

# Abode Doorway to Life Strategic Plan

## *I. Executive Summary*

Abode Doorway to Life CLG is dedicated to providing comprehensive services, supports, and facilities for adults aged 18 years and over, who experience physical and/or sensory disabilities. As an organisation Abode is committed to providing a quality service where individuals with disabilities are enabled and empowered to make choices to maximise their independence and quality of life within their communities.

This strategic plan serves as a guiding document that outlines the organization's five-year goals and the strategies needed to achieve them.

Abode recognises the diverse needs of individuals with disabilities and strives to provide equitable services that will enable service users actively participate in society.

The key pillars of Abode's strategic plan are as follows:

1. **Quality:** Abode has a strong commitment to improving the quality of the services it delivers by fostering a culture of quality and providing effective and person-centred care.
2. **Ease of Access:** This is achieved through awareness campaigns locally and nationally to ensure that both people with disabilities and referral agents are informed of how to readily and easily access Abode's services.
3. **Fostering Partnerships:** Establishing strong collaborative relationships within the community, with private and public organisations and stakeholders, with a view to sharing resources and enhancing service networks.
4. **Securing Resources:** This involves identifying the funding, personnel, technology, infrastructure and project work required to achieve the strategic plan while liaising and negotiating with relevant internal and external stakeholders.

## ***II. Vision Statement***

Abode's Vision: That people with a physical and/or sensory disability will have resources and supports which promote choice and enable active participation in their own communities.

## ***III. Mission Statement***

Abode's Mission Statement is to enable people to live the lives of their choosing to the fullest potential.

## **IV. Core Values**

- **Person Centred:** Abode strives to focus on the individual's needs, choices and values, treating them with respect and understanding.
- **Equality:** Abode aims to ensure that all policies, programme and actions are developed and implemented in a way that promotes fairness, inclusivity, and equal opportunities for all.
- **Partnership:** Abode values the collaborative relationships with relevant service providers, networks and external stakeholders to achieve mutual benefits, to promote efficiency and innovation through combining diverse skill sets, knowledge bases and perspectives. These partnerships will lead to enhancing the overall quality outcomes for service users.
- **Empowerment:** Abode values empowerment of its service users towards community inclusion and integration. Abode will support and empower a culture of active citizenship and social role valorisation.

Abode recognises the importance of giving employees the autonomy and resources to make decisions as appropriate, take action and contribute effectively to achieving Abode's goals. This is a means of fostering a culture where everyone feels valued and can contribute their unique perspectives and ideas to boost innovation, improve decision-making and drive positive change.

## **V. Objectives**

**Strategic Priority 1: People and Culture**

**Strategic Priority 2: Development of Services**

**Strategic Priority 3: Regulatory Compliance**

**Strategic Priority 4: Fostering Partnerships**

**Strategic Priority 5: Financial Sustainability**

**Strategic Priority 1: People and Culture**

The fostering of a culture which promotes quality will underpin the delivery, development and promotion of person-centred care for service users and the continued professional development of all staff, volunteers and the Board of Directors. This will be operationalised through service

user feedback, conducting audits, reviewing outcomes and implementing changes in line with regulatory standards. In addition, opportunities for staff support and development are promoted as well as partnerships with external stakeholders.

### **Strategic Priority 2: Development of Services**

This is achieved through the promotion of Abode's services locally, regionally and nationally for people with physical and sensory disabilities with a view to increasing applications for the range of services which Abode provides from day service to residential to respite to independent living to tenancies.

### **Strategic Priority 3: Regulatory Compliance**

Abode will ensure adherence and compliance with regulatory bodies (e.g. HIQA, AHBRA, FETCH, QQI, and New Directions once applicable) while operating ethically to provide a quality service for service users in line with Abode's service level agreements with stakeholders.

### **Strategic Priority 4: Fostering Partnerships**

Establishing strong collaborative relationships within the referral agents, local community, and disability service providers regionally and nationally, and within the Health Service Executive, Solas, Cork City Council, Irish Council for Social Housing, Non-Government Organisations to further develop and enhance the quality of the services Abode provides.

