

Children's Disability Network Team (CDNT5) Family Handbook



Welcome!

You are very welcome to our team.

This booklet contains information you may need to know about the Children's Disability Network Team 5 (CDNT5). We hope that this information booklet will guide you through working with us and the supports we offer.

Our team provides a range of supports for children with additional needs. We are a family-centred service and view parents and guardians as experts on their child. We will work with you as an equal member of your child's team. The team will provide the supports your child needs to achieve the best possible outcomes for them.

Our team's contact details are:

Email:	CDNT5Galway@enableireland.ie
Telephone:	091 545800
Postal Address:	Enable Ireland, Children's Disability Network Team 5, Seamus Quirke Road, Newcastle Galway, H91 E8P4

Unfortunately, at this time there is a waiting list, and we are endeavouring to address this as best we can within our current resources.

In the meantime, if there are any changes to the needs identified in the referral or you have any queries, please email us at the address above with as much information as possible.

We will endeavour to address your immediate concerns, where we can, within the resources available to us at that time.

Note that we will contact you using the information you provided on your initial referral form. If you need to change your contact details (email, phone number, address) please notify us at the above-mentioned email address/phone number.

We will provide information about upcoming events, workshops and trainings in our newsletter. This will be emailed to the email address we have for you on file. If you do not receive a newsletter, please contact us.

Please email the address above if you require this document to be translated - please let us know what language is requested.

If you have any questions, please ask a member of our team or email the address above. We look forward to working with you.

Noleen Donlon
Children's Disability Network Manager



What is a Children's Disability Network Team (CDNT)?

A Children's disability network team provides **specialised support and services** for children and young people and their parents/caregiver, aged from birth to 18 years.

The CDNT team supports a child's **development, well-being** and **participation** in family and community life.

We recognise that childhood is a time when learning and development can flourish. The early experiences and opportunities provided early in life shape a child's development.

It is the role of the CDNT to **share knowledge, information and skills** with families so that they can further support their child's development. This will help children and young people to develop, learn, and participate in everyday activities.

The support and services provided by the team go beyond "therapy." Our aim is for every child to have **a childhood of inclusive experiences** where they can **have fun, develop interests, and form relationships with others** in every environment.



Children's Disability Network Team's (CDNT's)

There are nine Children's disability network teams across counties Galway, Mayo and Roscommon. Our Galway City West Children's Disability Network Team (CDNT5) is located in Enable Ireland Galway. Team members meet children, youths, and their families in locations across the network including home, school and clinics. Within the West there are three lead agencies for Children Disability Network Teams and services are offered based on home address. The three agencies are the HSE, Brothers of Charity and Enable Ireland. Enable Ireland is the lead agency within CDNT5.

Our team members are employed by the HSE, Brothers of Charity and Enable Ireland and includes Community Nursing, Occupational Therapy, Physiotherapy, Preschool Liaison Teacher, Psychology, Social Work, Speech & Language Therapy, Dietician, Behaviour Support Specialist, Children's Disability Network Manager and Administration support.

Families at the centre of all services

As parents/caregivers you are the main people who are, and will continue to be, involved in your child's life. You know your child and family best and you will have the **biggest impact** on your child's development.

Therefore, your family can work together with the team as **active and equal partners**. Our aim is to partner with you to support your child to thrive, grow, and learn. We will do this by building on your **family's strengths and interests** and supporting your **skills and abilities**.

Everyone who supports your family and your child is part of your team



Along with your family, the team also considers your **extended family and support network**. This can include siblings, grandparents, cousins, family friends, community supports and other formal supports such as your GP. The team will work together with your family network to ensure the best outcomes for your child and family.

Key Contact

When you attend your first appointment with the CDNT- you will be informed which clinician is your key contact for any queries you may have.

Your Key Contact is _____.

Individual Family Service Plan Goal (IFSP)

When meeting with you initially, we will be getting to know you by asking questions about your family and the people in your child's life. This is a good opportunity for you to let us know who you want to include and plan for how to do this. The first point of contact from the CDNT is often a goal setting meeting (**IFSP- Individualised Family Service Plan**) where family's goals are identified and then intervention is planned for based on these goals.

