



Evaluation, Staff Training & Management Consultancy in
Health, Education and Social Care Services



Business Portfolio



The Tannery, Ladywell, Thomastown, Co. Kilkenny

Telephone: 00353 56 7793793

www.jwolfeassociates.com

e-mail: info@jwolfeassociates.com

Contents

About Us	Page 3
Service Evaluation	Page 4
Training	Page 5
Organisational Development	Page 7
Research Portfolio	Page 9
Current and Recent Customers	Page 10
Customer Feedback	Page 12

About Us

Joe Wolfe & Associates is an agency that specialises in Service Evaluation, Training, Organisational Development and Research in Health, Education, Social Care, Hospitality and Public Services.

Our Mission is to assist people and organisations to improve quality and standards within services. We strive to do this by rooting our work in respect, empathy, partnership and co-operation. We believe in the need for truly person-centred services, where the individual who receives the service is of paramount importance. We treat all people with respect because we believe in the dignity of each individual. We strive to support, protect and promote the rights of both the individual who requires the service and those who endeavour to provide that service. The cornerstone upon which we develop our own team and deliver our services is based on maintaining a position of integrity, objectivity and honesty. The values of human dignity, compassion, justice, quality and advocacy, guide us in our work.

Being able to draw upon our training, research, organisational development and evaluation departments enables us to provide a wide range of customised, tailor-made services to suit the needs of individuals and organisations.

The people who make up our team have extensive multi-disciplinary, clinical and managerial experience in services nationally and internationally. This experience is complemented further by considerable academic and professional qualifications and research experience.



Service Evaluation Portfolio

Joe Wolfe & Associates have carried out over 150 evaluations/reviews of services in the last 9 years. The evaluation process generally involves: -

1. Agreeing the areas that the organisation wants reviewed/evaluated
2. Developing the tools for the evaluation
3. Conducting the evaluation and compiling a report
4. Feeding back the report to the organisation and working in partnership in developing an action plan
5. Follow up meeting to explore the implementation of recommendations

Types of evaluations that we have conducted

- ✚ Evaluations of the Core Funding and Budgetary Capacity of over 40 organisations
- ✚ Evaluations of public funded projects, i.e. ACCEL, POBAL
- ✚ Reviews of Board of Directors and Corporate Governance
- ✚ Evaluations of staffing levels, case mix and skill mix
- ✚ Evaluations of Management Structures and Systems
- ✚ Evaluations of services' compliance with/or preparation for national standards



Training Portfolio

Joe Wolfe & Associates currently delivers over fifty different Training Programmes, a number of which are run in association with Waterford Institute of Technology. The effectiveness of each of our Training Programmes is increased by our ability to customise our Training Programmes to suit the particular needs of the recipient Organisation. We have been recently placed on the FAS/EI National Register of Trainers. Our registration number is 902851 and the registration expiry date is 11/10/2009. We are also seeking FETAC approval of our quality assurance system.

Our Training specialities include the following areas:

- ✚ Custom Designed Management Development Programmes (run in association with WIT). Included on FAS register.

- ✚ **Person Centred Planning Training**

- ✚ Policy, Procedure and Guideline Development Training

- ✚ Quality and Audit in Healthcare Training programme. Included on FAS register.

- ✚ **Performance Management Training**

- ✚ Corporate Governance Training for Board Directors

- ✚ **Risk Assessment and Risk Management Programmes**

- ✚ Medication Management Training Programmes for nursing and non-nursing staff (training the trainers programmes also)

- ✚ **Abuse Training Programmes (including management of and investigation into abuse allegations)**

- ✚ Managing Aggression and Violence

- ✚ **Relationships and Sexuality Training**

- ✚ Training in Epilepsy and the Administration of Stesolid and Midazolam

- ✚ **Documentation and Recording Skills**

- ✚ Equality and Diversity training

- ✚ **Managing Behaviours that Challenge**

- ✚ Foundation Certificate in Disability Studies



Our Organisational Development portfolio includes the following:

- Acting as advisors to a number of Boards of Directors in relation to the development and strategic direction of their organisation

- System Review and Development, including Human Resource Systems, Performance Management Systems, Complaints Procedures, Policy Systems, and Management Systems and Processes

- Development of Business Plans

- Development of Strategic Plans

- Mentoring of Senior Management staff

- Development of key policies for a number of Statutory and Voluntary Organisations and private businesses

- Development of Person Centred Planning Processes for a number of organisations

- Development and advice on Safety Statements and Safety Audits for a number of Organisations

- Facilitation of change within and/or between organisations

- Consultancy Support to a number of Organisations on future Organisational Development

- Provision of external support to services in preparation for accreditation

- Project management support on cost containment/efficiency

- Leading investigations on complaints/abuse allegations within organisations

- Developing and implementing anti-bullying strategies

- Facilitating conflict resolution in organisations



Research Portfolio

Our Research Department has conducted a significant number of studies in recent years. Some of our projects include: -

