

Welcome to



**The
Family Forum**

Balbriggan - Session 2

21/11/2023



**Children's
Disability
Network
Team**



House Keeping

Confidentiality:

Turn off phones (or silent)

No photographs or recording

Please ask a member of the team if you have questions related to an individual child

We take notes for minutes only, non identifiable

Please note fire exit



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Agenda

MEETING – 2 HOURS

Introductions

Brief recap on the Family Forum – Agreement, Structure

About the Family Representative Group
Introduction of the Balbriggan Family Representatives

Update from Children's Disability Network

Group discussion – ideas, suggestions

Conclusion

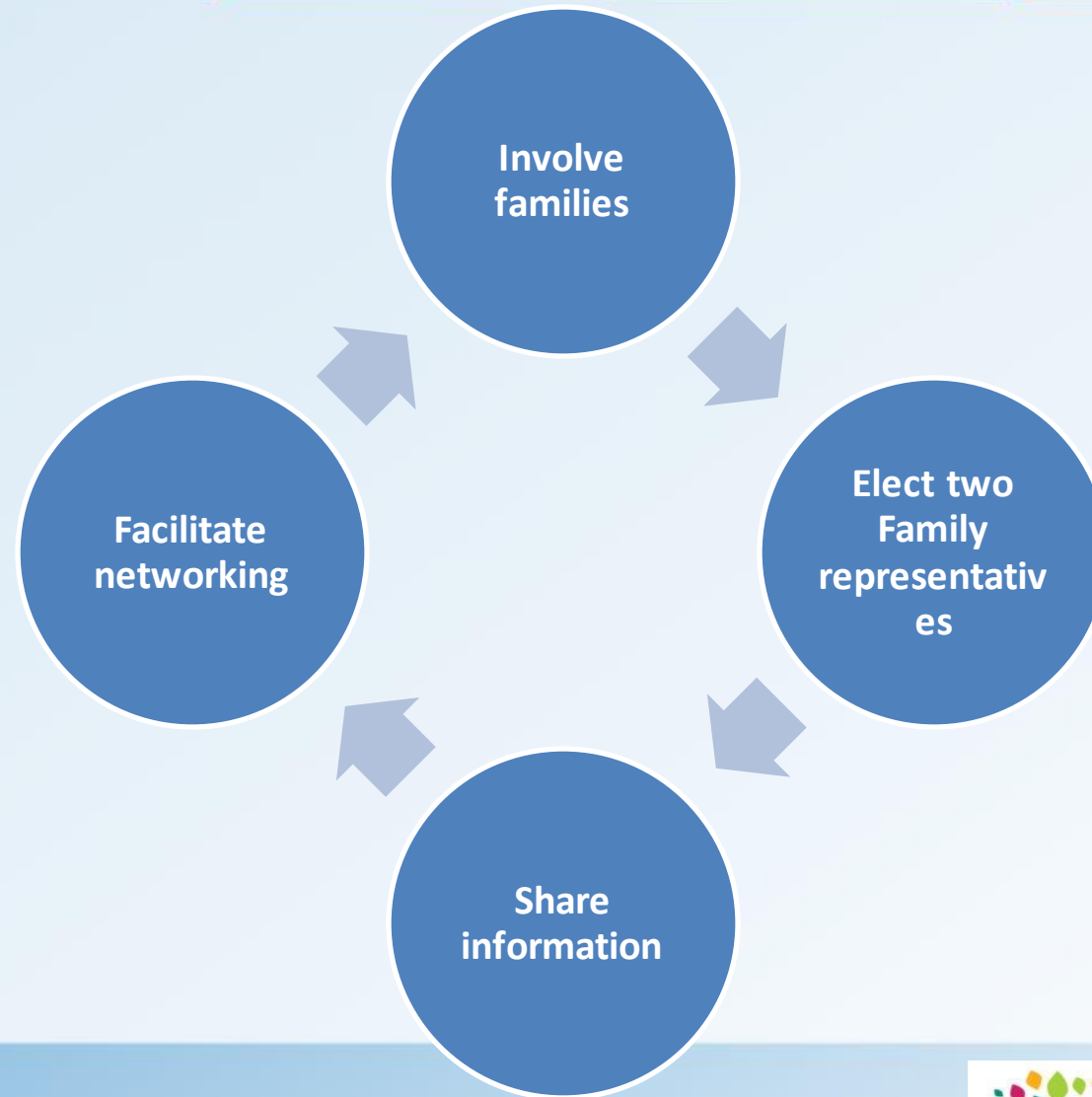


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Family Forum - Terms of Reference



Why have a Family Forum?

