



Seeds of Hospitality

Newsletter of the Institute of Hospitality

West European Province of Saint John of God - No. 76

Dear Hospitallers

A lot of activity has occurred since our last Seeds of Hospitality Newsletter at Easter. We have had 2 Foundations Programmes at the Community House in Stillorgan. We have presented 2 hour Workshops "Introduction to the Values" to a number of Services namely: St. John of God Kerry Services, (Tralee and Beaufort) Liffey Region (Menni at Tessa House and in St. Raphael's Celbridge). We have bookings for many more for the remainder of the year!

I feel we have had one of the most important meetings in the life of the Institute, Hospitaller Ministries and indeed the Province and that was the Workshop for the **Local Hospitality Teams**. The Workshop took place on Thursday 12th May in the Granada Room in St. John of God Hospital from 2pm until 4pm. It was a very historic occasion and from the energy and enthusiasm in the room we got great hope and encouragement for John of God living on into the future.

30 Hospitallers represented 8 Teams from the various Service in Ireland and they were all at different levels of development. I would envisage that when we meet again in November we will have at least 12 Teams. Susan Moy gave a presentation on their Team's experience in the Hospital and this was very helpful for all the Teams. Each Team then discussed in their own group how they were doing and how they see themselves developing into the future. The reporting back from the Teams and the general discussion from the floor was very rich.

It was a very enriching experience and gives great hope for the future as all the Teams are driven and participated in by our Lay Hospitallers! You could sense the great ownership of the Values and the Heritage of St. John of God. I look forward to our next meeting in November and supporting the Teams by meeting them all quarterly.

Other activities included accompanying two groups to Granada in April. The first group was from Menni Services from the Liffey Region. The group consisted of 9 Clients and 4 Lay Hospitallers. We had a great week and everyone enjoyed the experience of walking in the Footsteps of John of God. The Clients found it great to be able to associate the name of the places in John's life with the names of the various houses and Services using the names. I would like to thank Joe Tracy and the 3 other Lay Hospitallers and Fr. Norman Jennings for making the week a very happy and spiritual experience for all especially the clients.

The following Sunday the second group arrived and I was amazed how well they settled in and bonded with each other. The sharing's and reflections from the group were great and like all the groups it was a privilege and a joy to lead them for the week. Special thanks to Bro. Michael Francis for the Eucharistic experiences we had in the Holy Ground of St John of God. Also thanks to Wheran for keeping me on the straight and narrow.

I hope the weather improves and everyone will be able to enjoy their leisure time and appreciate the gift of nature all around us and be re-energised for our mission of bringing John of God to everyone we meet.

Bro. Gregory

My Meeting with Saint John of God in Granada

Dolores Keating

I've recently discovered that it's the 'in thing' these days in business to talk about values. There are values-based management techniques and values-based recruitment strategies. There is talk about implementing a values-based business culture and values-based remuneration. In healthcare, particularly mental healthcare, there's the concept of values-based practice. The question is asked; how can we implement values without compromising on growth or success? Having spent the vast majority of my career working at Saint John of God Hospital, the values of the organisation have shaped and guided the direction of my career. My personal pilgrimage to Granada allowed me to reflect on the origins of that ethos, connect with the person that was Saint John of God and think about how I can play my part to continue his work in the organisation. Values, in my opinion are vital to the success of our mission.

Granada is a beautiful city. It is difficult now to imagine the harsh environment that Saint John of God faced every day. It was the time of the Spanish inquisition, Henry VIII's rule in England. Granada was a 'tense, turbulent and dangerous' city. But the fact that so much physically remains of the 16th century makes the journey back in time possible for those who walk in the footsteps of Saint John of God today.

For me, the day I met Saint John of God and the day that had the most impact on me personally was the day the heavens opened and we experienced what was apparently the rarest of wet days in Granada. It was the day we visited the Royal Hospital where Saint John of God was treated for his mental illness. We had already learned of his public breakdown at the sermon of Saint John of Avila, about how he had run to his home and given away everything he had, how he had gone to one of the main plazas of the city to proclaim his sins and be punished as he thought he deserved. At the Royal Hospital he received the treatment of the day for mental illness; a programme of floggings and drenching with cold water. It was not his own pain and suffering that troubled him. It was the pain inflicted on others that moved him to his ministry. He wished for a hospital where he could receive the poor and mentally ill and serve them as he wished.

