

Deansrath Family Resource Centre

the first Centre in Ireland to be Awarded Q Mark for Excellence



(L-R) One for all and all for one! Denise Fyanes, Siobhán Feehan, Project Manager, Deansrath Family Resource Centre, Carmel Delaney, Catherine McConville, Ken Jackson, Business Development Director, Excellence Ireland, Enda Halpin, General Manager, South Western Area Health Board, Gerry O' Neill, Assistant Chief Executive Officer, South Western Area Health Board, Sandra McGlynn, Carol Redmond, Fiona Edmonds, Catherine Rush and Colette Sage join in the Q mark celebrations.

On August 26 last, the South Western Area Health Board's Deansrath Family Resource Centre became the first such facility in Ireland to be awarded the coveted Q Mark certificate for excellence in the delivery of services to the local community.

Originally established in 1980 as a nursery for those under five years, the Centre has grown from strength to strength.

Today it has expanded to become a family resource centre with a range of high quality, innovative, client-focused child and family educational and support services for people in the Deansrath and Bawnogue areas of Dublin.

Each day, the Centre caters for an average of 40 children, up to eight years of age, with varying needs, including those with physical, sensory and learning disabilities. It has cared for more than 400 children to date.

Giving Children the Best Possible Future

'The award of this quality standard is a tribute to the drive, commitment and motivation of both staff and parents alike to make the Deansrath Family Resource Centre the very best it can be,' said Mr. Enda Halpin, General Manager, South Western Area Health Board speaking at the event. 'It is a reflection of the commitment of everyone involved in ensuring that our children receive the very best services we can provide to support their growth and development and to enhance their future potential. The transformation of the centre from a nursery to a family resource centre is a recognition of the

need to address the real issues of parents in bringing up their children and in coping with sometimes stressful and difficult situations. With the policies and procedures the Centre has put in place, these will ensure delivery on the commitment to best practice, to keeping up-to-date and to responding appropriately to multi-cultural diversity.'

'Following a rigorous audit of its activities, Excellence Ireland is delighted to be in a position to award the Q Mark to the Deansrath Family Resource Centre,' said Mr. Ken Jackson, Business Development Director, Excellence Ireland. 'This award, the first to be given a Family Resource Centre in Ireland, and won on the first attempt, is an acknowledgement of the pursuit of excellence and quality at the Centre. We anticipate that this award will be an additional spur for staff and parents alike in their drive towards continuous



Let's shake on it! Ken Jackson, Business Development Director, Excellence Ireland, hands over the Q mark certificate to Siobhán Feehan, Project Manager, Deansrath Family Resource Centre.

improvement in the delivery of new and better services.'

'I am extremely grateful to the Centre for helping my son improve his social skills,' said Kathleen Denton, one of the parents who has used the service. 'The environment in the Centre is exactly what he needed, where he could interact with other children and learn. For my part, it was great to hear from other mothers about their own experiences of child-rearing and by pooling this knowledge, everyone benefits.'

A Range of Services

New service developments this year will see the introduction of a new social skills group for children, a structured family morning and the *Incredible Years* parent group programme. This programme is designed to promote positive strategies and to assist parents in managing children's behaviour problems through play, positive reinforcement, limit setting, non-physical discipline alternatives, dealing with resistance, problem-solving and effective communication skills.

Parents are central to the running of the service and each child has a care and activity plan tailored to their individual needs. This is formulated in conjunction with parents who also participate in delivering the plan. Service delivery is based on the sensory development model with activities organised for children, either in the Centre itself or in other community settings, including the child's home, to develop their senses. Adult-child play techniques are devised to enhance communication skills and these can be replicated at home. The Centre runs parenting courses, including an assertiveness programme, has a parenting support and development group, a child minding service and an outreach service for families who need additional support with their children at home. The Centre also boasts a sensory room, a sensory garden and a toy library.

