

# Enable Ireland

DUBLIN SOUTH SERVICES

## HANDBOOK FOR PARENTS/CARERS





## INTRODUCTION

Welcome to Enable Ireland Dublin South Services.

This handbook provides you with the basic information you will need to assist you make the most of your time with us.

Our aim is that you receive the information you need to know, at the best time for you. Additional information will be given to you as your child progresses through the service.

In the meanwhile, take the time to read this booklet or use it as a quick guide. For more information contact your Key Worker.

A handwritten signature in black ink that reads "Mary Fox". The signature is written in a cursive style with a large initial 'M' and 'F'.

Mary Fox

Director of Service Enable Ireland  
Dublin South Services



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## WHO ARE ENABLE IRELAND?

Enable Ireland is a national voluntary organisation which provides services for children with a range of disabilities and their families, and for adults, throughout the country. The organisation was founded in 1948. Our underlying philosophy is to work in partnership with service users and their families.

## ENABLE IRELAND IN SANDYMOUNT

Enable Ireland Sandymount has a catchment area which comprises mainly of the Dublin South/South East region.

We provide services from our purpose built clinic here in Sandymount to children with a wide range of predominantly physical needs from birth up to 18 years of age.

We also provide support and training to parents of the children who are in our service.

We aim to help children and their families to participate as fully as is possible in their local communities.

Services are provided in partnership with the Health Services Executive (HSE).

## WHY IS MY CHILD ATTENDING ENABLE IRELAND SERVICES?

Your child is in our Service because:

- They live in our catchment area
- They are under 18 years of age
- They have a physical disability usually neurological in nature or a delay in their development. They require ongoing team based services in relation to their needs
- We also provide a service for children with Developmental Coordination Disorder

We have a wide range of children with varying levels of ability and needs in our service.

We offer a family centred service. This means our approach to service delivery puts your child and your family at the centre of our service. We aim to provide you with the appropriate information so that you can make informed decisions together with your Services Team.



## THE WAY WE WORK

Our priority when working with your child is to facilitate them to achieve their full potential.

We do this by working in Interdisciplinary Teams, comprising of members of various disciplines.

Each team is tailored to match the needs of the specific caseload e.g. Early Services / Preschool / School / School Outreach and CoSMo.

Our intervention includes:

- Groups which are a very natural way for your child to learn new skills and for you to meet other parents. Some examples of groups we run are: dressing & balance, fine motor skills, handwriting groups, social skills groups, to name but a few
- Individual sessions: e.g. Physiotherapy
- Joint sessions e.g. a Speech and Language Therapist and an Occupational Therapist working jointly with your child
- Preschool and School visits and Teacher training
- Home visits
- Parent / Carer training
- Postural Management e.g. managing a Childs posture in sitting, standing and lying to achieve optimal posture for their growth, development and independence

We also provide parent information and training to help you develop skills when working with your child. A number of parent groups are held throughout the year with the aim of supporting parents and families.

## THE TEAMS

Enable Ireland delivers its service in the following interdisciplinary teams. Please refer to the appendix at the back of this book for more specific information on your child's team.

Your child will receive services through one of the following teams:

### **EARLY SERVICES TEAM**

The Early Services team provide team based services to children aged between 0 - 5 years who have a primary physical disability, and their families.

### **PRESCHOOL TEAM**

The Preschool Team provide services to children who attend Little Pals playgroup and Montessori class.

### **SCHOOL CLINIC TEAM**

The School Clinic Team provide services to children who attend Enable Ireland Sandymount School.

### **SCHOOL OUTREACH TEAM**

The School Outreach Team provides services to children and adolescents with a primary physical disability who attend mainstream primary and secondary school.

### **COSMO TEAM**

The CoSMo Team provide services to children between the ages of 5 and 18 with Developmental Coordination Disorder.

## MEMBERS OF THE TEAM

Every child and family have unique needs. Therefore some of the following interdisciplinary team members will be involved in the delivery of services to your child and family.

### THE OCCUPATIONAL THERAPIST (OT)

The Occupational Therapist looks at how your child is developing the skills which are used in everyday life.