Table 1 – Sample Individual Family Service Plan Goal

What is important to you right now?	What is happening now?
Communication	Jimmy will lead his Mum by the hand if he wants something. At times, he might say an approximation of a word, but this is not consistent. Can do high five and fist bump.
What is the Goal?	How will we achieve this goal?
Jimmy will request what he wants using either a sign, gesture, visual or word (total communication approach).	Home and school support to help establish a means of communication for Jimmy. Use of visuals/ AAC (augmentative or alternative communication) to support Jimmy to make requests. Lámh Signs to be consistently used by parents and school staff within Jimmy's daily routine. Three or Four signs to begin with, to build familiarity. Waitlist for Lámh training course run by CDNT 5

If your child no longer requires the supports of the team and you no longer have goals for your child within the team, your child may be discharged from the team. Your child may be re-referred if they require the supports of the team in the future. Your child will not be discharged from the team prior to a conversation with parents/caregivers about this.

How Are Services Delivered?

How services are delivered depends on the needs of your child and family at a given time. Where possible, support will take place in the environment that relates to the agreed goal. For example- A meal-time goal may be addressed in the home, or a school behavioural issue may be targeted with classroom supports. The team will support you with different levels and types of intervention.

Building everyone's knowledge and skills

Your family, along with other important people in your child's life such as childcare staff, spend the most time with your child.

Building your knowledge, skills and confidence is much more effective and will have the **biggest impact** on your child's learning and development.

It is what happens outside the sessions that makes the difference

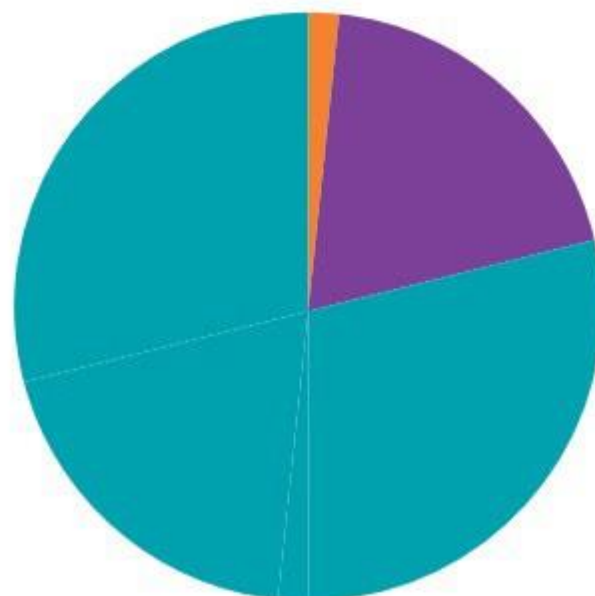
All team members will start by finding out **what you already know, what you have tried that works, and then working with you to achieve your family goals.**

They will use **coaching** (where they will talk you through the situation giving you suggestions in the moment) and **modelling** (e.g. showing you a specific strategy) to enable you to build your skills. Our team will do this through conversations over the phone, home visits, community visits, or in group interventions.

Parent information and education groups happening in the team are also an opportunity to gain knowledge on different areas (e.g. toileting or communication) and to **share skills and connect with other parents.**



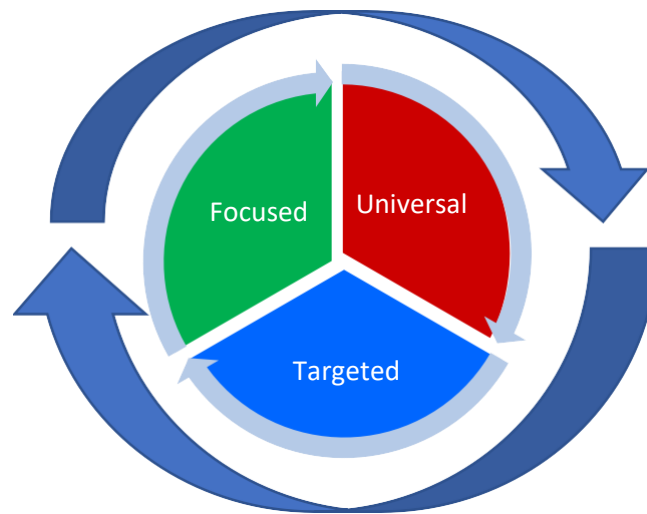
Who has the greatest impact on a child's development?



■ Family ■ Child Care ■ Therapy

Diagram: 3 year old – average week – family – up to 80 awake hours (up to 10 hours sleep per night), 20 hours in childcare/ preschool and 1 hour of therapy

Types of Team Interventions



Universal Interventions

Universal interventions are universal supports that benefit all children and families accessing services such as parent training, information sessions, teacher training, and information leaflets.

Targeted Interventions

Targeted interventions are targeted supports such as parents'/caregivers' programmes or groups targeting a specific skill such as "skills for school" groups and language groups. These might also include Parents Plus, Hanen More than Words or Talkability, Lámh, Early Bird, Exploring Autism.

