

## CONFIDENTIALITY

Service users information is treated as confidential within the project and will only be shared with the knowledge and permission of the service user except when a child or vulnerable person is at risk.

## EQUALITY & DIVERSITY

We respect differences in ethnic origin, gender, religion, sexuality, culture and language both as an employer and service provider.

We will endeavour to communicate in people's first language and will ensure participation of those with disabilities.

## PARTICIPATION

- ♦ Young people and their families will be included in meetings and reviews about the progress they are making and their views will be sought before any decisions are made.
- ♦ Young people and their families will be asked for their views about the service they are receiving.
- ♦ Young people and they families will be encouraged to assist in the shaping and developing of the service.

For further information please contact

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Service Manager

Or

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Support Worker

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Action for Children helps the most vulnerable children and young people in Scotland break through injustice, deprivation and inequality, so they can achieve their full potential.



# EILEAN SIAR RESPITE



## CARE SERVICE



Partnership with

**NHS**  
Eileanan Siar  
Western Isles

## *What is respite care?*

The respite care service is the provider of individual flexible care and support that meets the unique and complex needs of children with disabilities and their families. This enables the children to experience a variety of activities with supportive staff and allows the parents to receive short breaks from their role as primary carers.

On acceptance, following referral to Action for Children by the Social Work Department, each child has an "All About Me" questionnaire completed along with parents and themselves if appropriate. Through this children have an identified key worker and a back-up worker matched to meet their individual needs.



## *Respite*

Respite offers short breaks for parents and carers whilst offering the young people social activities in a safe and caring environment. The sessions can range from a few hours or more as agreed by Social Work.

During Respite sessions the young person may be taken out in the community by members of staff. This can be to a variety of activities such as swimming, soft play, play parks, walks on the beach, through the Castle Grounds or to cafes where they can improve their social interaction skills and exercise.

Sessions can be after school, at weekends or during school holidays. Transport may be provided for pick ups and drop offs. Escorts to and from Residential Units on the mainland are also available if approved by Social Work.

Respite within the home is also possible to enable parents and carers to attend functions such as weddings, etc. Staff may also provide respite in emergencies or as a support during periods of crisis.

## *Respite User's Quote's*

- The support was a very positive experience for our son and ourselves. This was very obvious from our son's delight when he was told he would be going out with staff.
- Our son and family have benefited greatly from this service. It gave him independence going out with others and not his parents or family. He knew this was special time and of course he thoroughly enjoyed going in to visit all the staff in Action for Children.
- Staff are very approachable, helpful and flexible to meet our son's needs and in working with the family.
- Our worker takes our child for respite each week giving us as a family a break. He also offers us support when any problems arise with our child's behaviour. Without this support we would have been unable to care for our child.
- Respite is an excellent service which helps so many families – would have been lost without it.