



# HAIL MENTAL HEALTH VISITING SUPPORT SERVICE



# SERVICE CRITERIA

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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

# WHO ARE WE?

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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 NUMBERS OF HOMELESS PERSONS AND SECONDLY TO PROMOTE MENTAL HEALTH RECOVERY IN A COMMUNITY CONTEXT. WE HAVE WORKED WITH OVER 350 INDIVIDUAL TENANTS AND SUSTAINED 320 TENANCIES.

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

WE CARRY A ROLLING CASELOAD OF 40 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 18YRS OF AGE AND HAVE A MENTAL HEALTH DIAGNOSIS.

CONSENT TO SERVICE DELIVERY MUST BE SIGNED AND AGREED.

CLIENTS MUST BE IN POSSESSION OF A TENANCY AS WE DO NOT SOURCE ACCOMMODATION.

## 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

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

COMPLETE REFERRAL FORM, CLIENT CONSENT AND RISK ASSESSMENT IN REFERRAL FORM.

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

WE OFFER OUR CLIENTS INDIVIDUALISED,  
FOCUSED AND PROACTIVE SUPPORT  
TOWARDS THEIR RECOVERY

# WHAT TO EXPECT FROM OUR SERVICE

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▶ 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.

# HOUSING ASSOCIATION FOR INTEGRATED LIVING

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## JOANNE LAMBE

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