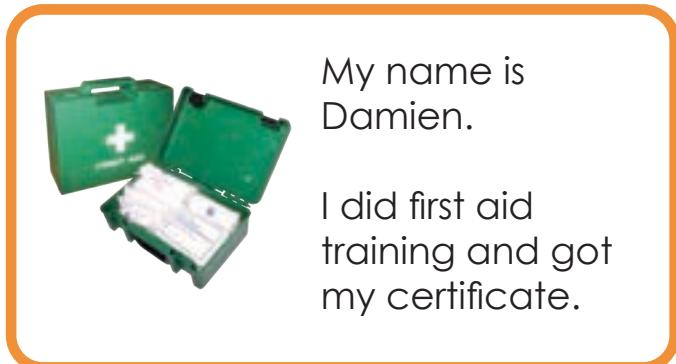
Everyone has the right to live a full and meaningful life, in a place that suits them. To support this, we've made changes to our residential services by reducing the number of people living in each home. This allows us to better support each person in a way that reflects their individual needs and preferences.

We work closely with each person and the important people in their lives to help them achieve their goals and make choices that matter to them.

In 2024, we saw significant improvement with **9 Monitoring Inspections**, resulting in **83% compliance** with regulations, **12% substantial compliance**, and **5% non-compliance**.

Key Achievements in 2024:

Damien Byrne receives his First Aid certification



My name is
Damien.

I did first aid
training and got
my certificate.

Our Hillfort Story

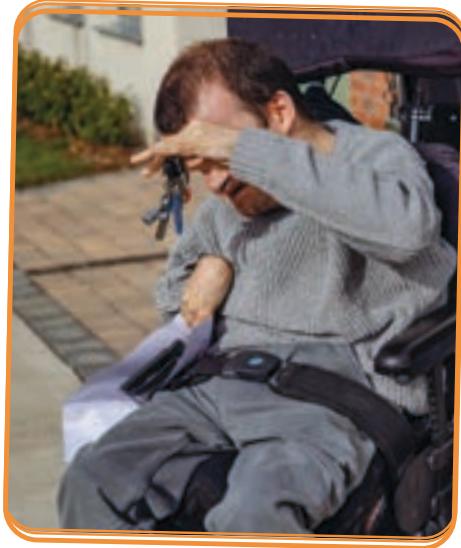
In October 2024 6 people supported by Cheeverstown signed their tenancy with Cooperative Housing Ireland for 3 bungalows in Hillfort, Kill.

The bungalows in Hillfort will accommodate 6 people under Time to Move On. Each house has space for two residents, with each person having their own bedroom. The bungalows are fully wheelchair accessible and feature an open-plan kitchen, dining, and living area, along with a large shared bathroom. Each home also has an enclosed back garden for recreational use.



Residents are supported to be active members of their local community, enjoying activities such as swimming, going to the cinema, visiting parks, dining out, and exploring local attractions. They also take part in daily living tasks including shopping, cooking, and laundry.

Joseph Lancaster receives the keys to his new home.



My name is Joe and I live in Cheeverstown campus.

I will be moving to a new home in the community.



My new house will be wheelchair accessible and it has a garden.



I will be supported to get out and about in my new community.

Transitioning Individuals to New Homes under the "Time to Move On" strategy

In 2024, our work focused on supporting successful transitions for each individual. New homes were identified for a number of people through detailed planning with the person, their circle of support and the transition team. Each person's wishes and preferences guided every step of the process. Transition plans were then created and put into action, ensuring that individuals and their families were fully involved throughout the journey.



There was a great sense of excitement as individuals had the opportunity to visit their new homes, supported by their families. These visits were an important part of the transition process and included pre-tenancy meetings and appointments for tenancy sign-off, ensuring that there was opportunity for everyone to ask questions.

The Speech and Language department played a vital role in this process, providing accessible information to help individuals understand and navigate this stage of their transition. This supported individuals to make informed decisions.

As residents move into new community homes, the Quality Team created a review process to assess each transition. This helps us learn and improve how we support people. The most important part is hearing directly from residents through the "My Transition Review" questionnaire.

This review is completed after a person moves into their new home to capture their views and experiences. It helps ensure we provide person-centred support and achieve better outcomes for the people we support.

Quality Outcome Review & Next Steps for service users following transition to their new home



Rory tells us about his Transition Journey

The first communication with my family happened in June, we were told about a house in Kill, Co. Kildare which would be suitable for myself and one other person. Towards the end of June we were shown a brochure for Hillfort and told a viewing could be arranged soon, we were all looking forward to it.

In August another meeting was held to talk more about the new house in Hillfort, it was nice to see things progressing and to feel more involved in the planning. When I got the chance to visit my new home I was absolutely delighted. It was lovely seeing where I'd be living, and photos were taken and sent on to my family so they could see the place too.

In September, I visited the property again for the pre-tenancy meeting and to get the keys to my new home – a big and exciting step for all of us.

We started planning for my new home from August.

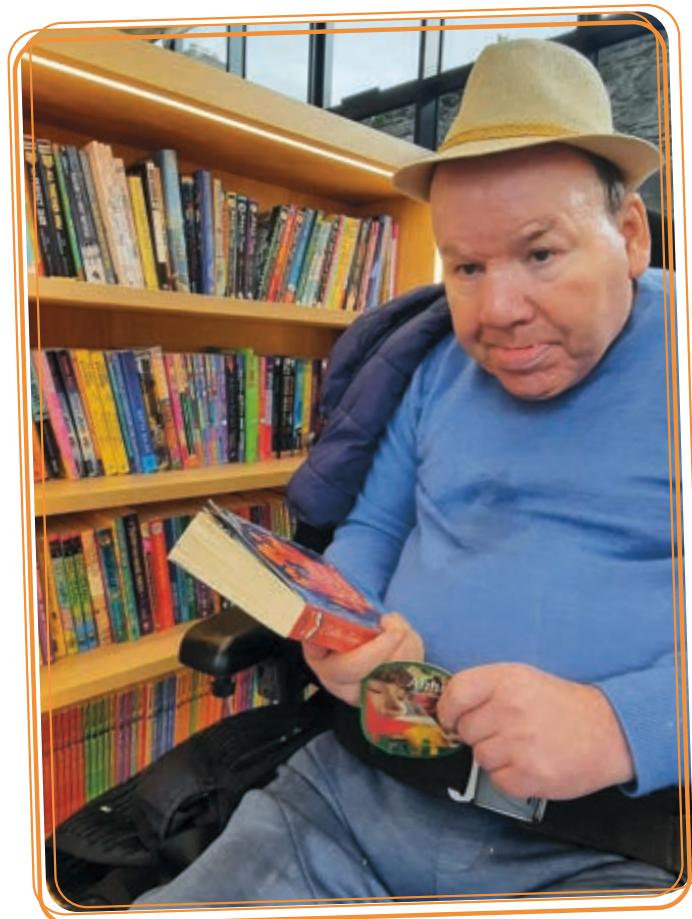
I visited Johnstown Garden Centre and had lunch there – it was a lovely day out. I also went to Naas Library, really enjoyed it, and borrowed a book while I was there.

I had great fun bowling at KBowl in Naas a few times – it's something I really enjoy. After bowling, we had lunch at Tougher's in Newhall. I also went to the Japanese Gardens in Kildare, which made for a really nice day.

Another day, I visited Kildare Farm and really enjoyed seeing the animals. On another visit, we had lunch in the Tractor Café, went for a walk around the farm, and saw lots of different animals – I really liked that.

I also chose the crockery, bed linen, tableware and personal items for my new home.

It's been really nice being involved in choosing things for my new home – it's starting to feel real now, and I'm looking forward to getting settled in.





My name is Rory and I live in Cheeverstown campus.



I will be moving to a new home in the community.



I went to see the house and got the keys.



I visited some nice places near my new house.



I have been bowling, to the library and Kildare farm.

I have bought some new things for my house, like crockery and bed linen.

Vicki Doherty's Move to Knocklyon

In June 2024, Vicki Doherty was offered an apartment in Knocklyon – and she gladly accepted. With the support of her circle of support and the Supported - Self-Directed Living (SSDL) staff team, Vicki began a phased transition into her fabulous new home. She was actively involved in the planning process and is now proud to be living her best life. Vicki has gotten to know her neighbours and has joined the local gym in the apartment complex.

The opening of a new restaurant in the complex was a cause for celebration –

Vicki marked the occasion with cocktails and pizza alongside her staff team. As Vicki settles into this exciting new chapter, she is embracing independence, connection, and joy. "Living the good life means I am more independent, feeling proud of myself, and doing the things that make me laugh and smile every day." – Vicki Doherty



Vicki enjoying a cocktail in her local restaurant.



My name is Vicki and I got a new apartment.



I was involved in decisions about my new home and am living my best life.



I am getting to know my neighbours and I have joined a gym.



I went to a new restaurant near my apartment and has cocktails and pizza.

