



INFORMATION GUIDE TO SERVICES

prepared in accordance with

Section 15 of the Freedom of Information Acts 1997 and 2003

Serving the people of
DUBLIN SOUTH INNER CITY, SOUTH CO. DUBLIN, CO. KILDARE AND WEST WICKLOW



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1. SECTION 15 – PUBLICATIONS

I.1 PREAMBLE

This manual has been prepared in accordance with the requirements of Section 15 of the Freedom of Information Acts 1997 and Amendment Act 2003. The Act became effective from 21 April 1998 in the South Western Area Health Board (SWAHB).

I.2 INFORMATION ROUTINELY AVAILABLE

The South Western Area Health Board currently makes information routinely available to the public in relation to its functions, activities and schemes. Such information will continue to be available routinely without the need to make a formal request under the Freedom of Information Acts 1997 and 2003. This manual highlights, in relation to each of the South Western Area Health Board's activities, where information of this nature is available.

I.3 FREEDOM OF INFORMATION ACTS 1997 AND 2003

The Freedom of Information (FOI) Acts 1997 and 2003 are designed to allow individuals access to information held by public bodies, which is not routinely available through other sources.

The Freedom of Information Act 1997 establishes three new statutory rights:

- A legal right for each person to access information held by public bodies
- A legal right for each person to have information relating to him/herself amended where it is incomplete, incorrect or misleading
- A legal right for each person to obtain reasons for decisions affecting him/herself.

The Freedom of Information Acts 1997 and 2003 assert the rights of members of the public to obtain access to information to the greatest extent possible consistent with the public interest and the right to privacy of individuals. Access to information under the Acts is subject to certain exemptions and involves specific procedures and time limits.

I.4 GENERAL OVERVIEW OF SECTION 15

Under Section 15 of the Freedom of Information Acts 1997 and 2003, the South Western Area Health Board is obliged to publish a general description of its structure and organisation, functions, powers and duties, the services it provides and procedures by which these services may be availed of by the public. In addition, details of the classes of records held and the arrangements made within the South Western Area Health Board to access same together with information in relation to the public's rights of appeal against decisions of the Board must also be published.

I.5 GENERAL OVERVIEW OF SECTION 16

Under Section 16 of the Freedom of Information Acts 1997 and 2003, the South Western Area Health Board must publish and make available in respect of each service provided, information regarding the rules, procedures, practices, guidelines, interpretations and index of precedents used by the Board to determine access to services.

The manual is currently being compiled and when completed may be inspected, free of charge, at the South Western Area Health Board Headquarters, Oak House, Limetree Avenue, Millennium Park, Naas, Co Kildare and all other headquarters throughout the Board. This information will also be available in the main library centres in South Dublin, Kildare and West Wicklow.

I.6 ROLE OF THE EASTERN REGIONAL HEALTH AUTHORITY

On 1 March 2000, the Eastern Regional Health Authority (ERHA) became the statutory body with responsibility for health and personal social services for the 1.3 million people who live in Dublin, Kildare and Wicklow. The Eastern Regional Health Authority's responsibilities include the strategic planning of services, commissioning and funding services through service agreements with the three Area Health Boards. The Area Health Boards, one of which is the South Western Area Health Board, have responsibility to deliver within their own areas the services previously provided by the Eastern Health Board.

1.7 STRATEGIC OBJECTIVES OF THE SOUTH WESTERN AREA HEALTH BOARD

The South Western Area Health Board is a statutory health and social care organisation serving the people of Dublin South City, South County Dublin, County Kildare and West Wicklow.

As a person-centred organisation, we work with service users, communities and other service providers to deliver, evaluate and develop quality, responsive services.

Our Vision

- Providing a responsive network of quality care for people
- Building healthy and supportive communities for all

Our Organisation Goals & Underlying Principles

- To bring about the greatest possible improvement in the health and social well-being of the people in our area.
- To proactively involve people in the planning, delivery and evaluation of services.

Equity, Accountability, Accessibility, Quality & Transparency

- To deliver quality integrated services to meet the identified needs of the service users.

