

# ANNUAL REPORT 2009



**Our Mission** The Children's Sunshine Home cares for children with life-limiting conditions and their families providing transitional care, home support, respite, crisis and end-of-life care. Our services are available to all children with high medical and nursing needs.

**Our Vision** All children who need us, can access us!



# CHAIRMAN & CEO REPORT

Dear Friends



**George Balmer**  
Chairman

We are pleased to present our 2009 Annual Report of The Children's Sunshine Home.

We are working to give families and their sick children broader choices in coping with their challenges. Our "Business" is embracing life and helping families to make the most of every day, improve quality of life for the child and their family by providing support, respite, crisis and end of life care.

2009 was a challenging and productive year for The Children's Sunshine Home. We had very clear focus of what we wanted and needed to do and have planned appropriately to make this happen. Construction on LauraLynn House was started as planned in October 2009 and is progressing well on target to open to families early in 2011.

## **Working together we can make a lifetime of difference**

The Children's Sunshine Home has evolved tremendously over the last 80 years. From small beginnings we have developed into an organisation that supports a greater number of children with a wider range of needs than ever before.

Year after year, we go from strength to strength and this is as a result of our long lasting relationships with families, volunteers, the local community, health professionals and corporates.

✿ **Together** we can create awareness of the needs of very sick children and the lack of services

✿ **Together** we can give children and their families a better quality of life

✿ **Together** we can give families more choices

✿ **Together** we can address the needs of young adults, with life limiting conditions, who survive childhood.

We wish to acknowledge the leadership and invaluable support from our Board and Trustees. Our heartfelt thanks are extended to all the families, staff and volunteers whose enthusiasm and commitment have brought us to new levels of achievement.

We are dedicated to the quality of a child's life and the ongoing lives of their families. The Children Sunshine Home is about living life to the full.

We look forward to continued partnership through 2010 and into 2011 with the opening of our children's hospice, LauraLynn House.

**George Balmer**  
Chairman

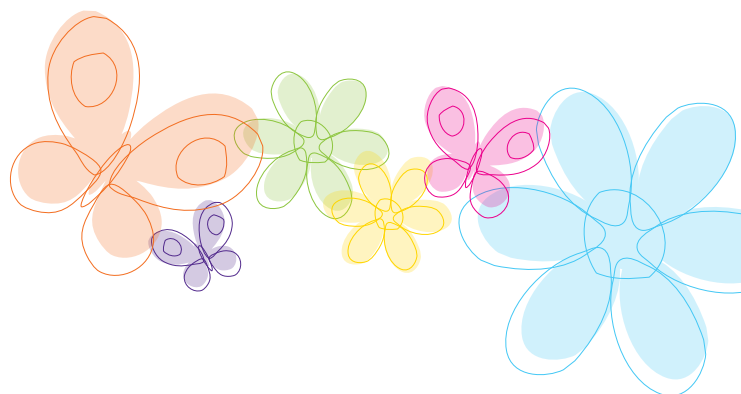
**Philomena Dunne**  
Chief Executive Officer



**Philomena Dunne**  
Chief Executive Officer

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# A YEAR IN REVIEW

## New Initiatives & Achievements in 2009/10

- Implementation of our Strategic Plan 2008-2013 focusing on growth, community and palliative care
- In 2009, 70 children and their families benefitted from care with the Children's Sunshine Home.
- Sod Turning with construction of LauraLynn House well underway
- Opening of Hazel House – dedicated respite unit
- Family Forum Committee engaged and working well.
- Building Better Options Committee addressing the need for aftercare (over 18 years of age)
- Needs Assessment in conjunction with Irish Hospice Foundation
- Clinical Governance & Human Resources Strategy
- HIQA standards review & preparation for registration

## Hazel House – dedicated respite unit

Hazel House is a new purpose built unit which provides overnight/day respite services plus transitional care for up to 9 children at any one time. It has been built by a public private partnership by POBAL and The Children's Sunshine Home. Finished to the highest standard, it includes living /dining area, a spacious bathroom with a beautiful Jacuzzi bath.