I am more independent and get to do things that make me laugh and smile every day.

Christmas in Cheeverstown

In December we enjoyed a Christmas Celebration week, an opportunity for everyone to come together, catch up with friends and enjoy the Christmas activities.

Staff from all across Cheeverstown worked together to make the week happen and you can see from the photos, that the people we support and staff had a fantastic time.

The week was filled with festive activities including carol singing, Christmas bingo and a very special visit from the Alpacas. We are already looking forward to 2025 and recreating this Christmas Celebration again.



Pictured from left to right: Jim Brady (Health and Safety Lead) with his brother Noel Brady and Maintenance Manager John Bolger.



Pictured below: Gerard Byrne enjoying the Christmas music.



Pictured above: Catherine Canning meets the Alpacas.



Pictured from left to right: Madeline Dwyer
Tracy Sherwood.



Pictured from left to right: Colette Farrell and
Risk Manager Gerry Reynolds.



Looking ahead to 2025

Currently there are 15 registered designated centres in Cheeverstown, with the aim of this increasing throughout 2025. This is in line with our Time to Move On strategic plan.

In 2025, we want to keep making our organisation the best it can be by working together as a strong and supportive team. We will keep people at the centre of everything we do and make sure they have a good life and stay safe.

We plan to grow and improve our services, including our property projects, while using information and data to help us make good decisions. We will focus on what really matters, not just numbers or targets, and make sure our money goals match our goals for people and services.

We will also plan better for new referrals, prepare for inspections, and keep learning and supporting each other. Most of all, we will celebrate our successes and be proud of the difference we make in people's lives.



New Directions Day Services

Who we are:

Across 14 locations, Cheeverstown provides New Directions Day Supports that reflect the diverse needs and interests of each individual. Guided by the New Directions Framework, the focus is on meaningful choice, independence, and community connection.

What we do:

Some people attend their local hub or day service, where they can take part in a variety of activities—from life skills classes to swimming, and much more. Others may receive support right from their own homes, depending on what suits them best.

Many individuals are also working in paid jobs, volunteering, or travelling independently. Each person's path is different—and supported every step of the way by a skilled and caring team made up of support workers, social care staff, community inclusion coaches, nurses, and managers.

Key Achievements in 2024:

New hub locations opened - enabling us to meet New Directions' Strategic Priority

Having opened in late December 2023, we were delighted to welcome more people to High Street Hub in Tallaght village throughout the first quarter of 2024. We are currently supporting 15 people from this hub; who have moved from Airton Road and Elm. From this hub, the team support people in paid employment, in voluntary placements, with travel training, to access education, to enjoy creative interests and to maximise opportunities for independence.

Advancing our partnership with the Fettercairn community, we opened a new hub in the Fettercairn Community and Youth Centre in April 2024, where we welcomed 5 people from Elm and Airton Road. Fettercairn hub has become firmly established within its community, with the people supported there becoming well known and integrated there. They are being supported to make the most of the opportunities available, including Zumba class, volunteering in the office, and swimming in the local leisure centre.

Team development

Thanks to funding support from HSE CHO7 Day Opportunities, in the first half of 2024, 8 staff from New Directions completed the Dawn Autism Training Programme delivered by Ausome. Dawn is a unique neurodiversity-affirming approach, designed and delivered by award-winning trainers who are Autistic themselves. The staff achieved their learning outcomes and gained great insight into better supporting people with autism. A second group of 8 staff also commenced the course in October 2024.

A number of places on a Community Inclusion training module were offered to service providers in the summer of 2024, through the Open Training College; Cheeverstown were delighted to have four staff from New Directions complete this. Feedback received has been very positive and other staff have expressed an interest in attending future courses. Community Inclusion is one of the principles of New Directions supports.

We have 2 Psychology Project workers who have provided invaluable expertise across New Direction services.

High Street Hub in the spotlight

On 16th October 2024, we were delighted to host the HSE CHO7 information evening for school leavers in our High Street Hub. This was an opportunity for individuals leaving school next year and their family members to meet the service providers in the area, to discuss future options available within adult day services. Approximately 20 providers were present, along with the HSE Day Opportunities team for CHO7.



Pictured above New Directions Programme Manager Richard Curtis with Area Manager Colette McLoughlin.

Anthony's Art Exhibition

The DoubleTAKE supported art studio is based in Rua Red Arts Centre in Tallaght and Anthony Kehoe is a founding member. In February and March this year, Anthony's hosted his first solo art exhibition in Rua Red entitled "A Colourful Life". Anthony enjoys working with colouring pencils and oil pastels and has a very distinctive style. Family holidays with his sisters, including trips to exhibitions, shows and movies offer Anthony his inspiration, not forgetting his beloved Liverpool FC, which features in some of his work. Through his art, Anthony shares his story about things that he enjoys and that are important in his life.



Pictured above: Anthony Kehoe at his first art exhibition.



My name is Anthony and I helped start an art studio in Rua Red Arts Centre in Tallaght.



I had an art exhibition this year called “a colourful life”.



I showed lots of artwork that I did with colouring pencils and oil pastels.



I get lots of ideas for my art from family holidays, trips, shows and Liverpool FC.



My art tells stories about things I enjoy and things that are important in my life.

Matty's Journey: Growing Independence and Community Connection

In January 2024, Matty Hooper transitioned from Airton Road to the High Street Hub, with support from two staff members who were closely involved in his day-to-day journey. This move marked the beginning of a transformative chapter in Matty's life.

Over the following months, staff worked closely with Matty to better understand his communication style and support him in expressing his needs. Through consistent, person-centred support, Matty began to engage more actively with his environment and explore new opportunities.



Matty during work experience placement.

A key milestone was Matty's involvement in cooking classes through the WEB Project. These sessions helped him develop valuable life skills, build confidence, and enjoy a sense of achievement. He also continued his litter-picking initiative, which he had started at Airton Road. Now, his efforts were more community-focused, allowing him to make a positive impact in his local area.

Matty has a long-standing interest in spending time at the library, where he approaches tasks with focus and an organised manner. Recognising this strength, staff reached out to Castle Tymon Library to explore the possibility of a work experience placement. The library team were delighted to offer Matty a six-week block, which he embraced with enthusiasm and dedication.

Matty did fantastically well during his placement, impressing the library staff with his reliability and commitment. At the end of the six weeks, Castle Tymon Library were happy to extend the opportunity indefinitely. Matty now continues to attend every Friday, taking pride in his role and contributing meaningfully to the library community.

CastleTymon library staff said "Matty is a great asset to us here and we appreciate all his hard work."

Adding to his achievements, Matty has now begun his Gaisce Journey, working towards his Bronze Award. For his physical activity, he chose to learn how to play basketball—a sport he's taken to with great enthusiasm. For his personal skill, Matty decided to learn how to grow fruit and vegetables. With courgettes, tomatoes, and strawberries now thriving under his care, he's kept busy nurturing both his garden and the skills he's learned.

Matty's journey is a powerful example of how tailored support, meaningful activity, and community engagement can unlock potential and foster independence. His progress is a source of pride and inspiration for everyone involved.

My name is Matty and I moved from Airton Road to the High Street hub.



Since I moved, I have been going to cooking classes in the Web project.

I am also doing litter picking.



I like to go to the library and they offered me a work placement.

I did so well, the library has asked me to come in every Friday to help.



I am learning to play basketball.

I am learning how to grow fruit and vegetables.

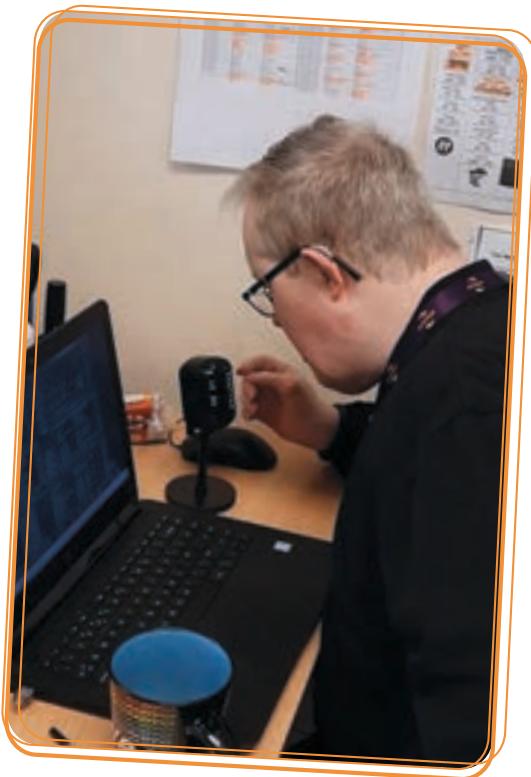


Staff have really helped me achieve my goals.

