

Resilience
Healthcare

Impact Report
2023



The Power of Possible

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Our Mission

Resilience Healthcare is a wholly Irish owned health and social care provider. In 2023, through the provision of residential day and community based services, we supported 300 people with Autism, Prader Willi Syndrome, intellectual, physical and sensory disabilities.

Through our Advanced Community Care Division, we provided home Nursing Services to 110 children and adults with complex medical needs and their families.

3x10x

Our **3X10X** strategic plan is to grow our business by 3 times and to have 10 times the positive impact on the world around us.

At Resilience Healthcare, our mission is to be **resilient, persistent** and **do things differently**, creating **positive impact** for the people we support and the world around us. Our approach to increasing positive impact is underpinned by the Broadlake Impact Charter's four **HAVE** pillars:

- H** Happy places
- A** Accessibility for everyone
- V** Value in our community
- E** Enviromental urgency

As part of our strategic vision and commitment to growing sustainably, we continually offer innovative and responsive healthcare solutions to serve even more people and their families.



Valuing our People

811 employees

42 international hires

23 internal promotions

360 new hires

26 nursing / social care students on clinical placements

31 LEADx management development programme employees

25 LEAP social care / community service development programme employees

16 CPD employees

Sponsored over a range of courses from Train the Trainers, MAPA Instructors, Microsoft Excel, Employment Law & College Course Sponsorship.

Gender balance

Gender balance on leadership team 80% female vs 20% male. Plus we have a 70% female Senior Management Team, far exceeding the national average of 36% (Grant Thornton's annual Women in Business Report).

Person Centred Services

We continued to expand our range of quality person centred services, underpinned by operational and clinical excellence.

Outreach & Day Services

In 2023, we supported 130 people through our Outreach Services and 80 people attended our Day Services. We provide outcome focused individualised supports, growing our Day Services in line with the 'Interim Standards for New Directions Services' to encourage self-determination in the lives of people with disabilities. In partnership with the HSE we were pleased to open our 8th Day Service in Swords, Dublin at the end of 2023.

8 Day Services



Clinical Services Team

The CST delivered in-person training to 582 employees in 2023. 327 employees received a 2-day training event across 7 locations that focused on Intellectual Disability, Autism, Human Rights, Positive Behaviour Support, Quality of Life Measures, Individual Service Plans and Person Centred Planning.

An additional 255 employees received initial and refresher Safety Intervention training from the Behaviour Support Specialists. Other service user specific training included Trauma Informed Care, PWS, Sensory and Emotional Regulation, Feeding-Eating-Drinking-Swallowing (FEDs), Positive Behaviour Support Plans, Sleep Hygiene, Incontinence, Scatolia, and Critical Incident Debrief sessions.

582 employees received in-person training



Residential Services

We opened two new residential services in 2023. This included the expansion of our Shared Care Service Model with a new home for children in Kilkenny.

19 residential services nationwide



Prader Willi Syndrome

We expanded our specialist services for people with PWS by opening four new apartments at Rose Lodge, Kildare and were successful in the tender to open a national PWS specialist respite service planned for 2024.

10 apartments supporting people with PWS



Advanced Community Care

Year on year, the number of children and adults with complex medical needs we support in the community continues to grow. We grew by 12% in 2023 and were supporting 110 clients in the community (versus 98 in 2022). The majority of these services are via the HSE paediatric tender framework for the provision of homecare services to children with complex healthcare needs.





Person Centred Services

Governance & Risk Management

Resilience Healthcare's governance and risk management are indispensable for the successful operation of our business. They ensure the delivery of safe, high-quality care, compliance with legal and regulatory standards, and the overall sustainability of the business.

We continue to foster a culture of continuous improvement and in line with best practice we have an established oversight Governance Committee that has met every quarter and overseen all aspects of our clinical governance and risk management. In turn this has been scrutinized by the Board Committee on Quality and Risk which met every quarter.

Governance and Risk Management continues to mature across the business and in 2023 we commissioned an external assessment of Environmental, Social, and Governance compliance to which we were recognised as being of a high standard.

92% compliance rate

In 2023, Resilience Healthcare attained 92% compliance rate across all aspects of HIQA inspections.