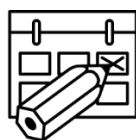
Individualised Interventions

Individualised interventions are those such as one-to-one or joint intervention sessions to address a specific goal on your Individualised Family Service Plan.

Your team will work out a plan with you regarding the types of intervention that are appropriate for your child and family's need around the time of your Individualised Family Service Plan.

The Individualised Family Service Plan may include information sessions, family training, direct intervention (group, individual or family) and specialist services. One team member could be working with your child on goals set by all of the team.

Please note all of the above are interventions for your child and have been designed using evidence-based practice.



Things to Note When Attending Appointments

- You will need to sign in at reception and include the number of people with you. If possible, we would ask that only the relevant people attend the appointment.
- We would ask that you supervise your child/children at all times including in the carpark and while waiting for an appointment.
- Parents are expected to stay in the building for the duration of your child's appointment.
- Please bring any emergency medication your child might need.
- If you need to have your phone turned on during an appointment, please ensure it is on silent.
- Explicit consent must be sought by staff or service users in advance to take a photo or record part of your session.
- If you think a social story (a personalised picture story about what to expect) or a visual schedule would help prepare your child for attending appointments let us know.

Scheduling Appointments and Cancellations

We aim to work with you and will try to schedule appointments that will work for you as a family where possible. Members of the team try to work with as many children as possible within a tight schedule. We understand that families are busy and sometimes appointments may need to be cancelled or rescheduled.

- If you cannot attend an appointment, please give us as much notice as possible, so we can offer that time to another child.
- If you arrive late for an appointment the session time may be reduced or may be rescheduled.
- Please contact us to reschedule an appointment if your child is sick with a transmissible illness.
- If you do not attend an appointment and do not contact us to cancel it, we will refer to our Family Engagement Policy to manage missed appointments. If you have to miss an appointment and do not contact us, firstly we will check in to make sure all is ok.
- *Repeated missed appointments may result in further investigation as to what the barriers are for engagement.*

Private Therapy

Families may choose to engage in private therapy for a number of reasons while engaging with the supports of the of the Children's Disability Network Teams (CDNT). There is a CDNT policy on accessing private, independent, complementary and alternative therapies. Please ask a member of your team if you would like an overview of this policy: *National policy for Children's Disability Network Teams (CDNTs) regarding children accessing private, independent, complementary and alternative therapies.*

What if my child attends a private therapist?

- It is important that you tell us if your child is attending a private therapist. We request that you ask your private therapist to contact the CDNT as we need to talk to them about how we can help your child.
- You should also let the team know about any private assessments you arrange for your child. This is because certain assessments cannot be repeated within a period of time. If a child is assessed again by a team member within that time the results are of no use or benefit.
- We assure you that attending a private therapist will not affect the service your child receives from us or their place on the waiting list.

Discharges

Your child will be discharged for the Children's Disability Network Team if:

- Your child no longer presents with complex needs.
- They have no outstanding goals to be achieved with the Children's Disability Network Team.
- They are older than 18 years of age and have completed their final year in second level education.
- Discharge is requested by parents, or by the young person if aged over 16 years.
- The family has not brought their child for services on a persistent and ongoing basis despite the best efforts by the team to engage and facilitate them.

Children/ young people can be re-referred after discharge.

Transfers

Your child will be transferred from the service when:

- Their needs can be better met by another service e.g. Primary care or Child and Adolescent Mental Health Services (CAMHS). Some children can be known to both the CDNT and CAMHS. A child will only ever be known to either the CDNT or Primary Care.
- They move out of the CDNT's catchment area. Please alert us as soon as possible so we can organise transfer for the file.



Comments, Complaints, Compliments

We welcome any feedback that will help us improve our service and your experience. If we are doing something particularly well, please let us know about it as we would like to do it more often.

You can give your feedback in the following ways:

- Emailing your feedback to: CDNT5Galway@enableireland.ie
- Talking to a team member who will be able to manage your feedback directly
- Making an appointment to have a phone call
- with the Children's Disability Network Manager (CDNM)
- Completing the Enable Ireland Feedback form onsite in our reception area, or online here:
 - <https://www.enableireland.ie/feedback-and-complaints>
- Completing the HSE Feedback form here:
 - <https://www2.hse.ie/services/hse-complaints-and-feedback/your-service-your-say.html>

Confidentiality and Data Protection

- The Children's Disability Network Team complies with General Data Protection Regulation (GDPR) legislation and employees have a confidentiality obligation under their contract of employment.
- Information is shared within the team and with outside agencies on a strict 'need to know' basis only.
- Families will be asked who they wish us to share information about their child with.
- Record keeping: We will keep a record of the services you and your child receive from us. The record on leaving the service will tell the story of your child during the period in which they availed of services from the CDNT. A copy of reports will be provided to you.