Giving back: Mark and Yvonne get involved in volunteering

Mark Maher and Yvonne Kennedy are supported by Jenny, Community Inclusion Coach in Templeogue hub. They both expressed a wish to find a voluntary role in 2024 – Mark as a DJ and Yvonne as a befriender. Jenny made contact with TLC nursing home in Citywest, and both Mark and Yvonne have since started volunteering there and are really enjoying their time there.

Mark brings the party every Friday when he DJs, which the residents love. Yvonne brings joy as she chats and assists with group activities. At a diversity café hosted by TLC nursing home in September, Yvonne and Mark gave a presentation to staff there, about diversity and inclusion.



My name is Mark and I am a DJ.

I go to a nursing home every Friday to play music to the residents.



My name is Yvonne and I like to chat to the residents.



I go to a nursing home every Friday and help with activities.

Mark and Yvonne did a presentation at the nursing home on diversity and inclusion.

An Interview with Sarah Meade

Sarah Meade took part in a photo shoot for the cosmetic company "Sculpted by Aimee". We asked Sarah to share her experience.

1. How did you come to be involved in the photo shoot with sculpted by Aimee? Can you break it down for us from the beginning.

My keyworker Leanne asked me if I wanted to go to a makeup day in town. I said yes I would love this. I love make up. Leanne signed me up to go.

2. Where did the photo shoot take place? Did you go on your own or with someone?

I went to the shop in the city centre with Leanne. We got the Luas to Grafton street.

3. Tell us about your the day, did someone put your make-up on? How was that experience?

When we got to the shop they gave us cupcakes and a girl called Lisa asked what kind of make-up I liked. I said I like Glam. She did my makeup downstairs. Then we went upstairs for the Photoshoot. I loved this. They took my photo putting on mascara. I got to keep the mascara. I loved the day and my make-up.

4. What was it like meeting Aimee, are you a big fan? What is she like?

She was nice. She gave me a new makeup pallet and brushes to take home. We got a picture together. I like her make up.

5. You looked very beautiful, did you get some nice photos from the shoot for yourself? Is modelling something you would like to do more of?

Yes, I would love to be a model. Leanne is going to let me know if any more make up days come up soon.

6. Why do you think it is important for people with disabilities to be included in modelling and photo shoots?

I think it's a good idea and I enjoy it. I would like to do more photoshoots.





My name is Sarah and I was a model for a make-up company.

I did a photo shoot with Sculpted by Aimee.

I went to the shop in town and they did my make up for me.



They took lots of photos of me and gave me make up to bring home.

I would love to be a model.

I think it is important that people with disabilities are models.

James starts work with Compass Ireland

James Clarke on his first day with Compass Ireland in Copper Lane his first step in his career to be a chef.



My name is James and I want to be a chef.

I got a job with Compass Ireland to learn how to be a chef.

Anthony Kehoe celebrates 26 years with Global media

1. How long have you worked in Global media and what do you like about your job?

I have worked in Global media for 26 years. My job is very important and I find it easy. I strip the boards and put the waste in the compactor. I am a very hard worker. I feel good when I'm in work. I have fun with my friends.

2. Tell us how do you get to work and how many day do you work?

I work 3 days a week. I get dropped at the bus stop by Annette (my sister). I get the 151 and then Andy picks me up.



Pictured above: Anthony at work.

3. Can you explain what your day is like when you go to work?

I put on my uniform and start stripping and compacting. I go on my break and lunch and sometimes sit with Dennis or sit by myself. I finish work at ten to three and change out of my uniform – I get supported home by Templeogue staff.

4. Do you have friends in work?

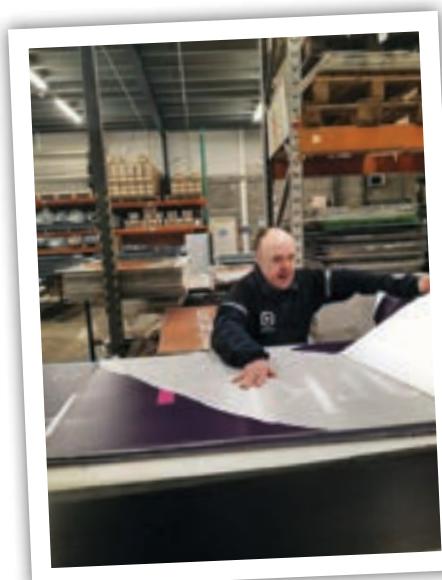
Dennis is my friend – he helps me and sorts me out. Fiona works in the office and always brings me a present from her holidays. Thomas works there too. He supports Man Utd and I support Liverpool – we slag each other about the football.

5. How does it feel to be part of the team in Global media?

I am happy to be part of the team in Global – We are all happy to work together.

6. Have you received an awards/recognition for your service?

I had a celebration when I was 20 years in Global Media – I had a big cake and I was in the Tallaght Echo



7. Why do you think it is important for everyone to have the opportunity to work?

I feel good about having a job – I am important – my wages get paid into my bank account every week and then I can buy stuff I like.

8. What would you like to say to your friends in Global media?

Thanks for helping me out – I really like working in Global.



My name is Anthony and I have been working with Global Media for 26 years.

My job is very important and I find it easy.

I am a hard worker and I have fun with my friends.



I work 3 days a week and I get the bus to work.



I put on my uniform and put waste in the compactor.



I like being part of the team at work.



I feel good about having a job.

My wages get put into my bank account every week and then I can buy stuff I like.

John Byrne celebrated 20 years at work



My name is John.

I have been working 20 years this year.



The National Adult Literacy Agency (NALA)

The National Adult Literacy Agency (NALA) holds an annual awards ceremony at the RDS in Dublin to celebrate learners who have achieved Quality and Qualifications Ireland (QQI) certificates through the Learn with NALA platform. Deborah received QQI awards at the NALA prize giving in the RDS. Deborah has since progressed and is now in the process of gaining a QQI level 3 general learning award.

My name is Deborah and I got a QQI certificate at the RDS in Dublin.

Looking ahead to 2025

In 2024, our New Directions Day Service made meaningful strides by successfully integrating two school leavers into our programme and responding to a number of guidance referrals.

This period was pivotal in reinforcing our foundations and ensuring the delivery of truly person-centred, high-quality care.

We are proud we will be continuing this momentum into 2025. We hope to increase the number of new school leavers into our service and continue to respond to a growing number of guidance referrals. This expansion reflects our increased capacity to support individuals as they transition from education into adult services.

In preparation for the implementation of the new outcome-focused monitoring system, we have proactively completed monthly reports to ensure robust data collection and service evaluation.

As we explore new property opportunities to accommodate future growth, our commitment remains unwavering: to empower every individual we support to live a life defined by choice, independence, and meaningful community engagement.



Respite Services

Who we are:

We are a dedicated staff team of 13 trained professionals who work across two respite houses in the local community with houses in Monlaea and Orwell. The service is designed to offer people a change of routine, the opportunity to enjoy new experiences and build friendships while also supporting families and carers.

What we do:

We aim to offer short term breaks for individuals in a safe, supportive and engaging environment. We offer personalised daily support including personal care, meal preparation, and medication management. We have a strong focus on actively supporting people to access and participate in their wider community. Outing to parks, beaches, forests, cafes, shops, and local events are planned based on each person's preferences and interests.

We work closely with families and health professionals to ensure a holistic person centred approach. Staff work collaboratively across both houses and support each other to ensure a high quality service is delivered.

Key Achievements in 2024:

80 questionnaires were distributed to families looking for feedback on how our respite services was meeting their needs. We got 43 responses which provided valuable insights into what we are doing well and where we can improve. Families very much appreciated the opportunity to be able to book a break in advance allowing them to book a holiday or attend an event. Respite planners are done three months in advance in response to feedback to allow for better planning.

We had our full HIQA re registration inspection in July 2024 where we received full compliance across the board and the overall feedback from the inspector was very positive both on the day and in the publicised report.

HR facilitated the respite managers to have a staff engagement day for our team off site where staff had the opportunity to provide feedback and develop ways in which we can improve our service.

We also supported an individual who was in crisis and help to transition them from their family home to a nursing home with very positive outcomes.

Staff supported a winter break for 3 people to Cork where they stayed in the 5 star Fota House Hotel and lodges for a few nights. They visited Cobh heritage town where they participate in the Titanic experience.

Looking ahead to 2025

As we reflect on the positive impact of our respite service, we also strive to seek opportunities to grow and evolve. We commenced with alternative respite offering a Saturday club to individual who previously haven't accessed respite services.



Clinical Services

Who we are:

We are a team of health and social care professionals working in Social Work, Music Therapy, Physiotherapy, Occupational Therapy, Pharmacy, Psychology, Speech and Language Therapy and Administration. We work alongside colleagues in nursing, social care and other disciplines who provide day, residential and respite services.

What we do:

We support people with their physical and psychological health and social support needs. We offer a primary care type service for adults with intellectual disabilities who use Cheeverstown day and residential services. We work with services to meet HIQA standards and best practice. We also work in partnership with the HSE's Mental Health Intellectual Disability Team, which provides specialist support to people with intellectual disabilities who are experiencing mental health difficulties as well as with a local GP surgery who provide for the physical health needs of people living in Cheeverstown.

