

Notes Family Network Meeting

Avista - East Limerick Children Services

13th March 2025

Meeting was facilitated and supported by:

Nicola Haran Breen, Interim Manager East Limerick Children Services

Baerbel Schlueter, Avista Children Services Manager Limerick

Brian O'Flanagan, Administrator

- **Presentation** was given with service updates, new initiatives and points from family representatives from regional meeting. Please see shared presentation. This part was recorded but unfortunately the recording was not good due to a lot of background sound. We will endeavour to have these technical issues resolved before next Family Network Meeting to be able to share with parents/families who are unable to attend on the day.
- **Points from family representative and open discussion:** parent representatives gave apologies for today's meeting; out of office replies/query management and accessing further information was discussed.

Actions:

- a. team to update their email responses and voice mail recording;
 - b. families to be made aware of website resources and re-send link to same to all families
 - c. ongoing work on improvements to information giving and sharing
 - d. introduction to services for newly referred children and their families but also for current activities to be offered, initially for all families on waiting list: best to have smaller groups and grouped by age of their children to allow for relevant information giving and sharing. ELCS family rep has signalled her willingness to attend and to support parents on their journey to navigate service provision.
- Link for further information and resources on www.mwcds.ie
<https://www.mwcds.ie/information-for-parents/>
 - Lack of psychological support due to shortages in staffing was raised



Notes Family Network Meeting

Avista - East Limerick Children Services

13th March 2025

- Staff retention was queried as well; initiatives to keep and support highly skilled staff: initiatives of progression within services, student placements, assistant psychologist posts now available to support Junior staff to progress and stay with services
- Reception cover was brought up, need to organise lunch time cover and install new bell to ring in case nobody is at reception area for any period of time
- Phone system to be upgraded, currently only one line and when line busy goes into voice mail directly
- Queries and delay in obtaining responses: depending the query it needs to be brought to a clinicians team meeting and that might be two weeks away; currently team is looking at to be clearer about this, all queries are tracked and put on a tracker to monitor if responded to
- Catalogue of supports/universal strategies: please see website link