Child Safety and Welfare

The CDNT aims to work in the best interests of children at all times and to promote children's welfare. We have a duty to ensure that children are protected and kept safe from harm while they are in our services. We do this by:

- Making sure that staff and volunteers are carefully selected, trained and where necessary, supervised.
- Letting parents know how to voice their concerns or complain if there is anything they are not happy with.

As part of the Children First Act 2015 there is a legal obligation on certain staff (mandated people), to report child protection concerns at or above a defined threshold to TUSLA, the Child and Family Agency. Under this legislation the majority of CDNT members who work directly with children are mandated people.

We have a duty to notify TUSLA, the Child and Family Agency if we see or hear anything we are concerned about in terms of a child being protected and safe e.g. children left at home alone, children regularly not being brought to appointments and children who are being physically, sexually or emotionally abused.

Dignity and Respect Policy

The CDNT has a dignity and respect at work policy. The purpose of this policy is to demonstrate our commitment to protecting the dignity of employees and to encourage respect for others at work. The policy applies to all employees, service users and their families, contractors, suppliers and visitors. This is done by creating a work environment that is free from discrimination, bullying, harassment or sexual harassment and by welcoming diversity. There are clear guidelines for dealing with any breaches of behaviour in this regard.

Social Media Policy

We have a social media policy. The purpose of this policy is to define acceptable, safe and secure standards for the use and management of social media within the CDNT.

It is never permissible to post a video or photograph of service users or staff to social media sites without the specific joint consent of the service user or staff member.

If defamatory material is posted on a social networking site, defamation claims may arise against the users.

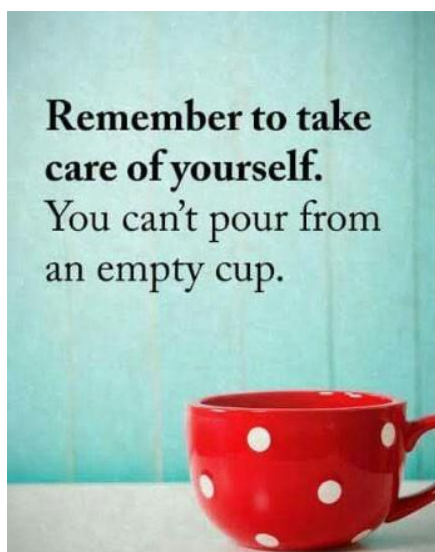


Emotional supports

Parents have told us that providing **emotional support**, along with supporting families to access other resources and services which specialise in this area, is very important to them.

All too often, parents/caregivers share their struggle with **finding time for themselves**. They have told us that **making time for their own health and wellbeing** is often sacrificed for the needs of others in their family.

Research has shown that parents/caregivers raising children with developmental or medical needs **often experience high levels of stress**. With this in mind, it's very important to acknowledge the importance of **finding time for yourself** and to consider small ways you can support your wellbeing and re-charge your batteries or **"fill your cup"**.



The phrase **"you can't pour from an empty cup"** reminds us that we can't offer what we don't have. If our cup is empty, we can't give to others.

Families have told us about the importance of **"filling their cup"** so that they are able to support their child. If you would like more support from the team in this area, please let us know.

Financial benefits and entitlements

Families have told us of the importance in sharing information about financial benefits and entitlements. This information is useful to support families with looking at the different **options** available to them and making an **informed decision about what will work for them as a family**. The citizen's information website is a great resource with lots of information for families.

<https://www.citizensinformation.ie/en/> and <https://www.citizensinformation.ie/en/social-welfare/social-welfare-payments/families-and-children/>



Family Forums

Family Forums typically take place three times a year. Only parents/caregivers from CDNT5 are invited to these. They are chaired by an independent facilitator and the Children's Disability Network Manager attends. These forums are a good opportunity to link with other families known to the service, share resources or ideas. The forums give families an opportunity to discuss issues and ideas about Children's' Disability Services in your network. The focus of the Family Forum is on general issues- it is not the place to discuss specific concerns relating to your child/young person.

There are currently three Family Representatives who have been nominated to represent the families from Network 5.

Thank You

Thank you for taking the time to read this information. If you have any questions or queries one of our team will be happy to help you. We look forward to working with you, your child and family.