

## SHS Comments on Assurance Review and related matters – updated 18 April 2017

- SHS welcomed the publication of the Assurance Review into complaint handling commissioned by the HSE and conducted by Gordon Jeyes and his team. The voluntary Board of SHS, its management team and the staff of SHS co-operated fully with the review since its inception in November 2016. The report was received by the organisation on Tuesday morning, 14th March and contained recommendations for Sunbeam and for the HSE.
- The Board met to consider the report and the 11 recommendations relating to Sunbeam. The Board and management of SHS accept the recommendations contained within the report and are committed to continuing the process of improvement within SHS to bring about the necessary changes in complaint handling procedures.
- The organisation accepts the recommendations of the review and will work tirelessly to bring about the level of change required to raise complaint handling standards in our organisation.
- We are very conscious of the painful impact a complaint, especially if not responded to well, can have on the people we support and their families. We are determined that our complaint handling system will benefit from the changes which we are implementing and which will be supplemented by the recommendations of this review.
- When we get things wrong, or when our systems aren't working as well as they should, we must recognise this, and we should learn and make improvements. We are committed to learning and improving for the benefit of the people we support and their families.
- A full apology has been given to those who have been adversely affected by our actions and systems. We will seek to do better for all those connected with Sunbeam House Services.
- The Board submitted a detailed draft action plan to the HSE on 29th March. This outlined the key elements of the programme of change to be undertaken by the organisation in respect of the issues raised in the review's recommendations.
- SHS wishes to go further than just addressing the issues regarding our complaints processes and to embark on a program to strengthen our relationships with the people we support and their families for the longer term.
- Sunbeam House Services carries out complete and proper reviews and investigations in respect of all safeguarding and protection issues that are raised with them. This includes reporting matters to HIQA, the HSE and to the Garda Síochána. All allegations of abuse receive the highest amount of attention from SHS and the relevant authorities. There is a zero-tolerance in Sunbeam House Services in respect of abuse. In all cases these matters are independently reviewed and dealt with in full compliance with legislative requirements and national policy.
- In respect of safeguarding issues in particular the Assurance Review states:
  - "Safeguarding was given appropriate priority". (Page 10 Assurance Review – Sunbeam House Services – March 2017) "Whilst certain centres need specific work on improving standards, there is no indication of any fundamental deficits in the safeguarding working culture or principles of the organisation. From the material reviewed there are some operational concerns and professional management challenges facing Sunbeam House Services in the safeguarding context. It would appear that work is needed on the continued roll out of awareness training across all staff." (Page 8 Assurance Review – Sunbeam House Services - March 2017) Sunbeam House Services have carried out complete and proper reviews and investigations in respect of all safeguarding and protection issues that have been raised with us. All safeguarding concerns are dealt with through our policies and procedures by professionally competent people. We work

with the HSE's National Safeguarding and Protection Team in CHO6, HIQA and the Garda Siochana on these matters as required.

- Sunbeam House Services comply fully with the requirements of the national safeguarding policy and our internal policy. All allegations of abuse against staff, the people we support or family members are reported to the HSE and HIQA and to the Garda Siochana in accordance with policy requirements and are fully investigated. All allegations of abuse receive the highest amount of attention from SHS and the relevant authorities.
- Any allegation of sexual abuse by staff, the people we support or family members are reported to the HSE, HIQA and to the Garda. They are fully investigated and reported on.
- In the last 7 years there has been no confirmed case of sexual abuse by a staff member within Sunbeam House Services.
- Sunbeam House Services does not condone any family being "fobbed off" or "lied to" and reports of transport being removed as a result of complaints being raised are entirely inaccurate.
- In respect of all of the Assurance Review's 11 recommendations, the Board submitted a detailed draft action plan to the HSE on 29th March and following discussions with the HSE, a revision to the draft plan was resubmitted on Tuesday, April 18<sup>th</sup>.
- In our Action Plan we are going further than just addressing the issues regarding the recommendations in the report and are embarking on a program to strengthen our relationships and rebuild trust with the people we support and their families for the longer term.

#### **END OF STATEMENT**

**Notes for the editor:** Sunbeam House has provided services and support to people with disabilities since 1974. It incorporated in 1980, taking its current form of a Company Limited by Guarantee.

Sunbeam House Services provides:

323 Day Service places

220 in Supported Employment placement

131 Residential places

42 Home support services

33 Rehabilitation Training places

9 Respite beds providing over 800 places to 51 service users each quarter.

Sunbeam House delivers services from a number of locations which include:

25 centres of which all but one are registered with HIQA

3 Respite Units

2 Home Support locations

3 administration locations.

Sunbeam employs over 400 people in County Wicklow.

Core Funding of €23.7m was provided by HSE CHO6 to Sunbeam House Services in 2016.

Sunbeam House Services is predominately funded by the HSE.