Key Achievements in 2024:

Research publications on the lived experience of people with intellectual disabilities during COVID-19, and a description of disability services in Ireland

In 2024 we published two articles in international scientific journals. The first article researched the lived experiences of Irish adults with mild and moderate intellectual disabilities living in both community and congregated settings during COVID-19. This was published in the International Journal of Developmental Disabilities. The research found that, despite reference to some opportunities for growth and positive changes in routine, participants predominantly highlighted the negative impact of the pandemic on their emotional lives, relationships and sense of assurance of future stability in necessary supports. Participants' experiences illustrate how the pandemic exposed the fragility of hard-fought advances in autonomy and self-determination. Greater vigilance is needed to protect a rights-based approach to support during times of emergency.

The second article give a comprehensive description of policy developments, service design, practice, and approaches to service user empowerment in health and medical care for people with intellectual disabilities in Ireland. It was published in a special issue of the Journal of Policy and Practice in Intellectual Disability. The special issue invited international authors to provide a comprehensive description of services for people with disabilities in their country.

Postural management clinic initiative

As part of postural management in Cheeverstown, we have connected with Tallaght University Hospital's Consultant in Rehabilitation Medicine. Our Senior Physiotherapist met with the Consultant and two people we support, and attended appointments with both people who were treated with Botox for issues with spasticity (abnormal muscle tightness due to prolonged muscle contraction). In the past, treatment incorporating Botox wasn't explored fully for some of the people we support, as it needs to be combined with splinting, Physiotherapy input and stretching, for it to be effective. By linking directly with the Consultant in TUH and attending the appointments with the patients referred, we can tailor treatment plans and provide the appropriate follow-up necessary, meaning that people can access effective treatment. We are reviewing progress and gathering evidence to inform our approach so that it can be rolled out to other people accessing Cheeverstown, with the potential that the trial will guide initiative in other disability services.

Supporting people with relationships and rights

Cheeverstown supports the rights of people who access the service to pursue a range of relationships through acknowledging the importance of the person's choices around relationships, providing education, and direct and indirect support. In 2024 we supported five colleagues to complete training. We developed a new rights-based, person-centred policy for Cheeverstown. This policy says what Cheeverstown means by person-centred and human rights and how the service works to uphold the United Nations Convention on the Rights of People with Disabilities (UNCRPD), assisted decision-making legislation, and other laws, guidance, and best practice in relation to a rights-based, person-centred approach.

Clinic Therapy Assistant

In 2024, a new post of Clinic Therapy Assistant was approved and recruited for. This is an important role which supports and enhances the work of the clinic. The clinic therapy assistant has a central role in supporting people with the most complex disabilities to attend swimming in community pools. The therapy assistant runs groups and workshops, and also works with people on an individual basis to participate in their prescribed programmes and also supports research and other projects within the clinic.

Ballyroan exercise class

The physiotherapy department expanded an older person's exercise group jointly with the recreation department to run weekly in Ballyroan community centre. The class is open to local residents as well as people supported by Cheeverstown. In 2024, 33 classes took place and by December 2024, the number of participants from the community equaled the number of people supported by Cheeverstown.

The Tech Clinic

The technology clinic was awarded National Lottery funding for equipment to enhance the assessment of eye tracking ability and for the up-skilling of a person's eye tracking ability. This has allowed for better assessment of eye gaze capabilities and the development of a person's eye tracking skills. This clinic runs on a monthly basis and referrals can be made by using the MDT referral form.

The Older Person Support Forum

The Older Person Forum met monthly across 2024. We are working towards a collaborative and supportive approach for those who are within the stages of later life. We identified a screening assessment, training needs, social connections in the community and we are looking forward to providing training in the areas of life stories, Dementia training (an MDT perspective), social meetings within the community and education training on the body.

Acute Intellectual Disability Liaison Nurse

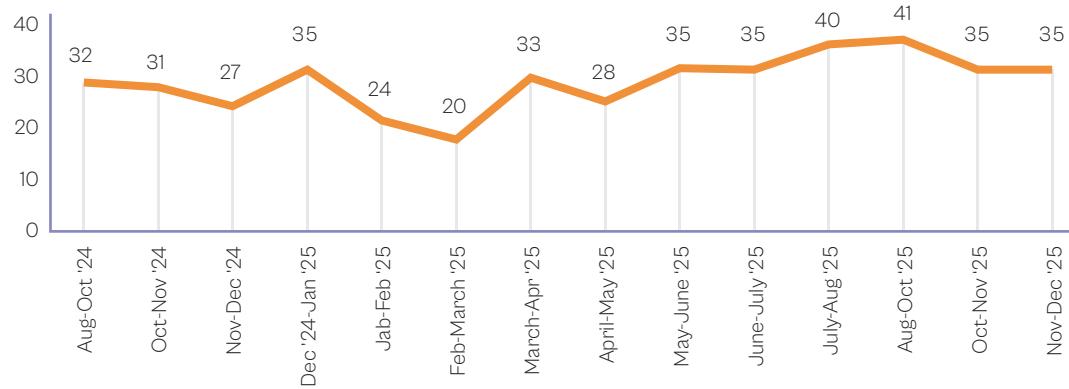
The Acute Intellectual Disability Liaison Nurse CNM2 is a unique and specialist post with the purpose of enhancing the accessibility, safety and quality of care for people with intellectual disabilities in the acute hospital setting. The post was created as a recommendation of the seminal report, *Shaping the Future in Intellectual Disability Nursing in Ireland* (2018). This is an emerging role in Ireland with four IDLNs currently in post nationally. This partnership in place between Cheeverstown and Tallaght University Hospital with one IDLN in post.

The role encompasses:

- ▶ Creating a more positive experience in the acute setting for people with intellectual disabilities
- ▶ Liaising and collaborating with families, community disability services, carers and other health care professionals involved in the care of the person
- ▶ Gathering background information with the assistance of HSE Hospital Passport, conversations with families, carers and reviewing relevant documentation
- ▶ Sharing this information with health care professionals within the acute setting to support and advise on approaches to supporting a person
- ▶ Implementation of reasonable accommodations to provide more equitable standard of care
- ▶ Educating patients, families and carers on hospital pathways/ processes and sharing accessible materials to facilitate and support their understanding.
- ▶ Delivering education on an ongoing basis to teams within the acute setting on the needs of people with intellectual disability and advised on how to incorporate reasonable accommodations into their practice
- ▶ Arrange/ attend care planning meetings to discuss the current care needs and explore how change of needs may be accommodated on discharge/ what support may need to be in place prior to discharge

Over a 16-month period from August 2024 to December 2025, the IDLN received **451 referrals** to the service in TUH. The table below is a month by month view of the referrals received. This reflects both the necessity of the role and increasing visibility within the acute setting.

Referrals to the Acute IDLN from August '24 to December '25



Looking ahead to 2025

Clinic moving to a new building on campus

The clinic in Cheeverstown are moving to a new building on campus. This move will bring all clinical services under one roof. The move will also mean we can develop accessible spaces for people to meet with the MDT, the GPs and other clinical services like dietetics and orthotics. We also plan to develop a modern and comfortable waiting area and a space where people can access resources.

Pesky gNATs-ID - Making mainstream computerised mental health interventions accessible for adults with intellectual disability.

Cheeverstown and University College Dublin, with funding from the HSE, have developed two computer based programmes that support suitably qualified mental health professionals to deliver psychological interventions to adults with intellectual disabilities. The two programmes are:

- ▶ The Pesky gNATs-ID 'Feel Good Island' game, an evidence-based computer assisted cognitive behavioural intervention for adults with intellectual disabilities who are experiencing anxiety, low mood, and/or depression
- ▶ The Pesky gNATs-ID 'Mindful Island' game, which guides the delivery of an adapted mindfulness intervention specifically tailored for adults with intellectual disabilities.

In both games, people visit a 3-D world and meet a team of avatars, voiced by actors with intellectual disabilities, who explain key therapeutic concepts. Both games are designed for use in sessions where a person with an intellectual disability plays the game along-side a mental health professional. Both games are supported by printable workbooks and videos of the exercises. Both games combine gaming with the highest quality psychological content to support evidence-based interventions for adults with mild and moderate intellectual disabilities. These games will be launched in 2025. See www.peskygnatsid.com for further information and licensing details.

Strategic
Priority 2

Communication

This part of the report tells you about our Advocacy Group. The Advocacy Group help speak up for people with disabilities and share what's happening in their lives, so we can make the community better.



Advocacy Group

Who we are:

The Advocacy Group is made up of people supported by Cheeverstown who come together to speak up not only for themselves but also for everyone who uses Cheeverstown's wide range of services. We care a lot about protecting the rights of people with disabilities. Our group knows about all parts of Cheeverstown, including residential care, day programmes, and respite support. This gives us valuable insight into the challenges faced by people in different settings and ensure that the voices of all people are heard and respected.



