

## Sunbeam House Services Progressing Action Plan on Rebuilding Trust

On Thursday 11 April 2017, the Board of Sunbeam House Services agreed the action plan to ensure that the recommendations of the Assurance Review commissioned by the HSE are delivered over the next 9 months. The Action Plan has been provided to the HSE, The Minister for Health and the SHS Families group. Sunbeam House Services has already commenced the delivery of initiatives to ensure that the Action Plan is delivered within the timescales set down in the Assurance Review.

The Action Plan addresses all the recommendations from the Assurance Review and aims to rebuild the trust of families in the organisation. As part of the Action Plan the following changes will be among those undertaken:

- A full review of the complaints policy and systems to ensure that it meets with the HSE's requirements and is easier to utilise and to understand;
- The delivery of a new Protected Disclosure Policy and Open Disclosure Policy;
- An update to the reporting under the National Safeguarding and Protection of Vulnerable Adults Policy;
- A review of the training and the role of managers;
- A reconstitution of the Board, with the role of Managing Director being changed to a non-board role of CEO;
- The appointment of a new senior manager as Head of Service User and Family Engagement;
- The setting up of a Family Advocacy Group in conjunction with Inclusion Ireland;
- Additional reporting, monthly, to the Board and the HSE, with a more strategic oversight taken by the HSE;
- A re-establishment of the Audit Committee and the appointment of a new Quality Assurance and Risk Committee with greater service user and family involvement.

As part of the reconstitution of the Board, our Chairman, Donal O'Brien will step down, as his tenure as Chairman has come to an end (he will have served 5 years at that time). The Chairman will vacate the position at the end of August 2017 at which point a new, external Chairman will be appointed.

Sunbeam House Services welcomes the announcement by Minister Harris of the further investigations into the use of Client Monies, the Safeguarding and Abuse allegations outlined in the Assurance Review and the value for money audit, as well as the review of the "substance" of the 284 complaints that were included in the Assurance Review. Sunbeam House Services will cooperate fully with these investigations as they will be part of the rebuilding of trust that is required.

In relation to the 33 allegations of abuse that were highlighted in the Assurance Review. These have been widely reported on and in some cases misunderstood. These allegations had all been reported by SHS to the appropriate authorities - HSE, HIQA and the Gardaí - and subjected to full investigation. Nine allegations relate to Sunbeam staff and 24 allegations relate to people outside Sunbeam House Services. There were no sexual abuse allegations against staff. At the time of writing 2 investigations are awaiting completion.

Sunbeam House Services have also committed to working with Inclusion Ireland and the Family Advocacy Group over the coming months in the setting up of a voluntary advocacy group to ensure that the voices of the people supported by Sunbeam House Services and their families are heard at every level of the organisation.

Sunbeam House Services would like to recognise the work done by its frontline staff, who support all the people in Sunbeam House Services with true dedication and professionalism. Their efforts should not be underestimated and we recognise the great work they do every day in supporting people in Wicklow.

Sunbeam House Services expect to publish the Action Plan on their website by the end of the month.

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