

ENABLE IRELANDS MISSION STATEMENT

Enable Ireland's mission is to work in partnership with those who use our services to achieve maximum independence, choice and inclusion in their communities.

CONTACT DETAILS

If you would like further information on Dublin Adult Services please contact:

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Service User Welcome Pack

DUBLIN
ADULT
SERVICES

September 2014

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Welcome to Enable Ireland Dublin Adult Services. This booklet is designed to give you some information about the service you are attending and will help you settle in.

You will be shown around the building on your first day so that you will get to know the layout of the service and you will also be told what to do in the event of an emergency.

We have a DVD which you can watch and will give you some information about Dublin Adult Services.

Please ask any staff member if you need any help or support. You will also have a keyworker who will support you throughout your programme.

We hope that you enjoy your time in Adult Services and that we can support you in achieving your goals and choices.

We are funded by the HSE to provide you with a training programme and we will work with you to ensure your programme is in line with "New Directions" to include your choices, needs and abilities.

Your Welcome Pack includes the following information:



- **Training Information:** Hours of attendance, breaks, training schedules, induction, training allowances etc
- **Statutory Entitlements:** Annual leave, sick leave, etc.
- **Policy and Procedures:** Introduction to Enable Ireland policies.
- **Training Programmes:** The choices available.
- **Service Users Rights:**
- **Speak:** Service Users led body
- **Individual Service Plans:** These include personal care plan, risk assessment, core file and service plan.
- **Other Services:** Including Person Centred Plans (PCP), Respite, clinical supports, Living Options, Seatech and Assistive Technology Dept.
- **Health & Safety Policy:** Fire drills, sign in procedures accident/incidents form.
- **Complaints Procedures:** Also option for compliments.
- **Consent and Data information Form:** Both Enable Ireland and HSE are required.

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HEALTH AND SAFETY

Enable Ireland takes all health & safety concerns very seriously. Each Service User is asked to :

- Report any safety issues to a staff member.
- Participate in fire drills and other emergency procedures.
- Be familiar with all fire exits and the building layout.
- Inform staff if you feel unwell or if you see another service user is unwell.
- Follow Enable Ireland safety procedures at all times when using Enable Ireland transport.

COMPLAINTS PROCEDURE

You have the right to complain about any aspect of your service. The complaint will be investigated, and you will be informed of the outcome as soon as possible

You will receive the necessary training in order to support you to be familiar with Enable Ireland's complaints and compliments procedures.

CONFIDENTIALITY AND DATA PROTECTION

Enable Ireland respects your right to privacy and confidentiality and complies with its obligations under the Data Protection Acts.

Enable Ireland will take all reasonable steps to guarantee the safety of the data you provided to us and the HSE. In agreement, you will be asked to sign the following:

- HSE Consent Form
- Enable Ireland Consent Form
- Transport Consent Form

INDIVIDUAL SERVICE

Enable Ireland provides you with an individualised service which is developed with you and can include any other person you choose to support you (e.g. Family member, carer, friend)

Before you commence the service or through the coming months you will complete the following:

- Personal Care and Risk Assessment Plan
- Service Contract—about the service you receive
- Medication Pack—notes all the medication you require and is signed by your GP
- Consent Forms –data, consent to service, photos, transport
- Your individual Training Plan / Timetable / Service plan
- Your Person Centred Plan (PCP)

Note: All these forms and information are held in your core file which is in a locked cabinet in the co-ordinators office. You can get access to your file anytime you wish. Other information is held on “Goldmine” which is a computer programme that stores your personal information.

You will be given a Keyworker who will support you to achieve your goals and with your PCP.

The personal care assistants will support you with all your care needs and will work with you to ensure they are following a care plan that meets your needs and choices. You may receive personal care support from both male and female care assistant staff.

The service co-ordinator will review your programme with you at least once a year and you can change or alter your plan if you choose.

OTHER SERVICES ON OFFER

Dublin Adult Service users have the opportunity to avail of other Enable Ireland services. These include:

Rathmore House - Respite / holiday service based in Arklow.

Seat Tech - wheelchair and seating service based in Sandymount.

AT Department- providing support with assistive technology based in Dublin.

TRAINING INFORMATION

Hours

Service users attend from 9.00 am to 4.00pm Monday to Friday and training sessions and work begins at 10.00 am.

Break times

11.00 – 11.15 a.m.

Coffee Break

1.00 to 2.00 p.m.

Lunch Break

Annual Leave

Each Service User is entitled to 21 days annual leave and the centre also closes for short periods at Christmas and Easter. A service user should inform the Centre Co-ordinator if they wish to take annual leave.

Sick Leave

Service Users who are sick for longer than three days should produce a medical note from their doctor, which is kept on file. Service users are asked to keep regular contact with their Service Co-ordinator if they are due to be absent for a longer period.

Service Users are asked to:

- Be respectful to everyone attending the service.
- To be on time to their training sessions.
- To attend the service each day.
- To be sure to have a good hygiene standard each day.
- To let someone know if you have a problem or are feeling unwell.



Training Programmes

- **Timetable:** Each Service User will have their own personal time table to attend training programmes of their choice.
- **Training Programmes:** Include: art, music, drama, dance, computers, sports, independent living, physiotherapy and swimming.
- **Social / Cultural Programme:** Service users are supported in using the many leisure and cultural facilities, both during the day and through the evening social programme.
- **Community Deelopment Programme :** Service users are facilitated to take part in courses such as VEC Back to Education and Literacy courses which are on offer locally.
- **Supported Employment Programme:** Service users are supported to integrate into the workplace through our supported employment programme.
- **Life Skills Course:** There is a QQI (Fetac) level 2 programme in general learning. Other opportunities for certified learning are available.
- **Person Centred Planning (PCP):** This helps each person to build a "Circle of Support". Directed by you, the circle of support works on helping you to plan for and develop the kind of lifestyle you wish to lead.



Service User Rights

It is the policy of Enable Ireland Adult Services Dublin to recognise and incorporate the following Service User rights:

The Service User has the right to :

- Dignity and Respect
- Privacy and confidentiality
- Right to access their own information in their core file
- Information is easily understood and to be able to give and receive feedback
- Access up to date information about state allowances and entitlements
- Information under the Freedom of Information Act and the Data Protection Act
- A person centred plan which will support you with your personal goals and choices
- A good standard of facilities and conditions which supports your training objectives
- Achieve your full potential through service provision and supports
- A quality training programme with national recognised certification
- Participation in all training opportunities on offer
- A training allowance if participating in Rehabilitative Training
- Make a complaint / use the complaint procedure
- Protection from Abuse / Harassment
- Self advocacy or involvement of an external advocate of your choice
- Participate or have a representation on the service user group SPEAK



SPEAK

The service user advocacy group named SPEAK meets regularly and works in partnership with Enable Ireland management to endeavour that each service user gets the maximum help and support whatever his/her needs may be.