# International Protection Services

Dídean

PARTNERSHIP | INTEGRATION | INCLUSION

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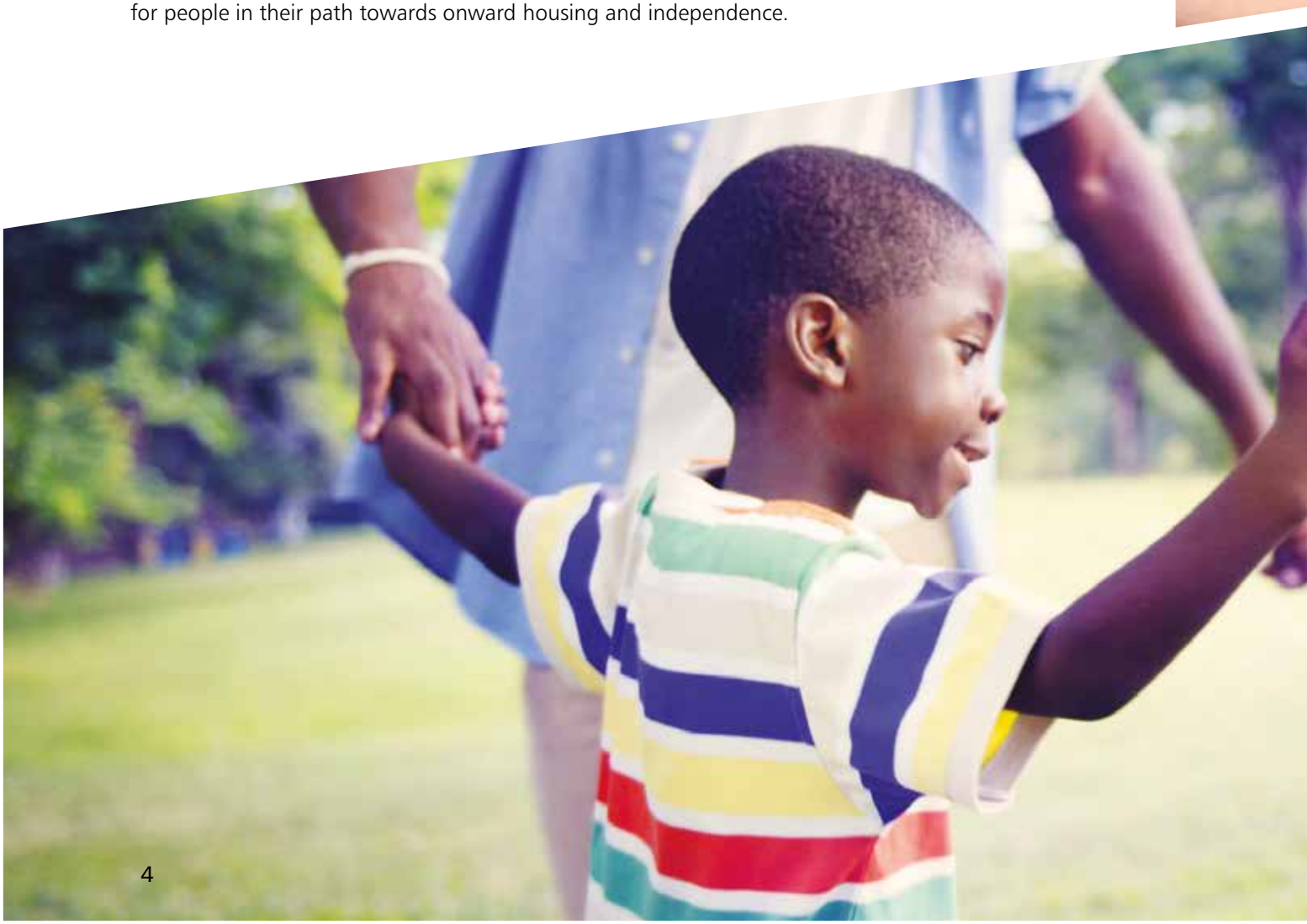
# About Dídean

'Dídean, meaning "Shelter" was established in 2019 to provide a community based, social care alternative for persons who require housing support.