The Occupational Therapist will assist your child to develop their skills in the following areas:

- Basic play and learning skills e.g. attention, turn taking, problem solving
- Co-ordination and effective use of hands
- Self care skills such as feeding, toileting and dressing
- Helps to develop your child's 24 hour postural management plan with the Physiotherapist.

The Occupational Therapist may also help your child's independence by assessing their need for equipment for use at home or school, such as:

- Supportive seating, sleeping system, specialised buggy, wheelchair, bath seat and computer

## **THE PHYSIOTHERAPIST (PT / PHYSIO)**

The Physiotherapist looks at how your child moves, their balance, co-ordination, muscle strength and overall physical development and mobility. They will work with you to help you understand your child's physical condition and teach you and your child specific techniques and exercises to support your child's health and development. The Physiotherapist will assess and identify specific equipment that your child may need to improve their mobility e.g. a walker, orthoses.

The Physiotherapist will work with the Occupational Therapist to develop a 24 hour postural management plan and assess for suitable equipment to facilitate this e.g. stander, night positioning equipment.

## **THE SPEECH AND LANGUAGE THERAPIST (SLT)**

The Speech and Language Therapist aims to help your child to develop their communication, feeding, eating, drinking and swallowing skills. Communication skills include understanding of language, how your child expresses themselves with words or by gesture or pictures and how they use speech sound and how they combine them into words.

They may assist your child with alternative forms of communication where required, for example sign language, using pictures, or high tech communication devices.



## **THE PSYCHOLOGIST**

The Psychologist on your team will work in partnership with you, in assessing your child's general development, in particular their emotional, social and intellectual development over time, which will assist you in planning for your child's future.

Areas of intervention may include:

- Providing you with a psychological understanding when coming to terms with the effect that your child's disability may have on their lives
- Providing understanding and advice where there are childhood issues such as separation, sleeping, behaviour etc
- Cognitive assessment to assist in understanding your child's / adolescent's potential
- Consultation with you regarding suitable preschool, primary and secondary school placements
- Psychological support to parents who are in distress
- School visits and consultation with teacher(s)
- Support or onward referral for children / adolescents who are experiencing emotional difficulties
- Group work with parents and children / adolescents

## **THE PRESCHOOL LEADER & CHILD CARE WORKERS**

Little Pals Preschool is an integrated preschool. The Preschool offers services to children who attend Enable Ireland Sandymount for therapy and children from the locality. The preschool leader and child care workers work in conjunction with the Therapy Team and Parents to meet the individual child's preschool development goals.

## **THE SOCIAL WORKER (SW)**

The role of social worker is to:

- Assess your family strengths, resources and needs
- Help you access family support and respite services
- Provide counselling and support
- Inform you about allowances, entitlements and housing options
- Offer advice and practical help
- Support you and your child to participate in community activities

## **THE LINK WORKER (LW)**

The Link Worker offers a supportive role to families to achieve specific goals. Link workers are integral members of the team caring for your child. The overall aim of the service is to provide care to children in the home on a sessional basis while at the same time giving parents a much deserved break.

The Link Worker:

- Provides home respite care for the child
- Supports the child in accessing community based activities
- Encourages the development of life skills

## **THE NURSE**

Nursing staff are available to help support and facilitate children attending the Enable Ireland School, Pre-School, and Clinic as well as providing advice to parents on topics such as Health Promotion and prevention of illness. The nursing staff are an important link between parents and the child's educational setting.

## **ADMINISTRATION SUPPORT TEAM**

This team provides administration support to the clinical teams. They coordinate team correspondence and manage your calls and queries.

Where necessary they will direct you to the relevant team member.

## **CONSULTANT COMMUNITY PAEDIATRICIAN**

The Consultant Community Paediatrician provides medical reviews of your child's physical related issues in conjunction with the therapists involved in your child's care. Where necessary the Consultant Community Paediatrician makes onward referrals to other Paediatricians / Services.

## **THE KEY WORKER**

Each child / family accessing the service will have a named Key Worker, who is a member of your Child's Team e.g. Psychologist, Physiotherapist etc.

This person is chosen from the team assigned to assist your child. The role of the Key Worker is to act as a liason between the family, the team and other professionals / services / agencies, where appropriate.

