



**Children's
Disability
Network
Team**

West Mayo – CDNT3

Welcome Booklet

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Introduction

- We hope that this booklet will be a helpful resource for all families and especially families who have been recently referred to the service. The information in this booklet is intended to give a brief outline of available services for parents and children who are new to disability service.
- There is a lot of information here... don't feel under pressure to understand it all at once.
- A National Programme called '***Progressing Disability Services for Children and young people***' is now being implemented throughout Ireland and it is changing the way that services are delivered. The aim is to make service delivery equitable and consistent for all in a family centred way.



There is some information about this in the video available from the link here:



and at the website here:

- The Children's Disability Network Team (CDNT) provides specialised supports and services for children and young people aged from birth to 18 years old who have complex needs arising from a developmental delay or disability and to their families. We work in family homes, schools and clinics throughout the region.
- Our Children's Disability Network Team in West Mayo (CDNT3) is based in Safari: Unit 12, N5 Business Park, Moneen, Castlebar, Co. Mayo, F23 VH27 (see photo below). Parking can be difficult given the local businesses and we are trying to get the spaces repainted.



- **To Access Safari:** There is a ramp next door along the pavement for wheelchair access but we are trying to improve this. Please use the doorbell to announce your arrival, reception staff will open the doors for you. You will be asked to sign in and for your appointment details. We have a kitchen for families and bathrooms so just ask if you need anything.

Children's Services

There are different services for children and young people.

It is complicated to explain the differences between them, especially if you haven't been involved in accessing supports and services before. We can help you if you wanted to understand more about this.

An Assessment of Need is NOT REQUIRED to get services.

Primary Care Services are for children who have less complex needs in certain areas.

CDNT provide services to children and young people aged 0-18 years who have complex needs arising from a developmental delay or disability. Explaining what complex needs are can be difficult. It usually means having fairly significant difficulties in several areas (such as communication, mobility, daily living, regulation, independence, learning) in all environments and contexts (home, school, community).

Child and Adolescent Mental Health Services (CAMHS) is a specialist service for children and young people aged 5-18 years who experience moderate to severe mental health difficulties. A referral is typically made through your GP.

Getting access to services comes from a referral.

You might have been supported to make a referral or have made the referral independently.

Referrals are checked and discussed each month at the 'Referral Forum'. The Forum is a group of clinicians from Primary Care and CDNT who decide where a referral should go for service based on the information provided.

Movement between services does happen. It takes some communication and planning but is part of the work by all services. All services want to provide the right support for the right needs and when needs change it might be the case that a change of service is recommended.

Children's services from CDNT are available for young people with needs warranting support until the end of their time in school. Towards the end of school life, CDNT will discuss what services/supports/options are available or recommended based on the circumstances at the time.

Children's Disability Network Team

- The CDNT is led by the Children's Disability Network Manager (CDNM).
- The CDNT is a team consisting of Administrative staff, Behaviour Support Specialist, Occupational Therapists, Paediatric Nurses, Early Years Advisors, Psychologists, Physiotherapists, Speech and Language Therapists, Social Workers and Resource Workers, who work together to provide the best possible support for your family.
- The role of the team is to share knowledge, information and skills with families and other important people in the child's life so that those people can further support the child's development and that the child can develop, learn and participate in everyday activities in all environments. This is family-centered practice (see image below).
- We understand that children learn best in their natural environments doing the things they do every day with the people they spend the most time with. We try to provide advice and supports so that the environment is best set up for success and the people know the best way to encourage that success.

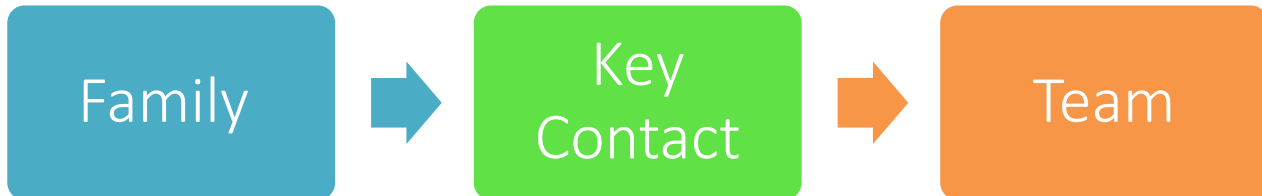


- The HSE values of Care, Compassion, Trust & Learning also guide how we deliver a service. We know life can be stressful and difficult. Navigating services can be confusing and frustrating. We will do our best to help you within our roles.