We provide services to those seeking international protection. Our accommodation is own-door, self-catering and non-clustered. All services are provided in normal community settings and are facilitated by qualified social care professionals who are vetted and fully trained.

Dídean's service has been designed to meet the draft national standards for direct provision developed by the Advisory Standards Group for the Department of Justice. Dídean strives to meet and exceed national and international high standards of care and support. We are confident our approach will contribute positively to providing an alternative to Direct Provision in an ethical manner, with **dignity, transparency, accountability** for residents, local communities and the Government.

Our team bring a wealth of experience in supporting individuals (Children and Adults) with a range of complex needs. At Dídean, we believe in the highest standard of accommodation and support. This belief is embedded in the Dídean care pathway for residents in our service. This includes support for people in their path towards onward housing and independence.

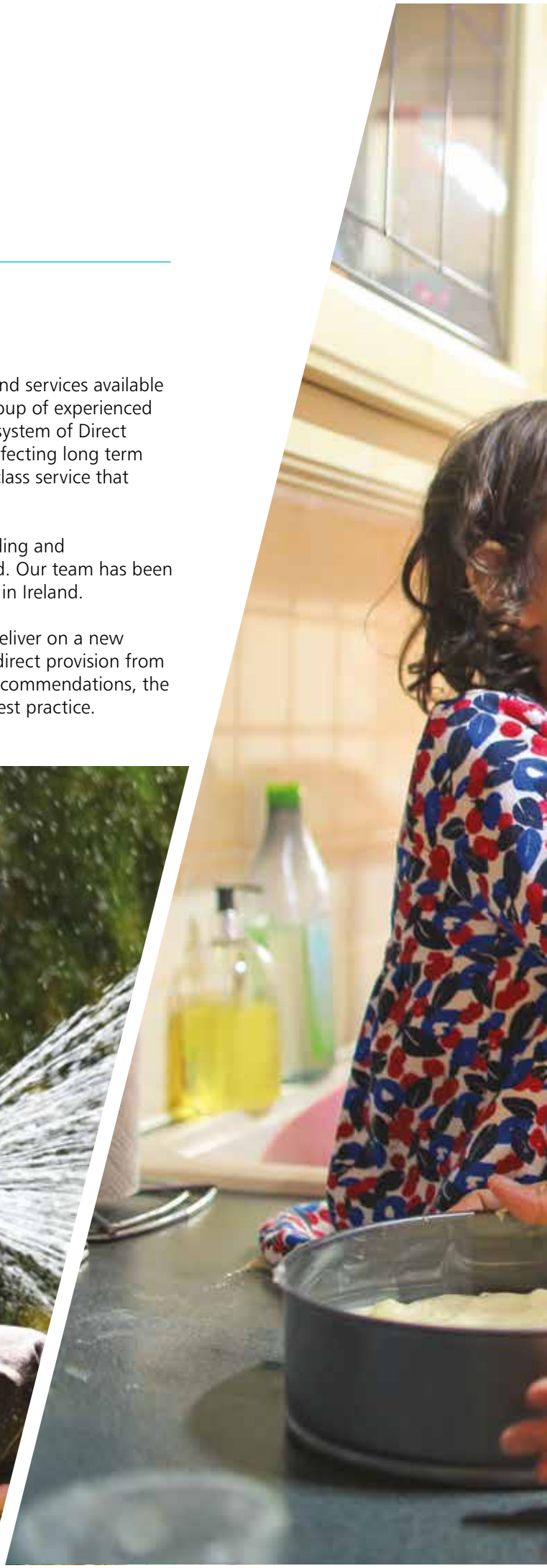


# History & Principles

Concerned by the lack of appropriate accommodation and services available to this client group, Dídean was formed in 2019 by a group of experienced professionals who had been working on reforming the system of Direct Provision in Ireland. We believe the only viable way of effecting long term change would be to lead the development of a best in class service that others could follow.