The Key Worker can also:

- Provide you with information and support
- Help with any issues or queries you might have about the service for your child
- Assist you in preparing for family meetings/service plan meetings
- Help in identifying the needs of your child

Your Key Worker takes this role on alongside their normal duties as a team member.

## **THE TEAM COORDINATOR**

The Team Coordinator is responsible for the coordination of the interdisciplinary team that looks after your child. They oversee the development and delivery of team services to your child and welcome your feedback and queries.

## **THE SERVICES MANAGER**

The Services Manager has overall responsibility for the coordination of services to all children and is responsible for planning, developing and managing both services and staff as well as supporting and ensuring models of good practice.

## **THE DIRECTOR OF SERVICE**

The Director of Service manages all of the Enable Ireland Services in Dublin South and the North East and is based between Navan and Sandymount. The Director of Service is responsible for ensuring that quality services are delivered in line with the philosophy of Enable Ireland and has overall responsibility for the strategic development and management of the Services.



## YOUR ROLE AS PARENT/CARER

As Parents / Carers you are the experts on your Child.

At Enable Ireland we recognise this and include parents as equal members of the team. We value your views on the service we provide. We respect your rights as parents to make and be involved with decisions relating to your child.

We would like you to work in partnership with us by:

- Asking questions
- Seeking clarification
- Looking for any information that you need
- Participating as fully as you can in implementing your child's programme
- Treating all team members with dignity and respect (for more details, please see Dignity & Respect policy at reception)
- Adhering to the Client Charter regarding Punctuality / Cancellations / DNA's

The Enable Ireland team members will divide their time between working with your child directly and sharing skills with you as parents so that you can use these new skills when your child is at home and in other environments.

### ATTENDING OTHER SERVICES OR THERAPY

If your child is attending other services or therapies e.g. outside of Enable Ireland or other countries, it is important that you inform us.

- As your child's primary service provider, we will take the lead in coordinating all interventions to meet your child's needs.
- Occasionally the intervention we offer and those provided by outside therapists may not be compatible. In this instance, we would cease to provide our intervention until the other therapy has been completed.

## UNABLE TO MAKE YOUR APPOINTMENT?

### IF YOUR CHILD IS SICK

We understand and appreciate when you cannot attend the service due to your child being unwell and unable to perform to their best. They may also pass on their illness to other children or staff members. Please contact us as soon as you can to cancel the appointment and where possible we will try and reschedule it.

### OTHER REASONS FOR NOT ATTENDING

We do understand that it is not always possible to attend your appointment for genuine reasons.

To ensure that we can offer your appointment to someone else, please try to provide us with a minimum of 24 hours notice. By doing this you are helping to prevent waiting lists for services.

### ARRIVING LATE FOR APPOINTMENTS

If you are more than 20 minutes late for an appointment then it may not proceed (at the discretion of the staff member).

### IF YOU REGULARLY FAIL TO ATTEND APPOINTMENTS

Failing to attend appointments on a regular basis can be seen as being neglectful towards your child's needs. This will be discussed with you as it may ultimately result in you being referred to the Health Service Executive (HSE) Child Protection services.

## WHAT INFORMATION DO WE HOLD ON YOUR CHILD?

Enable Ireland are committed to protecting your privacy. Information / data in relation to service users and their families which is held by Enable Ireland Services is treated with the strictest confidence, and only shared by Enable Ireland personnel within the Services Team on a 'need to know' basis. Information may also be shared in part with the HSE.

Prior to assessment or service intervention commencing, Enable Ireland will seek the permission of the legal guardian(s) of the child. We do this by asking the guardian(s) of the child to sign relevant consent forms before assessment or intervention commences.

We will then ensure that we keep the guardian(s) informed and consulted on the delivery of services to the child.

### WHAT INFORMATION DO WE KEEP?

We will record your child's name, address and date of birth, guardian's names and addresses and also record details of your child's needs and family circumstances. In addition, we also record gender, source and date of referral.

### WHY WE KEEP RECORDS?

- To assess your child's needs and plan their service
- To document the history of service intervention and monitor your child's progress
- To abide by the law – for example we need to keep accurate and up to date records on any action we have taken under the Data Protection Acts (1988 & 2003) and Freedom of Information Acts (1997 & 2003)
- To review the services we provide to make sure it is of high quality
- To investigate complaints or legal claims

**WHAT TYPES OF RECORDS DO WE KEEP?**

We keep a paper file and an electronic file.