The Centre is attached to the Deansrath Health Centre which allows for greater integration of services and enhanced service provision: Public Health Nurses organise ante-natal classes and breastfeeding support groups; Speech

and Language Therapists are on hand to improve language and communication skills; Social Workers are available to provide care and support; and Community Family Support Workers help families establish healthy care routines for young children at home.



Parent Vanessa Ogida speaking to guests on the occasion of the awarding of the Q mark to the Deansrath Family Resource Centre.

Migraine - More Than Just a Headache

With an estimated 200,000 migraine sufferers in the Irish workforce, migraine is a major problem for employees and employers across the country, according to the Migraine Association of Ireland.



The severity of this impact is reflected in the fact that 92% of Irish sufferers say that attacks affect their performance at work, with 39% severely affected. In addition, the average sufferer loses two days per annum from work and the equivalent of another four days in reduced effectiveness due to migraine. In fact, at least one in three sufferers misses more than five days from work each year because of it. Migraine is responsible for the loss of at least half a million working days each year in Ireland costing the economy millions of euro.

Migraine is inherited in up to 60% of cases and is three times more common in women. Attacks can last from four to 72 hours untreated. Although there is no cure for migraine, it can be effectively managed in the majority of cases.

'Our recent awareness campaign aims to help both employers and employees

understand migraine better,' says Mr. Peter Murphy, Chief Executive of the Migraine Association of Ireland.

'Migraine can be managed. Reducing its impact in the workplace benefits everybody. Increasing understanding between migraine sufferers, their employers and colleagues, combined with improved migraine management, will lead to a healthier and more productive workforce.'

'Our advice is that if migraine is affecting your work, you should see your GP and explain the impact that it is having. Your GP can work with you on a treatment plan to help. People can also contact the Association to find out more about migraine and what can be done to control it.'

'On the other hand, employers also need to be aware that by helping migraine sufferers and by encouraging them to manage their condition, they will reap the benefits of increased productivity, less absenteeism and a more positive workplace environment.'

The Migraine Association of Ireland has produced two new publications to help raise awareness of the issue. *Managing Migraine in the Workplace – your toughest job* is aimed at helping migraine sufferers manage their migraine better in the workplace, while *Migraine in the Workplace – get the full picture* aims to educate employers about migraine. Both guides are available free of charge by contacting the Association's helpline on CallSave 1850 200 378 or by visiting www.migraine.ie or by emailing info@migraine.ie.

Knowing the Symptoms:

Migraine is an episodic neurological condition with probable genetic links in which a severe, throbbing, one-sided headache is just one of the symptoms. Other symptoms may include:

- Aura – about 20% of migraine sufferers experience visual distortions lasting up to one hour before the headache begins.
- Nausea and / or vomiting.
- Hypersensitivity to noise and light.
- Pins and needles or numbness on one side.
- Slurring of speech.
- Confusion.
- Blurred vision.
- Loss of co-ordination.
- Migraine sufferers often experience a prodrome, or pre-headache phase, usually a few hours before the full onset of an attack. Symptoms of this may include tiredness, yawning, mood changes or food cravings.
- As the headache diminishes, many people experience a postdrome phase, similar to the prodrome.

Migraine Facts:

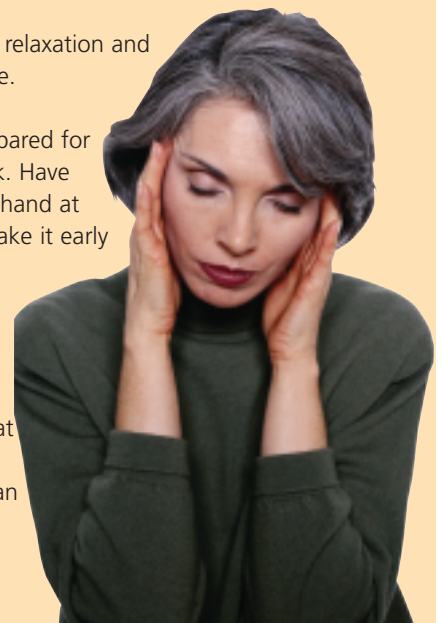
- The World Health Organisation classifies migraine as the 12th leading cause of disability worldwide among women and 19th overall.
- Although not life threatening, it has been found to have a greater impact on quality of life than conditions such as heart disease and diabetes.
- Migraine affects 16% of women and 6% of men.
- Migraine costs the Irish economy a minimum of €45m per annum in lost productivity.
- On any given day, over 13,000 people in Ireland experience migraine.
- Almost two in three sufferers said that their overall job satisfaction is reduced due to their condition.
- The unemployment rate amongst migraine sufferers with severe migraine is 2-4 times greater than the norm.

Trigger factors:

- Lack of food, delayed meals, irregular eating patterns.
- Irregular sleeping patterns, too much / too little sleep.
- Certain foods and beverages.
- Dehydration.
- Hormonal changes – puberty, menstruation, pregnancy, HRT and menopause.
- Meteorological triggers – change of seasons, high atmospheric pressure, flicker and glare.
- Environmental triggers – smoke, strong smells, high altitude, loud noise, bright or flickering lights.
- Exercise – too much / too little exercise.
- Long periods in front of the TV / computer screen.
- Head, neck or back injury / high blood pressure.

Live life defensively and help combat migraine:

- Stick to regular sleeping and eating patterns.
- Keep a migraine diary to try to identify trigger factors.
- Drink plenty of water and watch your caffeine intake – caffeine is a well-known trigger.
- Avoid trigger factors once found.
- Make time for relaxation and regular exercise.
- Always be prepared for the next attack. Have medication to hand at all times and take it early in the attack.
- Learn to recognise your own migraine patterns so that you can spot early signs of an impending attack.



New Mental Health Service for Homeless Launched

The ACCES team, or Assertive Community Outreach Evaluation Services, is a brand new service in the South Western Area Health Board, established to provide a community mental health service to those who are mentally ill and homeless.

The team's mission is to provide direct and accessible mental health care to those experiencing homelessness in the Board's area and to assist those having difficulties linking in with local mental health services.

The team comprises a Consultant Psychiatrist (Dr. Joanne Fenton), Psychiatry Registrar (Dr. Catherine McCarthy), two Community Mental

Health Nurses (Jo Gore & Siobhán Dempsey) and a Social Worker (Mark Graham). Apart from outreach into the community, the service also offers an outpatient clinic.

The objectives of the service are to provide a multi-disciplinary team assessment to homeless individuals, to provide high quality support to individuals in the community, thereby reducing the need for hospitalisation, and ultimately to promote stabilisation and relapse prevention. The service also works in partnership with other agencies to provide comprehensive and seamless care.

The service is open to those aged between 18 and 65 years, who are residing in the Board's area or who have family ties in the area, who are homeless with severe and enduring mental illness and who may have dual diagnosis, alcohol or substance misuse.

Referrals are accepted from acute hospital services, community mental health clinics, primary care teams, hostels and outreach teams, the multi-disciplinary health link team and from the forensics services in certain instances.



For further information:

ACCES team, South Western Area Health Board, Parkgate Hall, 6-9 Conyngham Road, Dublin 8.
Tel.: 01 703 6158 or email ACCES@swahb.ie.

Homeless Staff Stage Christmas Breakout!

In a challenging departure from their day-to-day activities, staff members at the Homeless Persons' Unit are to stage their very first production, *The Hothouse*, by Harold Pinter at Andrews Lane Studio from December 14 to 18 next.

The staff have come together to form a new theatre company, Tramvai, made up

of a motley crew from various backgrounds, ages and nationalities.