Key Contact

You will be assigned a Key contact. The role of the key contact is to;

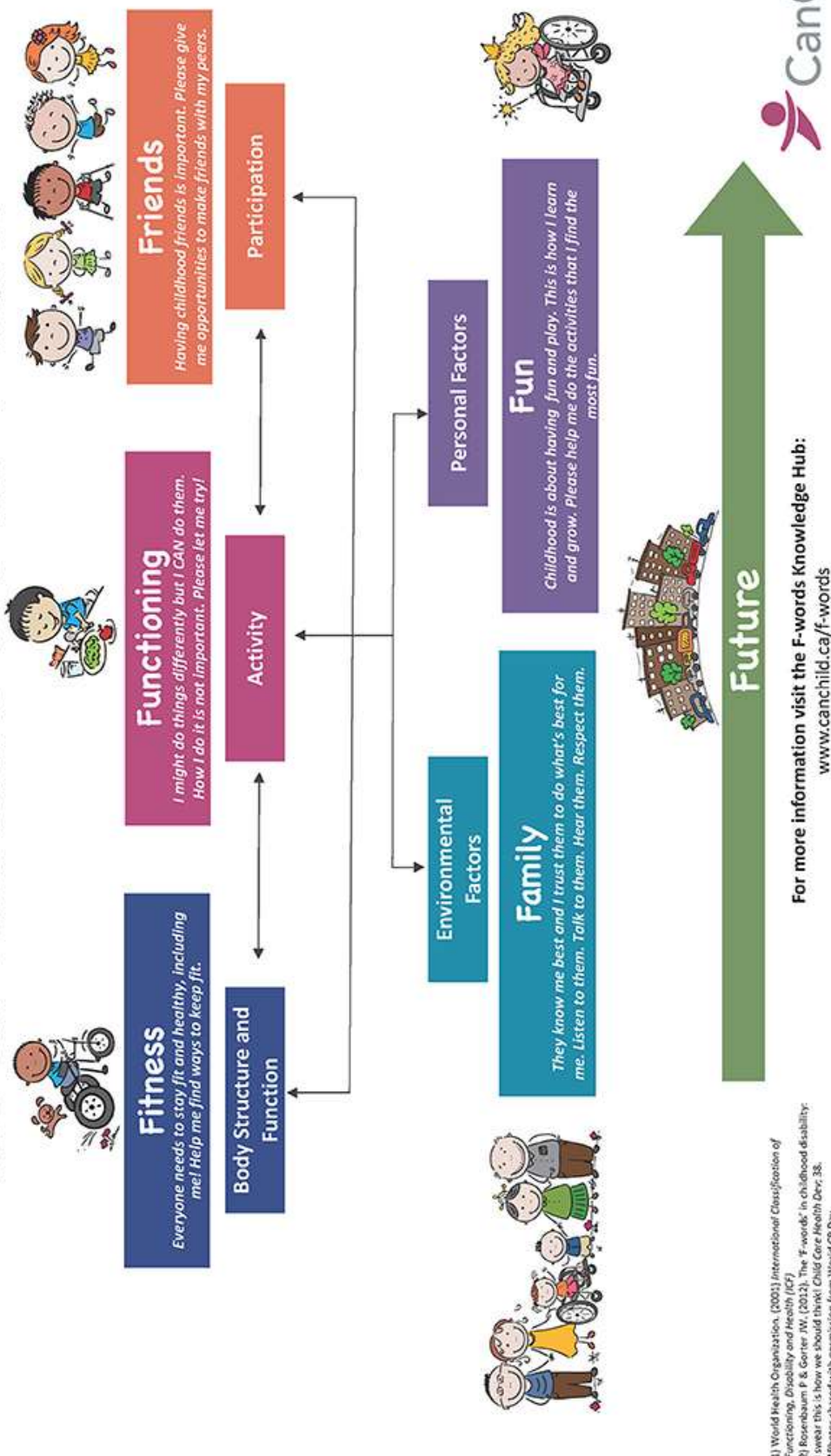
1. Complete an Individual Family Support Plan (IFSP).
2. To respond to you within two weeks if you have a specific query or topic that you would like to discuss with the team.



