

Co. Longford Social Services



Annual Report 2015

Co. Longford Social Services Council

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Charity No. CHY 7291

www.mealsonwheelslongford.ie

Mission Statement

Longford Social Services Council promotes better living standards for the elderly, people with disabilities and others in need in Longford town and county and its environs by providing, promoting and supporting social services which seek to :-

- Engage in the provision of Meals on Wheels and generally, to promote, organise and develop a community project for those residing in, or having association with the area and its environs, providing services and facilities to promote self awareness and confidence.
- Support equal access to opportunities such as education and employment and input in decision making structures which affect their lives in areas such as housing, health, social services, enterprise and like areas.
- Promote the participation of local people in the management and running of the project.
- Provide a community platform to allow people to voice their opinions and ideas and to develop a centre providing services, information, training and education.
- Tackle isolation and social exclusion, to empower people by building self confidence and self worth and to support and complement other local community activities.

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Management Structure

The management committee consists of voluntary members from the local community and the following are elected.

Chairperson	Donie Murtagh
Secretary	Anne Treacey
Treasurer	Annette McDonald

Other members consist of members retired of the Health Service Executive, teachers and religious.

Staffing Levels

The number of persons engaged in the delivery all services and management is currently 2 full time workers and 2 part time drivers, 6 Community Employment and 1 Rural Social Scheme, 3 Tus. A further 25 volunteers contribute their time and talents for the benefit of the community.

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Meals on Wheels

Meals on Wheels is often the first service that is offered to older people as they become more dependant, but are still capable of continuing to live in their own homes. The benefits of the service are many.

It can improve the nutritional status of clients, it provides clients with a measure of social contact, particularly important for those who are socially isolated or living in remote areas, and it can enable the early detection of problems that require further interventions.

Those who because of age, disability or illness are unable to prepare an adequate meal for themselves – have no one to prepare meals- have inadequate cooking facilities – have health and social needs that are defined by doctors, hospitals, Public Health Nurses and concerned relatives and friends avail of the service.

Co Longford Social Services objectives of the service are to provide the opportunity for older people to live their years in dignity by:-

- Providing healthy appealing meals
- Promoting health and preventing disease
- Reducing malnutrition risk and improving nutritional status
- Reducing isolation and increasing social interaction
- The social role played by the meals on wheels service is as important or more important than the nutritional aspect of the service
- Meals on wheels plays an important role in providing respite for carers enabling home helps to undertake other tasks.

The Meals on Wheels Service provides a full meal consisting of hot soup, main meal and dessert. The meal is delivered to individual homes by many voluntary drivers and helpers and staff. At the moment we have 4 Meals on Wheels van on the road distributing to the Town and County of Longford.

The service is provided in the town and county of Longford on a seven day per week basis including Christmas day and other public holidays. A total of 40,267 were delivered in 2015, thus enabling people to maintain their independence in their own homes.

The Meals on Wheels service has many benefits. It helps to ensure that the nutritional requirements of older people are met and thus contributes to overall health, wellbeing and quality of life. It provides clients with a measure of social contact and can decrease feelings of loneliness and enable early detection of problems that require further interventions.







Launch of a National Meals on Wheels Network in Dublin with Minister Ann Phelan TD
whos mother uses the service.

Also our own Anne Byrne from Ardagh, Co Longford who is the oldest recipient of the
service in the country.



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Chiropody Service

Identified clients over 65 are allotted three to four appointments per annum. A fee of €15 is charged.

Number of Chiropody visits per patient in 2014	2 – 3
Number of chiropody sessions offered in 2014	752
Number of Chiropody clients treated	727

Martina O'Brien, Chiropodist is employed to carry out the service at the County Clinic, Dublin Road, Longford every Thursday and one Friday in the month.

Visitation

Visitation is carried out by volunteers and visits are made to nursing homes, hospitals and the elderly in their homes. A visitation people carrier is owned and used for this purpose.

Scheme of Community Support for Older People

The purpose of the Scheme is to encourage and assist the community's support for older people by means of a community based grant scheme to improve the security of its older members. One person availed of this scheme.