We will not collect sensitive information about you without your explicit consent, and the information we hold will be accurate and up to date. All personal information is held securely in accordance with our internal security policies and procedures in relation to file management. Enable Ireland's electronic data system is a secure system and can only be accessed by relevant Enable Ireland employees.

**If you have any queries in relation to the information we hold on your child or you wish to check that information, please contact your local Services Manager.**



## DISCHARGE FROM ENABLE IRELAND

The discharge process is completed in partnership with the parent / carer when your child no longer requires our services.

Your child will be discharged from our service when:

- They are 18 years of age or have left secondary education
- They no longer have needs that require a team based service
- You move from the area
- At your request and if your child's needs are being met elsewhere
- If there is another service more appropriate to meet your child's needs

As part of the discharge process a referral may be made to a service provider that your child requires e.g. community care teams, other voluntary service providers or adult service providers.

## HEALTH AND SAFETY

Enable Ireland aims to provide and maintain a safe and healthy environment. This includes safe use of equipment as well as safe systems of work for employees, visitors, service users and their families.

Our Health and Safety statement is available for you to see in the reception area of your local centre.

Safety precautions in use at our services must be adhered to by everyone if we are to prevent incidents / accidents. The role of parents / carers in this is to report any defects in our building or equipment / toys to a member of staff as soon as possible.

### **KEY POINTS FOR PARENTS / CARERS TO NOTE WHEN BRINGING YOUR CHILD FOR SERVICES:**

- Familiarise yourself with the fire exits in the building you are attending on your first visit
- Please sign in and out each time you visit the centre
- Remain in the centre while your child is attending intervention services
- All Children must be collected inside the building
- All accidents or incidents which occur at our services should be reported to a member of staff as a matter of priority
- Don't leave child(ren) alone in your car or in the reception area

### **HOME VISITS**

Enable Ireland has a policy in relation to home visits which clearly states that Staff may not meet with a child in their home without the presence of a parent or carer. The policy also states that staff cannot supervise children in the absence of a parent / carer for any reason. However this does not apply to Link Workers.

**Please talk to any member of staff if you have a question in relation to Health and Safety at your service.**

## OUR CHILD PROTECTION POLICY

Enable Ireland has a Duty of Care to promote Child Welfare and Dignity.

We wish to ensure that children are protected and kept safe from harm while they are in our services.

We do this by:

- Giving parents and staff relevant information about what we do and what to expect from us
- Making sure that staff and volunteers are carefully selected, trained and, where necessary, supervised
- Enabling and informing Parents on how to voice their concerns or complain if there is anything they are not happy with

We also have a duty to notify HSE Child Protection services 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 / or children who are being physically, sexually or emotionally abused.



# CODE OF BEHAVIOUR

## OUR MISSION

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.

## DIGNITY AND RESPECT

Enable Ireland 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 at our premises and in community based locations. Please ask a member of staff if you would like to see a copy of this policy.

## WHEN DEALING WITH ENABLE IRELAND STAFF YOU CAN EXPECT:

- The core values to be reflected in all aspects of service delivery
- To be treated in a courteous manner at all times by every member of staff

## PLEASE HELP US TO HELP YOU BY:

- Asking us to explain or clarify if there is something you do not understand
- Letting us know as soon as possible if you cannot attend an appointment so that the time can be allocated to someone else
- Treating staff members with appropriate courtesy and respect
- Being considerate of the rights and the property of others, including other users of this service and staff
- Being respectful of the property and equipment of Enable Ireland

- Communicating directly with us in an honest and open way if you have a complaint about our service
- We would be delighted to hear from you if you have suggestions on how we can develop or improve our service. Please let us know by using the “Have your say” form

## HOW TO GIVE FEEDBACK

We value your feedback, feel free to tell any member of staff how you think we are doing as a service.

You can fill in the “Have Your Say” feedback forms which are in reception or leave a comment in our comments box. Alternatively you can send an email, postcard or letter to us.

If at any time you are not satisfied with any element of your service, do let the relevant Team member or Key Worker know by phone, email or in person as soon as possible so that your concerns can be resolved quickly.

