

Resilience
Healthcare

Impact Report
2024



The Power of Possible

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Our Mission

At Resilience Healthcare, our mission is to be resilient, persistent and **do things differently**, resulting in a positive impact for the people we support and the world around us.

We are an Irish-owned provider of essential disability services. In 2024, through the provision of residential day and community based services, we supported just under 400 people with Autism, Prader-Willi Syndrome, intellectual, physical and sensory disabilities.

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.

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** Environmental Urgency

3x10x

Our **3X10X** strategic plan is to grow our business threefold, to have ten times the positive impact on the world around us.



582
employees

Valuing our People



582 employees



65 international hires



35 internal promotions



26 LEADx management development programme graduates



26 LEAP social care / community service development programme graduates



115 employees enrolled on a continuous professional development (CPD) programme in 2024

Our commitment to Continuous Professional Development is also evident, with 73% of 2024's promotions involving company-sponsored CPD.



Gender balance

The gender balance of our leadership team is 80% female vs 20% male. We also have a 70% female Senior Management Team, far exceeding the national average of 36%

(Source: Grant Thornton's annual Women in Business Report).



HIQA Compliance

Our compliance rates for HIQA Regulations in Residential Service have continued to improve, reaching a 94% compliance rate in 2024. That is a truly great achievement by all the teams across the organisation.



Employee Wellbeing

Through MyNow, our wellness check-in tool, employees regularly reflect on their well-being across six key pillars: Physical, Mental, Emotional & Social, Work Balance, Financial, and Peace of Mind. This initiative empowers our people to proactively manage their health and professional growth. Complementing this, our Employee Assistance Programme (EAP) provides 24/7 confidential support, ensuring employees have access to professional guidance on personal and work-related challenges. Together, these initiatives create a culture where employees feel valued, supported, and ready to thrive.

Person Centred Services

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

Outreach & Day Services

Through our Outreach and Day Services, we supported 220 people, providing outcome-focused, individualised supports and 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.

10 Day Services



Prader-Willi Syndrome

We expanded our specialist services for people with PWS by opening a national PWS specialist respite service centre in partnership with the HSE and PWSAI.

36 people with PWS supported



Residential Services

We further extended out residential services to 22 in 2024.

22 residential services nationwide



Clinical Services Team

In 2024, the Clinical Services Team developed more than 20 different online training sessions, all copyright of Resilience Healthcare and accredited with CPD points allocated to each session.

All senior clinicians completed their 'Train-The-Trainer' course and qualified to deliver training to a high standard. Work is progressing on the models of care for autism, ID, mental health, PWS & physical and sensory disability. These models will provide an evidence-based guide for everyone to refer to when planning support services for these profiles of individuals.

Support staff members will employ these frameworks to guide their practise and approaches with service users, in collaboration with external experts, members of the Clinical Services Team, managers and our Head of Quality & Risk.

Trauma-Informed Care

We implemented a disability-specific model of trauma-informed care, to train on across the services, and we are commencing a trauma-informed framework to measure our progression and impact. The Behaviour Support Specialist Department delivered an initial two-day safety intervention course to 147 staff members, and a refresher course to 226 staff members.

373 employees received in-person training



Award-winning Healthcare

We were delighted to win the CX (Customer Experience) Impact Award in Utilities and Healthcare. And we were proud to be nominated for the "Investment in Development & Progression of Staff Award" from the Kilkenny Chamber of Commerce.





67 new colleagues
from South Africa

Accessibility for Everyone

Initiatives

Through Broadlake, our parent company, we have undertaken initiatives to enhance diversity, equity, and inclusion within our workforce. These include developing a strategic plan and registering all companies under the Open Doors Initiative.

Additionally, we organised events such as our Pride and 'Wear it Purple' days, and continued our sponsorship of the GALAS LGBTQ+ Awards.

New policies and procedures have been rolled out, including Unconscious Bias training across all companies.

Work. Earn. Learn.

This is an initiative for anyone who is looking to start a career in Disability Services. By 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 one year of commencing employment. This is available as a 20 hour or full-time contract.

Information Evenings

We held information evenings for families of school leavers with additional needs to promote and present our Day Services, in collaboration with the HSE.

Collaborations

Accessible opportunities for everyone

As we continue to embrace a culturally diverse workforce and forge international connections, we are working with sister companies, MMA Recruitment and TTM Healthcare Solutions, for our overseas hires. Through our strategic collaboration with MMA, we were delighted to welcome 67 new colleagues from South Africa, and we already look forward to welcoming new colleagues in the coming year.

Fundraising

€1,760 raised in Kerry

Josh Moore, one of our Service Users in Kerry, set up a fundraiser for Meals on Wheels Tralee and Society of St Vincent de Paul. He showcased his gym skills with a 2 hour circuit recently and very impressively raised €1,760.



Broadlake Christmas Video

The Broadlake Elves transformed our office portacabin into a magical Santa's Grotto. Santa then got to meet children and adults from across the country who may not enjoy traditional Santa visits, with big crowds and extreme noise levels. This really was a special day, with all visitors getting one-on-one time with the man himself.



Innovation Hub

We continue to present awards to our teams through our Innovation Hub under the categories of Inclusive Technology, Health & Wellbeing, Environmental Impact, Community Empowerment and Community Impact.

Our Events

PWS UK Event

In a collaboration with the Prader-Willi Syndrome Associations in Ireland and the UK, we met with families in Northern Ireland and shared insights into our services.



3x10x

The 3X10X Roadshow

Once again, our Senior team took to the road in 2024 to share our 3X10X strategy, meeting over 450 members of our Resilience Healthcare teams across the country. There's no better way to get everyone working towards our common goal.

Our 3X10X strategic plan is to grow the number of essential services we provide by 3 times and to have 10 times the positive impact on the world around us.



