

Notes, Questions and Queries from the North Tipperary Children Disability Network Team (CDNT) Family Network Meeting event in Nenagh on the 17th of January 2024.

In Person Meeting: Abbey Court Hotel, 10m

Agenda for the meeting:

- Welcome and Introductions
- Ground Rules
- North Tipperary CDNT Update from CDNMM
- Role of the Family Network and Family Reps
- Group Discussion
- Review of Actions
- Feedback survey

Group Discussion:

- Communication: Parents are experiencing delays in staff answering telephone calls and emails.
 - Very often parents get an answering machine and are asked to leave a voice message. – these calls are not returned, and parents must ring in 3 to 4 times to get a response to their query.
 - Parents must make multiple calls to get an answer to a simple query.
 - Parents say that they receive information or advice from some staff members– when this interaction is queried later, staff deny giving this advice.
 - Emails are not responded to in a timely manner.
 - All calls should be documented and tracked to ensure responses are provided.
- Parents would like to develop a relationship with staff, would like to explore the possibility of assigning a key worker to families.
- A welcome pack, information pack leaflets and signposting and the website need to be developed as a matter of urgency.
- How is information captured on children files?
- Need continuity of service – When staff leave the team, can a process be developed whereby hand over is given to new members of staff.
- Relationship with the CDNT team and Education services:
 - Issues with school placements.
 - How does the CDNT service engage with the Education services?
 - How are children who are going to primary school or transitioning to secondary school prioritized?
 - Can you give us information of the number of children who are in transition into the education service?
 - Who can parents get more information around the processes of engagement with education services – We need regular updates through website, network days etc.
- Recruitment and Retention:

- Can we get an update on the process of recruitment?
 - Is recruitment managed nationally, regionally, or regionally?
 - What are the challenges in recruitment to the network team?
 - What initiatives are in place to retain staff in the team?

Next Steps:

The following topics are agreed for further discussion at the next family network meeting:

1. To consider more Group Therapy and Peer Lead initiatives
 - a. Consider fact sheets to be developed as part of information packs that outline what supports are available.
 - b. Consider establishing a Parent Support Group.
 - c. Is it possible to establish a sibling support group?
 - d. Require information on what intervention groups are?
 - i. What is the criteria to be accepted into these groups
 - ii. Who is the target audience?
 - iii. Information on how to apply and access these groups.
2. Communication:
 - a. Consider a policy on how email and phone calls are to be responded to – to include a commitment that all queries will be answered within an agreed period.
 - b. To develop information and welcome packs
 - c. To prioritise the development of website that will include links to voluntary agencies and other agencies that provide services.
3. Next meeting to be agreed:

Dates to be scheduled to coincide with the Regional Family Representative Group. Preference of the group to meet in person and in the mornings rather than other options considered.

Agenda:

- To invite a representative from NCSE service to talk about the process of accessing educational services (One Hour)
- To give parents an opportunity to tease out issues and challenges that they are currently encountering – A continuation of the discussion from meeting on the 17th of January.