### **Strategic Priority 5: Financial Sustainability**

Abode will ensure the maintenance of existing revenue streams while reviewing costings on a quarterly basis. This will help to identify and implement cost saving measures while highlighting deficits with relevant stakeholders to ensure long-term financial stability. Abode will also generate additional funding sources through grants and fundraising initiatives.

## ***VI. Action Plan***

### **Strategic Priority 1: People and Culture**

This will be achieved through:

- Providing a person-centred care to service users as guided by their individualised Person-Centred Plan.
- Proactive recruitment of staff and continued development of collegial relationships with external private and government bodies in addition to access to volunteers.
- Comprehensive staff induction, training and upskilling as appropriate.
- Provision of employee supports, for example Employee Assistance Programme and Occupational Health.

## **Strategic Priority 2: Development of Services**

This will be achieved through:

- Developing effective relationships with local, regional and national organisations while working closely with the Health Service Executive respite forum partners, HSE Disability Services/Day Service regarding school leavers, Cork City Council for tenancies and tenancy sustainment to build capacity across all services. Cork College of FET (further education and training) for learners to our Independent Living Programme
- Promote awareness of Abode's services through effective use of media, through engagement with local community groups and organization's events and activities.
- Continue to prepare and submit budget bids to Cork College of FET to develop student access to Abode's educational and training programmes.

## **Strategic Priority 3: Regulatory Compliance**

This will be achieved through:

- The designated centre striving to comply with HIQA regulations and complete biannual provider visit audits to promote a culture of best practice.
- Submitting Approved Housing Bodies Regulatory Authority (AHBRA) returns annually.
- Continue to develop and review mandatory housing policies in line with AHBRA regulations.
- Submission of learner files and portfolios for both internal and external verification to ensure compliance with QQI standards.

- The annual review and submission of the Easi Tool to comply with the National Office of New Directions standards by Abode Day Services.
- The annual submission of the audit of the Framework for Person Centred Planning to the National Office by Abode Day Services.
- Promoting and adhering to Infection, Prevention and Control (IPC) guidelines, practices and standards designed to prevent and control infections across Abode services.

#### **Strategic Priority 4: Fostering Partnerships**

This will be achieved through:

- Fostering Corporate Social Responsibility (CSR) partnerships with businesses, non-profits and other organisations to achieve shared social, environmental, or ethical goals, leveraging each partner's strengths, such as corporate resources and non-government organisation expertise, to create a positive impact and build a stronger brand.
- Engaging with referral agents, referral agents, local community, and disability service providers regionally and nationally on a quarterly basis.
- Working closely with Health Service Executive, Solas, Cork City Council, Irish Council for Social Housing, Non-Government Organisations to further develop and enhance the quality of the services Abode provides.
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#### **Strategic Priority 5: Financial Sustainability**

This will be achieved through:

- Working collaboratively with funding partners, engaging and reviewing in Health Service Executive Service Level Agreements thus ensuring financial stability for the organisation.
- Effective management of the recruitment and retention of core staff to minimise spend.
- Annually/quarterly reviewing the most competitive service providers to Abode (e.g. utility providers).
- Research and apply for grants to enhance the services Abode provides.
- Continue to develop and promote fundraising initiatives across Abode.

- Foster collaborative relationships with similar service providers with a view to sharing resources and identifying cost saving measures.

## **VII. Metrics for Success**

- Increased satisfaction from service users acquired through evaluation, feedback, surveys, residents' meetings/ tenants meetings and quarterly service user forums.
- Increased satisfaction from employees through evaluation, feedback, performance management meetings, staff meetings and business meetings.
- Increase awareness of Abode's services via media platforms; social media, print media, radio.
- Annual comparative analysis will demonstrate growth in partnerships, funding sources and compliance with regulatory bodies.
- Demonstrate maximum uptake of whole-time equivalents and places in Abode's Day Centre, respite services, independent living programme and housing services.

## **VIII. Conclusion**

This strategic plan serves as a guiding document that outlines the organization's five-year goals and the strategies needed to achieve them.

Abode Doorway to Life CLG is dedicated to providing comprehensive services, supports, and facilities for adults aged 18 years and over, who experience physical and/or sensory disabilities.

As an organisation Abode is committed to providing a quality service where individuals with disabilities are enabled and empowered to make choices to maximise their independence, inclusivity and quality of life within their communities, creating a brighter future for all.