Parents as Partners

- You are your child's best friend, best teacher and best model. Our focus is to build on the skills you use as a family to support your child.
- Team Members will support you in identifying goals and helping your child to achieve these goals considering the following F words: function, fitness, fun, friends, family and future. Goals can range from developmental, health and wellbeing, your life and family experiences and inclusion in your community. See the picture on the next page and check out CanChild here: 
- Thinking about the F words helps us come up with the most important targets in the most important areas. We'll talk to you about what you most want to achieve and try to write goals towards making that progress.
- Sometimes, we will really want to achieve something that is a bit too difficult. We will try and help set goals that go in the right direction.

The ICF Framework¹ and the 'F-Words'²



- The slide is an infographic from CanChild, a Canadian non-profit research and educational centre that is leading international research on childhood disability. The infographic here shows the key areas of child development Fitness, Functioning, Friends, Family, Fun-all of which should be considered in the goal setting.

Individual Family Support Plans - IFSP

- Your goals for your child and your family are written down. We call this plan the **IFSP ‘Individual Family Support Plan’**. (See below for an example) The team will put the plan and strategies in writing so that there is a clear method for how we’re going to try and achieve each goal.



**Children's
Disability
Network
Team**

Johnnie James Mitchem Level 3 – Moughlin Team:
 Club Selfie, Room 12, Fife Crest at 16,
 Lakeside in Bannock,
 Co. Meath Co. 151 0127

Children's Disability Network Team 3 – West Meath:
 Selfie Club, Unit 12, 16 Business Park,
 Monaghan, Castlebar,
 Co. Mayo, T21 W127

 094 904 0254
 cdnt@meath.ie

Individual Family Support Plan – IFSP

Outcomes
 Families want their children to grow up healthy and safe, to learn to be independent and have good relationships with others. For children with a disability the team has a small but important contribution to make. So everything we do is to support families in achieving these outcomes.

Children:

- have a voice in matters that affect them
- have the best possible health
- are safe
- have friends and get on well with other people in their lives
- learn the skills to help them to be independent
- take part in home, school and community life

Families:

- understand their child's needs, strengths and difficulties
- look after and support their child
- are supported to know their rights and their child's rights
- take part in life in their community
- are supported by family, friends and neighbours

Child's name:	Date of Birth & Age:	Child ID (if applicable):
Parent/Carer/Guardian names:		
Team member completing or updating plan:		Date:
Other important people in your child's life such as brothers and sisters or other family members:		
Pre-school or School:		
Class/Year:		
Important people in school:		

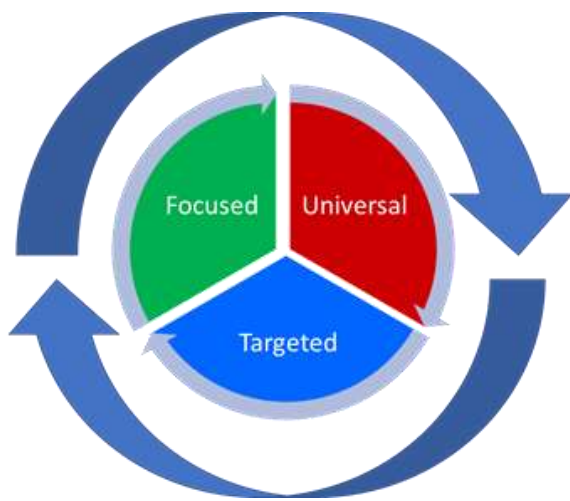
- Goals are reviewed to see what is going well, what is working or not working for your child/family. The IFSP will continue to evolve as goals are achieved and new goals are identified.
- There can be short, medium and long term goals. Long terms goals might be broad (like to improve independence) and will need several SMART (specific, measurable, achievable, relevant and timely) goals which are more short term – for instance ‘Tara will be able to put her shoes on independently at home’. Your Key Contact will work with you as a parent to help your child achieve their goals by giving information and strategies that can be carried out through your child’s daily routines.
- **The full [National Guidance for CDNTs on Individual Family Support Plans 2021](#)**

