

# 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 & outcomes

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.

## HOUSING ASSOCIATION FOR INTEGRATED LIVING

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

TEL: +353 (1) 6718444

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

### PROJECT LEAD

Brocan Brereton

TEL: 087-7087 573

Email: [brocan@hail.ie](mailto:brocan@hail.ie)

### TENANCY SUSTAINMENT OFFICER

Kildare/Wicklow

Mary McDermott

Tel: 0876674856

E: [mary.mcdermott@hail.ie](mailto:mary.mcdermott@hail.ie)

**Please contact the Tenancy  
Sustainment Officer OR the  
Local Authority Office to  
request a Support Request  
Form.**



## CARA VISITING TENANCY SUPPORT



Since 1985 HAIL has specialised in helping tenants manage their mental health and integrate into their communities

## WHO ARE WE?

The **Cara Project** was established in 2022 as part of a nationwide service under the **National Housing Strategy for Disabled People 2022-2027** to provide **Visiting Tenancy Support** to people who may be experiencing a **Mental Health** difficulty.

The Tenancy Support Officer (TSO) will work in close collaboration with Local Authorities, local Mental Health Teams, other Approved Housing Bodies and engage with local voluntary and statutory agencies to ensure tenants have access to appropriate community supports to facilitate independent living

The service is jointly funded by the **Housing Agency & the HSE.**

Our Professional and experienced Mental Health Tenancy Sustainment Officers actively engage with clients in their own home/ community and can provide a short, medium or long term service



## WHAT OUR CLIENTS SAY ABOUT OUR SUPPORT

*"This support service has completely changed my life for the better"*

*"I don't know where I would be now if I had not received the visiting support from HAIL"*

## How To Access the Cara Support Service

All Request Forms are to be submitted through the Local Authority, however the clients Mental Health Team, if applicable, can also complete a Support Request Form on the clients behalf

Consent to Service must be signed and agreed by the Client. Client must be over the age of 18 and housed or have been allocated a property by the Local Authority or Approved Housing Body.

Hail will maintain communication with the referring agent to advise of progress, goals achieved or barriers that may be in situ in supporting the client.

SUPPORT REQUEST FORMS CAN BE REQUESTED FROM YOUR LOCAL AUTHORITY OFFICE

## WHAT TO EXPECT FROM OUR SERVICE

PERSONALISED SUPPORT PLAN.

REGULAR HOME VISITS & LINKING TO EXTERNAL SERVICES

ONGOING CASE MANAGEMENT & REVIEWS

ENCOURAGEMENT WITH PRACTICAL EVERYDAY LIVING ACTIVITIES.

PROMOTION OF COMMUNITY PARTICIPATION AND ACTIVE CITIZENSHIP

DEVELOPMENT OF INTERPERSONAL SKILLS

REBUILDING SELF ESTEEM AND REDUCING STIGMA

PROMOTION OF INDEPENDENT LIVING

IDENTIFICATION AND USE OF EFFECTIVE COPING SKILLS

INVITATIONS TO HAIL EVENTS & OUTINGS

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