A DEDICATED SPACE TO HEAR PARENTS VIEWS AND IDEAS

Bringing the view from the family perspective on all issues discussed

Bringing a focus at all times on the needs of children and their families

Bringing a wide range of competencies and experience

Bringing lived experience and themes expressed via Family Forums



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Structure of Family Forum

Identify issues, share knowledge, discuss experiences

Family Forum



Family Representative Group



Governance Group



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How we will work together

All parents of children on the Balbriggan caseload are invited

We provide a safe space for parents to express their views, ideas and suggestions. We will listen with respect, openness and honesty

We will ensure the privacy and confidentiality of all in attendance - taking notes for minutes only, non identifiable



Family Representatives Role

1. Meet the Childrens Disability Network Manager and discuss issues, ideas for resolution raised at the Family Forum
2. Represent Balbriggan Family Forum (one year term) at the Family Representative Group with the other eleven areas (4 meetings per year).
Discuss issues and ideas for improvements based on general themes from the Family Forum
3. Attend all Family Forums (around 3-4 meetings per year)
4. Ensure there is feedback to the Balbriggan Forum about items raised, suggestions and resulting actions



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Family Representative Group

A voice for the
Balbriggan
families



A voice for a
broad range of
family
experiences



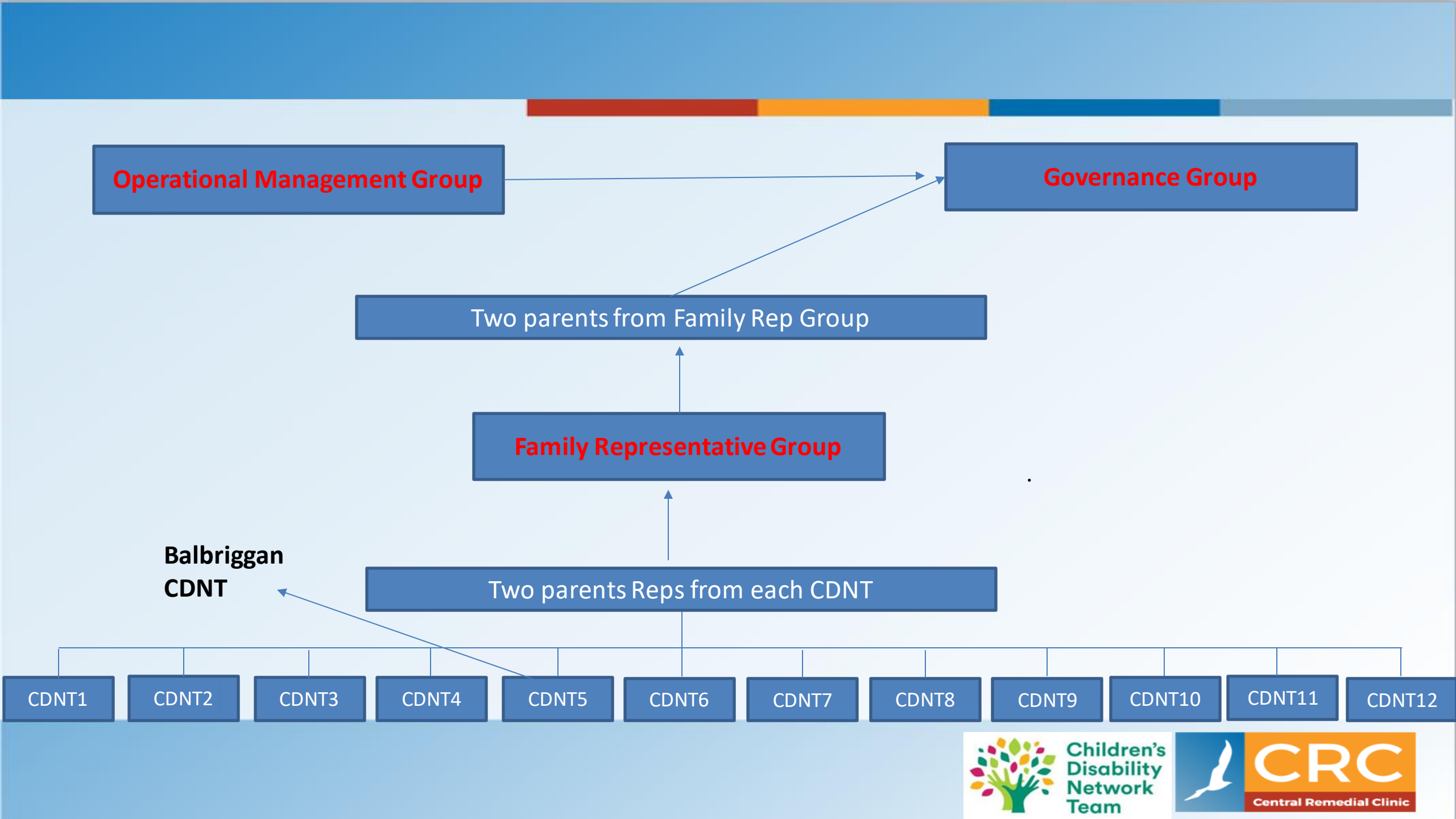
Able to
represent views
that are not your
own



