

North Tipperary Family Network Meeting

JANUARY 2024



Agenda



Welcome and Introductions

Ground Rules

North Tipperary CDNT Update from CDN M

Role of the Family Network and Family Reps

Group Discussion

Review of Actions

Feedback

Role of the Family Network Meeting

For the CDNMM and families to work collaboratively to improve the outcomes for children and families accessing our services and to foster a culture of trust, openness and transparency

To give families an opportunity to discuss general issues and ideas for service development and/or enhancement of children's disability services in their local CDNT

To elect two Family Representatives who will meet the CDNMM regarding CDNT issues and ideas raised by the Family Network, and will join the Family Representative Group at area level

To share information on:

- Service provision, governance and access
- Community supports
- Rights of the child and the family
- Other relevant topics of interest

To facilitate Networking and sharing knowledge and experiences amongst families

*The principles of confidentiality, Data Protection and GDPR should be upheld at all times

Children's Disability Networks



Children's
Disability
Network
Team

- ✓ 91 Children's Disability Networks (CDN) aligned with 96 Community Healthcare Networks (CHN)
- ✓ Each disability network has 1 Children's Disability Network Team (CDNT) for children with complex needs from birth to 18
- ✓ Each network is managed by an agreed Lead Agency
- ✓ Nationally standardised CHO CDN Governance Structures & Processes.
 - ✓ <https://www.hse.ie/eng/services/list/4/disability/progressing-disability/>

Children's Disability Network Teams (CDNT)



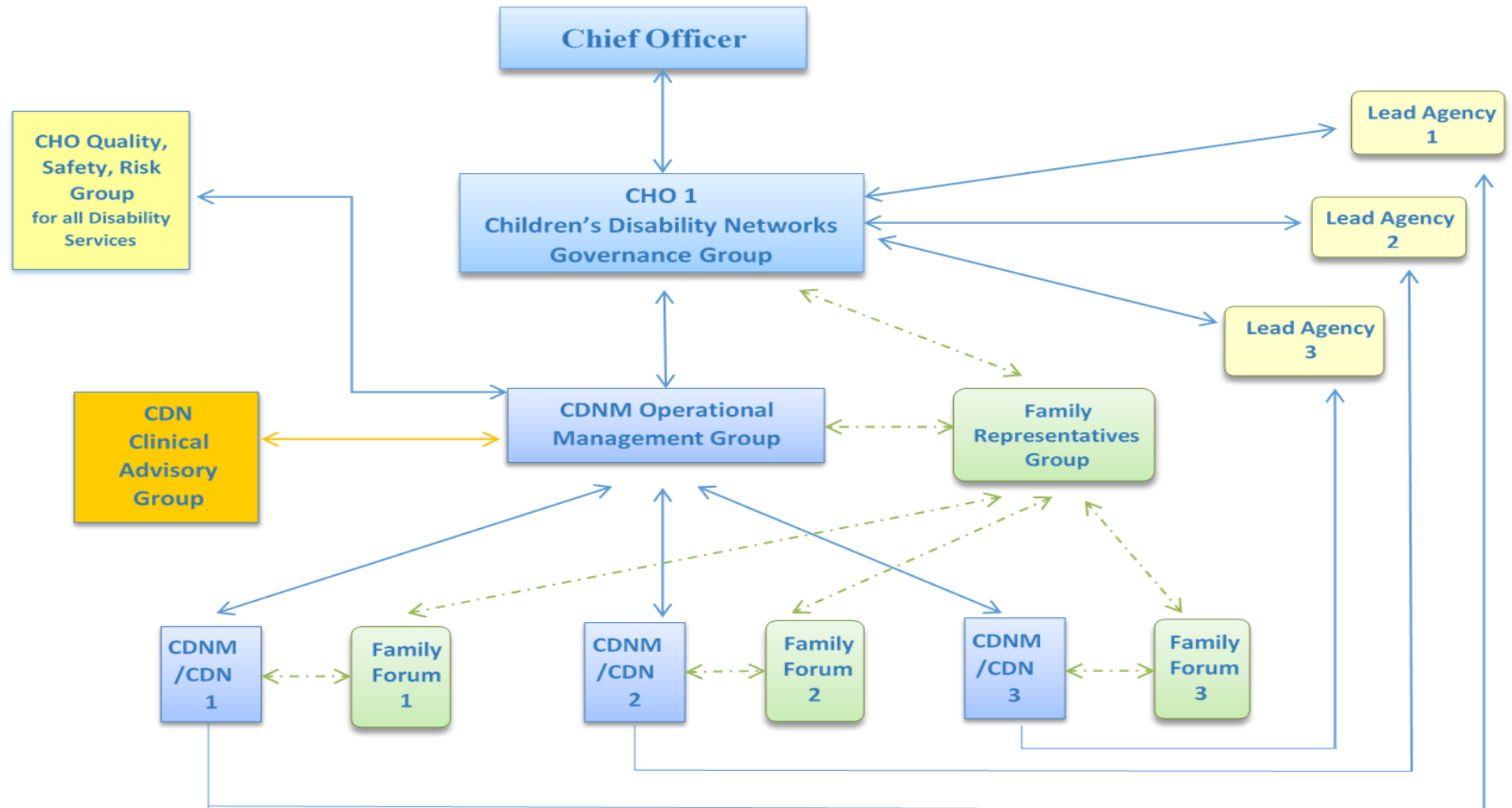
- One birth - 18 CDNT providing for all children & young people with complex needs in a defined geographic area, regardless of their disability, where they live or go to school
- **Needs led**, not diagnosis led
- Bio psychosocial model