Pictured: Cheeverstown Advocacy Group.

We are the advocacy group. We speak up for ourselves and for everyone who uses Cheeverstown services. We care a lot about protecting people's rights.

What we do:

The Advocacy Group's main role is to speak up for ourselves and others with disabilities. Advocacy, for us, is about empathy, compassion, and building a community where everyone feels valued and included. We believe that everyone deserves the opportunity to be heard and to have control over decisions that affect their lives.

Key Achievements in 2024:

This year has been full of exciting activities and important work for our advocacy group. We were thrilled to welcome Alan Edge, the Mayor of South Dublin, who joined us for one of our meetings. It was a fantastic opportunity to share with him the work our group does every day to support people's rights and voices. We also got to ask him questions and hear his thoughts, which made the visit really special for everyone involved.

One of our meetings was held at South Dublin County Council, where we were able to use one of their meeting rooms. It was a great experience to connect with the local council in a new setting and gave us a fresh perspective on our work.

We've been busy with one of our key focuses this year—improving access in our local area. We identified and photographed several problem areas with footpaths and other access issues, then sent this information to the council. Thanks to our efforts, we successfully lobbied for a new pedestrian crossing on Airton Road, got footpaths repaired, arranged for dished curbs near Brentwood Coffee Shop, and even had some potholes fixed on the road leading to St. Jude's GAA Club. It's great to know that our work not only helps our group members but also benefits the wider community.

The Mayor of South Dublin, Alan Edge came to one of our meetings. We talked to him about supporting people's rights and vices.



We have worked hard to make our local community better. We got pedestrian lights installed in Airton Road. We got pot holes fixed at St. Jude's GAA club.

In addition to these activities, we've been working on creating a video about the United Nations Convention on the Rights of People with Disabilities. We're writing a script that will explain these important rights in a way that's easy to understand. Our hope is that this video will help raise awareness and support people in knowing and standing up for their rights.

Finally, we started learning about the Assisted Decision Making Act. Karen Henderson from Cheeverstown's Clinic gave us an informative talk about this law and what it means for us personally. It was really helpful and gave us a better understanding of how the law supports people in making their own decisions.

A representative went to the National Advocacy Platform meeting on the 28th of November, 2024. They talked about how key areas like transport, housing, education and employment are helping or not helping people with disabilities. They spoke about collective activism, working together to have our voice heard and we got to speak with other advocacy groups.

All in all, it's been a busy and rewarding year for the advocacy group. We're proud of what we've achieved

Looking ahead to 2025

We are looking forward to working with the national platform to create a video about the UNCRPD.

We are going to update our posters about who we are and how we can help. We are going to train hubs how to fill out advocacy forms and email them to us. This will help us know what issues people are having.

We are going to video the main points we talked about in the meeting and put them up on Facebook instead of emailing what happened in the meeting so that more people can see what we are doing.

We are going to talk about issues that other people with disabilities are facing in Ireland. We are going to see if we face the same issues and what we can do to help.

We have been working on making a video about the UNCRPD. We hope that this video will help people understand their rights.

We have been learning about the Assisted Decision Making Act. Karen Henderson from Cheeverstown's Clinic came to talk to us about it.

One of us went to the National Advocacy Platform meeting in November to talk about things that are important to people with disabilities.

Next year, we hope we can do a video with the National Advocacy Platform.



We are the advocacy group. We speak up for ourselves and for everyone who uses Cheeverstown services. We care a lot about protecting people's rights.



The Mayor of South Dublin, Alan Edge came to one of our meetings. We talked to him about supporting people's rights and vices.



We have worked hard to make our local community better. We got pedestrian lights installed in Airton Road. We got pot holes fixed at St. Jude's GAA club.



We have been working on making a video about the UNCRPD. We hope that this video will help people understand their rights.



We have been learning about the Assisted Decision Making Act. Karen Henderson from Cheeverstown's Clinic came to talk to us about it.



One of us went to the National Advocacy Platform meeting in November to talk about things that are important to people with disabilities.



Next year, we hope we can do a video with the National Advocacy Platform.

Strategic
Priority **3**

Partnerships

Cheeverstown works with other organisations and the community to help people live their best lives. This part of the report explains the partnership work Cheeverstown did in 2023.

Dementia Café

In 2024 we have partnered with South Dublin City Council and Ballyroan Community Centre and have successfully supported 2 people experiencing cognitive decline to become baristas. Through this partnership, we have worked towards creating a dementia-inclusive community and supported the Ballyroan Community Centre by setting up a dementia café. The dementia café takes place once a month (on the second Tuesday of each month) where people with dementia, their families and carers come together to have coffee and a chat.

Cheeverstown hold a "Barista Training Course" each Tuesday afternoon in Ballyroan Community Centre for the people we support with an opportunity to learn a new skill.



Pictured above from left Lesley McCabe and Maria Moriarty receiving their certificates.



Our names are Lesley and Maria and we learned how to be baristas.

A barista is someone who makes coffee in a café.



Partnerships with Local Schools

We have continued our partnership with local schools and Transition Year (TY) students. This year, we also began working with new schools. TY students partnered with older persons we support to help create life books that capture their memories and stories.

Partnership of Hillfort Project

The Partnership Housing Project 2024 was created to help people with intellectual disabilities find affordable housing. It brought together different groups including government entities, private companies, and non-profits to work as a team and build long-term, inclusive housing. The group comprises of:

- ▶ Cheeverstown – Voluntary sector
- ▶ Lagan Homes – Private housing developer
- ▶ Cooperative Housing Ireland – Housing agency
- ▶ South Dublin County Council – Local government
- ▶ Kildare County Council – Local government
- ▶ HSE (CHO 7) – Health services provider

The project was mainly funded by the Capital Assistance Scheme (CAS), which helps pay for housing for people with intellectual disabilities, including those who need different levels of support.

Thanks to this project, people now have the chance to live in their own homes, with long-term security and the support of a housing association.

The people supported by Cheeverstown were originally on the South Dublin County Council (SDCC) housing waiting list. Thanks to the partnership between SDCC and Kildare County Council (KCC), they were able to transfer to the KCC waiting list. This flexibility was a key factor in the project's success.

To keep everyone working well together, a shared values approach was important. It helped make sure all partners had the same goals and stayed involved.

Support Teams



Human Resources

Who we are:

The Human Resources (HR) team has had a dynamic and productive year, focusing on enhancing employee experience, streamlining processes, and fostering a culture of engagement and support. This report outlines key initiatives and accomplishments that have positively impacted our workforce throughout 2024.

What we do:

The HR function plays a vital role in supporting both the organisation and its workforce to deliver high-quality, person-centred supports. This includes recruiting and retaining skilled staff, ensuring compliance with employment law and sector-specific regulations, providing training and professional development, managing employee relations, and providing a safe, inclusive, and supportive work environment.

HR also works closely with managers to address workforce planning, wellbeing, and engagement, enabling the service to meet the needs of individuals while upholding its values and standards of care.

Key Achievements in 2024:

Rollout of Self-Service App for Staff

This year marked a significant step towards empowering employees with the introduction of a self-service app. This digital tool allows staff to access their roster, request leave, update personal information, and manage other employment-related tasks conveniently, reducing administrative burden and improving efficiency.

Celebrating Staff Successes

Recognising and rewarding employees' dedication remains a priority. The continued 'Extra Mile Awards' celebrated those who demonstrated exceptional commitment and outstanding contributions to our organisation. This initiative boosted morale and reinforced a culture of appreciation.

Congratulations to Igo De Souza who received the Extra Mile Award for March. Igo's colleagues describe him as a true gentleman and can't do enough for people supported.



Pictured from left to right CEO TJ Duggan, Igo De Souza and Denise Fahy Director of Operations and Service Development.

Michelle Hill was our September winner of the Extra Mile award. Michelle is described by her colleagues as kind, creative and a great advocate for people supported.

Enhanced Communication Through a Digital Notice Board

To ensure timely and effective communication, we implemented a digital notice board, providing real-time updates, news, and announcements. This improved accessibility to key information and also significantly reduced our carbon footprint by eliminating the need for printed newsletters.



Pictured left Michelle Hill receiving her award from Denise Fahy, Director of Operations and Service Development.

Welcoming New Staff & Honouring Retirees

We were delighted to welcome a substantial number of new employees to our organisation, strengthening our workforce and expanding our capabilities. Additionally, we celebrated the contributions of 24 retirees, recognising their invaluable service and marking their milestone achievements.

Enhancing Recruitment Practices

This year, we also reviewed our job adverts and interview questions to promote person-centredness and attract top talent. Guided by the principles of Social Role Valorisation, our recruitment processes were refined to ensure they reflect dignity, respect, and the value of each role, fostering a more inclusive and appealing approach to potential candidates.