One of the over-riding themes of any Pinter play is the notion that any conversation between two people, no matter how seemingly innocent, conceals a tactical battle for advantage. Of his own plays, Pinter said they reveal 'the weasel under the cocktail cabinet'.

This is certainly true of *The Hothouse*, a black farce set in a state institution where madness, paranoia, lust and suspicion pervade throughout. Written

in 1958, it is a fable about what happens in any society when the rights of individuals are over-ridden by the power of the State. This production has been described by one critic as frequently hilarious and, in many ways, is more farcical than any of Pinter's other plays.

So if you like your comedy laced with menace, come see *The Hothouse*, for a Christmas message with a difference!

Tickets are available from Andrews Lane box office, tel.: 01 679 5720.

New CEO for Health Service Executive Announced

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The Executive Chairman of the interim Health Service Executive, Mr. Kevin Kelly said: 'We are delighted that Aidan Halligan will be joining the Health Service Executive. This is an exceptionally important appointment and the Board of the Health Service Executive is very pleased to have found someone of his calibre, from among a first class field of candidates. Professor Halligan's extensive clinical experience combined with his involvement with the modernisation programme of the NHS will be of great benefit in implementing the change process in the Irish health system. Clearly there are very significant challenges in the months and, indeed, years ahead, and the Health Service Executive believes that in Professor Halligan we have someone who is capable of leading the committed and dedicated staff of the Irish health service

through this period of change.'

The Board of the Health Service Executive retained PriceWaterhouseCoopers as recruitment agents to undertake the executive search for a CEO, both nationally and internationally. There was a high level of interest in the position and the high calibre list of candidates included candidates from inside and outside the health sector, both from within Ireland and from overseas.

Professor Aidan Halligan is currently Deputy Chief Medical Officer for England. He is also Director General for Clinical Strategy and Development for the National Programme for IT – an £8.9 billion programme. Professor Halligan graduated in medicine from Trinity College Dublin in 1984. He practised in

Ireland for nine years, principally at the Rotunda Hospital, but also held senior posts in research, gynaecology and obstetrics at the St. James's and Mater Hospitals. He moved to the United Kingdom in 1993 and was appointed Professor of Fetal Maternal Medicine at the University of Leicester and Leicester Royal Infirmary and subsequently National Director for Clinical Governance. He is married with three young daughters and is originally from Dublin.

Professor Halligan is expected to take up his new role in April 2005. In the meantime, appropriate structures will be put in place, under the direction of the Executive Chairman of the Health Service Executive, to ensure the momentum of the change programme is maintained.

Reform Programme Continues to Gather Pace

Over the past few months the interim Health Service Executive has consulted within the existing health system and has examined best practice health care delivery in Ireland and abroad.

The Change Management Team has already completed Phase 1, the analysis phase of their work, involving the evaluation of the different elements which make up the health services.

Phase 2, the design of the Health Service Reform Programme – examining key structural and functional aspects of the system and the formation of a transition plan – is progressing.

Some additional analysis work needs to be carried out and when this is complete, the final design will then be brought to the interim Health Service Executive Board before submission to the Minister for Health & Children.

Separately, Mr. Kevin Kelly, Chairman interim Health Service Executive, will be attending the cabinet sub-committee meetings on health. This is to allow for Cabinet members to be fully updated on progress with the reform agenda. From September, the Minister for Health & Children will be attending National Steering Committee meetings to provide an additional link to the Cabinet.

Recruitment of Senior Management Team

National Director posts were advertised in the press on July 16, 2004, for the following areas: Population Health, National Hospitals Office, Primary, Community & Continuing Care, Change

Management and Organisational Development, National Shared Services, Finance, Human Resources, ICT.

Service Plan

The interim Health Service Executive will develop a consolidated national service plan for 2005.

Department of Health & Children

The Department of Health & Children is taking a lead role in relation to legislation, the establishment of the Health Information and Quality Authority and governance. It is also engaged in joint working with the interim Health Service Executive on