PDS Principles



7.0 Structures for governance of Children's Disability Networks

CDNT Governance Structure

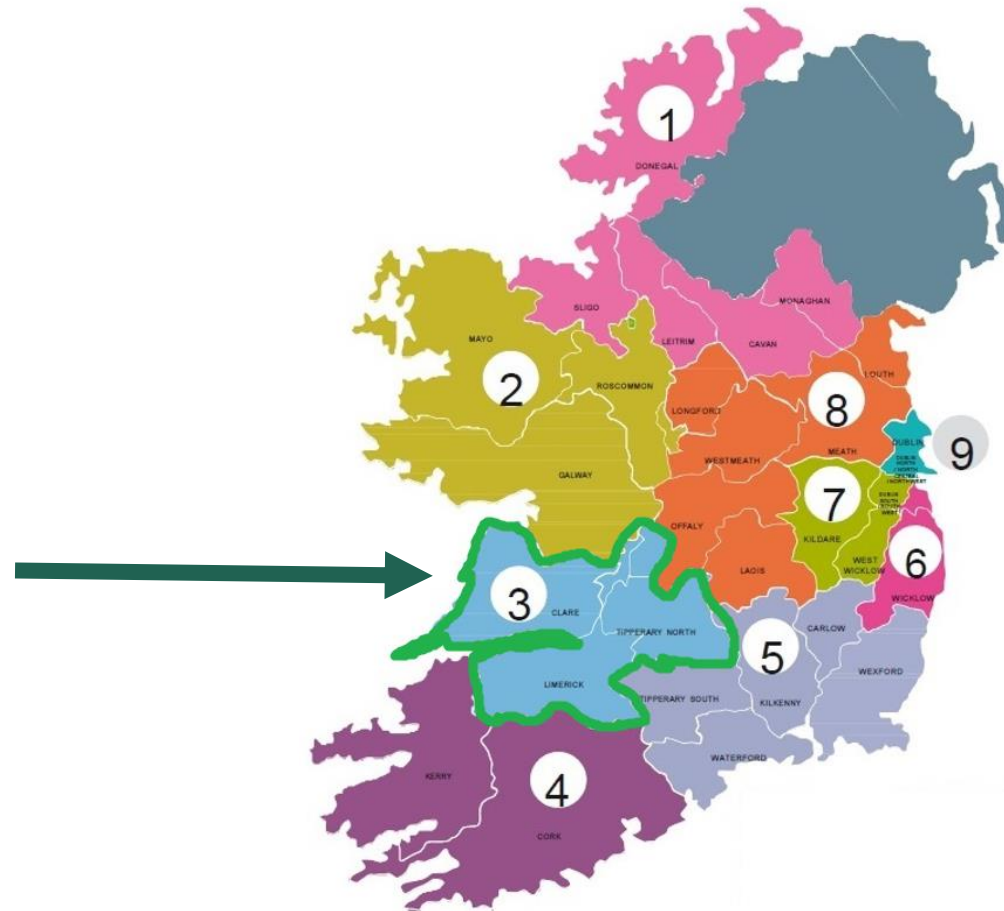