Dídean's founders have extensive experience in the building and management of health and social care services in Ireland. Our team has been instrumental in several significant changes in this sector in Ireland.

The leadership team has been tasked with the duty to deliver on a new service that adheres to the draft national standards for direct provision from its inception including recent Government committee recommendations, the McMahon report recommendations and international best practice.



# Mission Statement

Working in partnership to provide appropriate homes in an integrated environment to persons seeking international protection in Ireland.

# Vision

All International protection applicants are living in appropriate homes integrated within our community.

# Values

## People

Our staff team leads with experience and empathy. Our people have significant experience in providing high quality care solutions to government bodies that meet and exceed standards and set benchmarks for quality internationally. We support and challenge our people to make a positive, measurable impact.

## Partnerships

We engage with a collaborative network of organisations and people committed to serving the community. By embracing solution-oriented partnerships, we work together to ensure all people are supported, integrated, valued and welcomed.

## Integration

Our dedicated social care and integration team support people through their pathway of integration by providing person/family centred supports. We deliver a consistent, high standard of service to ensure our residents feel safe, secure, valued, and ultimately respect and value their communities.

## Inclusion

We are committed to high standards in safety, security and community inclusion. We are committed to providing a quality home which has access to appropriate infrastructure in terms of transport, education, security, schools and recreation.