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Operational Management Group

Governance Group

Two parents from Family Rep Group

Family Representative Group

Balbriggan
CDNT

Two parents Reps from each CDNT

CDNT1

CDNT2

CDNT3

CDNT4

CDNT5

CDNT6

CDNT7

CDNT8

CDNT9

CDNT10

CDNT11

CDNT12

Balbriggan Family Representatives



**Kristen
Roche**



**Aishling
Reid**



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Overview of the CDNT Service

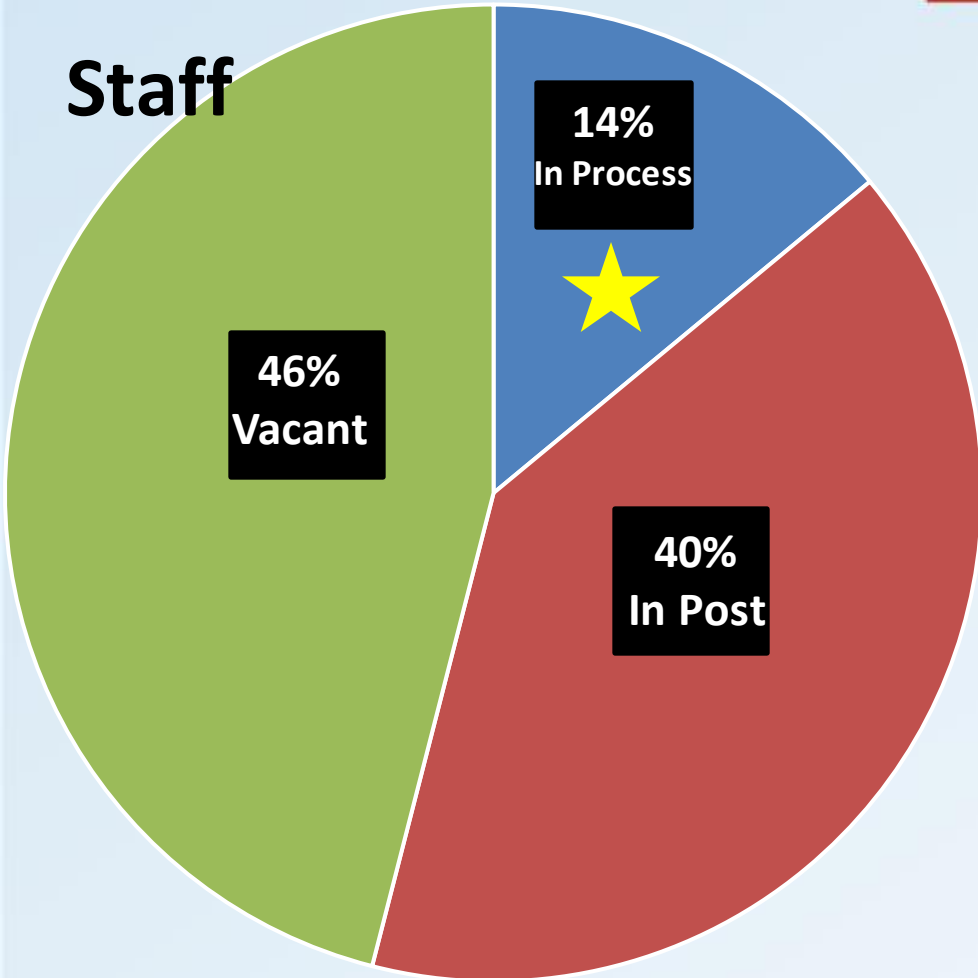


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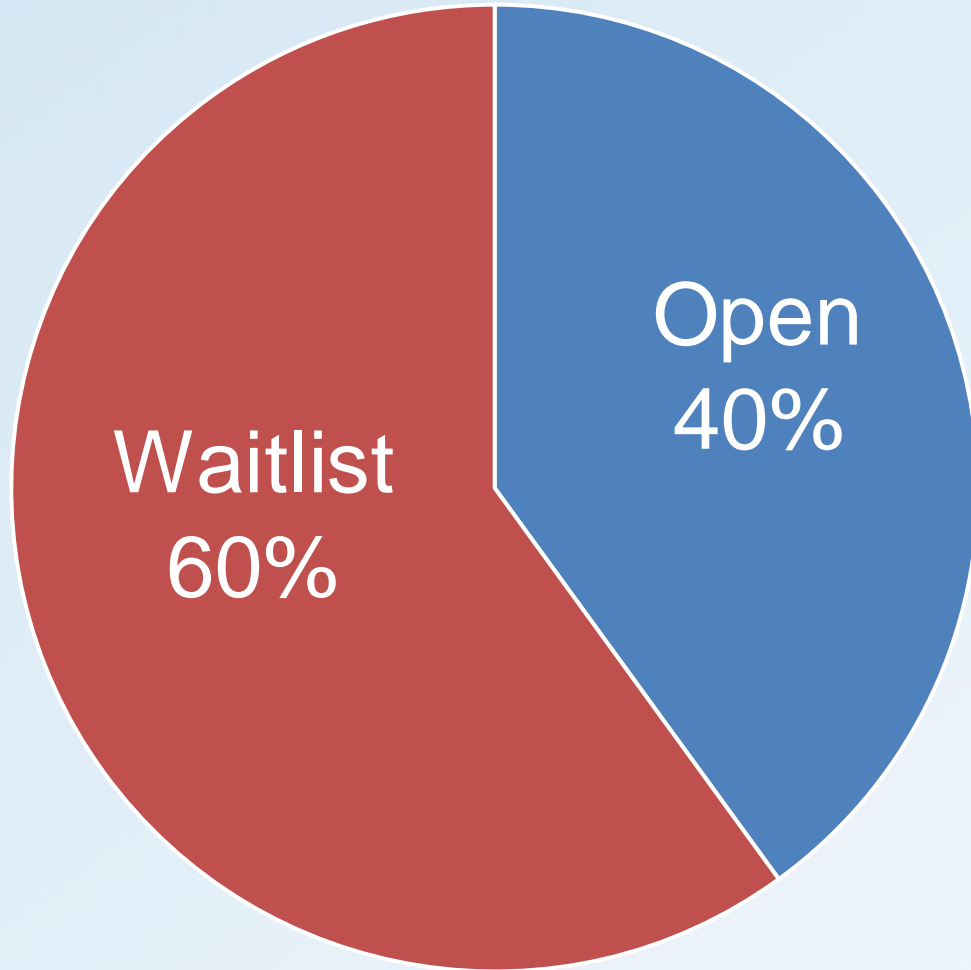
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Staff




