



Welcome
to
Angels
Quest



Welcome

Handing over your child to someone else can be an upsetting and stressful occasion for all concerned. This booklet is designed to assist the transition and answer any questions you may have (and some you possibly haven't thought of!).

The aim of our respite service is to provide a holistic service in order to support families when caring for their children with intellectual disabilities. It is a place where children can spend time with each other in a comfortable purpose built home from home environment. Parents can use this time for whatever they need; to rest, go about everyday activities, spend time with their other children, take a holiday, or to have time and energy to deal with stressful family situations.

Every family's situation is viewed on an individual basis so respite can be from as little as an hour to several overnights. If a child is coming into us for the first time we would advise the child spends short amounts of time here at first to get used both to the environment and to being away from home.

Angels Quest is situated in the main Carmona Services campus next to Dunbeg House and beside the playground. It aims to give the following supports;

- extended day respite (for children attending Kildarton and the Special National School)
- skills teaching
- after school provision for children attending mainstream school
- overnight and temporary breaks
- crisis care.

Angels Quest has 10 beds (6 single rooms and 2 doubles). In as far as possible we aim for each child to stay in a room familiar to them. If you wish for your child to share please let us know. Weekend respite, in particular, is mainly tailored for children to be together with their friends and other children they are familiar with. Please be aware we keep 1 bed for emergency respite at all times. This can be used at times of particular stress on a family.

It will be very important to provide an explanation for your child if this is their first visit to Angels Quest. A pre arranged preliminary visit is advised for both children and parents. Depending on the ability of your child a verbal explanation may be enough or a photo of Angels Quest can serve as a prompt for them. Explain to your child, according to their age and understanding, why they're going to respite and for how long- if understanding of time is an issue for your child we can assist with this.

We unfortunately cannot provide transport for children in mainstream school while in respite from Monday- Friday.

Our Information forms

Our information and “All about Me” forms are sent to parents/ guardians in order for staff to gather as much information as possible about the child. Therefore the more information given on the forms the better picture we will have of your child and their individual needs. The “All about Me’s” in particular assist new staff and those unfamiliar with your child. We also ask for permission to take photos of your child which are only used in their files.



Parents/ Guardians are asked to give written consent to general social activities. These are dealt with in detail towards the end of this booklet. If parents wish for their child to take part in social activities money may need to be provided.

We can be contacted on 01 2852900 ext 146 (9am -5pm Mon- Fri) or 01 2024931. Prescriptions/ Doctors notes can also be faxed to this number.

What to bring for an overnight

We recommend that enough clothes are packed for the duration of the child’s stay. These should all be clearly marked with your child’s name as we cannot take responsibility for clothes lost or misplaced.



Toiletries- shampoo/ shower gel/ nappies/ toothpaste/ toothbrush/ wipes/ creams/ sun cream/ hairbrush or comb- again clearly marked.

Anything that will make your child feel at home- teddy/ blanket etc
Any special equipment needed for your child- e.g. beakers/ bottles/ bibs/ AFOs/ cutlery etc.

Angels Quest has a limited laundry service.

Who works here?

The Angels Quest team comprises of Child Care Staff, Nurses, and Social Care Workers. All staff wear their name badges. We currently have 14 staff in total. 4 staff are on duty during the day (8am-8pm) and 2 during the night (8pm-8am).

Your child will be assigned a keyworker. This person will have the job of being responsible for your child while they attend AQ. They are responsible for the upkeep to the child’s file and to liaise with yourselves and other relevant staff regarding the safety, welfare and development of your child.



We sometimes have third level students and volunteers assisting staff in Angels Quest. These people are subject to the same stringent human resource checks as permanent staff (2 reference checks and Garda clearance). We also sometimes have secondary school students completing community transition year placements.



As part of our holistic approach we in Angels Quest would regularly liaise with other professionals involved in your child’s development such as staff in Early Services/ Outreach/ Physiotherapy/ Occupational Therapy, Psychology and Social Work

Respite dates

Respite dates are planned on a quarterly basis. January-March; April-June; July- September and October- December.

If you have a particular request please make it known to the supervisor at least 4 weeks before the quarter in which you wish to book respite. (i.e. if you want to book particular respite dates during Apr- Jun contact the supervisor before March). Otherwise regrettably it may not always be possible to accommodate the request. Please be aware that summer respite dates need to be booked well in advance as the summer holiday months are understandably very busy.



If you need to cancel/ rearrange respite please phone the supervisor beforehand.

When to drop off/ collect your child

Overnight respite

- School holiday times – Monday- Friday

Children should be collected **by** 11am and dropped **at** 2 pm.



