

# SERVICE CRITERIA

WE OPERATE OUR SERVICE IN COGNISANCE OF CLIENTS CONFIDENTIALITY AND THEIR INFORMED CONSENT. WE UTILISE A PROTECTED I.T. DATABASE TO RECORD INTERVENTIONS AND OUTCOMES AND UNDER OUR SERVICE LEVEL AGREEMENT, WE ALSO USE THE HOMELESS EXECUTIVES PASS DATABASE.

FULL VERBAL AND/OR WRITTEN INFORMATION IS PROVIDED TO CLIENTS IN ADVANCE OF SERVICE COMMENCEMENT REGARDING THE COLLATION AND STORAGE OF THEIR PERSONAL INFORMATION.

CLIENTS CAN RETRACT THEIR CONSENT TO SERVICE AT ANY TIME. IN COMPLETING ASSESSMENTS, SUPPORT PLANS AND OTHER PAPERWORK WITH OUR CLIENTS, THEY ARE OFFERED COPIES OF SAME.

WE SEEK REGULAR WRITTEN AND PHONE FEEDBACK ON SERVICE QUALITY, SERVICE DELIVERY AND SERVICE OUTCOMES FROM ALL STAKEHOLDERS IN ORDER TO ENSURE THAT WE PROVIDE A SERVICE THAT IS BOTH TRANSPARENT AND EFFECTIVE.

BE YOURSELF  
ACCEPT YOURSELF  
VALUE YOURSELF  
FORGIVE YOURSELF  
BLESS YOURSELF  
EXPRESS YOURSELF  
TRUST YOURSELF  
LOVE YOURSELF  
EMPOWER YOURSELF

## HOUSING ASSOCIATION FOR INTERGRATED LIVING

SECOND FLOOR,  
CENTRAL HOTEL CHAMBERS,  
7 - 9 DAME COURT,  
DUBLIN 2

TEL: +353 (1) 6718444

[www.hail.ie](http://www.hail.ie)

### JOANNE LAMBE

**PROJECT COORDINATOR**

TEL: 087 7370231

[JOANNE@HAIL.IE](mailto:JOANNE@HAIL.IE)

### JOHN CHURCH

**MENTAL HEALTH TENANCY SUSTAINMENT WORKER**

SOUTH DUBLIN & DUN LAOGHAIRE/RATHDOWN

TEL: 087 7381952

[JOHN@HAIL.IE](mailto:JOHN@HAIL.IE)

### NERISSA DALY

**MENTAL HEALTH TENANCY SUSTAINMENT WORKER**

DUBLIN CITY

TEL: 087 7974000

[NERISSA@HAIL.IE](mailto:NERISSA@HAIL.IE)

### CARL FINLAN

**MENTAL HEALTH TENANCY SUSTAINMENT WORKER**

FINGAL

TEL: 087 9440592

[CARL@HAIL.IE](mailto:CARL@HAIL.IE)

### SANDRA FOX

**SERVICES MANAGER**

TEL: 087 1952805

[SANDRA@HAIL.IE](mailto:SANDRA@HAIL.IE)

SINCE 1985 HAIL HAS SPECIALISED IN HELPING TENANTS MANAGE THEIR MENTAL HEALTH AND INTERGRATE INTO THEIR COMMUNITIES



HAIL MENTAL HEALTH  
VISITING SUPPORT SERVICE



# WHO ARE WE?

---

ESTABLISHED IN MID 2012 OUR SERVICE IS A COLLABORATIVE PROJECT FUNDED BY THE DUBLIN REGIONAL HOMELESS EXECUTIVE AND THE HSE. WE HAVE TWO SPECIFIC AND DISTINCT REMITS, FIRSTLY TO SUSTAIN TENANCIES THEREFORE REDUCING THE NUMBER OF HOMELESS PERSONS AND SECONDLY TO PROMOTE MENTAL HEALTH RECOVERY IN A COMMUNITY CONTEXT.

---

OUR PROFESSIONAL AND EXPERIENCED MENTAL HEALTH TENANCY SUSTAINMENT WORKERS ACTIVELY ENGAGE WITH CLIENTS IN THEIR OWN HOMES.

WE CARRY A ROLLING CASELOAD OF 50 CASES AND WORK ON A SHORT TERM BASIS OF BETWEEN 3-9 MONTHS WITH CLIENTS.

SERVICE IS PROVIDED BETWEEN THE HOURS OF 9-5 MONDAY TO FRIDAY.

CLIENTS MUST BE OVER 18 YEARS OF AGE, HAVE A MENTAL HEALTH DIAGNOSIS AND BE IN POSSESSION OF A TENANCY.

CONSENT TO SERVICE DELIVERY MUST BE SIGNED AND AGREED.

## WHAT OUR CLIENTS SAY ABOUT OUR SUPPORT

*"I was able to focus more on my mental health"*

*"Reducing the stigma was key"*

*"Structure and interest gave me a purpose"*

*"Able to recognise when I needed help"*

*"I was able to understand the negative symptoms"*

*"I coped easier"*

## HOW TO MAKE A REFERRAL

---

CONTACT AND DISCUSS POTENTIAL CASE WITH THE HAIL PROJECT COORDINATOR PRIOR TO COMPLETING REFERRAL FORM.

COMPLETE REFERRAL FORM, INCLUDING THE CONSENT AND RISK ASSESSMENT SECTIONS.

INTRODUCE YOUR CLIENT TO THEIR HAIL MENTAL HEALTH TENANCY SUSTAINMENT WORKER IDEALLY IN THEIR OWN HOME.

## WHAT TO EXPECT FROM OUR SERVICE

---

REGULAR HOME VISITS.

ASSESSMENT OF NEED.

PERSONALISED SUPPORT PLAN.

ONGOING CASE MANAGEMENT & REVIEWS.

ENCOURAGEMENT WITH PRACTICAL EVERYDAY LIVING ACTIVITIES.

PROMOTION OF COMMUNITY PARTICIPATION AND ACTIVE CITIZENSHIP.

DEVELOPMENT OF INTERPERSONAL SKILLS.

THE RE-BUILDING OF SELF ESTEEM AND REDUCTION OF STIGMA.

TO BE OFFERED CHOICES.

PROMOTION OF INDEPENDENT LIVING.

IDENTIFICATION AND USE OF EFFECTIVE COPING SKILLS.

INVITATIONS TO HAIL EVENTS AND OUTINGS.

OPTION TO BECOME A PEER MENTOR AND/OR HAVE A PEER SUPPORT YOU IN YOUR RECOVERY JOURNEY.