Family-Advocate Breakfast Meeting
Wednesday 26th November 2025
09:30am – 11:30pm
SHS, Taylor Centre, Bray

1.0 Welcome

The CEO welcomed the group, expressing appreciation for those in attendance. In light of the low number of participants, it was noted that the session would proceed in a more informal manner, allowing for open discussion and engagement among attendees.

2.0 Day Service Transformation

Day Service PICs presented the Day Service transformation for north Wicklow 2025-2030. This is a plan to develop a pathway and implement a client centred ability framework that supports clients throughout their lifecycle within day services – from school leaver through to retirement.

3.0 Cultural Temperature Check

At the last round of breakfast meetings (in August '25), staff and families/advocates participated in a Culture Assessment. The results from across all breakfast meetings were analysed and shared - this included our strengths, improvements that could be made, patterns and overall recommendations.

The significance of maintaining collaborative communication between primary stakeholders was highlighted during the discussion.

The CEO emphasised the strong working relationship that has been established with both the HSE and Wicklow County Council (WCC). Regular joint meetings are held, enabling these organisations to coordinate efforts and address shared concerns effectively.

SHS recently met with the Housing Body to discuss ongoing challenges. The Housing Body clarified that while CAS funding will not be provided for the purchase of second-hand houses, funding remains available for new build projects.

The CEO acknowledged the difficulties that families may experience when dealing with multiple agencies, but assured the group that SHS is committed to ongoing engagement with all relevant bodies.

The CEO mentioned the existence of a family support group independent of SHS, and will share details with the wider group.

A parent raised the need for a dedicated forum for parents that includes representation from HSE, WCC and SHS. In response, the CEO noted that such a forum already exists, having been established between SHS, HSE and WCC, with invitations extended to families. However, to date, no family has come forward to participate in this forum.

4.0 Overview Compliance Plan

An update was shared on the HIQA escalation process. Our Overview Compliance Plan has reached 89% completion.

Regular meetings continue to take place between HIQA and senior management. These meetings have been very positive.

HIQA has provided feedback indicating that, while there are several strong systems currently in operation, there remain some gaps in documentation and compliance, particularly concerning agency staff.

HIQA representatives will be present at upcoming Time to Talk (TTT) sessions. The escalation process is scheduled to conclude in February 2026. Following this, HIQA will provide feedback on progress and has expressed an intention to hold follow-up meetings on a biannual basis thereafter.

5.0 Recruitment Process Update

HR Recruiter provided an update on current recruitment situation, highlighting challenges in recruitment and impact on families and clients.

Talked about the current recruitment campaign, which include improved advertising on social media platforms. The group engaged in a discussion about identifying additional potential candidate pools, including civil service retiree groups who are interested in continuing to work.

SHS has conducted interview skills workshops for clients. Looking ahead to next year, an increased number of clients are expected to participate in interview processes as a result of these initiatives.

6.0 QCT Update

The QCT Manager provided update on quality and compliance. There has been a slight decrease in our overall compliance levels; however, the current standing remains strong. It is important to note that several inspections are still scheduled and have yet to take place.

During Q3 inspections, one particular location was identified as having a notably high number of non-compliance issues, which is being addressed as a priority.

Positive feedback from the inspections was shared.

Provider Audits and Day Service Audits showed very positive results in terms of compliance.

Planned and implemented actions aimed at improving compliance were shared with the group.

7.0 Medication Audits

The CQT Manager shared information around how we report medication errors. Currently, reporting medication errors is based on internal audits. It was noted that where medication errors occur with pharmacies or families, these incidents are not included our reporting system.

At present, omitted and delayed medications are reported under the same category, without distinction. For example, when a drug is intentionally held, it is still reported as omitted or delayed, although this may not be accurate. This situation suggests that the existing reporting categories should be reviewed, and a clearer definition of what constitutes an error is required.

8.0 Finance Update

The CEO provided an update regarding the organisation's current financial position.

9.0 Governance

There was a short presentation on governance, however, due to there being so few in attendance, it was agreed by the group to end the meeting earlier. To note: SHS have established a governance and accountability framework. This framework ensures that all aspects of

governance are directly aligned with our strategic plan, supporting the organisation in achieving its objectives.

10.0 ACE

As part of the ACE survey, a focus session was held with the group to gather their feedback.

11.0 Close of Meeting

As the meeting drew to a close, attendees shared their feedback. One parent expressed particular appreciation for the progress that had been made in the management of the service supporting their family member. The parent noted a significant and impressive improvement in the way the service was managed.

The meeting ended at 11:30pm.