Documents can be found here:



How your Team supports you in achieving your family goals

- After your initial visit (when you received this welcome pack) there is a team meeting in CDNT3 where your key-contact is assigned based on the goals you have chosen.
- Your key-contact then consults with the relevant team members about the goals.
- The pictures below try to show the model of service provided – it's important to understand that the type and amount of service changes over time as shown in the circle diagram. Also, there is always more support available from the 'universal' level than the focussed/direct level, as in the pyramid.
- There is no 'one size fits all' and we don't always provide all types of support to all families.



As needs change and our resources evolve, the support that you would benefit from will too. There will be times when universal supports (information and advice) will meet some needs, and time when you might benefit from a specific training in a targeted support; and also time when specialised/focussed sessions are needed. Most often it's a combination. We do our best to provide the right support at the right time.

CDNT3 prepares a timetable/calendar of planned universal and targeted supports. The plan shows what groups will be held in the coming 6 months and when advice (Question & Answer) sessions are held.

Universal Supports provide information relevant to your goals and priorities. Information may be emailed to you or given to you by your key-contact. We might share a resource, video or webinar with you. Our aim is that everyone can access universal supports relevant to their child immediately or in the very near future and that you choose to learn about the topic or information.

Linking with Schools

Members of the team are happy to link with your child's school with your permission. Intervention provided in school will support the goals you have set out in your child's IFSP.

Members of the team may attend school meetings organized by the school if this will support your child's IFSP goals.

Supports

Targeted Supports provide more in-depth, detailed information about a particular topic or theme. These are for groups of families with similar needs. These supports are usually run over a period of weeks with group training and reflection sessions. You can ask to attend these and discuss with your key contact. Some examples of current targeted interventions by CDNT3 are as follows:

Circle of security	Sensory Training Workshop
Parents Plus Special Needs	Toileting Workshop
EarlyBird	Toddler Group
EarlyBird Plus	SibShop
TeenLife	
Cygnnet	
AAC Communication Skills Workshop	
Using Visual Supports	
LAMH, Sign sharing	

Direct/Focussed Interventions are sessions dedicated by a member or several members of the team to one child. This model of intervention is often what people think is the most valuable but we now know that traditional view of direct intervention e.g. a 6 week block of a discipline specific intervention e.g. psychology, OT, SLT etc. does not always produce the gains/changes that we would like to see for a child or young person in the context of the person having complex needs.

Instead when we think of a goal in terms of the person's function, family, friends, fitness, fun and future we begin to see how the team can work together to support the child to meet a goal. This might involve the child learning some new skills but it is just as important for the people who interact with the child on a daily or weekly basis at home, in school and in the wider community to learn new skills and make adaptations to ensure the child is supported fully to participate.

Waiting Lists

We really wish that we could provide all supports straight away. Unfortunately, the demand for support is usually more than the supply we have of team members to deliver it. That means people wait for their turn to get the support. When you are waiting, you will be prioritised by date (which is fair for everyone) and need (which means those who need the support most are identified).

Staffing in the team is one factor that impacts how long you might need to wait. We have many posts that are approved and funded, but vacant. We do everything we can to fill posts as quickly as possible but sometimes posts can be vacant for many many months and even years.

