



DSIG Conference

08 November 2024

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Disability Services & ADM,
Integrated Health Areas of Dublin
North County and Dublin North
City & West





IHA Area Dublin North County and Dublin North City & West

**An experience of Assisted Decision Making within a
community setting.**



Services within Dublin North County and Dublin North City & West that ADM impacts

Overview of the CHO DNCC

Primary Health Care Centres

- Balbriggan
- Ballymun
- Blanchardstown
Care & Mental Health Centre
- Corduff
- Finglas
- Grangegorman
- Navan Road Primary
Care Centre
- Oldtown
- Portmarnock
- Rush
- Summerhill

Voluntary

- CRC Clontarf
- Daughters of Charity
- St. Michael's House
- St. Vincent's Fairview

Hospitals

- Beaumont Hospital
- Cappagh National
Orthopaedic Hospital
- Connolly Hospital
- Mater Misericordiae
University Hospital
- Temple Street
- The Rotunda

CHNs for CHO DNCC

- Network 1: Balbriggan Area
- Network 2: Swords Area
- Network 3: Coastal Area
- Network 4: Coolock Area
- Network 5: Kilbarrack Area
- Network 6: Finglas Area
- Network 7: Ballymun Area
- Network 8: Cabra Area
- Network 9: North Inner City Area
- Network 10: Clontarf Area
- Network 11: Blakestown Area
- Network 12: Blanchardstown Area



- ADM impacted all services across number of DNCC- Mental Health, Primary Care, Disability Services and Older Persons.
- DNCC is the Commissioner of services from a number of a large number of Section 38, 39 Organisations and for profit agencies.
- DNCC directly employs approximately 6,000 staff.
- DNCC serves a population of nearly 680,000.



Actions pre-commencement of ADMA

- Hosted an ADM Masterclass in March 2023.
- Establishment of CHO Steering Group in May 2022 with representation from all areas.
- Conducted staff survey in December 2022/January 2023.
- Completed Impact Assessment for the CHO.
- Completed local CHO Implementation plan.
- Commenced process of synopsising legal judgments related to ADM and/or Consent.



Actions pre-commencement

- Promoted ADM through CHO DNCC's Connects Magazine.
- Developed *Project on a Page* update for Senior Management Team.
- Significant engagement with HSE National Office for Human Rights, Policy and Equality.
- 0.5 WTE QPS Advisor allocated to support implementation of ADM.



Actions post commencement of ADMA

- Supported the establishment of 80% of identified ADM Working Groups within the area.
- Provided 22 information sessions to over 500 staff and service users.
- Developed checklist for completion of Part 5 capacity assessments based on the report template developed by HSE National Office for Human Rights, Policy and Equality.
- Synopsised over 27 legal Judgments relating to consent, ADM and inherent jurisdiction.
- Conducted a further staff survey in May 2024.



Actions post commencement of ADMA

- Pilot site for DSS Search Platform for Register of Arrangements for Community Services.
- ADM Mentorship Programme - 4 mentor sets from community based services.
- Supported risk assessment of impact of ADMA on services within the community.
- Developed a need to know notification system with services.
- Reviewed CHO Impact Assessment
- Reviewed CHO Implementation Plan.
- Provided ad hoc advices to frontline staff.





Actions post commencement of ADMA






- Provided updates to CHO Senior Management Team.
- Established generic email address for ADM queries within the CHO.
- Developed a precis of requirements when considering an inherent jurisdiction application.
- Developed a census of Wards of Court currently in residential services within the CHO - HSE only.








Staff Survey 2022- Data

1	Primary Care		12.05%
2	Older Persons		14.46%
3	Mental Health		20.48%
4	Disability Services		40.96%
5	Other		12.05%

I think the Act will make the role of families/next of kin/support person clearer when making decisions.

Answer Choices		Response Percent	
1	Extremely clear		9.76%
2	Very clear		39.02%
3	Somewhat clear		41.46%
4	Not so clear		7.32%
5	Not at all clear		2.44%

I think the Act will make my job easier to support people.