At the Royal Hospital that day, I thought of a project that the World Federation for Mental Health are leading calling for dignity in mental health. It is amazing that today so many years later we are calling for the same thing that Saint John of God wanted in the 1530's: dignity in mental health care. If I and my colleagues ensure that everyone is treated with dignity and respect, then that will go a long way towards achieving the excellent service that people deserve. The story of Saint John of God's life reminds me how important it is to constantly question my practice, to ask people who use the services for their opinion and have the courage to be an advocate when needed. As we

walked in the rain, underneath our umbrellas, from the Royal Hospital to Venegas porch, the concept of shelter in a physical and emotional sense was foremost in my mind. Saint John of God provided a dry place to rest to the disenfranchised of his society. It must have been such a relief for them to know someone empathised, someone cared. How do I provide shelter for those in need?

I have always thought that being a good leader meant showing the way yourself. Saint John of God was a true leader. He had the charisma to influence people, raise money, gain followers. He showed what needed to be done and that paved the way for others to carry on his work. He also had the courage of his convictions and wasn't afraid to challenge the upper classes of his society. He never set out to found an organisation in his own name, to be well known or powerful. It was simply the example he showed that inspired others to carry on this work in his name. I imagine that if someone had asked Saint John of God what success meant to him, it would be measured in every small act of kindness and hospitality on a day to day basis.

So what can I take from this experience that has an impact on my current role in Saint John of God Hospital? Firstly, I return to my work with a renewed sense of purpose. I have always tried to relate what I do to the values of the organisation. Now I will articulate that more often to the rest of my team and think about how our goals and objectives relate to these values. Secondly, I will look at ways to bring the story of Saint John of God to life in a practical way for staff. Irish people have always harnessed the power of a good story and used stories to teach, demonstrate how things should be done and why we do what we do. The story of Saint John of God has that power. Finally, the practice of reflection itself is an important professional skill. As pharmacists, we are subject to a new continuing professional development system which requires us not only to attend courses, conferences etc. but also to reflect on our own learning needs and how what we learn benefits our practice and the people we serve. I will incorporate values into our group supervision sessions because I feel it is essential for a culture of patient safety and continuing quality improvement to consider 'why' we do things as well as the 'how'; to think about what is needed on a personal level to be a good colleague and an empathetic professional. If pilgrimage is a spiritual journey of personal significance, then for me, the experience in Granada was an important part of my own journey. That journey, following the leadership of Saint John of God, continues.



Dolores with her fellow Hospitallers at John's home and shop in Granada

APRIL



(Back from Left) Bro. Kilian, Bro. Thadu, Wheran Kee, Alfonso Pagaddu, Ramanu Vokietaitiene, Barbara Angulo, Tara Woods, Mark Hollan, Bro. Gregory, (Front from Left) Teresa Bridgette, Shauna Mooney, Leah Hargadon, Imelda Lawless

2 Day Foundation Programme

MAY



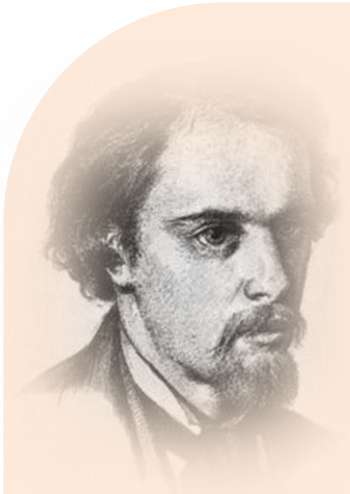
(Back from Left) Deepa Radha, Wheran Kee, Maeve O'Sullivan, Pdraig Donohoe, Maria O'Sullivan, Joseph Murphy, Lucy Korenda, Bro. Gregory, (Front from Left) Vali Ciobanu, Bro. Kilian, Sehlukile Nyathai

Bluebell Centre Menni Services Group



Hospitaller Ministries Granada Experience Group





CALL TO EXCELLENCE

Bertoldo de Giovanni is a name even the most enthusiastic lover of art is unlikely to recognize. He was the pupil of Donatello, the greatest sculptor of his time, and he was the teacher of Michelangelo, the greatest sculptor of all time. Michelangelo was only 14 years old when he came to Bertoldo, but it was already obvious that he was enormously gifted. Bertoldo was wise enough to realize that gifted people are often tempted to coast rather than to grow, and therefore he kept trying to pressure his young prodigy to work seriously at his art. One day he came into the studio to find Michelangelo toying with a piece of sculpture far beneath his abilities. Bertoldo grabbed a hammer, stomped across the room, and smashed the work into tiny pieces, shouting this unforgettable message, "Michelangelo, talent is cheap; dedication is costly!"