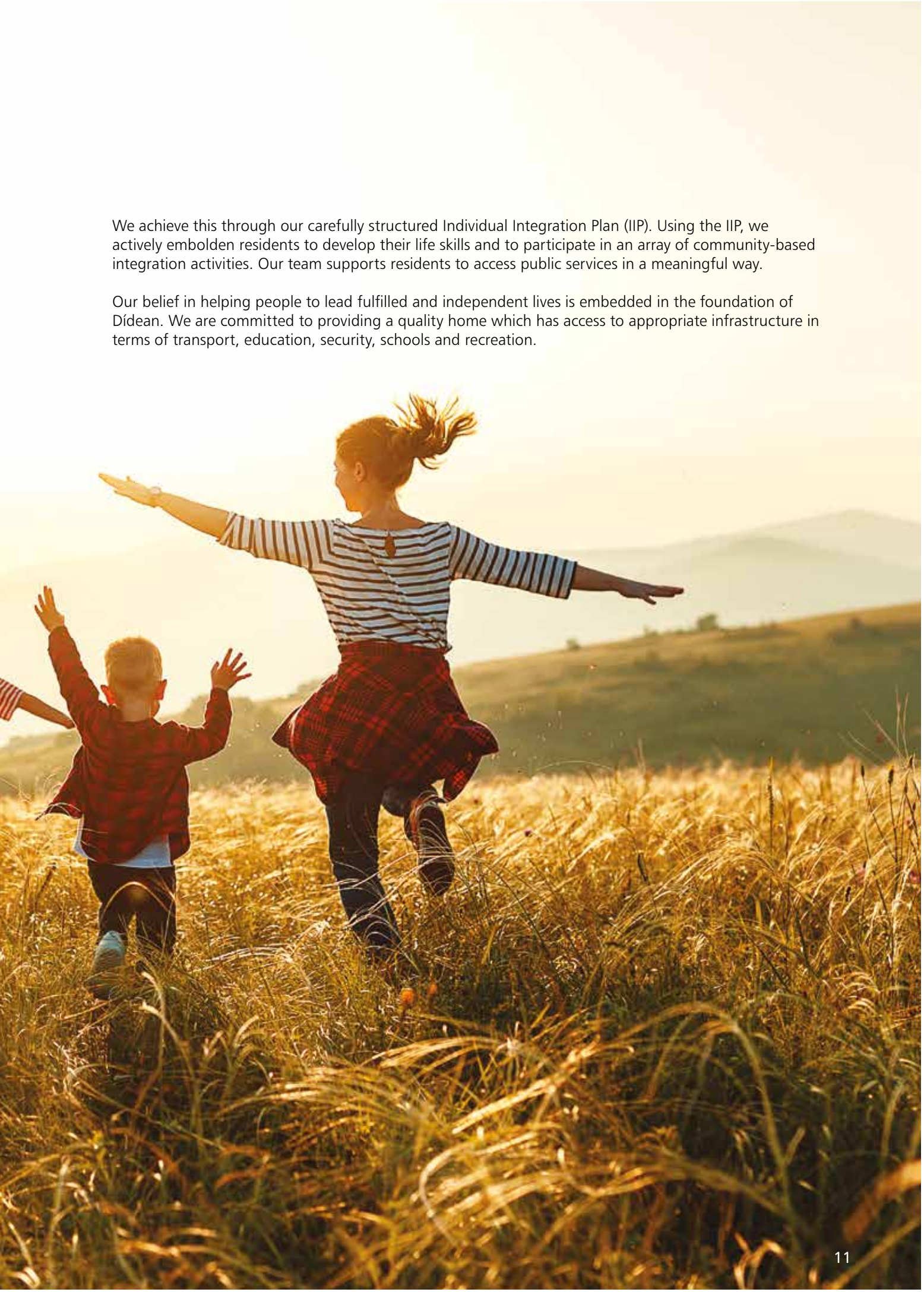
# Our Philosophy

At Dídean, we believe that having the highest standard of accommodation and support services is an absolute right of everyone. We are committed to providing our residents personalised support service within a safe and homely environment, even if temporary.

We make every effort to empower individuals by ensuring our residents are involved in the decision making process to positively impact their own lives and the services they receive.

We achieve this through our carefully structured Individual Integration Plan (IIP). Using the IIP, we actively embolden residents to develop their life skills and to participate in an array of community-based integration activities. Our team supports residents to access public services in a meaningful way.

Our belief in helping people to lead fulfilled and independent lives is embedded in the foundation of Dídean. We are committed to providing a quality home which has access to appropriate infrastructure in terms of transport, education, security, schools and recreation.



# Our Services

## SERVICES - Supported Housing for International Protection Applicants

Dídean provides supported housing to those seeking international protection. We provide high quality housing and social care supports within normal community settings.

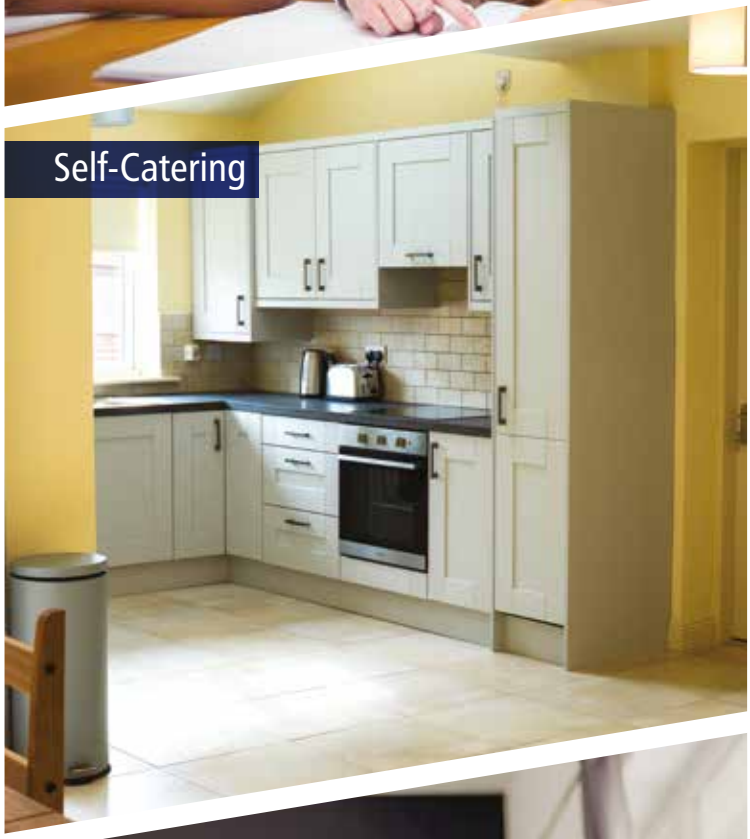
We understand the many complexities and varied needs of our residents. Dídean provides the following services as part of our core bed rates;

