

Sunbeam House Services to Implement Action Plan for change.

Sunbeam House Services, today, Friday, 21 April 2017, is committed to the implementation of a detailed Action Plan which has been the subject of discussions with the HSE following an Assurance Review completed last month.

SHS it is determined to rebuild trust and will address its procedures and governance issues as a matter of priority as the organisation renews its commitment to the people which SHS supports together with their families and the communities served by SHS.

The action plan commits SHS to:

- Transforming our engagement with families into a relationship that is based on mutually respectful dialogue.
- Improving our processes in the management of complaints, incidents, and protected disclosures.
- Further developing of our Safeguarding of Vulnerable Persons at Risk of Abuse policy.
- Strengthening and updating our governance structures in line with best-practice.

SHS also indicated that it would fully co-operate with any further investigations to be conducted.

SHS again apologised for the shortcomings evidenced in the Assurance Review report and is fully committed to working together with service users, families and other stakeholders to providing a person-centred service that is kind and just, and that promotes and protects the interests and well-being of everyone who is supported by SHS.

End