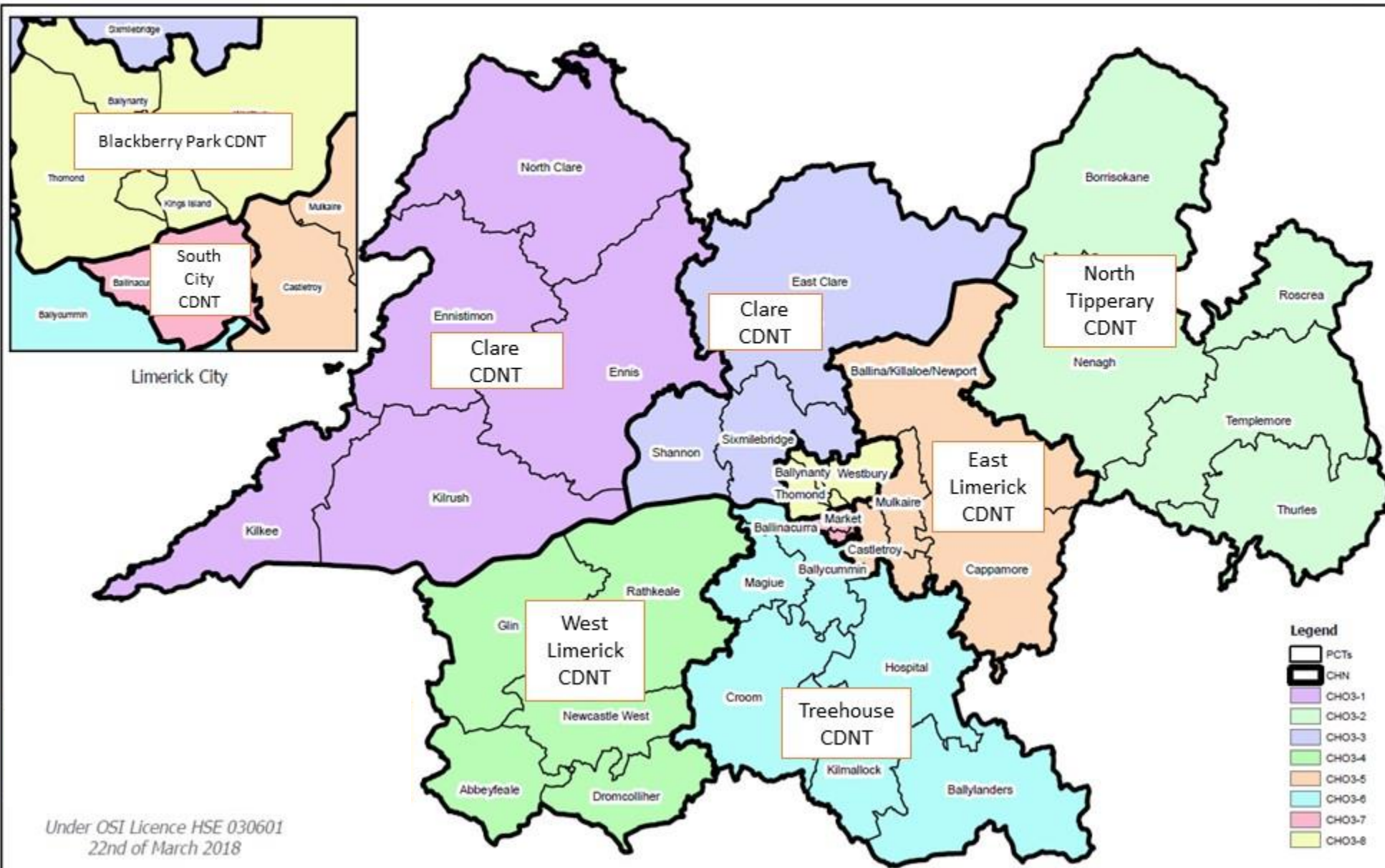
Organogram Key:

← - - - - - → = Family partnership and participation

← ———— → = CHO Operational relationships as described in sections 7.1 – 7.5.