Answer Choices		Response Percent	
1	Strongly agree		10.98%
2	Agree		41.46%
3	Neither agree nor disagree		42.68%
4	Disagree		3.66%
5	Strongly disagree		1.22%



Staff Survey 2022- Data

- Additional social work staff on my team to support the roll-out of ADM across frontline services.
- Webinar/In-service presentation
- I feel my role will become easier as we now have a system that will support the service user and give them the opportunity to operate their right to will and preference.
- Internal training and then retrospective reviews of different situations
- Very simple, plain English guides with examples / case studies. Some training, in-person and possibly on-line, including videos.
- What needs to be put in place in a person's file to show that the ADM is being adhered to?
- I think the only way to understand the requirements of ADM is to have some knowledge and experience around ADM. Working directly with service users that need support in this area would be a huge advantage. Or having real life case studies on how to best approach certain situations may also be beneficial.
- It would be helpful to have detailed training on the codes of practice.



Staff Survey 2024- Data

1. Which area do you work in?

Answer Choices		Response Percent
1	Primary Care	21.05%
2	Disability Services	15.79%
3	Mental Health	31.58%
4	Health & Wellbeing	0.00%
5	Older Persons	15.79%
6	QSSI	5.26%
7	Other	10.53%

5. I think the Act has made the role of families/next of kin/support person clearer in the decision making process for a person whose capacity may be or is in question

Answer Choices		Response Percent
1	Extremely clear	10.81%
2	Very clear	29.73%
3	Somewhat clear	56.76%
4	Not so clear	2.70%
5	Not at all clear	0.00%

4. I think that the Act has made it easier for me, in my role, to support people making decisions

Answer Choices		Response Percent
1	Strongly agree	10.53%
2	Agree	36.84%
3	Neither agree nor disagree	42.11%
4	Disagree	5.26%
5	Strongly disagree	5.26%



Staff Survey 2024 - Data

- There remains significant resistance to accepting new ways of working under the act from other colleagues/family members which can make it a little challenging.
- General guidance about accessing support and funding for ex-parte applications when needed.
- An easily accessible list of resources and staff to be able to consult when necessary.
- Further clarity around functional capacity assessments clearer pathways and better working relationships with the Geriatricians and PC
- A check list for staff as to the procedures, and all that is required at each stage, a flow chart
- Role out of mentor/mentee role to all staff locally
- Working through practical examples that involve consent policy, safeguarding, and ADM as they are all interlinked and are confusing to staff
- More local workshops and support
- Practical examples of cases to illustrate the theory



A Case Study, Mr A.B



Mr A.B, a case study

- **March 2023-** Mr A.B was referred by PHN to Primary Care Social Worker due to self neglect.
- **May 2023-** Primary Care Social Worker conducted a psychosocial assessment and provided interventions.
- **October 2023-** Primary Care Social Worker contacted QPS ADM Lead for support.
- **November 2023-** Legal services commissioned to explore possibility of DMRO application.



Mr A.B, a case study

- **February 2024-** capacity assessment completed in relation to decisions regarding finances, personal welfare and accommodation.
- **March 2024-** SAGE Advocacy met with Mr A.B.
- **April 2024-** Draft Affidavit and Notice of Motion for consent application received from HSE Solicitors.
- **May 2024-** Affidavit and Notice of Motion for consent application lodged. Assigned a return date of 15 May 2024. Application granted.



Mr A.B, a case study

- **June 2024-** Second Affidavit lodged in Circuit Court for the substantive application (capacity application). SAGE Advocacy report submitted to Circuit Court.
- **11 July 2024-** Legal Aid Solicitor met with Mr A.B and prepared a report for the Court.
- **19 July 2024-** return date for the substantive application. DMRO granted by Circuit Court.
- **26 July 2024-** 2 DMRs appointed from the DSS panel.



Next Steps.....



Next Steps for Dublin North City & County

- Identified need to develop a flowchart for DMRO applications.
- Identified need for a local Protocol relating to ADM.
- Identified need for further information sessions on ADM and Consent.
- Identified need for training on completion of functional capacity assessment.



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