

Frequently Asked Questions

An Cuan Regional Outreach Support Service (ACROSS Behaviour Support)

Q. How does ACROSS work?

A. Each person that avails of ACROSS is assigned an An Cuan staff member. When appropriate and necessary, the Team works with the person and their circle of supports to develop a new Person-Centred Plan (PCP) and a comprehensive Positive Behaviour Support (PBS) Plan. The Team also carries out (where necessary) a multi-disciplinary assessment with recommendations. When appropriate, the ACROSS Team also offers training on PCP's, PBS Planning, Autism and more to the circle of supports such as support staff and family members.

Q. Is there a waiting list for ACROSS?

A. From time to time, An Cuan Regional Outreach Support Service may have to place people who have been referred to us on a waiting list. We will always endeavour to respond as quickly as possible, within the resources available to us.

Q. How long will it take for ACROSS to be affective for a Person?

A. Ideally, it will take no more than 18 months. We are of course flexible, as for some people, it may take a little longer to complete our work.

Q. Who are the An Cuan team?

A. The An Cuan Team is varied and experienced. It includes:

- Several Social Care Workers and Nurses
- Team Support Assistant
- A Senior Team that consists of a Senior Psychologist, Senior Social Worker, Senior Occupational Therapist, Senior Speech and Language Therapist and Positive Behaviour Support Specialists
- Team Leaders
- A Regional Co-Ordinator who manages the service

Q. What agencies does ACROSS provide service to?

A.

- Voluntary agencies
- Disability services
- HSE disability services
- Non-profit organisations
- Private organisations in Cork & Kerry

Q. Will ACROSS Multi-Disciplinary staff replace the existing services a person is accessing?

A. No, the person should exhaust their primary service's resources first. In some situations, where appropriate, we will supplement and work in collaboration with the existing supports.

School Leavers Programme (SLP)

Q. What is the aim of the SLP?

A. The aim is to support a student to transition from their school to their adult service. Some students have very specific support needs, and they might find change very difficult. The SLP aims to learn about the persons support needs in their final year of school. We give that information to the new service and help set up the environment for success.

Q. Who can make a referral?

A. Students in their final year of school can be referred to An Cuan by the Day Service Opportunity Officer (DSOO). If you are a teacher, carer or parent that has concerns about the students' upcoming transition to adult services, consult with the DSOO and ask them to make a referral to An Cuan's School Leaver Programme.

Q Does the SLP have a waitlist?

A. As the information is gathered in the final year of school, a wait list does not apply. This is a short-term piece of work that takes place in the students' final year and the beginning of their adult placement.

Referrals

Q. Who can make a referral to An Cuan?

A. Staff from the organisation/service that the person is currently accessing can make a referral. We recommend that the referral form is completed by someone who knows the person well, with input from others as needed. A person with a disability, families and advocates can also make a referral. However, the organisation they are currently availing of for supports needs to also sign our 'service agreement form' and engage with An Cuan as required.

Q. How do I make a referral to An Cuan?

A. For ACROSS and our Behaviour Support Service, complete the referral pack (available online) and the required documentation (see full list below) either by email: ancuan@horizonscork.ie, or, by post to:

Joe McDonald,
An Cuan Regional Co-Ordinator,
Horizons,
Montenotte,
Cork, with the required documentation (see below).

If you need any assistance with completing a referral, please contact us and we will be glad to help.

Referrals for the School Leaver Programme are currently made through the Day Service Opportunity Officers (DSOOs).

Q. What documentation is required to provide with the ACROSS referral?

A.

- An Cuan referral booklet
- Next of Kin/Family Agreement form
- Medical Consent form
- Individual Consent form
- Service Agreement
- Referral Checklist
- Psychology and/or Psychiatry report (stating level of intellectual functioning)

Other documentation that is welcomed:

- Additional relevant reports e.g., Occupational Therapy report, Speech and Language report, Social Work report, etc.

- Any additional relevant plans, e.g., current or previous Person-Centred Plans, Behaviour Support Plans, etc.
- Copies of recent behaviour recordings or incident reports.

Q. How up to date do these reports need to be?

A. Preferably recent reports, however, we realise that this may not always be possible. In such cases we may need to request additional information or carry out our own assessments as part of the referral process. In either case, please send the most recent reports available to you.

Q. What happens after An Cuan receives a completed ACROSS referral?

A. Once a referral has been received with all the correct documentation, an An Cuan staff member will carry out a preliminary check with the person that made the referral. This involves going through a check list and phoning the referral organisation, family member or person to ensure that we have all the necessary information to process the application. In a small number of cases, it may be necessary to carry out a preliminary visit and meet with the person and/or their family.

Q. How long does it take to receive a response on whether a referral has been accepted or declined?

A. Once all information has been received and the preliminary checks have been completed, a referral will be reviewed at the An Cuan 'Admissions and Allocations meeting', which is held every four weeks. The person that made the referral will be informed of the outcome within three working days of each meeting.

Who is Eligible for Supports?

General Admission Criteria

- For the ACROSS service, the applicant must be aged 18 or over and be a person with a mild, moderate, severe or profound intellectual disability (with or without an Autism diagnosis) that presents with behaviours that challenge.
- For the School Leavers Programme, applicants must be at least 17 years old, in their final year of school and transitioning to an adult service.

- The person must reside in or attend a service in counties Cork or Kerry.
- The person must be attached or transiting to an agency, organisation or HSE service providing supports to people with a disability.
- The person must require behaviour support or support transiting to adult services.

Exclusion Criteria

- The persons', primary challenge cannot be a mental health diagnosis. While An Cuan does support people that have dual diagnosis i.e., intellectual disability and a mental health diagnosis, we are not a mental health service. Should this become the primary challenge, An Cuan may request support from the persons' mental health team and An Cuan's behaviour support may be put on hold until the persons' mental health is stable.
- The person cannot have chemical dependency issues (alcohol or non-prescribed medications).
- The person cannot currently be engaged with the criminal justice system.
- The person must have a primary service, as An Cuan is a supplementary service.

Q. Who decides if the persons' primary challenge is their mental health or intellectual disability?

A. A Consultant Psychiatrist who is familiar with the person, may provide clarity on this matter. Also, where required, a decision will be made by the An Cuan Senior Psychologist, in consultation with the person's existing multi-disciplinary supports and through discussions with the An Cuan Senior Team.

Q. Are the services of An Cuan available to a person who lives at home?

A. Yes, the person may live independently or with their family. Also, they may be in a residential placement, attend day services, receive home support or respite and so on. An Cuan will also accept referrals from/on behalf of people that are in their final year of school to assist with transitions to adult services (School Leaver Programme).

Q. Are people eligible for An Cuan if they receive funding from HSE West (and possibly living in Limerick/Tipperary/Waterford), but are accessing services in Cork / Kerry?

A. Yes.

Q. Are people eligible for An Cuan if they are living in Cork / Kerry but accessing services in Limerick/Tipperary/Waterford?

A. Yes.

Q. Is there a fee to avail of An Cuan supports?

A. As a HSE funded service we do not charge any fees.