Hazel House

It has 4 bright bedrooms called:

- Teddy bear bedroom – that can accommodate up to 4 infants and young children
- Flower bedroom and Balloon bedrooms – are both twin bedrooms
- Ladybird bedroom is a single bedroom

All our bedrooms have piped oxygen and suction which is of great benefit to the very sick children who avail of the service. We are delighted that everyone has settled in so well to this lovely new environment. Sincere thanks to POBAL for supporting this initiative.

**Transitional Care** provides a step-down service for children who are born with or present with major healthcare issues and who are in the acute hospital, many of whom are blocking beds. These children would have been treated by the teams in the acute setting and in many situations, are ready for discharge to home. However, families require support, training and practical assistance in order to care for their child full-time at home. Transitional care provides that much needed support in a community setting at Hazel House.

## Family Forum Sub-Committee engaged and working well

A sub committee of the family forum was set up in July 2009 to represent family's interests and views. The Committee consists of 6 family representatives across the service, CEO, Clinical Services Manager and a Board Member. The sub-committee meets on the first Sunday of every month. This group is focused on giving families a voice in relation to the services their family member receives, by liaising with other families and bringing issues or suggestions to the group monthly. Part of its remit is to provide as much opportunity to have open dialogue between families and to facilitate family/staff/Board interaction. The group has produced its first newsletter and is proactively working on initiatives that support good open communication and future strategy.



***"My first thoughts of the Children's Sunshine Home is the warmth, colour, relaxing feeling about the whole place."***

**Joe, Lucas's Dad**

# A YEAR IN REVIEW

## Building Better Options

The **Building Better Options Committee**, comprising of parents, external supports (including HSE) and staff are reviewing the outcome of the individual needs assessments carried out last year and are looking at the implications of the HIQA standards for children and adults. The Committee has begun a review of these standards with a view to implementation.

**Clinical Governance** is very important at the Children's Sunshine Home, with our Strategy in place in 2010. Risk Management is key to providing a safe environment for the children, young people and all stakeholders and is an integral part of our governance. The development of Care Pathways are an important part of our strategy.

Our **Human Resource Strategy** will be completed in 2010 and will form an integral part of Human Resource planning into the future. One aspect is to engage with and support a team of **volunteers** who bring their skills to enhance the services offered to the children and young people. The Volunteer Handbook was rolled out in December, 2009. A total of 215 people generously donated their time at The Children's Sunshine Home. It is wonderful to have the support of so many volunteers who offer their services to improve our facility, raise funds, awareness and promote The Children's Sunshine Home and LauraLynn Children's Hospice. Our heartfelt thanks, we couldn't do it without you – be it those who help throughout the year playing with the children or at our Family Day, as part of administration and support or helped maintain our grounds and buildings. Everyone has an important role and makes a difference!

There has been an enormous amount of **training** provided 10 2009. With up to 971 hours of staff training delivered since January, 2009 most of which has been internal training. Continuous Professional Development (CPD) is a vital part of every professional's career, so it is great to see that even in these hard times, we are managing to achieve this important part of our strategy.

Developing our Research capabilities is high on the agenda for our clinicians. We have begun formalising this by planning the setting up of a library and research room for the autumn. We have a volunteer on board who will be assisting with formalising research and encouraging pieces of research to be published and will work with a member of the team in the establishment and management of the facility.

The Children's Sunshine Home will be required to apply for registration as a children's service provider from HIQA by the end of 2010. It is important that the services Governance and Management systems and policies are in place to reflect the new **'Draft National Standards for Residential and Foster Care Services for children and Young People'** January 20 10.

Policy development is ongoing to ensure compliance with **HIQA** standards for children in residence. Training for staff is focussed on the HIQA standards for children and Hygiene Standards.

As part of our strategy and in keeping with National Policy, a **Needs Assessment** into the numbers of children with life limiting conditions living in the Dublin Mid-Leinster and Dublin/North East regions of the HSE was carried out and due to be published in 2010. This work was completed in partnership with the Irish Hospice Foundation. It is envisaged that this will assist us and any stakeholder in the region when planning for services for children with life limiting conditions.

Our **Complaints Policy** is in keeping with the Health Act 2004 and Regulations (Complaints) 2006. The purpose of this policy is to ensure that any person who has a genuine complaint with any aspect, treatment or process in place in the service, may have recourse to bring that complaint to a satisfactory outcome. In 2009, 36 complaints were received and dealt with. A record is kept of all complaints and collated relevant date required for the purpose of statutory reporting.