EFQM 5-Star & ISO 45001 Accreditation

In 2023, Resilience Healthcare was awarded the distinction of being the first company in the Republic of Ireland to receive 5 stars under the newer and in-depth scoring system implemented by EFQM since 2020. EFQM is an international accreditation that helps businesses perform better, by benchmarking their performance against best practice from top companies across multiple industries around the world. This recognition highlights our commitment to excellence and superior quality in health and social care delivery.

In November 2022 Resilience Healthcare achieved certification in the International Standard (ISO) 45001 the Occupational Health & Safety Management System. Our people are an important stakeholder and this accreditation demonstrates our commitment to the safety and welfare of employees, visitors, and contractors. After undertaking further audit in 2023, we sustained our compliance with this standard.



Accessibility for Everyone

Initiatives

Through Broadlake, our parent company, we have undertaken several initiatives to enhance diversity, equity, and inclusion within its workforce. These include developing a strategic plan and registering all companies under the Open Doors Initiative. Additionally, the company organised events such as Pride, 'Wear it Purple' Day and sponsored the GALAS LGBTQ+ Awards. New policies and procedures have been developed, along with plans for Unconscious Bias training across all companies. The Broadlake Company's efforts were recognised with a finalist position in the Employee Resource Group Award.

Work. Earn. Learn.

This initiative is for anyone who is looking to start a career in Disability Services or to completely change their career path. Joining us as an Assistant Support Worker, they are fully-funded by Resilience Healthcare in obtaining a relevant QQI Level 5 healthcare qualification, to be completed within 1 year of commencing employment. This is available as a 20 hour or full-time contract.

Innovation Hub

We launched our Innovation Hub and presented Innovation Awards to teams under the categories of Inclusive Technology, Health & Wellbeing, Environmental Impact, Community Empowerment and Community Impact.

Information Evenings

We held three information evenings for families of school leavers with additional needs to promote and present our Day Services in Naas, New Ross, and Listowel. The HSE collaborated and presented with us on two of them.

Super-collaboration:

Accessible opportunities for everyone

As our company continues to embrace a culturally diverse workforce and forge international connections, we are working with our sister companies, MMA Recruitment and TTM Healthcare Solutions, for our overseas hires. By partnering with MMA recruitment and TTM Healthcare Solutions we bring over highly skilled people, reinforcing the importance of diversity and inclusivity in our teams.

Soccer Tournament

Resilience Healthcare's Day Services and Residential Services, alongside Broadlake, TTM, and Odyssey Social Care, joined for a fun day at the annual Soccer Tournament. This is a day of celebrating inclusion and super collaboration between our service users, employees and wider teams across our sister companies.



Matthew and his Beach Advocacy

We recorded a video with Matthew where he spoke about his advocacy for wheelchair accessible beaches and his hopes to become a politician.



Our Events

External Events

Carlow IT Career Development Fair	SETU Careers Event
NEWKD jobs Fair	Limerick adult disability day services exhibition
MTU Careers Event	Clare Childrens Services Family Information evening
Mallow College Career Fair	TUS Ennis Campus Meet the Employers
Ploughing Championship	Ablefest

Our Service Users and employees in Drummond Lodge, Monaghan organised a **coffee morning for Pieta and walked Darkness into Light, raising over €2,300.**

In collaboration with PWSAI, Resilience Healthcare held a **Family Fun Day** in celebration of Prader Willi Syndrome Awareness Day in May 2023 in our latest PWS Residential House, Rose Lodge.

Resilience Healthcare Events

Kerry Recruitment Open Day	Shared Care Online Educational event
Coffee morning for Down Syndrome Ireland, Tipperary	PWSAI Family Weekend 2023
Hillview Recruitment Open Day	Little blue heroes walk
Coffee morning for Pieta – Monaghan	Naas Day Service Official Open Day
Ennis Day Service Official Opening	Hillview Lodge Official Opening
PWS Family Fun Day / Rose Lodge Official Opening	ACC Symposium
Huntstown Lodge Official Opening	New Ross Day Service Official Opening
Kerry Day Service Summer Party	

A day of learning and growing at our annual **ACC Symposium**. Over 70 passionate attendees came together to delve into the latest insights in respiratory care. The theme *"Inspiring Excellence: Respiratory Care in the Community"* guided us through a day full of insights and learnings.