Responsiveness, Respect, Confidentiality, Trust & Appropriateness

- To build an environment, which recognises staff value and encourages their continual development throughout their career
- To develop and strengthen relationships with our stakeholders.

Efficiency, Effectiveness & Value for Money

1.8 AREA & POPULATION

Serving a population of over 581,000 people, the South Western Area Health Board provides health and personal social services to the largest population of the three Area Health Boards.

The South Western Area Health Board extends from Dublin inner city south of the River Liffey, through South County Dublin, all of Co Kildare and West Co Wicklow.

Dublin and Kildare have the most rapidly growing areas in terms of population, with Kildare the fastest growing county in Ireland. This continuing population expansion has brought much social change and a marked environmental impact on both urban and rural areas.

The South Western Area Health Board has over 4,300 staff that deliver a wide range of health and personal social services, in partnership with local communities and voluntary and statutory agencies in the area. The Board has a close working relationship with the East Coast Area Health Board and the Northern Area Health Board.

Socio – Economic Profile

Disadvantaged Areas

The South Western Area Health Board has 47% of the Eastern Region's most deprived population. Seven localities in the South Western Area Health Board have been classified by the Government as disadvantaged, with three of them targeted for action under the National Integrated Services Process and four under the Revised Areas for Planning, Investment and Development Programme (RAPID).

Children

The South Western Area Health Board is home to 42% of the total child population in the Eastern Region, the highest in the region. The population aged 5-9 years rises slightly to 43%, indicating that the increase in the teenage population will impact most heavily here. Combining these high numbers of children with the levels of deprivation in the area, it is likely that child poverty will be significant within South Western Area.

Travellers

The South Western Area Health Board has a large population of the Eastern Region's Traveller population. This community has particular needs in health care, housing, education and occupation. The poor health status of Travellers as reported in the Task Force Report 1995 must be taken as an indicator of the range of barriers and gaps to accessing existing services. While the Board already has a number of very successful projects and initiatives aimed at addressing the needs of the Travelling community, we recognise that continued resources and investment are essential.

Older Persons

The South Western Area Health Board has a growing older persons population with the over-65 age group comprising 35% of the Eastern Region's total older persons population. The current high numbers of middle-aged people in the area is the highest in the Eastern Region. Population and other projections for both age groups will continue to inform our strategic planning.

Learning Disability

The South Western Area Health Board provides for the health and personal social service needs of 3,887 people who have an intellectual disability. This is equivalent to 47% of all intellectually disabled persons in the eastern region and constitutes its largest such population.

Consistent with this fact, the area of the South Western Area Health Board has the greatest number of intellectual disability service providers in the region. Continuum of services is delivered to cater for the needs of the learning disability population.

Mental Health

The profile of projected activity for 2001 indicated that there would be an increasing demand for community services (including Day Hospital, Day Centre, Outpatient Clinics and Hostels). We hope that enhanced community treatment and support options will reduce the demand for inpatient treatment. The board at the end of 2001 agreed a policy report for the development of mental health services over the next 3-5 years in the area of the South Western Area Health Board.

Addiction

Over half of those presenting for treatment in the Eastern Region are resident in the South Western Area Health Board area. Research shows that we have a large and growing number of drug misusers with a high percentage of them young.

I.9 SOUTH WESTERN AREA HEALTH BOARD MEMBERSHIP AND COMMITTEES

The South Western Area Health Board Membership comprises of members appointed by the following:

Members Appointed by Local Authorities:

- Dublin City Council — three members
- South Dublin County Council — four members
- Kildare County Council — four members
- Wicklow County Council — one member

Members Appointed Under Health Board (Elections of Members) Regulations 1972

- Registered Medical Practitioners – three members
- Registered General Nurses – one member

- Registered Psychiatric Nurses (non-voting member) — one
- Registered Pharmaceutical Chemists (non-voting member) — one
- Registered Dental Surgeons — one member
- Voluntary Service Providers — three members
- Appointee of the Minister for Health and Children — one member

South Western Area Health Board Meetings

The South Western Area Health Board usually meets on the first Tuesday of each month (except August) at 2.00 pm and holds special meetings from time to time to consider particular issues which merit special consideration. In addition, the Annual General Meeting of the Board, at which the Chairman and Vice-Chairman are elected, is held in July each year.