Promoting The Children's Sunshine Home and **Branding** of our image across numerous settings continues. Part of our strategy is to ensure that the community and other agencies dealing with children with life limiting conditions are aware of what we do at The Children's Sunshine Home. Feedback to date is very positive – friendly, colourful and consistent with our values. The branding will be rolled out across stationery (e.g. letterhead, business cards, compliment slips) and brochures etc. as needed. New DVD is due to be released in 2010.



*"I always had the impression that no one else understood or no one else could look after Conor. When I came here I started to realise I'm not on my own"*

Sandra, Conor's Mum



# ACHIEVEMENTS 2009/10

## Special Olympics

On Friday June 11th 2010, four of our young people Jane, Wesley, Caroline and Niall, from Holly oaks and Willow View represented the Eastern Region of Leinster in the Motor Activities events at the All Ireland Special Olympics Games in Limerick. Eleven medals in total were won by the four athletes who took part in the ball push, bowling, and ball kick categories of Motor Activities. Members of the athletes families traveled to the event along with some of our volunteers and staff; some of whom are trainers to the athletes. Each athlete competed magnificently in each of the disciplines. At times when extra concentration was needed to perform the tasks, the athletes rose to the challenge and did themselves proud with the encouragement of their Trainer and the help of the large vocal support of the crowd without Vuvuzelas I must add.

Each time the athletes were being presented with their medals, family members would parade the Children's Sunshine Home banner which acted as a back drop during the presentation ceremony. At the end of the day the Athletes and the wider group had their photograph taken with former Munster and Irish Rugby International Keith Wood."



Jane with her medals



Former Rugby player Keith Woods with Special Olympics Athletes Wesley, Caroline and Niall and team

## Patron Miriam O'Callaghan



Caoimhe and Miriam

Thanks to the amazing support to our Patron Miriam O'Callaghan over the last few months. Her tireless support, enthusiasm and wonderful way with people is an inspiration to us all.

*"I don't why it's Ireland's first, it goes against nature, that a child dies... its such a sad reality that most people can't even think about it. LauraLynn House will be Ireland's First Children's Hospice and will provide choices for families with very sick children. I've seen first hand the wonderful work they do at Children's Sunshine Home and so delighted to support it and LauraLynn House in any way."*

Miriam O'Callaghan

# LAURALYNN HOUSE

## Sod Turning & Building Work

After six years of fundraising, building work officially began in October 2009 on our grounds.

Once completed in Spring 2011, LauraLynn House will be the only purpose built facility to offer unique community-based paediatric palliative and respite care in a unit designed and built specifically for this purpose with the children and their families in mind.

It is our shared vision of LauraLynn/Children's Sunshine Home to pioneer excellence in paediatric palliative care for every child. The project has been fully supported by fundraised money which will continue into the future to ensure the viability of the unit.



Philomena Dunne, Jane McKenna & Miriam O'Callaghan at Sod Turning in Sept 2009

Founder of the LauraLynn hospice Foundation, Jane McKenna adds: "Access to appropriate end of life care should be available to every family. Nothing can ease the pain of losing a child, but the right care can at least give quality to the child's life, however short. 'Putting life into a child's day, not days into a child's life.' This is a proud moment for my husband Brendan and I. It's what we have been working toward since 2003, and it's what we know our girls, Laura and Lynn would have wished and be truly happy about."



Hoarding and a separate construction entrance on Leopardstown Road to ensure minimum disruption for the children, their families and staff.

It will comprise a two-storey-state-of-the-art structure covering an area of 1,300 sq metres. Construction will be completed in Spring 2011. It will have 8 bedrooms with en-suite facilities, and comfortable living accommodation just like a large bungalow. It will have family apartments where families can come and stay and be near their child, especially at end of life. Our design for LauraLynn House will be of a warm, caring and loving environment which aspires to create a "home-from-home" atmosphere for their child and its family.



Build of LauraLynn House progressing well

Every aspect of the design will be completed to enhance the comfort and care of the child while at the same time considering the sensitivity of the families. Other facilities will include a family room, a quiet room, meeting rooms, outdoor water features, a quiet garden and multisensory room.