WORLD'S FIRST

Áit Shona: A World First

In collaboration with the HSE and PWSAI we opened Áit Shona, our first residential respite centre for children and adults with PWS: a world first in dedicated PWS respite.

Throughout the year we also expanded our services with the addition of four new residential services in Kildare, Tipperary and Laois.



Ballyseedy BBQ

Our Summer BBQ event at Ballyseedy was a tasty treat, enjoyed by a crowd of 80. It combined service users and Resilience staff, celebrating another successful year.



LEADx Graduation

We proudly celebrated our 30 employees who graduated from the LEADx Management Development Programme at a special graduation ceremony for all.



Monroe Lodge

Tipperary All-Stars Noel McGrath and Declan Browne were present for Tipp FM's outside broadcast in Monroe Lodge to celebrate our new residential service. The service supports five residents, employs 20 people, and is our fourth such service in Tipperary.



Day Service Summer Party

We enjoyed a beautiful day, and a great turn out at our Kerry Day Services Summer Party. Kerry's Eye were there to capture all the fun on the day.



Football Fun Day

Our annual Football Tournament has now evolved into an all-inclusive event and family fun day. We had 240 people in attendance, up from 117 participants last year. It was a wonderful day for employees, service users and their families.





PARTICIPATION
COMMUNITY
VALUE

Teaming up with our Service Users

We saw active engagement in our 'Service User Valued Member of the Community' programme grow again this year, with service users participating in focus groups to tell us what a valued member of their community means to them.

Aligned with the principles of Social Role Valorisation, our goal is to develop a framework that empowers and enables our service users to become more valued members of their community.

Sponsorships & Partnerships

We were proud to sponsor events and organisations that are important to the communities we work in, including:

The Galway Minor Ladies Football Team

The Clonoulty/Rossmore playground fund

Rockwell Rovers GAA club

Supporting Cliona O'Dwyer and the GPA in their efforts to plant 1 million trees in Africa

Our own fundraising was also bolstered with help from some key community partners:

St. Francis Special School in Kerry raised funds with a charity cycle

Kildare Day Service Users and Staff took part in the VHI Mini-marathon, raising money for Dyspraxia Ireland



Talk in Coláiste Dún Lascaigh, Cahir

Through our work with Tipperary footballer Cliona O'Dwyer, staff members Fiona Nolan and Vivien Brennan visited Coláiste Dún Lascaigh in Cahir, where they spoke to transition year students about the importance of community care.



KEY collaborations

Teaming up with St. Gabriels

St. Gabriel's Foundation supports over 1,600 children with disabilities and complex care needs and their families. We share the same goals, which include empowering the people we support so they can live their best lives. We teamed up with St. Gabriel's to help them achieve these goals in the following ways:



Volunteering

Laura Keane, CEO Board of Management, provided support from not only herself, but the extended Resilience teams.

Experteeing

Kevin Hoy helped establish and manage the St. Gabriel's Risk Register Guidance and supported development of their Quality Improvement plan.

Events and Marketing

Therese Barry provided support around event planning and creating brand awareness.

Collaboration

We teamed up for a Joint Family Day, bringing children and families together from both organisations, helping St. Gabriels fund and launch their new sensory garden.

Overall, this partnership is a perfect example of how we work with organisations that share our goals to amplify the power of our support.

Cormac's Artistic Journey

Cormac attends the New Directions Day Service in Tralee, Co. Kerry. It was there he discovered his outstanding creative talent. With the help of Shauna Dineen, Kerry Community Day Service Manager, and Eoghan Reen, Cormac's Key Worker, Cormac received continuous support and guidance as he pursued what began as a hobby.

In October 2023, Cormac displayed his artwork at the Resilience Healthcare Seminar, a critical step in building his confidence as an emerging artist and entrepreneur.

Resilience Healthcare recognised Cormac's potential and provided expert support to help him navigate the complexities of starting a business. Cormac now possesses the skills to promote his artwork. He has a solid understanding of business development and marketing principles, which will be crucial as he moves forward in his entrepreneurial journey.



Environmental Impact

2024 saw the following in relation to our environmental impact:



Solar PV 8,500 kWh surplus of electricity

Four solar PV systems are now fully operational, resulting in a reduction of 8.5 tonnes of CO₂ emissions to date and a surplus of 8,500 kWh of electricity being exported back to the national grid, contributing to a more sustainable energy network. An additional four systems are scheduled to be brought online in early 2025.



Training

In October, we hosted a Sustainability Training Day, delivered by Climeaction. The event was a big success, with representatives from across our services and corporate teams attending. Everyone engaged brilliantly, providing valuable feedback and reinforcing the impact of the training.



Energy Monitoring Systems

Energy monitoring systems, designed to track energy usage and environmental conditions, have been installed in five of our properties. A phased rollout will continue across the rest of the property portfolio in 2025, ensuring improved energy efficiency and informed decision-making.



Waste Reduction 550kg bottles and cans recycled each month

Our domestic services have embraced the Deposit Return Scheme, resulting in the recycling of 550kg of bottles and cans each month. To further support waste reduction efforts, we have distributed clear waste sorting signage to educate and remind residents and employees of the importance of minimising general waste.



Biodiversity

Our biodiversity initiatives commenced in 2024 with the creation of designated wildflower gardens and the installation of bee hotels and bird feeders at our properties. This year, we introduced 'Biodiversity Blooms', our inaugural photographic competition, to raise awareness, encourage participation, and highlight the outstanding efforts of our residents and teams in enhancing their daily environments. We congratulate Beltree, our inaugural winners.

8.5 tonnes of CO₂ emissions
reduced to date

Resilience Healthcare

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CX Impact in
Utilities &
Healthcare

WINNER

