



Introduction to our Service

Welcome to Enable Ireland Wicklow
Children's Service

Enable Ireland's Mission is to enable those who use our service to achieve maximum independence, choice and inclusion in their communities. We will do this by offering a range of supports of the highest quality in line with the needs and wishes of the service users and in active partnership with them.

Editorial Matters Enable Ireland Wicklow
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Enable Ireland Wicklow Services
Church Road, Bray, Co. Wicklow
Phone: 01 286 7543
info.wicklow@enableireland.ie
www.enableireland.ie

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Action on Disability

Enable Ireland

Services

A range of therapy, social and educational services are provided to children and teenagers who have physical disabilities including DCD/Dyspraxia and to their families. Service supports are based on the identified needs and wishes of service users and are provided in active partnership with them.

Families who live in North Wicklow and South Dublin access services from the Bray base located at the [Marino Centre](#). Families who live in South Wicklow access services from the [Arklow Centre](#), located at Avoca River House.

As services have developed the emphasis has been on promoting inclusion for children at all stages of their development, encompassing home and community based models of service delivery in addition to a centre based model.

Individualised Assessment and intervention programmes are implemented by the interdisciplinary team which brings together expertise from the disciplines of psychology, physiotherapy, early education, childcare, occupational therapy, speech and language therapy, social work, social care, medicine and nursing.

The EFQM framework is used to ensure continuous improvement and development within a recognised model of quality.

Guardianship and Consent

It is important to us in Enable Ireland that you provide us with the names of your child's guardian(s) and that we receive signed consent from both guardians where there is more than one. We need this before we can begin collecting information about your child, carry out an assessment, or commence providing a service.



Feedback

Complaints and compliments are a way of receiving feedback from you on the quality of service provided.

While we strive to deliver services of a high quality, we acknowledge that sometimes you may have a complaint. You can obtain a copy of our Complaints Procedure at Reception. Our Complaints Procedure is available to parents/children/guardians.

Complaints will be investigated and viewed as an opportunity to review a service or an aspect of a service. The outcome where possible and reasonable will be to make the changes required.

We trust that you and your child will benefit from availing of the services of Enable Ireland Wicklow Services. Please do not hesitate to contact us if you have any queries.

Children's Services

**Bray Centre: Enable Ireland Wicklow Services,
Marino Centre, Church Road, Bray, Co. Wicklow.
Telephone (01) 286 7543**

**Arklow Centre: Enable Ireland Wicklow Services,
2nd Floor, Avoca River House, North Quay, Arklow,
Co Wicklow.
Telephone 0402 91028**

Keyworker:

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Sickness

If your child is unwell we advise that you cancel your appointment be it either at home or in the centre. Please notify the service in good time if your child is unwell and will not be attending.

If siblings are unwell we ask that you do not bring them to the centre.

If there is a contagious illness within the household, home appointments should also be cancelled to lower the risk of spreading infection to staff and other service users.

Discharge/Leaving the Service

You and your child will be informed through your Plan of Intervention of the time for the conclusion of services. The reasons for leaving the service will be highlighted to you through that process. These may include reasons such as your child has reached 18 years, has left the geographical area, the child's needs might have changed and can no longer be met by Enable Ireland or the child may have achieved their goals and no further intervention is required.

Safety

The safety of your child is important to us at Enable Ireland Wicklow Services. There are policies and procedures in place to ensure that we create a safe environment for your child. These include a Health and Safety Policy, Child Protection Policy, HSE Children First Training to mention a few. All of our policies are available to you to read on request.



Screening Assessment

Your child will complete a Screening Assessment for the purpose of identifying your child's present strengths and needs and establish if your child will benefit from Enable Ireland Services. When the assessment has been carried out a report will be prepared and discussed with you. The report will include a record of the assessment, conclusion and recommendations. If following the screening assessment it is recommended that your child will benefit from the services in Enable Ireland the Team will contact you to arrange to start intervention.

Assessment of Need

Enable Ireland may be asked by the HSE Assessment Officer to carry out an Assessment of Need. In this a report will be compiled and will be given to you by the HSE Assessment Officer.

Key Worker

You will be allocated a Key Worker during the assessment stage. The key Worker is the main contact person for you while availing of the services of Enable Ireland. The Key Worker will be your central point of contact around any queries you may have and will keep you updated on information concerning your child's plan. You will be given the name and contact details of your Key Worker following or during the screening assessment process.



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Plan of Intervention

Following commencement of services, a plan will be developed with you which will document and guide the service intervention process for you and your child.

Each plan is individual and will set out the basis for the therapeutic and support interventions agreed for you and your child to assist you in achieving the identified goals. The plan will be formally reviewed with you at a specified time and less formally at other times while you are attending services.

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 Enable Ireland. A copy of reports will be made available to you on a regular basis.

Confidentiality

Enable Ireland staff recognise that all information obtained in relation to you and your child is confidential. Enable Ireland staff have confidentiality obligations under their contract of employment and all professionals are also bound to confidentiality under their professional code of ethics. Records in Enable Ireland Wicklow Services are held mainly on our secure computerised system. We also store hard files which are kept in filing cabinets in the office. Information about your child and family will not be exchanged via e-mail to anyone external to Enable Ireland as we cannot guarantee security of the recipient.



How to get in touch with us?

We recommend that you telephone and request to speak to the relevant person. If they are not available you will be put through to their voicemail or if it's urgent you can ask staff in Reception to take a message for you.

Mobile Phones - Staff do not have work mobile phones and are not permitted to give their personal mobile phone numbers to families.

E-mails We ask that if you wish to communicate with staff via e-mail, you can send it marked for the relevant person's attention to info.wicklow@enableireland.ie. The relevant staff member will then phone you.

Appointments

There are often good reasons why people are unable to attend individual or group appointments. Enable Ireland's aim is to encourage your participation in the child/family Plan of Intervention. If for some reason you cannot attend your scheduled appointment it is important that you give advanced notice to the service and reschedule for another time. Members of the team try to meet as many children as possible within a tight schedule. If we have enough notice of a cancellation, it may be possible to offer another child an appointment at that time.

If there is a pattern of missed appointments, a member of the team will contact you to discuss the situation. If the pattern of missed appointments continues further contact will be made to establish if you wish to continue availing of the services or whether a discharge or onward referral might be required.

You are expected to stay on the Enable Ireland premises at all times while your child is in attendance. You should also remember to bring any emergency medication your child might need.