

1.1 Easy to read

Summary of NAS Annual Report 2019



What is NAS?

NAS is the National Advocacy Service for People with Disabilities.

It is called NAS for short.

NAS works to protect the rights and choices of people with disabilities.

NAS supports people who communicate in different ways like Lámh. NAS also supports people who find it hard to be part of their community.

The people who work for NAS are called Advocates. Advocates work with people who do not have a lot of other support.



Who Supports NAS?

The government gives money to the Citizens Information Board and then the Citizens Information Board gives this money to NAS.

NAS uses this money for its work and to pay the NAS Advocates.



How NAS Advocates work

Advocates work alongside people with disabilities.

They work out together what the person wants.

We all have different ways of showing what we want.

NAS Advocates watch and learn the ways people communicate.

Advocates also talk to friends, family and staff to find out more about what the person wants.



Strategic Plan 2018 - 2021

NAS has a plan for its work called the NAS Strategic Plan 2018-2021.

The plan is about 3 important parts of NAS work. These are services, standards and policies.

The plan is about NAS giving a good quality service and telling people about the issues that matter.

 	<p>NAS Work in 2019</p> <p>Advocates helped people speak up, write letters, make phone calls, attend meetings and think about important decisions.</p> <p>Advocates helped 1,026 people with disabilities in 2019 with advocacy.</p>
  0761 07 3000	<p>NAS gave information to 3,459 people in 2019.</p> <p>NAS has a telephone number people can call. Many people called this telephone number for help in 2019.</p>
	<p>NAS dealt with a lot of important issues for people with disabilities in 2019. These included housing, health, legal and family issues.</p> <p>NAS helped people with disabilities to work on these issues to try and make things better.</p>



NAS worked with people with all types of disability.

People contacted NAS themselves or with support from others like their service provider or family.



Other Important Work in 2019

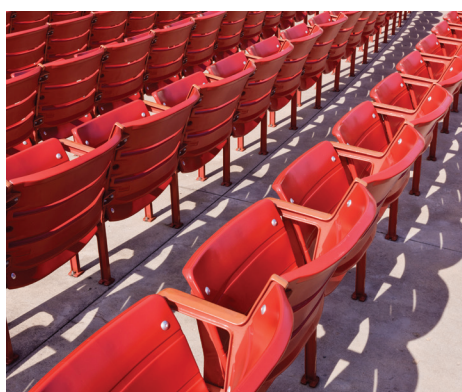
NAS wrote 4 papers called Policy Submissions to groups like HIQA and the Garda Inspectorate.

NAS told them why issues like the cost of disability, safeguarding and human rights are important for people with disabilities.








NAS also took part in a lot of meetings to discuss disability issues.

NAS met with groups like the HSE and HIQA. One example was a meeting hosted by the Department of Health to discuss adult safeguarding.



In 2019 NAS took part in 312 events to talk about the work of their Advocates.

Some of these events were in disability services and others were public events. NAS spoke at the HIQA disability roadshows in Dublin, Cork and Galway.

 <p>Training Room</p>	<h3>Training</h3> <p>Training is important for Advocates.</p> <p>Advocates attended courses to learn more about disability issues and patient issues.</p> <p>Training helps NAS provide a better service to the people they support.</p>
 <p>Patient Advocacy Service INFORMATION SUPPORT EMPOWERMENT</p> 	<h3>What is the Patient Advocacy Service?</h3> <p>NAS also provides a new service called the Patient Advocacy Service.</p> <p>The Patient Advocacy Service gives information and support to people who want to make a complaint about something that happened to them in hospital.</p>
 <p>An Roinn Sláinte Department of Health</p>  <p>Patient Advocacy Service INFORMATION SUPPORT EMPOWERMENT</p>	<h3>Who Supports the Patient Advocacy Service?</h3> <p>The Patient Advocacy Service is paid for by the Department of Health. They give money to NAS to run the Service.</p> <p>The Patient Advocacy Service is an independent service. It does not get any money from the HSE.</p>



The Patient Advocacy Service Work in 2019

The Patient Advocacy Service did a lot of work in 2019 planning how it would support people.

The Patient Advocacy Service also took part in many meetings to tell hospitals and other groups about its work.

The Patient Advocacy Service started working with people on 31st October 2019. In the first two months it worked with 65 people.

Advocacy Officers worked on complaints like staff ignoring questions from patients, rude behaviour, staff not communicating a patient's care plan to them, patients being unable to access specialist care or being misdiagnosed.



Thank You

NAS thanks all of its staff for all their hard work in 2019.

NAS also thanks the Citizens Information Board and the Department of Health for their support in 2019.

Case Study on Quality of Life Issue: Samuel

My name is Samuel and I am in my forties. I have sensory and intellectual disabilities. I lived with family who had cared for me for most of my life.

I did the same thing every day. I spent most of the time sitting in a bed. My carer was not able to take good care of me and I lived in poor conditions.

NAS heard about my situation and a NAS advocate came to visit me. The advocate saw that I could do more things like take part in activities.

My advocate told Disability Services, The Community Healthcare Team and the HSE Safeguarding and Protection team about what life was like for me.

The HSE gave money so that I could move to a service. I am now living a happier and healthier life. I am supported to have contact with my family.

None of this would have been possible without the support of my NAS advocate.

Case Study on Housing Issue: Sheila

My name is Sheila and I am in my 50s. I lived in a group home with four other people. I did not want to stay there as it was too noisy.

My NAS advocate helped me communicate how I felt. We used a chart with pictures and the staff in my house also helped me. I was able to communicate how the noise in the house made me feel sad, angry and upset.

My advocate helped me have meetings with staff and managers so that I could explain why I wanted to move. My advocate explained things to me at the meetings and this was a big help.

A new house was found for me. My advocate helped managers to plan how I would move. I moved for a short time to see if I would like the new house.

My advocate supported me to tell staff how I felt about the new house and any issues and concerns I had. This made me feel like I really had a say in what was happening to me.

I chose to move to the new house full time and I am so happy that I did. It is much quieter and more relaxed.