Mid-West CHO (also known as CHO3)







CHN Network	Disability Network (CDNT)	Lead Agency
Network 1 & 3	Clare	HSE
Network 2	North Tipperary	Enable Ireland
Network 4	West Limerick	Brothers of Charity
Network 5	East Limerick	Avista
Network 6	Treehouse	St Gabriel's Foundation
Network 7	South City	St Gabriel's Foundation
Network 8	Blackberry Park	Enable Ireland

CDNT Caseload



CDNT	Active Caseload	Waiting List	Total Caseload
North Tipperary	1267	379	1646

- Currently taking children off the waiting list who were referred in January 2022

CDNT Staff (WTE) Funded



	Spraoui (0-9)	Sonas (9-18)	Total
CDNM	1		1
Occupational therapy	2.3	2.9	5.2
Physiotherapy	1	2	3
Psychology	3	3	6
Social Work	1.6	2	3.6
Speech and Language Therapy	2	3	5
Nursing	0.6	1	1.6
Early Intervention Educator	1		1
Paediatric Link Worker	0.3		0.3
Therapy Assistant	0.75	0.5	1.25
Admin and Clerical Support	3		3

CDNT Staff (WTE) In Post



	Spraoi (0-9)	Sonas (9-18)	Vacancy
CDNM	1		
Occupational therapy	2.2	1.5	1.5
Physiotherapy	1	1	1
Psychology	2	2	2
Social Work	1	1	1.6
Speech and Language Therapy	1	1	3
Nursing	0.6	0	1
Early Intervention Educator	1		
Paediatric Link Worker	0.3		
Therapy Assistant	0	0	1.25
Admin and Clerical Support	3		

Feedback to date



Waiting List

- Communication re waiting list timeframes
- Lack of support while on the waiting list

Update:

- Regionally
 - Waiting List Resource Initiative working group established
 - Collating existing resources for sharing on the MWCDs website
 - Website also under review
 - Developing a newsletter that will be sent out quarterly
- Locally
 - Sending the link to the Enable Ireland website with Resources for Families along with the service acceptance letters.
 - Above Website will also be shared once resources have been updated.
 - Communication with all staff re sharing information with stakeholders re waiting timeframes

Feedback to date



Communication

- Lack of Information about the services, for those just joining, and also those in the service for some time, want to know who to contact, what to expect, be confident of a response.
- Difficulties getting updates on the service, e.g. when staff leave etc
- Difficulty contacting the service

Updates:

- Regionally:
 - Working with the new Mid-West HSE Service User Engagement Officer
 - In process of developing Newsletter template, that will be sent out from each CDNT quarterly.
 - 'Entrance to Services' working group established. Working on leaflet and booklet at the moment. Plan to develop presentation for families when they join the service.
 - Co-production training completed by all CDNM and some front line staff
- Locally
 - Automatic reply added to Reception email
 - Trying to get voicemail fixed
 - Clerical staff ensure cover of front office at all times where possible
 - As an interim measure, working on presentation for families when they first join the service. Following this, consider option for those in the service for some time.

Feedback to date



Role of the Family Network Reps

- Need more structure to the relationship between the CDN and the Reps, need more consistent approach across the Mid-West.
- Challenges in maintaining the Family Forums – name is off-putting, consultative forum was better, multiple means of communication re the Family Forum
- Website needs updating

Updates:

- Regionally:
 - FRG reps have met with CDN OMG twice; two FRG reps sit on the regional governance group attending two meetings.
 - Working with the new Mid-West HSE Service User Engagement Officer
 - Agreed change of name to Family Network
 - Agreed MOU between the CDN and the Reps
 - Co-production training completed by all CDN and some front line staff
 - Website is under review
- Locally
 - Secured a new Facilitator
 - Have met with the North Tipperary Reps, agreed process for engagement

Feedback to date



Challenges to accessing more than one children's services (e.g. CAMHS, PC)

Updates:

- Regionally:
 - Joint service sessions being rolled out across the Mid-West with CDNT, CAMHS and PC, to begin to develop working relationships between service, network between staff, start process of joint carepathways etc.
- Locally:
 - Establishing a network level engagement forum between CDNT, CAMHS and PC services.

Role of the Family Rep



The Family Representative will:

- Attend meetings of the Family Representative Group at CHO level
- Represent their Family Network by expressing their views, concerns and suggestions for improvements based on collation of general areas and themes from the Family Network
- Represent issues and ideas raised by families
- Provide feedback between the Family Representative Group and the Family Network
- The Family Representative's official interface with the family members should be solely at the Family Networks. There is a pathway for families with queries relating to individual children and it is not appropriate to get engaged in issues related to individual children.
- Family Representatives should direct the family member to the CDN or tell them to contact the CDNT via phone, email or post.

What does the role not involve?

- Reps are not expected to advocate on behalf of individual parents. Individual parents must liaise directly with their CDNT and CDN if they want to raise individual issues.
- Reps are not expected to meet with or correspond with parents outside of the Family Representative Group. You will feed back on your work and any updates you have at your Family Network.