



Residents Guide

Photo of House here

Name of House

Welcome

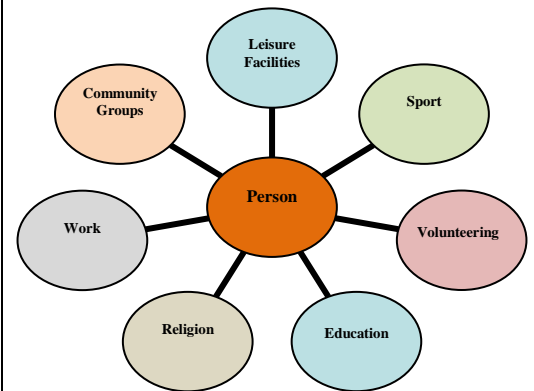
This Residents Guide has been developed to provide information about (**Name of Service**). It is written to comply with the *Health Act 2007*, the *Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities Regulations 2013* and the *National Standards for Residential Services for Children and Adults with Disabilities*.

What Services and Supports Are Provided?

State if the service is residential or respite or both

In this house, a high standard of care and support is provided in the everyday activities of daily living. We try to ensure each person's unique and individual needs are met as is reasonable practicable.

We actively encourage people to achieve their full potential supported through an Individual Planning Process, through participation in relevant education and training supports – (amend this if the service offered is respite only) and through participation in the local community in accordance with each person's wishes.



What Contributions are Asked For?

Each person in receipt of Disability Allowance, Blind Pension or similar and availing of Residential or Respite accommodation, will contribute a specified amount towards accommodation and daily expenses of the household. This contribution rate may be revised from time to time.

In addition, people may contribute towards food, diesel/petrol, etc., locally within their services. The specific details of charges and contributions will be outlined in the Individual Agreement with people who use residential or respite services.



How To Get Involved in the Centre?

We encourage people to participate in the day to day running of the house by having regular house meetings. People's choices and preferences are also noted in their Individual Plan and shared across the staff team so that care and support is individualized to each persons' preferences where possible.

For people who have complex communication difficulties we learn by observation, interaction and consultation with family members and others who know the person best to learn about their preferences.



How to Access a HIQA Report?

Upon commencement of the HIQA inspections, a full record of all inspection reports will be available from the person in charge. You can also access the report directly from the HIQA website.



How To Make A Complaint?

Our Service welcomes any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Service. Complaints or concerns about the service provided within any Service will be treated seriously. In general, we advise that if a person, family member or advocate has an issue or concern, it should be discussed locally with the relevant staff member or his/her manager. We anticipate that most issues can be resolved informally at local level.

However, if this is not appropriate or if people feel that the issue is not being dealt with satisfactorily, they can make a comment or complaint following the procedure outlined in our policy on Complaints. We have a Complaints form which may be completed. If a person or their family/representative requires help to make a complaint then they will be afforded advice about potential advocates.



Can People Visit?

Our Service actively encourages people to maintain all forms of social contact that they enjoyed before moving into our Service. We will encourage and assist people to maintain contact if they wish to do so. Often families are actively involved through the Individual Planning Process as important members of people's circle of support. Relatives and friends are also encouraged to attend social events such as birthday parties and other special occasions.

Visitors are, within reason, generally welcome at any time, provided the rights of other services users are not compromised in any way. People have access to phones, mobile phones, e-mails, Skype in order to support them to maintain contact with family and friends.