If you feel the matter needs to be addressed by a Manager (for example Preschool Leader / Physio manager) or your Team Coordinator – please feel free to contact them directly.

## NATIONAL DISABILITY DATABASES

The Health Research Board holds two National Disability Databases – the Physical and Sensory Disability Database (NPSDD) and the Intellectual Disability Database (NIDD).

The databases help provide insight and understanding around the specialised health and personal social service needs of people with disabilities.

The purpose of the databases is for the Health Research Board to:

- Plan service developments
- Help with the prioritisation of Service needs and resource allocation

Consent for your child's information to be put on either database will be sought by the Health Research Board.

All information that is put on the databases is confidential and cannot be accessed by anyone outside the Health Research Board. Your child's information can be removed from the databases at any time.



## RETAIL AND FUNDRAISING

Enable Ireland raises funds throughout Ireland through a variety of projects.

Since 1987 a network of charity shops have provided much needed profits that have contributed to Enable Ireland services nationally. All proceeds from the sale of items in the shops go towards Enable Ireland's capital expenditure programmes, ensuring that we are in a position to provide services when and where they are needed.

There is a collection point on the Sandymount site, please check our website for other locations in Dublin and country wide.

We would encourage any donations you can make to the shops of clothing, linen, shoes, books and bric-a-brac.

All donated clothing not of a quality for resale is exported for recycling.

We have local fundraising programmes also including bike runs, sponsored cycles, mini marathon runners, to name but a few. These are all organised by enthusiastic Parents, Staff and Volunteers. The money raised at these events goes directly to your local service.

Please speak to any member of staff about any ideas you may have for raising money for us.

# APPENDICES

## EARLY SERVICES TEAM

### **HOW CHILDREN ARE REFERRED INTO THE TEAM**

All referrals are reviewed by the Enable Ireland Services Manager in consultation with Consultant Community Paediatrician and Team Coordinator to determine the suitability of our service to meet the needs of your child.

Referrals can be from Maternity Hospitals, Children's Hospitals, GP's, Public Health Nurses, Therapists and individuals accompanied by appropriate medical records and reports.

### **WHO THE TEAM PROVIDES SERVICES TO**

The Early Services team provide team based services to children aged between 0 - 5 years who have an identified primary physical disability / development delay.

### **WHO ARE THE TEAM**

The Early Services core team members include the following - the parents and child, an Occupational Therapist, a Physiotherapist, a Speech & Language Therapist, a Social Worker, a Psychologist, Community Consultant Paediatrician. Other team members may also include a Nurse and/or a Link Worker.

**PLANNING FOR YOUR CHILD**

Following the initial team assessment you will receive an Initial Team Assessment Report (ITA) which will include your child's strengths, needs and plan for the next 6 - 12 months.

**REVIEWING THE PLAN**

You will be invited to attend an Individual Family Service Plan (IFSP) every 6 - 12 months to review your child's progress and plan with the team for the next 6 - 12 months.

**TEAM MEETINGS**

The Early Services team have regular team meetings to discuss and plan service interventions.

**PRESCHOOL TEAM**

Little Pals Preschool is an integrated Preschool service and has been open since September 2000.

The client base is made up of children who attend Sandymount Services and children from the locality.

We provide services to children within the 2 – 5+ age group from September to June each year and also run a summer camp in July for the children who attend the preschool.

**HOW CHILDREN ARE REFERRED INTO THE TEAM**

Children are referred to Preschool by the Early Services Team.

**WHO THE TEAM PROVIDES SERVICES FOR**

The Preschool Team provide services for children between the ages of 2-5 who attend the Playgroup and Montessori class.

**WHO ARE THE TEAM**

The Preschool Team members include the following, the parents and the child, Preschool Leader, Preschool Facilitator, Preschool Childcare Workers, Occupational Therapists, Speech and Language Therapists, Physiotherapists, Social worker, Nurse and Psychologist.

**PLANNING FOR YOUR CHILD**

Future plans for your child are agreed at Individual Family Service Plan(IFSP) / Family Meeting. Specific class room goals are also set by your child's team.

**REVIEWING THE PLAN**

The Goals are reviewed annually.

**TEAM MEETINGS**

Preschool have weekly team meetings.