Saturday/ Sunday

Saturday- holiday times apply

Sunday- Collection time - 4pm; Drop off at 6pm.

Day Respite

- Drop off- no earlier than 2pm (Unless otherwise arranged. We will be unable to take children before 2pm.)

- Collection- no later than 6pm.

In order for Angels Quest to run effectively these times should be adhered to. However we can be flexible in certain cases. **Please contact the supervisor in advance.**

If you need to cancel respite please contact the supervisor so that the space can be offered to another child.

Medication

Medication prescribed by a doctor can only be given to a child accompanied by an up to date prescription. It will only be administered by the nurse on duty. Over the counter medications (e.g. Savlon, Paracetamol etc) can only be given with parental permission, again only given by the nurse on duty.



The staff nurse on duty will let you know when a prescription has expired and a new prescription is due.

Infection Control



Parents are advised not to bring their children into Angels Quest if they are vomiting or have diarrhoea and/or a temperature of 38°C/101°F, or above.

Children with an infectious disease e.g. chicken pox, measles, mumps or rubella will also not be able to attend. If a child displays symptoms of any of the above while in Angels Quest parents/ emergency contacts will be contacted in order to take the child home.

Children with heavy colds or coughs are advised not to come in.

A child on antibiotics can attend Angels Quest, as long as they no longer have a temperature, or display signs of illness. Any medication should be accompanied by a prescription.

If staff are concerned about the condition of a child coming into respite, they may ask the parents/guardians to provide a medical certificate confirming the child is well enough for respite.



Safety

For safety reasons the main door must be kept closed at all times and the code should only be known by Angels Quest staff. This is so that we know who is in the building at all times.

Fire alarms and smoke detectors are fitted throughout the building and inspected regularly as are the fire extinguishers. Staff are trained in the use of fire extinguishers and in fire evacuation drills. We hold day time and night time “deep sleep” drills. The staff nurse on duty on a given day/ night has the task of being the fire warden and is responsible for evacuation.

We follow national guidelines for the protection and welfare of children as laid out in Children First. Consequently we are obliged to report all suspicion and allegations of child abuse to either the Health Board or the Gardai.

We are inspected by Environmental Health Officers in order to comply with food hygiene standards set out in legislation.

Confidentiality

All child and family information is confidential. Files and records are securely maintained and only staff and relevant Carmona personnel have access.



We would ask parents to understand that we cannot give out information regarding other children availing of Angels Quest.

If parents/ guardians wish to access information in files on behalf of their children they may do so under the framework of the Freedom of Information Act.

How to get here



There is car parking on campus. Please observe the clockwise one way system in place. Parents are asked not to block other cars/ buses when dropping/ collecting their children so as to avoid congestion at busy times. The #7, #45a and #111 run from the Sallynoggin road roundabout. The #46a runs from Monkstown Farm roundabout which is a 5 minute walk away. Glenageary DART station is 15 minutes walk.

Food

Angels Quest avails of Carmona catering for childrens meals. (Carmona Catering Services provide the food for the children) If your child has any special dietary likes/ dislikes please let the staff know and we will endeavour to accommodate. If your child requires food specific to their needs e.g. gluten free pasta/ soya milk etc please ensure that enough is sent in to cover your childs stay. We support a policy of healthy eating in Angels Quest and would ask parents not to send in sweets/ chocolates with their child.



Visiting Angels Quest

If you wish for your child to have visitors please ensure that written permission is given to the supervisor beforehand for security reasons.

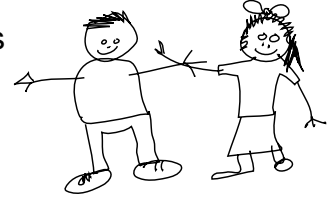


Comments/ Complaints

Any feedback from parents, whether positive or negative will be viewed as an opportunity to inform service provision to continuously improve the quality of the services that we provide and to learn lessons so as to prevent similar occurrences in the future. Complaints, criticisms or suggestions, whether oral or written will be taken seriously, handled appropriately and sensitively.

Activities

It is important to ensure an environment where play happens naturally at all times and to promote holistic care for children and young people - including social opportunities, new experiences and therapeutic play and activities.



We have a small multi sensory room and access to the larger multi sensory room on campus. These facilities provide stimulating sensory activities.

Activities on any given day are dependant on many factors; the weather, ability and age of the children involved and the number of staff we have working. Types of activities include picnics, playground and park trips, seaside visits, role plays, arts and crafts, cookery, story telling, movie evenings, cinema trips, bowling, foot spas, relaxation activities, and many many more.

