



# KILCAR HOUSE

## *Residents Guide*

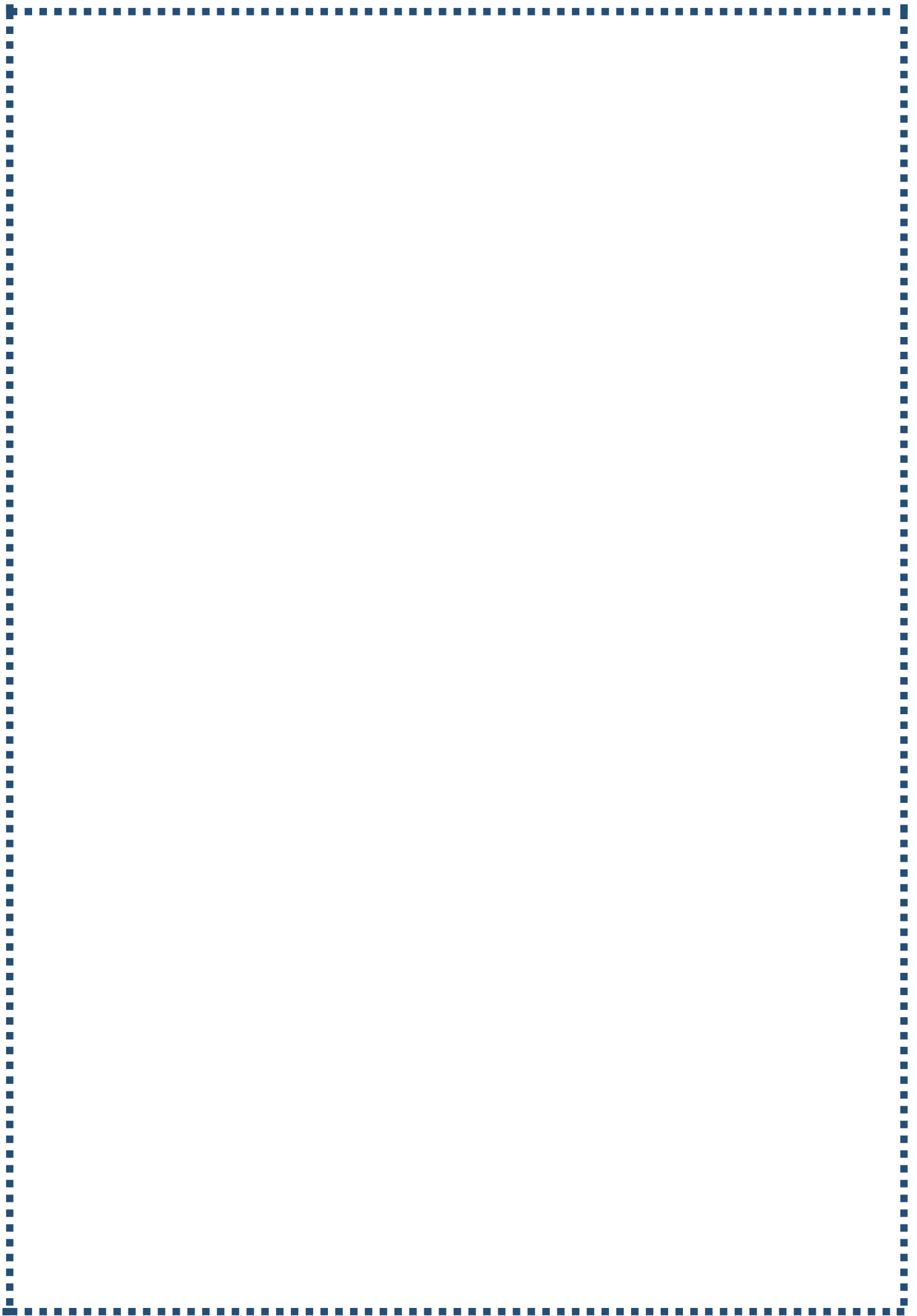


**REGISTRATION NO. - REG - 0036169**

**DATE OF REGISTRATION: 02.03.20**

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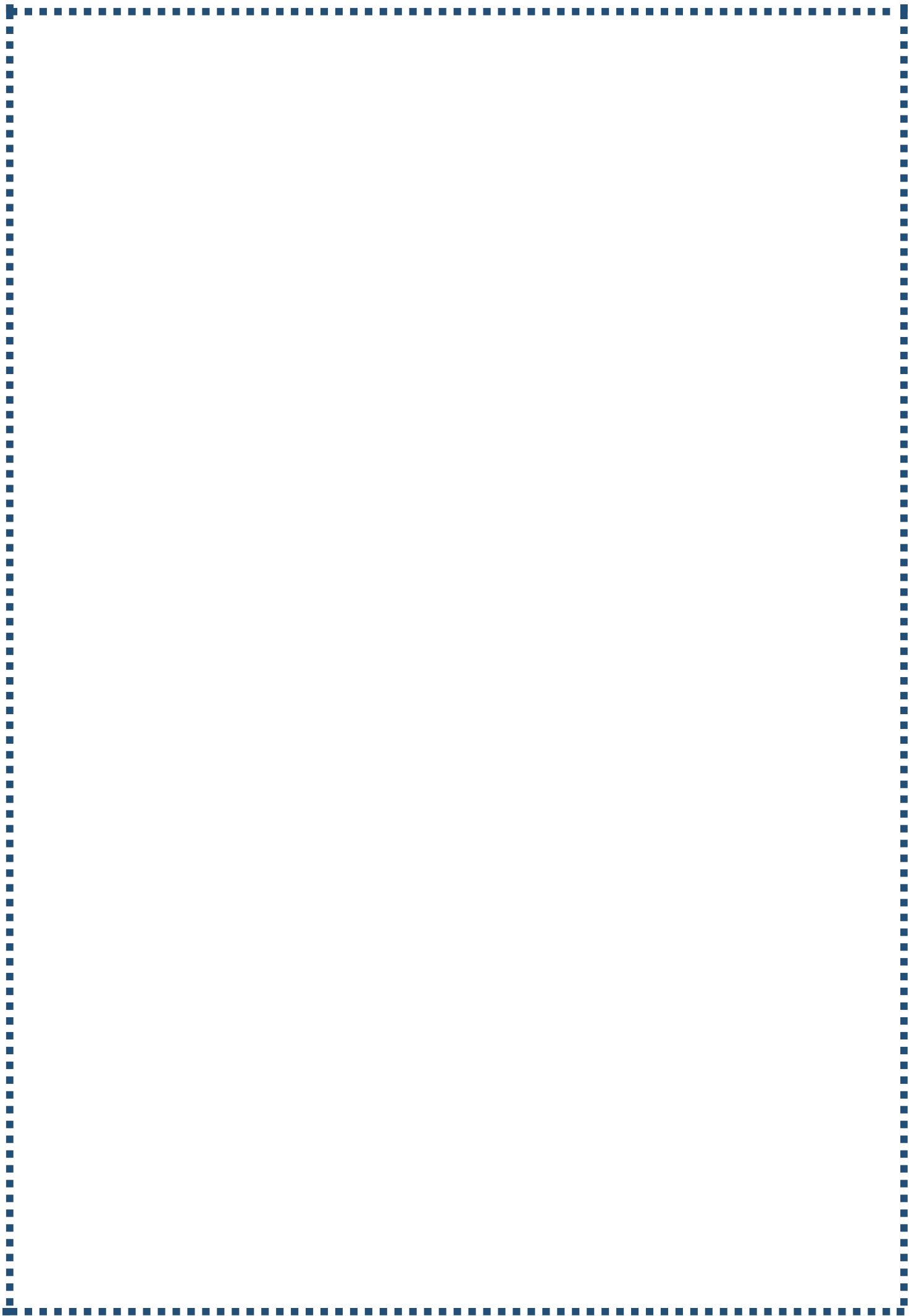




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We are delighted that you have chosen to stay with us. On behalf of the management and staff we sincerely hope that you enjoy your time with us in Kilcar House.

We have compiled some information about our house and hope that you find it useful.

### The House

Kilcar House has 4 bedrooms and 3 of them have their own en-suites.

During your stay you will have your own bedroom where you can keep your own personal belongings that are important to you.



There is 1 sitting room, a kitchen, a dining area, a visitor's room, a hall and utility room.

We have a lovely playroom and sensory room for you to enjoy while you are with us.

There is a spacious and secure garden with a trampoline and jungle gym.



## Staff

There will always be staff that are familiar to you working in Kilcar House.



They are here to help you enjoy your stay and support you in the house and community.

A keyworker will be assigned to you and they will be the main contact person for you and your family as part of your respite plan. They will work with you and your parents to make sure that your stay at Kilcar House is a happy experience and meets your individual needs.



## Personal Plan

When you start your journey with us in Kilcar House, we will work with you and your parents to create a personal plan. This will make sure all your individual needs are met while you are with us. This plan will be reviewed at the beginning of each year and in the summer and during the year if your needs change. We will set goals for you to achieve during the year.

We make sure that your stay at Kilcar House is a happy experience and meets your individual needs.

## Planning your stay



You will receive a letter before your respite letting you know the dates of your next visit. A member of the respite staff team will

contact your parents/guardian before the date to check if there is any changes and update your plan if necessary.

At Kilcar House we hold welcome meetings at the start of each respite break so we can focus on your needs.

Welcome meetings are an opportunity for you to have your say in what happens on your break in Kilcar House.

You can tell us what you liked and didn't like and what you would like to do on your next visit.