Waiting times change depending on many factors. At the moment in CDNT3, the longest wait is for direct Occupational Therapy and Speech & Language Therapy with times over 24 months. We're really sorry about this. Whilst you are waiting, the team will be looking for as many universal and targeted supports that are suitable for you; and the key contact will do all they can to support you. The Occupational Therapist and Speech & Language Therapists who are on the team will help the Key Contact with the IFSP and may be able to provide you with advice and guidance whilst you wait.

Expectations

For children to make the best progress, we need to work closely together. This means trust and honesty between us and an understanding of roles, responsibilities and expectations. The following are a few notes about how this looks:

The team ask that families:

- Become actively involved in all aspects of the IFSP process as requested by the team involved.
- Attend and remain with their child/young person for appointments (on occasions, appointments take place without the parent/carer out of the room but we ask that you remain in the building for the duration of the appointment).
- Supervise children and young people in the building at all times.
- The team understand that it may not always be possible, but ask that you make alternative arrangements to have other children in the family cared for, while the child receiving interventions from the team is attending appointments. In this way the focus remains on the child rather than sisters/brothers/cousins.
- Try to arrive on time for appointments and call ahead if you are running late.
- Inform the team in advance if the need to cancel or change an appointment.
- Cancel an appointment if your child/young person is unwell, to reduce the risk of cross infection. This is really important as we have many children and young people who are extremely vulnerable to infection and any infection they pick up may be detrimental to their health. In addition an unwell child will not be able to participate fully and benefit from the session.
- Inform the team if you are attending other appointments and services – private, independent, complimentary or in parallel services. It won't change your place on any waiting list. We need to know to avoid any potentially harmful recommendations, and allow everybody work together.
- Treat other families that you meet through CDNT groups/events/appointments/sessions with respect and confidentiality.
- Treat all members of the team with courtesy and respect. Any form of bullying or harassment, violence or aggression from a family towards a member of the team will not be tolerated and may result in the withdrawal of service.
- Treat all aspects of your child/young person's interventions with the team in confidence.
- Do not get concerned if your supports appear to differ from other family's supports, as each child/young person's needs are different their programme or intervention plan will also be different.
- Never name members of the team on Social Media posts on any platform.
- Contact your key worker or other members of the team as soon as you have any questions, comments or concerns.
- Notify the team of any change in your contact details so that we avoid data breaches, maintain your confidentiality and enable access to services in a timely manner.
- Sign the consent form to allow us work as efficiently as possible with your full agreement.



Standards

And in return, the team commits to:

- Provide interventions that meet the identified needs as recorded in the IFSP to the best of our ability and available resources, and to provide this in a child and family centered environment.
- Provide you with as much information as possible at all times, by sharing information we have on assessment results, copies of reports, minutes of meetings you attend in relation to your child/young person, and discussing plans for future interventions or service provision and answering or acknowledging any questions, comments, or concerns you may have.
- Treat families with absolute transparency and honesty.
- Respond to queries as quickly as possible when received within reasonable timeframes relating to previous commitments and workloads. Contact is encouraged in any formal method.
- Act on feedback, comments complaints and compliments.
- Working in collaboration with other services and supports for the benefit of your child/young person and/or family's needs – this includes (but is not limited to) play/pre/school; other health services in the community, hospital services and partner agencies. This includes sharing written information and updates accordingly determined by the IFSP goals and practice of the service.
- Arrange appointments to suit your child/young person and your family within reasonable considerations and within the resources available to us.
- Inform you as early as possible if we need to change or cancel appointment.
- Take measures to reduce cross infection by cancelling or changing an appointment if the staff member is unwell, ensuring equipment, toys, mats etc are kept clean, and sterilised as required.
- Discuss with you and make recommendations regarding referrals to, or requests for input from other services/agencies when indicated to best meet identified needs.
- Treat you, your child/young person and family with courtesy, respect, dignity and in confidence by working with you to meet the identified needs and acknowledging you as a valuable member of the team.
- Implement best practice guidelines regarding therapy interventions, and Local, National and Corporate Policies on Confidentiality, Child Protection and Welfare, Data Protection, Comments Compliments and Complaints, Health and Safety, Infection Control, etc.
- Ensure that children/young people's health and safety, child protection and welfare needs are the first and foremost priority at all times. It is our duty and we are obliged by law to act on concerns and work with Tusla Child and Family Agency if there are concerns about the care and welfare of your child/young person, including non-engagement with services, patterns of missed appointments, etc. We will always talk to you about any concerns.