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Transport

Five minibuses are owned by Longford Social Services and used by the Health Service Executive to provide transport to hospitals, clinics, Mental Health Centres, Day Care, St. Christopher's and other use.



Patient Transport Service

Medical Card Holders first priority.

Trips	No of Patients
Day Care St Joseph's, Care Centre St.Christophers Day Care Centre Mental Health Day Centre Centre	5,512
Dublin Hospitals – Out Patients Clinics	1,931
Tullamore Hospital	575
Local	510
Respite every Monday Costellos Nursing Home Manor Nursing Home Laurel Lodge Nursing Home	98
Total	8,626

Public Compliance Statement

Longford Social Services is committed to complying with the *Statement for Guiding Principles for Fundraising* and has formally discussed and adopted the Statement at a meeting of the governing body.

Longford Social Services confirms its commitment to the principles set out in the *Statement of Guiding Principles for Fundraising* by a statement to that effect in its annual report.

Longford Social Services has a Donor Charter which is consistent with the *Statement of Guiding Principles for Fundraising*.

Longford Social Services regularly monitors compliance with the *Statement of Guiding Principles for Fundraising* and compliance reports are received regularly by the governing body.

Longford Social Services considers the *Statement of Guiding Principles for Fundraising* when planning all fundraising activity.

Longford Social Services has a policy on working with third party fundraisers (if applicable).

Longford Social Services provides honest, open and transparent disclosure when fundraising from the public.

Longford Social Services has appointed a member of the governing body and/or a senior member of staff to be responsible for compliance with the *Statement of Guiding Principles for Fundraising*.

Longford Social Services ensures that fundraising staff are provided with information and training on the *Statement of Guiding Principles for Fundraising* and its implementation.

Longford Social Services has a feedback and complaints procedure consistent with the *Statement of Guiding Principles for Fundraising*. Feedback is recorded for review by relevant staff including the CEO and governing body. Feedback is responded to promptly and appropriately.

Longford Social Services financial reports consistent with the requirements of the Charities Act 2009 which include a statement concerning the extent to which control of the organisation is independent of its funding sources.

Longford Social Services ensures that all donations are tracked and recorded and complies with data protection requirements.

Longford social Services is accessible to the public through a number of readily available contact option

Donor Charter

As a charity seeking donations from the public we Longford Social Services aim to comply with the *Statement of Guiding Principles for Fundraising*

Our pledge is to treat all our donors with respect, honesty and openness.

We commit to being accountable and transparent so that donors and prospective donors can have full confidence in Longford Social Services.

We promise we will effectively apply your gifts to us for their intended purposes.

We commit that you, our donors and prospective donors will:

Be informed of the organisation's mission, and of the way the organisation intends to use donated resources.

Be informed of the identity of those serving on the organisation's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.

Have access to the organisation's most recent financial statements

Be assured your gifts will be used for the purposes for which they were given.

Receive appropriate acknowledgement and recognition.

Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.

Expect that all relationships with individuals representing the charity will be dealt with professionally.

Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents.

Have easily available the agreed procedures for making and responding to complaints.

Have the opportunity for any names to be deleted from mailing lists and to be informed if the organisation intends to share the mailing lists with third parties.

Receive prompt, truthful and forthright answers to questions you might have of the organisation.

Handling Feedback and Complaints

Longford Social Services is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to them views of the general public and our supporters so that we can continue to improve.

Longford Social Services welcomes both positive and negative feedback. Therefore we aim to ensure that:

- it is as easy as possible to make a complaint;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat it seriously whether it is made by telephone, letter, fax, email or in person;
- we deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- we learn from complaints, use them to improve, and monitor them at our Board.

If you have feedback or a complaint – Step One

If you do have a complaint about any aspect of our work, you can contact The Chairperson in writing or by telephone.

In the first instance, your complaint will be dealt with by our Chief Executive (or other named officeholder with sufficient seniority to address the complaint). Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Write to:

**The Chief Executive
Longford Social Services
St. Joseph's Care Centre
Flat 6
Dublin Road
Longford**

Tel: 043.3350114

Email: Longsocserv1@eircom.net

We are open 5 days a week from 9.00 am to 5.00 pm.

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Longford Social Services's Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.