Partnership with a New Employee Assistance Programme (EAP) Provider

Supporting employee well-being is paramount, and our partnership with a new EAP provider has enhanced mental health support. Employees now have access to instant, 24/7 professional support, ensuring they receive timely assistance whenever needed.

Employee Engagement Survey

Understanding employee perspectives is essential for continuous improvement. Our employee engagement survey provided valuable insights into areas of strength and opportunities for development. The feedback gathered will guide our HR strategies and organisational enhancements in the coming years.

Advancements in Digitalisation

- ▶ Training Course Booking System – A new digital booking system was introduced, streamlining the process for staff to access training opportunities efficiently.
- ▶ Online Forms for Managers – The transition to online forms simplified administrative tasks, allowing managers to complete and process documents more efficiently.
- ▶ Managers' Portal for Policies and Employment Conditions – A dedicated portal was developed, offering managers seamless access to HR policies, procedures, and employment conditions, ensuring clarity and consistency across the organisation.

Looking ahead to 2025

2024 has been a year of progress, innovation, and engagement for the HR team. Through digital transformation, employee recognition, enhanced communication, and a strengthened focus on well-being, we have laid a strong foundation for continued success.

We will continue to promote employee wellbeing through initiatives such as workshops, health screenings, and team-building activities, recognizing the direct link between staff wellbeing and the quality of support provided. We will also monitor the effectiveness of existing wellbeing programs and make adjustments as needed.

We will continue to leverage technology to streamline HR processes and improve efficiency. We will also regularly review and update our policies and procedures to ensure they remain relevant and effective in supporting our staff and the people we support.

Moving forward, we remain committed to further improving our processes and fostering a supportive, inclusive, and high-performing work environment.



Quality Team

Who we are:

The quality team is made up of four staff members: Fiona Shanahan, Quality Manager, Cillian Sparks, Quality for New Directions, Lorraine Gildea, Quality and Practice Nurse and Kasia Kaszkowiak, Quality Administration Officer.

What we do:

We provide expertise, advice, support and leadership to assist the implementation of Cheeverstown's vision and strategic plans from a quality and risk perspective. This ensures that the organisation continuously improves its performance in delivering services for the people we support.

We assist all leaders, managers and staff to ensure that they understand, own and are accountable for quality being fully embedded within all aspects of the organisation.

Some Quality Assurance Measures include;

- ▶ Compliance with HIQA regulations and standards to ensure Cheeverstown meets standards of quality and safety.
- ▶ Supporting the transition to community based homes and services in line with National Policy 2011- Time to Move on from Congregate Settings (TTMO) and in line with our strategic plan.
- ▶ Supporting New Directions model of support in all Cheeverstown Day Services in line with HSE approach.
- ▶ Implementation of good Infection Prevention and Control (IPC) practices within Cheeverstown.
- ▶ Oversight of audit systems to monitor and help improve practice.
- ▶ Clinical Governance Reviews.
- ▶ Implementation and reviews of the Complaints process.
- ▶ Effective oversight of Restrictive Practice Procedures.

Key Achievements in 2024:

iplanit

This year we launched Phase 1 of iplanit, a new digital care planning system, which enables the people supported by Cheeverstown to have their plans available online. The project team identified a pilot group for an initial roll out consisting of 50 people and delivered training and guidance to all staff on the use of the system.



Phase 1 consisted of the uploading of important personal information to a person's profile and completing support notes using this online system. Staff teams in the pilot groups started this in June 2024.

HIQA

This year we had 9 HIQA Inspections - 7 Announced Monitoring Inspections and 2 Unannounced Inspections. These Inspections took place in Cheeverstown Residential Community and Respite Designated Centres.

As part of our strategic plan we have reviewed and restructured our Designated Centres. This has enabled us to focus on person-centered supports which has helped to improve compliance across the services.

Overall, we have achieved good level of compliance under the regulations. When areas were identified as requiring improvement, we provided assurance by submitting detailed compliance plans to HIQA.

In Cheeverstown we currently have 15 registered Designated Centres with further designated centres planned for registration in line with our Time To Move On strategic plan.

Time To Move On

In 2024, we continued to plan and support residents to transition to new community homes. We continue to build community partnerships with external housing bodies to explore new housing opportunities and enhance community engagement for the people we support. The Quality team are involved throughout this transition process.

This year we developed a quality outcome review pathway. By evaluating transitions to new homes, we can constantly learn and improve our processes.



A transition review questionnaire was developed for residents to complete after their transition to a new home in order to capture their views and experiences to ensure we deliver on person-centered supports and improved outcomes for individuals we support.

Easy to Read Document for Provider Visits

Cheeverstown complete bi-annual visits to each of our HIQA registered centres to monitor the safety and quality of care and support provided in the designated centre. When required, a plan is put in place to address any concerns identified during the visit. A written governance and management report of the visit is part of this process.



The Quality team have developed an Easy to Read document to help support residents' understanding and outcomes of these visits.

New Directions: EASI tool self-assessment

The EASI Tool has been placed on our current auditing system to track progress and quality initiatives. Training was held with all New Direction Managers to ensure they are familiar with this auditing system.

The Quality team have provided ongoing assistance around the EASI tool to managers and staff teams in our New Directions Day Services.



Rights and restrictive practices

An ongoing function of the Quality team is to review restrictive practice processes and procedures within Cheeverstown. This is done to ensure that there is a clear and effective referral pathway, review and update of current documentation and guidance documents to support staff and managers on person rights and restrictions. A new "Restrictive Practice Folder" and associated training was developed and shared to support this implementation.

Looking ahead to 2025

We are looking forward to supporting the rollout of iplanit across all services in 2025. This will mean that an extra 190 people we support will be added to the system alongside the 51 individuals who were part of 2024's pilot group. The Quality Team will support staff with this by way of in-person training and by providing handbooks and resources.

Work will be done in 2025 around setting up Phase 2 of iplanit to see how existing care and support plans can be adapted for this online system.

A new role will be established within the Quality Team to lead the ongoing development of person-centred practice and person-centred thinking across Cheeverstown with a focus on social role valorisation.

In 2025, the My Life Plan process used by the organisation will be reviewed and updated to ensure rights-based, person-centred support is embedded across the organisation.

In order to improve how Cheeverstown track, log and book the training needs of staff, a third party supplier will be brought on board next year to develop and implement a digital app.



Information Technology (IT)

Who we are:

The IT Department for Cheeverstown comprises 2 staff, Sean Corcoran and Dijo Joseph. Sean joined the Company in 2005 and Dijo joined in 2023. We work closely with all services and departments in Cheeverstown, supporting them and enabling them to carry out their daily routines and tasks.

What we do:

Our job has many aspects to it. Primarily it is to protect the data that people who use the service and staff have entrusted to Cheeverstown and to make sure we at all times treat that data appropriately.

We maintain the network, hardware and software that comprises Cheeverstown's information communication technology systems as well as the systems that store and process personal and business data.

We also have the role of data protection in our remit, ensuring the organisation is fully compliant with the General Data Protection regulations and any other regulations and policies that protect our Service Users and Staff. We have to ensure that our equipment and software is protected from cyber attack and work closely with our Partners EVAD for additional support.

Key Achievements in 2024:

Our key achievement in 2024 was to move all our systems and applications to a cloud environment to further protect them and to ensure that as we move out into the community any system can support our staff and people who use the service, as we integrate more with the community at large.

This was largely done seamlessly without anyone knowing and means that we have achieved ISO 27001 status for our systems and data. We upgraded our systems to later versions and added protection to our devices to make them more secure. We on-boarded many new staff and facilitated growth in many areas particularly for New Directions.

Looking ahead to 2025

In 2025 we will be the subject of many regulatory tests such as NIS2 compliance and an internal cyber security audit to see how effective the changes we have implemented have been and to learn and improve.

We will roll out many new systems including the completion of Time Point, a HR and roster based system with interfaces in to payroll – A new Viclarity system that will roll out new modules for training, compliance and risk systems, also in the cloud, and we will continue to lockdown and protect our data as best we can to ensure we honour our commitment to people who use our service and staff.



Risk, Health and Safety

Who we are:

Risk, Health and Safety team comprises of two staff; Gerry Reynolds is our Risk Manager and Jim Brady is our Health and Safety Lead.

What we do:

Risk Management

- ▶ Risk Manager Gerry Reynolds advises and guides managers and staff to ensure that all people availing of the services and supports of Cheeverstown House have individual risk assessments and a safety plan completed to help keep them safe whilst they are supported to achieve their "Good Life" personal plans and goals.
- ▶ Risk registers are maintained in all of our residential homes which are updated and reviewed at least annually.

Incident Management

- ▶ All accidents or incidents that happen to people in Cheeverstown including people who use services, their support staff, members of the public and visitors are notified to the relevant authorities such as the State Claims Agency, HIQA and the Health & Safety Authority
- ▶ These authorities can visit Cheeverstown at any time to make sure that people and staff are safe in their homes and work places.
- ▶ All accidents and incidents are reviewed to prevent them from happening again and to share the learning across Cheeverstown.