- We provide suitable accommodation for family units or individuals based on their assessed needs.
- All properties are proximal to local **public services such as schools, places of worship, shops and public transport**. Properties are standardised throughout the organisation and have been fitted with L1 fire alarms, fire doors and suppression equipment. All facilities have a comprehensive service and maintenance programmes and are monitored to ensure they remain at the highest standard.
- Dídean residents are provided with a full needs assessment prior to moving into any of our homes. The needs assessment supports the development of an **'Individual Integration Plan' (IIP)** which is used throughout their residency to support them become more independent, included and integrated into the community around them and to prepare them for their onward journey.
- Every resident is supported throughout their stay by a dedicated trained key worker who supports them with their IIP. The key worker works with each resident to access state services effectively, maximising the likelihood of their long-term independence. Supports are intensified at point of admission and at discharge.
- Dídean's residents **self-cater and manage their own food and household budgets** through a household allowance structure. Family units or individuals are provided with a pre-paid card and are supported by their key worker in budgeting.
- We have a **comprehensive translation and accessibility service** available to residents which covers over 150 languages. Translating services are available in person, over phone and by video conferencing.' Sign language is also available in person or by video conferencing.
- Dídean has a dedicated drop in centre in each geographic area which can facilitate meetings with public and state bodies. This centre also acts as an information hub and web café for residents.
- Dídean recognises that our residents could have experienced trauma prior to being referred and/or could be experiencing current mental health difficulties. Our team receives comprehensive training to identify specific vulnerabilities and are supervised and supported by a dedicated Clinical Team which facilitates swift onward referral to the appropriate NGO/Public Service.

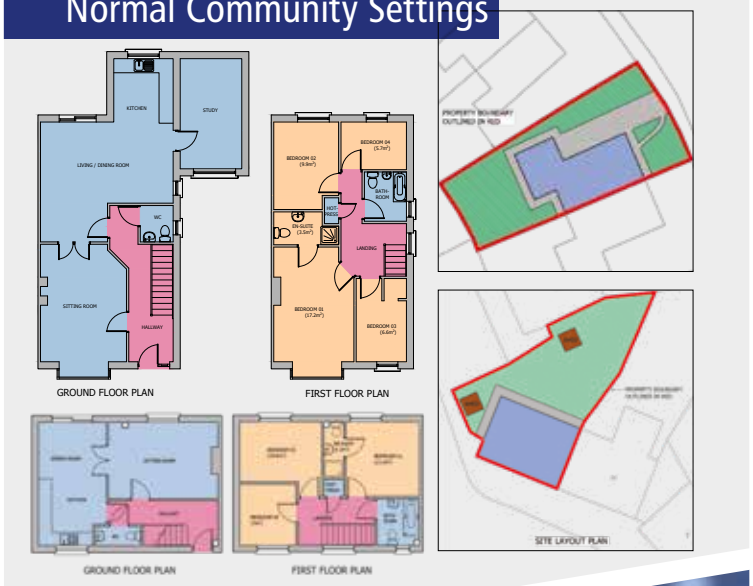
## Own Door

## Dedicated Key Worker

## Self-Catering



## Normal Community Settings




## Translation Services

## Dídean Hub

# Executive Management Team

Our team of professionals have extensive experience in managing social care services and supporting people to move towards independence and inclusion in their various communities. Dídean's senior management team have over 60 years of direct experience managing social care, emergency accommodation and psychiatric services in Ireland.

