

Dear family member,

The last four months, since my appointment as CEO of SHS in October 2017, have been very busy. I have made a priority of communicating with families. I also believe that it is important that I write to you today setting my position on specific matters that have been included in communications from the family advocacy group within the past week.

I need to make it clear that SHS has no function in determining whether a centre will be HIQA designated centre or not. This decision is absolutely a matter for HIQA. Where HIQA raise concerns through their inspection reports, SHS Management will, with support of our Board, submit detailed responses to those concerns.

In relation to inspection reports published by HIQA on 8th January 2018, SHS submitted a detailed response to the HIQA proposal to cancel the registration of a centre in Bray. SHS's response included a plan that the centre at the focus of the submission would be reconfigured to have both designated and non-designated parts.

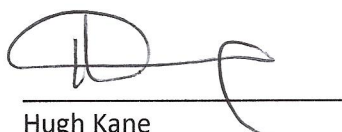
The key element of our proposal was that four places would continue to be HIQA designated. The non-designated part of the centre, involving three people, would change to supporting these individuals through our community-based services using appropriate quality standards and governance. The above is based on the assessed needs of these people and is subject to HIQA approval.

Our submission includes a range of actions to ensure compliance with the HIQA regulations, so that the centre can remain a designated centre. This option serves the people we support in the best possible way. It is not, as suggested, the easiest option. We are awaiting a response from HIQA to our submission.

I as CEO fully support the role of a families in our work. However, it is essential that information provided to families and individuals is accurate and does not cause unnecessary alarm. We must ensure that we proceed in an open and clear way to secure a safe and well supported environment for the whole SHS community.

All of us at SHS are working very hard to improve our services. I have apologised for our poor performance and accepted that we need to improve what we do. We can only achieve this where all of us work together with a common purpose. Inaccurate information is unhelpful and impacts on our ability to stay focused on the task in hand. It further impacts on staff morale and our ability to retain and recruit staff. I look forward to continuing working with you to build relationships and go forward in a co-operative and meaningful way.

Yours sincerely,



Hugh Kane
CEO



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