Health & Safety

- ▶ Jim Brady is our Health and Safety Lead. Fire Safety is one of the most important functions that Jim performs and he makes sure that firefighting equipment and emergency lighting is in place in all of our homes and workplaces that are up to Standard and maintained annually.
- ▶ Fire remediation works have commenced in all of our residential properties to ensure that Cheeverstown is compliant with the updated HIQA Fire Guidance.
- ▶ All lifts in buses and ceiling track hoists are inspected every 6 months.
- ▶ All staff and visitors must wear identity badges so people know that they are safe in their homes and workplaces.
- ▶ Jim works closely with the Facility Manager and maintenance crew to ensure our environment is a safe place to live and work.

Key Achievements in 2024:

Fire

- ▶ Fire remediation works were completed in our homes in Shelton Drive, Ballynakelly, Johnstown, Orwell Park Lawns, and Rushbrook Drive.
- ▶ Contract put in place with external Contractor for quarterly Emergency lighting and fire alarm testing.

Other

- ▶ A clock point system was introduced on Campus for security rounds
- ▶ Legionella control plan was put in place with external Contractor
- ▶ 64 new first aiders trained in 2024
- ▶ New Defibrillator installed in High Street hub
- ▶ Display Screen Equipment (DSE) Assessments now available for staff

Health & Safety Committee

The Health and Safety Committee continues to meet quarterly to ensure that there is appropriate means of Health and Safety consultation and greater awareness on issues that may affect persons working, visiting, living or availing of our services. The Safety Statement and the Major Emergency Plan were updated.

Looking ahead to 2025

- ▶ Further fire remediation works to be completed in our house in the community



Facilities

Who we are:

We are a large and hardworking team that supports all other departments and services across Cheeverstown. Our work is vital to the day-to-day running of the organisation, and we play a key role in helping Cheeverstown deliver high-quality services to the people we support.

We are proud of the work we do. By supporting every part of Cheeverstown, we help make sure that the people who use our services can enjoy a safe, supportive, and high-quality environment every day.

What we do:

Our team carries out a wide range of tasks that often happen behind the scenes but are essential in keeping everything running smoothly. Whether it's keeping homes and facilities clean, making sure people and staff get where they need to go, preparing meals, maintaining buildings, or ensuring safety and security—our team is there to make it happen.

Our team is made up of the following departments:

- ▶ Transport – Providing safe and reliable travel for the people we support and our staff
- ▶ Housekeeping – Keeping all spaces clean, safe, and welcoming
- ▶ Catering – Preparing and serving food with care and attention to dietary needs
- ▶ Maintenance and Stores – Looking after buildings, repairs, and supplies to keep everything in working order
- ▶ Probation Services - provide a valuable contribution within the facilities department, helping with a variety of tasks that support the smooth day-to-day running of Cheeverstown
- ▶ Security - Ensuring a safe environment for everyone in Cheeverstown

Key Achievements in 2024:

Changing model of service:

We close our commercial kitchen

In 2024 we closed our commercial kitchen. As part of Cheeverstown's evolving vision and strategic plan for the future, the main kitchen officially closed its doors on Friday, the 9th of April 2024. In its place, we proudly reopened as a small Coffee Shop, marking a new chapter while continuing to provide a welcoming space for people across Cheeverstown. In line with our changing model of service the people living on campus now have a more personalised dining experiences in their own home rather than eating in a canteen each day.



Community Access Review

In November 2024, Cheeverstown launched a Community Access Review to assess how individuals are supported in accessing their communities. The review focused on strengthening transport options to enhance inclusion, integration, and overall accessibility for the people we support. As part of this work, we promoted the use of more sustainable modes of transport and began planning for the adoption of clean, energy-efficient vehicles in line with the EU Directive.

Cheeverstown continued to expand its transport fleet with the purchase of three new hybrid vehicles and two new wheelchair-accessible vehicles. These additions are aligned with the organisation's 2030 sustainability targets.



Renovated kitchen at Shelton Drive.

Property upgrades

A wide range of property projects and fire remediation works were completed across multiple locations in 2024. At Shelton Drive, essential fire remediation works were carried out alongside a full range of improvements to help restore and enhance the home for the people living there. Inside the home, we improved the layout and modernised key areas. The utility room was reconfigured with new cabinetry, plumbing, and electrics. The kitchen was refreshed with updated cabinets, worktops, and fixtures.

Downstairs floors were replaced, and the main bathroom was fully renovated with new fittings, tiling, and ventilation. All walls, ceilings, and woodwork were repainted for a clean, updated finish.

Outside, the garden was cleared and renovated to restore the outdoor space, landscaping work carried out to improve the overall look and feel of the garden.



Picture above: Renovated garden and garden room at Shelton Drive.

At Naomh Mhuire, the ground floor bathroom underwent renovation, including removal of floor and wall coverings, repair of walls and floor, and installation of new finishes.

Fernwood Court received a full suite of fire remediation works, including emergency lighting, fire door sets, hold-open devices, and an addressable fire alarm system. The property was adapted to accommodate the needs of the resident who lives there. The rear garden was remediated with composite decking, while new wardrobes, floor coverings, and interior painting were completed.

Cheeverstown with the support of SDCC applied for and received a POBAL grant for renovations and upgrades to **Glenview Community Centre** in Tallaght. This included an accessible bathroom and kitchen, and ramp access. SDCC committed to a long-term lease arrangement with Cheeverstown. Cheeverstown will be the main tenant of the community centre providing day service / New Direction supports for those with an intellectual and physical disability. Other community members will also use the centre, ensuring community inclusion and integration. It remains a Community Centre for the local community, and the partnership approach between Cheeverstown and SDCC is



Pictured above: Before Glenview renovations.

important. Development of the Glenview Community Centre started in 2024 and we look forward to seeing the completed project next year.

Riverbank is a detached bungalow set on a mature site extending to c. 0.25 Acres. It is situated in close proximity to Old Bawn, Firhouse, Knocklyon & Templeogue. Riverbank has progressed through successful planning application, with the project on e-tenders and under evaluation. This will be home to 4 people.



Riverbank property before renovations

The Brambles, Newhall, Naas is a large detached bungalow on a large site of c.0.25 Hectare. A full scope of works has been prepared to ensure the renovated property is an A-rated fully accessible home for 4 people. The property at The Brambles is being prepared for e-tender with work to commence in 2025.



The Brambles property before renovations.

Old Court Cottages is a 3 bed semi-detached cottage built on c .51 acre / .21 hectares. The property is located at the foothills of the Dublin Mountains and enjoys panoramic un-spoilt views. Pre-planning consultation has begun and Cheeverstown are hopeful the site will include the existing dwelling and two new builds.



Property at 11 Old Court Cottages.

3 properties received a full suite of fire remediation works, including the installation of emergency lighting, fire door sets with hold-open devices and door closers, and an addressable fire alarm system.

Garden works carried out in 2 properties included the installation of composite decking outside the rear door.

SEAI Energy Upgrades

In 2024, significant energy efficiency upgrades were completed at Shelton Drive. These included the installation of joist-level insulation on the roof, high-spec double-glazed uPVC windows, air-to-water heat pumps, and a 6kW solar PV system. The upgrades were supported by a significant grant from SEAI, reflecting the organisation's ongoing commitment to energy sustainability.

Operational changes across services also contributed to reduced energy and resource consumption. The restaurant was decommissioned and reconfigured to a café-style model, introducing a charge for disposable cups which successfully reduced their usage. Food waste was also reduced, generating cost savings in kitchen operations. Additionally, the swimming pool was decommissioned to streamline energy use. A gap-to-target energy efficiency report was completed and reviewed, with further considerations regarding the high number of boilers on campus pending short-term recommendations from Codex through a separate energy report.

Looking ahead to 2025

Looking ahead, 2025 will focus on accessibility upgrades, fire remediation, and energy efficiency improvements. Cheeverstown has committed to have essential fire remediation work complete in all community properties by the end of Q4 2025.

Energy efficiency initiatives will continue with plans to reduce the size and capacity of boilers in the boiler house and wrap the external walls of Monalea, Shelton, and Ballynakelly to retain heat.

Property projects include full renovation of Heatherview Close and Old Court Avenue. Both have been identified for energy upgrades and property improvements. Work at Riverbank is scheduled to commence in Q2 2025, with Brambles planned to begin in Q4 2025.

The Glenview project will be completed by beginning of Q1 2025.

Other planned projects include a new kitchen at Dunmore and Bancroft and renovations of both bathrooms at Suncroft Park.

Overall, 2024 has been a year of significant progress in energy efficiency, transport sustainability, and property upgrades, with ambitious plans in place for 2025 to continue improving services, safety, and environmental performance.