For parents, it will give that much needed break – often as simple as a decent night's sleep. It will also support healthy siblings can be very much left out, when a sick child needs 24 hour care. It will offer families a choice at end of life and ongoing support for the family when the child has passed on, which is hugely important, as life can never be the same again.

Check out [www.sunshinehome.ie](http://www.sunshinehome.ie) for more info



# SUMMARY OF ACCOUNTS

For the year ended December 2009 – our accounts show a breakeven position (small surplus of €318)

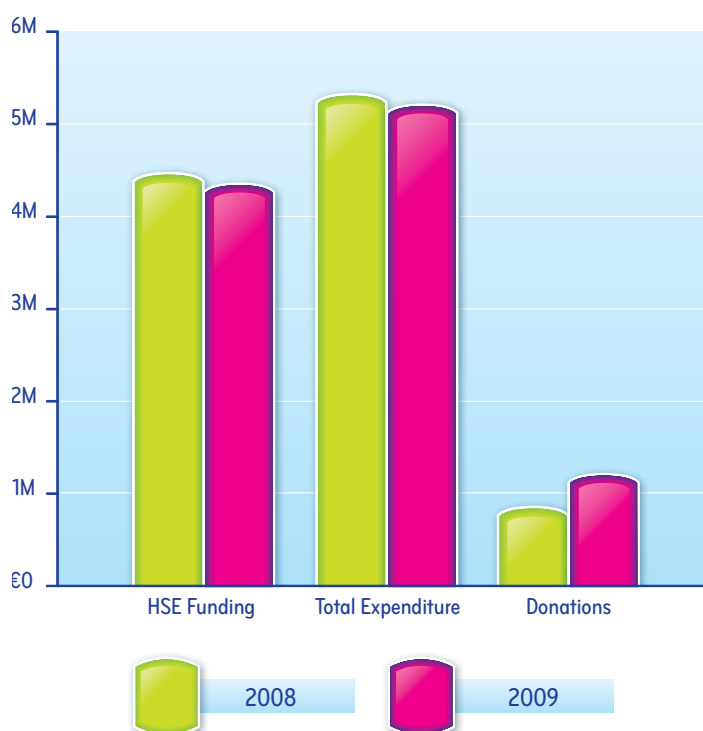
## Income & Expenditure

In 2009, the Children's Sunshine Home expenditure was €5,179,344 and our income was €5,179,662

Funding from statutory sources decreased 4.2% from 2008, but we will continue to work with HSE to secure more funding in future years. Total expenditure decreased 3.7% from last year.

Donations from individuals, companies, groups and trusts remained the most important other source of funding for us, accounting for 25% of our income.

To request full copy of our Financial Accounts please call Aidan on 01-2893151 or email [acullinan@csh.ie](mailto:acullinan@csh.ie)



## Fundraising Highlights

Total funds received in 2009 from donations, sponsorships and fundraising was €1,212,040 an increase of 53% on previous years. The Children's Sunshine Home received 75% of its funding from the Health Service executive. LauraLynn House received no state funding, all is raised with the wonderful support of donors, volunteers, companies and supporters. Our heartfelt thanks to all our supporters old and new – with your help we'll be in a position to care for more children and their families.



***“Changed our lives, it's such a happy place, Alicia comes out equally good if not better and that for us is a huge plus”***

Gervin, Alicia's Dad



***“It's about life and living. You can't change the inevitable, your situation. To me a hospice is a big home, big house with lots of life, love, support and happiness”***

Jane McKenna, Lynn & Laura's Mum



Families and children cared for:

Respite \* Transitional \* Home Support  
Residential \* End-of-life care

**The Children's Sunshine  
Home & LauraLynn House**

Leopardstown Road  
Foxrock  
Dublin 18

**T:** 01-2893151

**F:** 01-2899972

Charity No. CHY 2633

Company Reg no. 107248

**The Children's Sunshine Home is governed  
by a dedicated voluntary Board of Directors:**

George Balmer (Chairman)

Joan Banks (Vice Chairperson)

Leslie Andrews

David Andrews

Caroline Kennedy

Jean Manahan

Dr. Hugh Monaghan

Michael O'Donoghue

Jane McKenna

Moirá McQuaid

Liz Roche



*Putting Life into a Child's Day  
not Days into a Child's Life*