Feedback Procedure

If you would like to give us feedback on our service, in the form of comment, compliment or complaint, you can;

1. Contact the Children's Disability Network Manager (CDNM).
2. Use the feedback box available at the reception of Safari Club.
3. Use HSE Your Service Your Say.

Some Local and National Supports:

Castlebar Citizens Information Centre Cavendish Lane Link Road Castlebar Phone 0818 076 040 or 0761 076040	Mayo Autism Camp Phone: 087 788 1864 Email: MayoautismCamp@gmail.com
Down Syndrome Ireland (Mayo) Unit 12B, N5 Business Park Moneen, Castlebar, Co. Mayo Phone: 083318 4075 or 094 902 6703	Autism Assistance dogs, Mallow House, Shortcastle street, Mallow, Co. Cork Phone: 022-43851 Email: info@aadi.ie
GAA Inclusion Camp Email: billy.mcnicholas.gm.mayo@gaa.ie	Lough Lannagh Sports Complex Down Syndrome Summer Camp Email: reception@loughlanagh.ie
Inclusive summer Camp Email: rmcnamara@mayococo.e	CONNECT – outreach respite service connectmayo@enableireland.ie
Mayo Sports Partnership Disability Officer: Phone: 094 9064690 Email: rmcnamara@mayococo.ie	Airc - Parent Support Group Website: www.aircmayo.ie Email: aircmayo@yahoo.ie

Other Information Links:

ADHD Ireland at <https://adhdireland.ie>
 Angelman Syndrome at <http://www.angelman.ie>
 Canchild at <https://canchild.ca>
 Dyspraxia DCD at <https://dyspraxia.ie>
 Epilepsy Ireland at <https://www.epilepsy.ie>
 Genetics and Rare Disorder Organisation at <http://www.grdo.ie>
 Irish society for Autism at www.autism.ie
 Irish Deaf society at <https://www.irishdeafociety.ie/>
 NCBI at <https://www.ncbi/>
 Jack and Jill at <https://www.jackandjill.ie>
 Lámh at <https://www.lamh.org>
 Muscular dystrophy Ireland at <https://mdi.ie>
 AsIAm <https://asiam.ie/>
 Middletown Centre for Autism <https://www.middletownautism.com/>
 Muscular Dystrophy Ireland (MDI) <https://www.mdi.ie/>
 Spina Bifida <https://sbhi.ie/spina-bifida>
 Ataxia Foundation Ireland (AFI) <https://www.afi.ie/>

Supports for Child & Youth Mental Health Counselling Services:

<https://www.cypsc.ie/fileupload/Mayo%20CYPSC%20Child%20Youth%20Mental%20Health%20Counselling%20Services.pdf>

Contact Details



- **Your Key Contact is your first point of contact.** You will have their mobile phone number and email address.
 - Key contacts are also clinicians with busy caseloads - providing the universal, targeted and direct interventions described in this pack. When you make contact, if they are working they may be with another family and need time before they respond. We will do our best to return contact as soon as we can, and aim to do so within two weeks. You can text, email or call.
 - It's really important that you have confidence in discussing things with your key contact – we might not always have the answer, or have the answer as quickly as you would like but we are always better off knowing what the problem is together. Tell your key contact about changes, progress, concerns and problems so that the CDNT can know what is needed and hopefully help.
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- **Telephone:** 094 9060234
 - **Team Email:** cdnt3.chw@hse.ie
 - **Postal Address:** CDNT3 @ Safari Club,
Unit 12, N5 Business Park,
Moneen, Castlebar,
Co. Mayo,
F23 VH27
 - Website in development <https://www.cdntwest.ie/>