**Executive Management Team**

- Edward Dunne, Executive Chairman
- Lye Ogunsanya, Chief Executive Officer
- Frank Byrne, Chief Financial Officer
- Colleen Wall, Director of Operations
- Danny Scally, Assessment and Admissions MGR

## Edward Dunne, Executive Chairman

Ed is a health and social care entrepreneur and active philanthropist. A qualified social care professional, Ed has over 20 years in **organisational management and social care service** set up. Ed has been instrumental in the setup of several social enterprise projects. Ed founded Nua Healthcare, now the largest private residential care provider in Ireland, in 2004. The organisation now provides accommodation and care to over 600 persons with complex care requirements and employs over 1500 people. Ed departed from Nua in 2020 and is leading out the development of Dídean's services across Ireland.

## Lye Ogunsanya, Chief Executive Officer

Lye is an experienced advocate for building the change needed in the area of Direct Provision and has extensive experience in the setting up of philanthropic change driven programs in the MEA and at home in Ireland. Prior to Dídean, he was Portfolio Manager EMEA at The One Foundation where he led change driven innovation programs in Jordan, Iraq, Lebanon, Colombia and the Mediterranean. Lye is Ex-DP and an IVLP alumni (Regional Response to **Refugee and Migration Issues**), the U.S. Department of State's professional exchange program.

## Frank Byrne, Chief Financial Officer

Frank is a senior finance professional and business advisor with over twenty years of experience in large organisations. He has held senior executive positions in healthcare organisations; Finance Director of St. Patrick's University Hospital, Ireland's largest independent and not for profit mental health service provider and CFO with Beacon Medical Group. Frank is a **fellow Chartered Accountant**, a fellow of the Institute of Directors in Ireland and a Chartered Director.

## Colleen Wall, Director of Operations

Colleen Wall is a qualified social care professional with extensive experience in social care operations, compliance and social care management. Colleen has developed and implemented work place and organisational change across Intellectual Disability, Mental Health and Supported Living Services to ensure **compliance with regulations and national standards**. Colleen is also qualified in the area of psychology and Business management and brings a wealth of experience having previously held a lead management position in a large award winning healthcare organisation.

## Dr Margaret Wasz - Psychotherapist

Dr. Margaret Wasz, PhD Psychotherapy, an MPhil Psychoanalytical Studies, an MA **Humanistic & Integrative Psychotherapy**, Diploma in Psychology, a Certificate in Cognitive Behavioural Therapy (CBT) and in RO-DBT, Accredited Family Mediator, Training in Compassion Focused Therapy (CFT), Acceptance and Commitment Therapy (ACT), Mindfulness and Emotion Tolerance Skills.

## Danny Scally, Assessment and Admissions Manager

Danny is a **qualified nurse** with a specialism in the field of intellectual disability. He has a wealth experience in both the health care and social care sectors, holding various positions ranging from regional nurse, clinical nurse manager to residential service manager during his exemplary career. Danny successfully led his teams to implement a new method of working in the care sector. Prior to joining Dídean, Danny was the Admission Manager in a large healthcare service and his valuable experience will be a great addition to the Dídean team.

# Our Commitment To Quality

Dídean's service has been designed to meet the draft national standards for direct provision developed by the Advisory Standards Group for the Department of Justice.

Dídean strives to meet national and international high standards of care and support.

Our team are vetted, qualified and fully trained in an extensive array of training programmes both mandatory and deemed best practice by our team. Our training matrix can be provided upon request.

Our teams are frequently subjected to announced and unannounced audits against the draft standards and organisational KPI's (Key Performance Indicators). We have a dedicated maintenance team and systems in place that ensure our properties are maintained to the highest standards at all times.

Our properties are subjected to regular announced and unannounced audits against defined standards we have set ourselves. We have a dedicated maintenance team and systems in place that ensure our properties are maintained to the highest standards at all times.

## Getting in Touch

If you would like to make a referral to our service, please contact us at:

**Dídean**
Unit 3 BloomHQ
Patrick's Street
Mountrath
R32 DC58

**Email** info@didean.ie
**Tel** 057 860 0688
**Web** www.didean.ie

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