

12 May 2017

The Journal.ie  
4th floor,  
Golden Lane,  
Latin Hall,  
Dublin 8.

Dear Mr MacNamee,

**Re: Article on your website of yesterday, 11 May 2017, titled “Investigation launched into allegations of serious abuse at centre for those with intellectual disabilities”**

I wish to draw to your attention a number of inaccuracies that appeared in the above titled article of yesterday. In particular the following should be corrected:

- **“that there were five claims that service users were sexually abused at facilities “ – this is grossly incorrect. The issues of sexual abuse either happened in the peoples’ family home or in the community, not in Sunbeam, and were reported by Sunbeam House Services to the Gardai. They did not involve any member of staff. This has already been reported and I draw your attention to our statements on our Website.**
- **“In total, there were 284 complaints detailing allegations of abuse which allegedly occurred over a period of two-and-a-half years.” – again this is incorrect and not in line with any report or any information put into the public domain. The 284 complaints reflect a wide range of different issues, some pertaining to people in the community (shop workers or other services who may have said something that someone did not like) to people we support or in some cases the inadequacy of funding to enable the service users to live the life that they wish to lead. They do not relate to abuse issues. Any suspected or alleged abuse, of any type, is dealt with through the National Safeguarding and Protection of Vulnerable Adults policy and reported to the HSE, HIQA and the Gardai (where necessary). Your reporting of this matter specifically was wholly inaccurate.**
- **“Other complaints included neglect and allegations of physical, psychological and financial abuse.” Again these matter do not appear in our complaints total of 284. These matters are reported as part of the above process and in the vast majority of allegations are not related to the provision of services within Sunbeam House Services.**



## Sunbeam House Services

Registered Office:  
SHS  
Cedar Estate,  
Killarney Road,  
Bray,  
Co. Wicklow,  
Ireland.  
Eircode: A98 WN97  
Tel: +353 (01) 2868451  
Fax: +353 (01) 2760367  
Email: [info@sunbeam.ie](mailto:info@sunbeam.ie)

Website: [www.sunbeam.ie](http://www.sunbeam.ie)

**Managing Director:**  
John Hannigan

**Directors:**  
Donal O'Brien (Chairman)  
Elizabeth Flynn  
Raymond Smith  
Timothy Wray  
Michael Shiell  
Janet French (British)

### Training & Employment Services

- Training Services
- Dargle Community Base
- Connect Employment

### Care & Residential Facilities

Day Care, Residential Care and Community Housing is provided in Bray, Greystones, Shankill, Arklow, Rathdrum, Ashford & Wicklow Town

**Company Secretary:**  
Martin Rogers


Sunbeam House Services  
Company Limited by Guarantee  
Registered in Ireland  
Registered No. 76504  
CHY No. 6559  
CRA No. 20012328



- **“Most of the complaints were made on the behalf of the service user by a parent or guardian”** – most of the complaints are made by the user of our services themselves or the staff advocating on behalf of the people we support. There are a proportion that are made by families on behalf of the family member. We treat all complaints seriously and review or investigate all complaints.
- **“231[complaints] required a formal investigation”** – this is a factual inaccuracy in the report, 19 complaints required formal investigation over that period.
- Sunbeam House Services is not **“a care centre”** but an organisation of over 420 people supported, employing more than 450 people across Wicklow.

I respectfully ask that you correct the record with the facts, your inaccurate reporting has caused a great deal of distress and anxiety, unnecessarily for the people we support, their families and the staff of Sunbeam House Services. I look forward to your acknowledgement of this letter and the correction of the record.

Yours sincerely,

  
**John Hannigan**  
Managing Director

cc. Ms Susan Daly, Editor, The Journal.ie