Our annual **Social Care Seminar** is a day packed full of great information, amazing stories, and fun! We had an exceptional line-up of speakers this year as well as our employee Innovation Awards.



Giving Back

Events we attended and hosted

ACC Family Fun Day

"Under the Sea" Theme

The Family Fun day is an annual event in which current and past children we support, and our own employees' children all came together for a day of dancing, colouring, and belly laughing! 'This day is all about inclusion, and no one can teach us more about that than the children themselves.' The 2023 theme was Under the Sea!



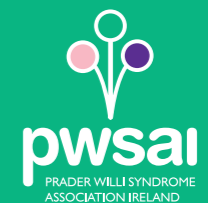
Down Syndrome Ireland

Our first ever fundraising event took place in Ard Ri, Tipperary, where over €900 was raised for Down Syndrome Ireland, Tipperary branch.



Coffee morning in aid of Pieta House

Our Service Users and employees in Drummond Lodge, Monaghan organised a coffee morning for Pieta and walked Darkness into Light, raising over €2,300.



PWS Family Fun Day / Rose Lodge Official Opening

Resilience Healthcare held a Family Fun Day in celebration of Prader Willi Syndrome Awareness Day in collaboration with PWSAI. Families of children with PWS could explore and enjoy the atmosphere of Resilience Healthcare's latest PWS Residential House, Rose Lodge at the event held in May 2023

Sponsorship & Partnerships



Dogs for the Disabled

Meet Solas, our sponsored Irish Dogs for the Disabled 'future assistance' dog. Meaning 'light' or 'brightness' in Irish, we felt this was an appropriate name for our Resilience Healthcare puppy. Assistance dogs have a huge impact on people and we know that Solas will grow into a bright, shining light in someone's life.



Sponsorship of Tullaroan Minor Hurling Team

With two residential houses in Tullaroan, we wanted to give back to the local community we have become a part of, by sponsoring the Tullaroan Minor Hurling Team.



Volunteering

Indreni supports children in Nepal through education and accommodation. Members of the Resilience Healthcare team have volunteered with Indreni by travelling to Nepal, as well as supporting them with organising fundraising events back home.



St. Gabriels Foundation

We have volunteered and provided expert support to St. Gabriel's Foundation who provide a range of specialist services and therapeutic interventions for children with disabilities in the Mid-West.





Environmental Impact

As part of the environmental impact, we have designed a new initiative 'Rooted in the Community'. For every new client we support in our Advanced Community Care division, we'll be planting a tree in their name, with Hometree.

2023 saw the following in relation to our environmental impact:



Solar PV

Our first installation of a Solar PV array in Hillview, Co. Kilkenny, generating electricity for the property, water heating and over 1000kWh surplus electricity exported back to the ESB network for a financial credit.



Audit

Energy & carbon audited completed. We now have targets of 38% energy reduction and 37% carbon reduction by 2030.



Strategy

Preparation of our Energy & Carbon Reduction Strategy for implementation in 2024.



Systems

Tendering of Energy Monitoring Systems for residential properties for installation in 2024.



Waste Reduction

Monitoring of all waste generated at house level commenced with EU targets for reduction by 2030 identified. Reduction goals of 55% for general waste, 60% for recycled waste by 2025, while ensuring we also have 100% compost waste collection across our network of houses.



Biodiversity

In 2023 we commenced our Biodiversity plan which includes creating wild-flower gardens and rollout of bee hotels and bird feeders in all of our homes.

Our Impact

"As a speech and language therapist, to provide everyone with a voice is the main goal. We can enable them to communicate, because often times people might think that service users have nothing to say, but actually it's trying to give them their voice in whatever means necessary in order to hear them. Because they all have something to say, we just have to help them say it."

Kate Logan, SLT at Resilience Healthcare

"The service has had an amazing impact on our family. Before Laura moved, our life was worked around her needs and it didn't leave room for other members of the family. Now we find that our other adult children come home more, we're developing stronger relationships. My elderly mother doesn't spend her time worrying about us and about Laura, and it's taken a huge burden off Laura siblings."

Parent of Service User with PWS



Resilience Healthcare

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