Resource	In post 13.99	Vacancies 17.69	Recruitment
Physiotherapy	2	3.4	★
Occupational Therapy Occupational Assistant	4 0	1 0.39	★
Psychology Psychology Assistant	1 0	4 1	New graduate started on 20 th Nov Staff grade due back from Mat leave March 2024 ★
Speech & Language Therapy	0.6	4.9	
Dietician	0	0.5	
Social Work	2.39	1.5	
Child and Family Support Worker	0	1	Interviews scheduled
Clinical Nurse	1	0	
Administration	2	0	Sanction for a 3 rd admin for temporary contract
CDNM	1	0	Successful candidate in process

Caseload of 900 +



Waitlist Initiatives

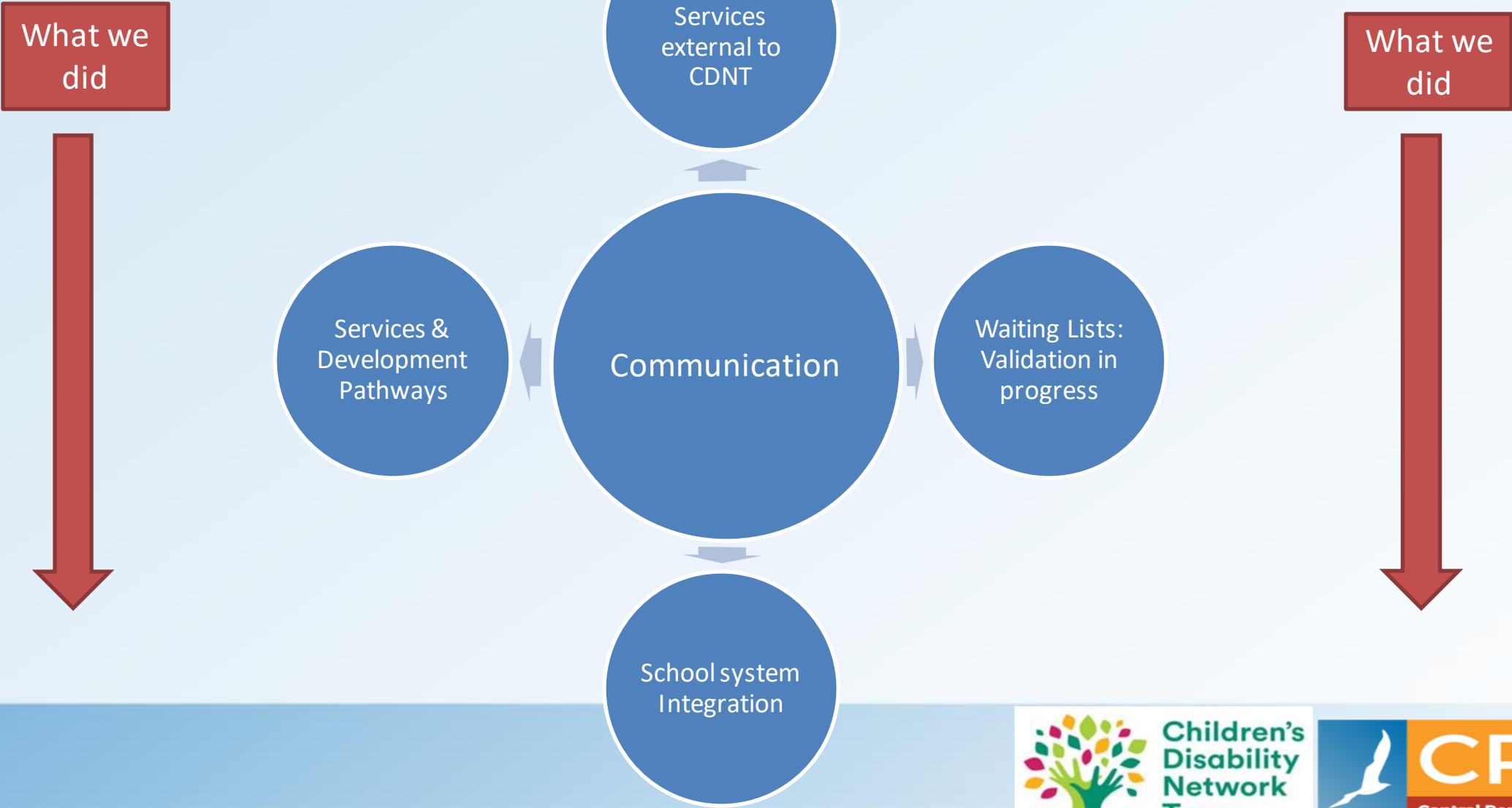
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- Validation Exercise
 - Procuring Private Resources
 - Recruitment Campaign
 - CRC PDS Steering group
 - CRC CDNT online page
 - Universal supports, training programmes available to parents of children on the waiting list.