**SCHOOL CLINIC TEAM****HOW CHILDREN ARE REFERRED INTO THE TEAM**

Children are referred to the School Clinic Team through the Early Services or Preschool team. Referrals can also be accepted from outside our services. All referrals must be reviewed by the Enable Ireland Services Manager and School Principal.

**WHO THE TEAM PROVIDES SERVICES TO**

The School Clinic Team provide services to children who attend Enable Ireland Sandymount School.

**WHO ARE THE TEAM**

The School Clinic Team members include the following - the parents and child, an Occupational Therapist, a Physiotherapist, a Speech and Language Therapist, a Social Worker, a Nurse and Consultant Community Paediatrician. Other team members who may be involved include a Psychologist and a Link Worker.

**PLANNING FOR YOUR CHILD**

Joint Family / Individual Educational Planning (IEP) meetings are held in the first term. Therapeutic and educational goals for the school year are agreed with parents at this meeting.

**REVIEWING THE PLAN**

The therapeutic goals that were set at the first term Family / IEP meeting are reviewed in the second school term and you will receive a mid year review report, outlining the plan for the rest of the school year. Families are invited to request a mid year review family meeting with the School Clinic Team at this point in the school year.

**TEAM MEETINGS**

The School Clinic team meet weekly to discuss cases and plan services.

# SCHOOL OUTREACH TEAM

## HOW CHILDREN ARE REFERRED INTO THE TEAM

Children can be referred to the case load from the Early Service Team / Preschool / the School Clinic Team. We also receive referrals from Medical consultants, GP's, community services and other voluntary agencies. All referrals are reviewed by the Enable Ireland Services Manager in consultation with Consultant Community Paediatrician and Team Coordinator.

## WHO THE TEAM PROVIDES SERVICES TO

We provide a service to children and adolescents with a primary physical disability who attend mainstream primary and secondary school.

## WHO ARE THE TEAM

The School Outreach Team members include the following - the parents and child / adolescent, an Occupational Therapist, a Physiotherapist, a Speech and Language Therapist, a Social Worker, Link Workers, a Psychologist and a Consultant Community Paediatrician.

## PLANNING FOR YOUR CHILD

Following the Initial Team Assessment (ITA) a plan is made in conjunction with parent / carer and the team. The plan outlines the identified needs of the child / adolescent and the interventions and supports required.

## REVIEWING THE PLAN

The plan is monitored on an ongoing basis and reviewed at key transition stages e.g. moving to Secondary school or at the request of the family.

## TEAM MEETINGS

The School Outreach team have fortnightly team meetings to discuss service delivery and conduct case discussions on individual children / adolescents.

# COSMO TEAM

## HOW CHILDREN ARE REFERRED INTO THE TEAM

All referrals are reviewed by the Enable Ireland Services Manager in consultation with the Consultant Community Paediatrician and Team coordinator to determine the suitability of our service to the needs and future requirements of the child. An up to date Psychological Educational assessment must accompany each referral. Referrals are accepted from parents, teachers, doctors and other health professionals. Referrals are considered up to the age of 12 years.

## WHO THE TEAM PROVIDES SERVICES TO

The service is for children between the ages of 5 and 18 with Developmental Coordination Disorder (motor coordination difficulties) which cannot be explained by having a diagnosis of a physical or learning disability, or being on the autistic spectrum.

## WHO ARE THE TEAM

The CoSMo Team members include the following, the parents and the child, an Occupational Therapist and Educational Psychologist. Input is also provided by our Consultant Community Paediatrician.

## PLANNING FOR YOUR CHILD

Each referral is screened to ensure that CoSMo is the suitable service for your child's needs.

At assessment your child will be assessed by the Occupational Therapist and meet with our Educational Psychologist. They will also be seen by our Consultant Community Paediatrician. Following this we will have a family meeting to discuss your child's needs and agree a plan of intervention.

## REVIEWING THE PLAN

Your child's plan will be reviewed at critical periods in their development, such as the transition from Junior to Senior Primary School, or on request.

## TEAM MEETINGS

Team meetings take place once a week.

Action on Disability

**Enable Ireland**

**ENABLE IRELAND CHILDREN'S SERVICES**

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