## Confidentiality

Information about you is only shared with others when it has been decided it is in your best interest.



Kilcar House staff are given training and support to make sure they do their job well and keep you safe.

*When I'm not happy?*

*How can I Make a complaint?*



At Kilcar House we want you to enjoy your stay. However, if you are not happy about anything that happens you can talk to staff on duty or to the keyworker and we will do our best to sort out the problem for you. You can also talk to your parents/guardian and ask them to contact us so we can sort out the problem.

### Feedback

At Kilcar House we would ask you and your families to give feedback on our service and how it is meeting your needs. You can leave a comment in our suggestion/comments box or complete our feedback forms. Your comments help us make the service better for you.



### Activities



Kilcar House provides a great variety of activities for you when attending respite depending on your



age and your likes and dislikes. Some of the community based activities include: walks, horse riding, pet farms and the zoo, bowling, historical visits, museums, parks, adventure trips, swimming, eating out and the cinema. Activities that are always available to you include TV/DVD's, board games, cooking/baking, arts and crafts and outdoor play



area. You can decide with your group the activities you like during your stay.

### Cultural Beliefs

## WHAT IS CULTURE?



We respect  
your religious  
and cultural

beliefs. If you wish to attend any religious or cultural event while you are with us our staff will ensure that you are provided with the time and support you need.



## Medication

All staff are trained in giving medications and will give you the support you need. Staff will keep records of your medications and check that they are correct when you arrive with your parent/guardian. We will help you understand what your medicine is for and what side affects you might experience.

We will support you in attending your GP if you experience any difficulties or become ill during your stay with us.

If you need a doctor during your stay the staff on duty will contact your own GP. Caredoc will provide support when your GP is not available.

## Visitors

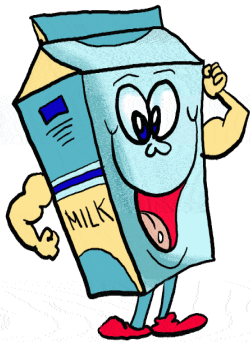
Due to the continued presence of Covid 19 in the community we need to ensure that we keep everyone safe. A family member is always very welcome to support you to settle in for your respite break however we will need to risk assessed and planned in advance.



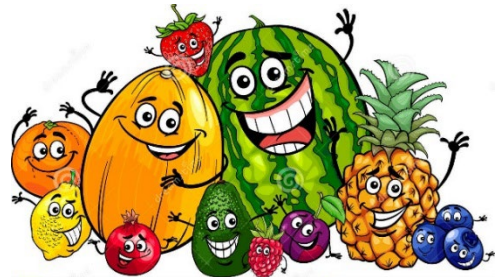
If you wish, your family may contact you by other means such as, by phone, FaceTime, WhatsApp, or Skype, or vice versa. We want to ensure your stay is a pleasant and enjoyable one and that you don't feel lonely while you are visiting us.



### Eating and Drinking



We like to involve you in planning meals and special dietary requirements are catered for any special dietary needs will be included in your personal plan so we have the food in Kilcar House when you come to stay. You will have the opportunity at welcome meetings to decide what you would like to eat and have a chance to be involved in the preparation of meals.



Regular meals and healthy snacks will be provided in the house.

## Keeping Safe



At Kilcar House all staff are trained to protect you so that you can feel safe and comfortable to report any situations that make you feel uncomfortable.



### These Include:

**Bullying** - people making you feel angry, sad or unsafe.

**Your rights** - where you feel you have little choice or are not being looked after well

**Being hurt** - hitting, etc.

When attending Kilcar House we ask you to respect the needs of all other children and staff in the house. Staff will discuss the house rules with you.

### When it's Time to Leave

Our staff will work with you and your family to prepare for adulthood and the move to adult services at the age of 18. If you require additional services after you leave Kilcar House our Residential Respite Coordinator will discuss this with adult services in the area to find you a suitable placement.

## Fire Safety

Before you start your respite stay we will do a fire drill with you. At your welcome meeting the staff will go through the fire drill and evacuation plan. Fire drills will be carried out at regular intervals during your stay in Kilcar House. Staff on duty will support you through the fire drill process and practicing fire drills regularly ensures that you know what to do in an emergency.



## Inspections

At Kilcar House we have inspectors from within Enable Ireland half-yearly. We also have inspectors from the Health Information and Quality Authority (HIQA). These inspections help ensure our service is the best it can be to meet your needs. You can get these reports from the HIQA website on [www.hiqa.ie](http://www.hiqa.ie)

A copy of our reports can be emailed to you at your request.

# Enjoy Your Stay

Enable Ireland Respite Services - Kilcar House,  
Thomas Traynor Road, Tullow, Co. Carlow R93 VA00

Respite Office: 059 9152385 / 085 8703442

Respite Manager Mobile: 085 8000838