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Themes from First Family Forum



CRC Actions

You Said	What we did/are doing	Examples
Action on Waiting Lists	<ul style="list-style-type: none"> • Paper review and general profiling 100% completed • Phoning all families and assigning to pathways 20% completed • Building Internal CRC and External HSE/ Private Capacity to deliver assessment & interventions • Building information Resources for Families • CDNT Microsite/Webpage • CRC Clinical Pathways Group 	<ul style="list-style-type: none"> • HSE- Are currently commissioning AONs & Assessments privately • HSE – Currently delivering Home Support Hours (1540 hrs for 111 children N Dublin) • CRC Behaviour Detectives - 53 families have availed of the programme to date (4 more programmes scheduled for 2024) • CRC commissioning private therapy capacity (OT, Psychology, Others) • Call out to CRC staff for additional hours/ overtime • General/ Targeted & Universal Resources - Videos, Information, Community Links, Other



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CRC Actions

You Said

What we did/are doing

Improve Communication

- To families

- Between providers

- Family Forum/Family Reps
- Newsletter
- Webpage and Microsite Development.
- In collaboration with other Lead Agencies and the Open Training College; website pilot to provide resources to families
- Improving our administration capacity on the CDNT to respond to queries more effectively
- Monitoring our phone performance stats
- Improving internal processes for communications/responding to parents
- Engagement with Primary Care, CAMHs, HSE, other providers like Sanas, Home Care Providers etc for more integrated services
- Working with the HSE on a "No Wrong Door" approach CHO 9

Re-Direct Funding

- HSE/CRC PDS Governance Project Steering Group established
- CRC Application for Grant funding to support CDNTs

Accelerate Diagnosis Process

- Development of a procedure to commission private therapies



CRC Actions

You Said	What we did/are doing
12 month plan	<ul style="list-style-type: none"> • Development of an overarching CDNT project plan for CRC • Detailed action plans ongoing and in development based on analysis/need
Specialist Clinics	<ul style="list-style-type: none"> • CRC pediatrician clinics • Seeking funding to Explore a pilot Behavioural Support Service
Integration of services at local level across CDNTs, CAMHS, Primary Care	<ul style="list-style-type: none"> • National process being piloted to ensure local engagement of Primary Care, CAMHS & CDNT, clearer pathways between services for children. • National Working Group on Integration under New National Roadmap
Home Support/Respite	<ul style="list-style-type: none"> • CRC Engagement with the HSE & private providers to explore options. • Secured Additional Home Support Capacity on the CDNT of one WTE post
CDNT Facilities	<ul style="list-style-type: none"> • Long Term plan for the CDNT - Secured €5 million investment from HSE for standalone facility • Exploring alternative facilities for provision of therapy in the medium term
Recruitment & Retention	<ul style="list-style-type: none"> • Bespoke media Campaign for Balbriggan • International recruitment campaign in partnership with the HSE CHO 9 • CRC have reached out to external recruitment agencies • CRC linking with Universities/Planned Jobs Fair/Graduate Sponsorship (HSE) • Streamlined CRC HR processes to make recruitment quicker • Staff well-being Programme/Activities to support retention.