Volunteers

Who we are and what we do:

We are very fortunate to have a great group of dedicated volunteers who support us through gardening, sports, and friendship. Many have been with us for years. We are incredibly grateful for their ongoing commitment to both the people we support and our organisation. In addition, we also have our corporate volunteering who support us by dedicating a day to volunteer with us. They bring teams of 20 people to help get our gardens summer ready, refresh spaces with painting and other valuable projects. Their time and effort are invaluable allowing us to complete work that would otherwise require hiring contractors.

Key Achievements in 2024:

We were able to refresh and do up our family room on campus ,and some of our hubs in the community with office furniture and technology from some of our corporate partnerships.

Exercise Class in Ballyroan Community Centre

Cheeverstown's older adults exercise group was set up in 2023 and has continued throughout 2024 in Ballyroan community centre. The class was initially for people accessing Cheeverstown but guided by Cheeverstown's move to integrate services in communities, people from the local community were invited to attend. As of December 2024, the class was made up of 50% attendees from the local community and 50% attendees who use Cheeverstown. As a result, the class supports both community integration and physical wellbeing for attendees.

Corporate Volunteering

In 2024 we have more corporate volunteering than ever. We have engaged with corporate volunteers who helped with gardening, painting, and donating furniture and technological devices.

Looking ahead to 2025

We hope to develop new partnerships and volunteering in the new communities where people will be living and attending hubs in the future.



Finance

Who we are:

We are a team of finance professionals that look after a number of finance functions such as payroll, accounts payable, banking and financial accounts. We also support the daily banking and cash needs of the people we support.

What we do:

As a team we have a broad responsibility and we work very closely with colleagues across the organisation, to make sure that we can meet the needs of people using our service. We do this by helping with banking services and access to cash to support their independent living. We also work closely with colleagues from our Human Resources team, rostering and frontline staff to ensure that our staff and suppliers are paid on time. We work closely with the HSE to report on our activities from a financial perspective and ensure that we maintain 'proper books of account'.

Key Achievements in 2024:

2024 was a very busy year and a major highlight was that we worked really hard to help people we support to open personal bank accounts. This enables people to manage their money better and gives greater access and control over their own money.

Beyond any major highlight a lot of our work goes into meeting the day to day needs of the organization and we had a good year in terms of meeting the organisations needs which includes the monthly payroll, preparing accounts and pay our suppliers.

Looking ahead to 2025

We will also continue to grow and develop the finance function in line with the services' strategy and goals. An example of something we are trying to do better is that we will have a new electronic purchase order system that will help support the services move to the community. We are also working on improvements across the organization in terms of procurement practices.

Finance Statements

Board of directors

| | 24.01.24 | 21.02.24 | 21.03.24 | 24.04.24 | 22.05.24 |
|-----------------|----------|----------|----------|----------|----------|
| Ken Hickey | ✓ | ✓ | ✓ | ✓ | ✓ |
| Roger Batman | ✓ | ✓ | ✓ | ✓ | ✓ |
| David Colfer | ✗ | — | — | — | — |
| Ailish Finnerty | ✓ | ✓ | ✓ | ✓ | ✓ |
| Raymond Mellon | — | — | ✓ | ✓ | ✓ |
| Sharon Murphy | ✓ | ✓ | ✓ | ✓ | ✓ |
| Michael Power | ✓ | ✓ | ✓ | ✓ | ✓ |
| Anne Vaughan | ✓ | ✓ | ✓ | ✓ | ✓ |
| Shelley Waldron | ✓ | ✓ | ✓ | ✓ | ✓ |

| | 26.06.24 | 18.09.25 | 24.10.24 | 20.11.24 |
|-----------------|----------|----------|----------|----------|
| Ken Hickey | ✓ | ✓ | ✓ | ✓ |
| Roger Batman | ✓ | ✓ | ✓ | ✓ |
| David Colfer | — | — | — | — |
| Ailish Finnerty | ✓ | ✓ | ✓ | ✓ |
| Raymond Mellon | ✗ | ✓ | ✓ | ✓ |
| Sharon Murphy | ✓ | ✓ | ✓ | — |
| Michael Power | ✓ | ✗ | ✓ | ✓ |
| Anne Vaughan | ✓ | ✓ | ✓ | ✓ |
| Shelley Waldron | ✓ | ✓ | ✓ | ✓ |

✓ in attendance

✗ apologies

— unavailable

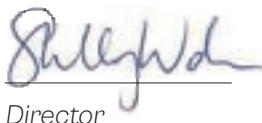
In 2024 the Board noted the passing of Mr. David Colfer and the resignation of Ms. Sharon Murphy. Cheeverstown House welcomed Mr. Raymond Mellon to the Board in March 2024.

Income and expenditure account for the year ended 31 December 2024

Cheeverstown House Company Limited by Guarantee
(A company limited by guarantee and not having a share capital)

| | Note | 2024 € | 2023 € |
|--|------|-------------------|------------|
| Income | | | |
| Net allocation from Health Service Executive | 2 | 39,408,613 | 37,350,076 |
| Payroll superannuation deductions | | 1,329,087 | 1,220,562 |
| Long Stay Charges | | 643,789 | 664,847 |
| Pobal grant | 3 | 87,555 | - |
| Capital grants released to income | | 86,496 | 73,251 |
| Canteen receipts | | 74,550 | 69,503 |
| Sundry income | | 21,024 | 193,678 |
| Total income | | 41,651,114 | 39,571,917 |
| Expenditure | | | |
| Payroll | | 36,104,264 | 34,385,333 |
| Medical supplies | | 336,059 | 294,713 |
| Housekeeping/Catering | | 784,512 | 782,196 |
| Heat, light and power | | 616,551 | 832,913 |
| Maintenance, grounds and security | | 1,443,240 | 1,566,063 |
| Finance and establishment expenses | | 1,244,181 | 1,132,140 |
| House supports and transport | | 1,121,740 | 1,074,305 |
| Total expenditure | | 41,650,547 | 40,067,663 |
| Surplus (Deficit) for the year | 4 | 567 | (495,746) |
| Accumulated Deficit brought forward | | (710,685) | (214,939) |
| Accumulated Deficit carried forward | | (710,118) | (710,685) |

The income and expenditure in both years arises from continuing operations. Approved by the Board of Directors and authorised for issue 25/06/2025 and signed on its behalf


Director


Director

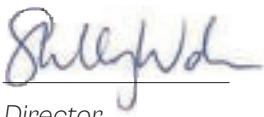
Balance sheet

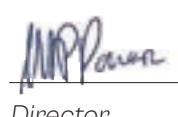
as at 31 December 2024

Cheeverstown House Company Limited by Guarantee
(A company limited by guarantee and not having a share capital)

| | Note | 2024 € | 2023 € |
|---|------|--------------------|-------------|
| Fixed Assets | | | |
| Tangible Assets | 6 | 187,026 | 207,297 |
| Stock | 7 | 13,785 | 13,785 |
| Debtors and prepayments | 9 | 4,416,029 | 3,540,476 |
| Cash at bank and in hand | 8 | 2,818,616 | 3,644,615 |
| | | 7,248,430 | 7,198,876 |
| Creditors: amounts falling due within one year | 10 | (7,958,548) | (7,909,561) |
| Net Current Liabilities | | (710,118) | (710,685) |
| Total Assets less Current Liabilities | | (523,092) | (503,388) |
| Creditors: amounts falling due after one year | 11 | (187,026) | (207,297) |
| Net Liabilities | | (710,118) | (710,685) |
| Represented by: | | | |
| Accumulated deficit | | (710,118) | (710,685) |

Approved by the Board of Directors and authorised for issue on 25/06/2025 and signed on its behalf by


Director


Director

Cash flow statement

for the year ended 31 December 2024

Cheeverstown House Company Limited by Guarantee
(A company limited by guarantee and not having a share capital)

| | Note | 2024 € | 2023 € |
|---|------|------------------|-------------|
| Cash flows from operating activities | | | |
| Surplus for the year | | 567 | (495,746) |
| Adjustments for: | | | |
| Depreciation | | 86,496 | 73,251 |
| Amortisation of Capital Grants | | (86,496) | (73,251) |
| | | 567 | (495,746) |
| Decrease in stock | | - | 2,975 |
| (Increase)/Decrease in debtors | | (875,553) | 3,774,259 |
| Increase/(Decrease) in creditors | | 48,987 | (4,485,824) |
| Net cash (outflow) from operating activities | | (825,999) | (1,204,336) |
| Cash flows from investing activities | | | |
| Payments to acquire tangible assets | | 66,225 | 90,250 |
| Grants received to acquire tangible assets | | (66,225) | (90,250) |
| Net cash movement from investing activities | | - | - |
| Net (decrease) in cash and cash equivalents | | (825,999) | (1,204,336) |
| Cash and cash equivalents at beginning of year | | 3,644,615 | 4,848,951 |
| Cash and cash equivalents at end of year | 8 | 2,818,616 | 3,644,615 |



CHEEVERSTOWN