- ❖ Conducting Focus Group research on behalf of the Health Research Board
- ❖ A study into family members' views of day services commissioned by Down Syndrome Ireland
- ❖ A study into the implications of introducing job sharing into an organisation
- ❖ Numerous customer satisfaction surveys
- ❖ Numerous quality of life studies
- ❖ Conducting research into services for people with Autism
- ❖ Value for Money Studies
- ❖ Research into discharge and aftercare services
- ❖ Skill mix and staffing level studies
- ❖ Several studies of organisational structures and systems
- ❖ A study into suicide risk assessment and management
- ❖ Numerous Service and Quality Audits
- ❖ Analysis of financial systems/financial management

Some of our Current and Recent Customers

The Health Research Board	The Carmichael Centre
Cheshire Ireland	The National Disability Authority
RehabCare	The Mental Health Commission
Kildare/West Wicklow Mental Health Services	St. Joseph's Foundation, Charleville
Seasamh Project	The N.M.P.D.U. Mid Western Health Board
Inclusion Ireland	HSE Dublin/North East
Claremont Nursing Home	HSE Dublin / Mid Leinster
Enable Ireland	HSE West
Caredoc, South East	HSE South
Rape Crisis Centre, Kilkenny	St. Ita's Hospital
Centre for Nurse Education, Castlebar	Transitional Living Unit
Mater Private Hospital	Our Lady's Hospice, Harold's Cross
Mount Carmel Medical Group	Ability West
Midway Services, Meath	Clare Family Resource Centre
Meath Community Unit	Bon Secours Group
Collgrane Centre, Killarney	St. Vincent's Private Hospital
St. John of God Services – Drumcar, Celbridge, Carmona, Menni, Beaufort	Children's University Hospital, Temple Street
The Irish Society for Autism	Clontarf Private Nursing Home
Worksafe Solutions	L'Arche Communities

Headway Ireland, Clonmel	Newcastle Mental Health Services
St. Christopher's Services, Longford	St. Catherine's E.D.C., Newcastle
St. Hilda's Services, Athlone	University College Hospital, Galway
The Coombe Women's Hospital	Merlin Park Hospital, Galway
School Completion Board	Waterford Institute of Technology
The Galway Clinic	Vic-Irl Project
Eng-Net Project	FAS
Cairdeas Services	The N.M.P.D.U. Western Health Board
Athlone Institute of Technology	The N.M.P.D.U. Midland Health Board
St. Mary's, Beaufort	The Alzheimer's Society, Ireland
St. Peter's, Castlepollard	Down Syndrome Ireland
St. Vincent's Hospital, Athy	St. Gabriel's School and Centre
Mullingar Resource Centre	St. Anne's Services, Roscrea
Crooksling Nursing Home	S.O.S. Kilkenny Ltd.
Carlow Rape Crisis Centre	Prosper Fingal Ltd.
COPE Foundation Services Ltd.	The Sisters of Charity of Jesus and Mary
Steadfast House, Carrickmacross	Co. Wexford Community Workshop Ltd.
The Brothers of Charity Services – Ennis, Limerick, Roscommon and Waterford	Nursing Homes Nursing Project Group
Sea Fisheries Protection Authority (SFPA)	Private individuals/families

Customer Feedback

"Joe Wolfe & Associates have been providing support to the Coombe Women and Infants University Hospital for a number of years. We have found Joe and his team to be extremely knowledgeable and professional in supporting staff at many levels in the organisation, particularly in relation to the development and implementation of our policies, procedures and guidelines"

John Ryan, Secretary and General Manager, Coombe Women and Infants University Hospital, Dublin.

"The second successful Certificate in Healthcare Management Course, delivered by Joe Wolfe & Associates in association with Waterford Institute of Technology, was recently completed at Bon Secours Hospital, Dublin. A total of 32 Bon Secours candidates have now been awarded the Certificate with a third course already being planned. Participation has been multi-disciplinary and, has fostered team building in addition to imparting essential management skills to a diverse range of supervisory staff. The fact that a third course is already in the pipeline demonstrates our high level of satisfaction with this initiative".

Gareth Jones, Hospital Manager, Bon Secours Hospital, Glasnevin.

"The Safe Administration of Medication Training of Trainers Programme has now been delivered on two occasions to Cheshire Ireland nursing staff. The trainers are excellent and relate the material to the everyday issues in our services. The programme content is based on up to date good practice and tailored to fit with the vision and mission of the organisation. In addition, Joe and Nicola have always been available during the year to advise on any issues which may arise".

Dr. Caroline Whelan, Manager , Service Governance & Professional Development, Cheshire Ireland.

"The content of the course, the delivery of the subject matter, the personality of the instructor and the interaction between instructor and student, all were of an excellent standard"

Participant at Conflict Resolution and Management training, Sea Fisheries Protection Authority.



The Tannery, Ladywell, Thomastown, Co. Kilkenny



00353 56 7793793

www.jwolfeassociates.com

e -mail: info@jwolfeassociates.com