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Ad Campaign – Radio/ Digital/
Print

Sunday Independent/Irish Independent -561,000

Leinster Leader - 35,032

Kildare Nationalist- Carlow, Kildare & Laois - 63,680

Meath Chronicle- 45,999

Northside People- 74,500

Irish Independent/Media Planet Sponsorship

Banner ad, editorial platform, digital bundle

Postings to association publications e.g., Irish Nutrition & Dietetic Institute (INDI), Irish Association of Social Workers (IASW), Association of Occupational Therapists (AOTI), Irish Society of Chartered Physiotherapists (ISCP), Irish Association of Speech & Language Therapists (IASLT)



Online Campaign

- MyHome, Daft, thejournal.ie, Donedeal, The Guardian, SkyNews, Mummypages, Yahoo, RSVPlive, The42, Spotify, The Sun, Mirror, Independent, Limerick Leader, Local Press

30" Radio Ad

Local/Regional Radio

Spin 103.8 (28 spots)- 292,000,

FM104 (28 spots) - 296,400,

LMFM(28 spots) - 78,050,

KFM (28 spots)- 69,960

Dublin City FM –

3 spots per week Free of charge (FOC)



Make a difference to the lives of children with disabilities

Our teams are recruiting in Balbriggan, Swords, Clontarf, Clondalkin and Waterford

AVAILABLE ROLES:

Managerial:	Clinical:
• Children's Disability Network Manager	• Senior Speech and Language Therapists
	• Speech and Language Therapists
	• Senior Clinical Psychologist
Home Support:	• Senior Dietician
• Range of Positions Available	• Senior Physiotherapist
	• Senior Social Worker
	• Social Workers

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Find out more at crc.ie or email recruit@crc.ie



CRC Lead Sponsor in every edition of the Irish Independent and healthnews.ie

Why a job helping children with disabilities is rewarding

An occupational therapist highlights the many reasons why working in a multidisciplinary team providing treatment and care to children with disabilities is a highly rewarding job.

Occupational therapist Sheetal Gupta finds her job rewarding as she benefits from collaborating with specialists who share knowledge and expertise to enhance the wellbeing of children with disabilities.

Having a support system
Gupta is a member of the Children's Disability Network Team for the Central Remedial Clinic (CRC), a voluntary organisation and national charity, which helps provide 75% of the disability services in Ireland. She says the ability to share opinions with other professionals is one of the most gratifying aspects of her role. "I also receive support from the clinic's specialist services. For example, if I am stuck somewhere clinically, I can reach out to them. I feel really well-supported," she adds.

Multidisciplinary team of experts
Among the specialists she works alongside are social workers, psychotherapists, physiotherapists and speech and language therapists. They cover a wide spectrum of complex diagnoses of autism, Down's syndrome, and cerebral palsy. Patients may require help from multiple team members, depending on their needs. "I could be the key worker for a particular patient, overseeing services the child requires and making referrals to other specialist services," she says.

Rewards of being able to help
Gupta recently worked with an 11-year-old boy diagnosed with cerebral palsy. She conducted assessments related to tone and voluntary motor control. "He also had

some underlying anxiety issues, as he was becoming aware of his differences from peers, particularly how his hand moved involuntarily," she explains.

To alleviate his anxiety, Gupta introduced mindfulness techniques focusing on deep breathing exercises, and the results were amazing after the first session. Gupta shares an email from the 11-year-old boy's mother: "Her aim is to relax my son and help him to train his brain to move his arm in the direction he wants to. Her breathing techniques have proven so effective, and I have not seen my son's hand and arm as good as it is at the moment..."

"Receiving feedback like that makes your day," Gupta concludes.



Sheetal Gupta
Occupational Therapist, Central Remedial Clinic
WRITTEN BY
Sheree Hanna

Feature article
From a member of the
Balbriggan CDNT



Group Discussion - Questions

Priority areas to be brought forward to Family Representative Group

Next Family Forum

Topics of interest - community resources, specialist areas

Practical considerations for the next Family Forum, timing/
venue.....possibility of doodle poll to all families.

Thank you



The
Family Forum