Section 8 of the Health Act 1970 empowers a Health Board to establish such committees as it thinks fit and to define the functions and procedures of such committees. The Board established the following five such committees:

1. **Primary, Acute & Community Services Standing Committee.**
2. **Mental Health & Special Care Standing Committee**

The main function of the above committees is to consider and advise on such business (mainly policy issues) as may be referred to them by the Board, or which they may wish to refer to the Board. Each standing committee meets on a monthly basis, and progress reports are considered by the Health Board at its monthly meetings. From time to time joint standing committee meetings are held to consider and discuss issues of interest.

3. **Finance and Property Committee**

This committee meets approximately every quarter and considers financial and property matters. Progress reports are considered at Board meetings.

4. **Protocol and Procedures Committee**

This committee was established to examine and devise protocols and procedures to regulate the conduct and business of the Board. It meets on a regular basis. Progress reports are also considered at Board meetings.

5. **Child Care Advisory Committee**

A Child Care Advisory Committee was set up in accordance with Section 7 of the Child Care Act 1991. Its role is to assist in ensuring the provisions of the Act

are met. The committee is made up of Board members, representatives of childcare services and voluntary organisations. Professionals working in this sector are also represented on this committee. The Board is represented by three of its members.

1.10 HOW TO OBTAIN INFORMATION

General

The South Western Area Health Board holds a wide range of records and information relating to its services, patients, clients and staff.

The Board has a policy of openness and transparency and, where feasible, will make as much information as possible available to members of the public on a routine basis.

General Records

Information in relation to services is routinely available at all of the Board's locations. If members of the public wish to obtain such information, they should contact their nearest South Western Area Health Board office and this information will be made available immediately or within a short period of time.

Information in relation to the day-to-day management of the South Western Area Health Board, e.g. financial issues, board meetings, etc. is also usually available to members of the public, and may be accessed by contacting:

**South Western Area Health Board Headquarters,
Oak House, Limetree Avenue, Millennium Park,
Naas, Co Kildare.**

Tel: 045 880 400 Fax: 1890 200 857

Low-Call: 1890 737 343

In certain cases where information sought relates to personal records or is of a sensitive nature, members of the public may be asked to request access through the Freedom of Information Acts 1997 and 2003.

Client/Patient Records

The South Western Area Health Board holds a wide variety of records at various locations throughout the region arising from contact with its clients. These client/patient records are held in strict confidence consistent with the right to privacy of the individual.

When clients wish to access information held about themselves they should contact the service provider, e.g. doctor, nurse, manager, etc. with whom they are dealing. Where appropriate, personal information will be made available or discussed directly between the client and the service provider. In certain cases, particularly where

records contain confidential or third party information, clients may be requested to seek access in accordance with the Freedom of Information Acts 1997 and 2003.

In general it is the Board's policy to provide as much information as possible without recourse to the Freedom of Information Acts 1997 and 2003.

Staff Records

Staff records are held at the Employee Services Department, Eastern Health Shared Services Centre, Dr Steevens' Hospital, Dublin 8 and in some cases at the employee's work location. If any employee wishes to access their records, they should contact the Employee Services Department where every effort will be made to allow access. However, in some cases where the information on file is of a confidential nature and where there is information from a third party, employees may be asked to request access under the Freedom of Information Acts 1997 and 2003.

1.11 HOW TO OBTAIN INFORMATION – UNDER THE FREEDOM OF INFORMATION ACTS 1997 AND 2003

The FOI Acts 1997 and 2003 provide that every person has a legal right to:

- Obtain information held by government departments and public bodies
- Obtain reasons for decisions affecting oneself
- Have official information relating to oneself amended where it is incorrect, incomplete or misleading.

Making an Application under the Freedom of Information Acts 1997 and 2003

The following records come within the scope of the Act:

- Personal records of clients/patients regardless of when they were created
- Personnel records of staff created after 21 April 1995
- Earlier records if needed to understand post 21 April 1995 records, where they are deemed accessible.

Requests for information under the Freedom of Information Acts 1997 and 2003 should be made in writing. In preparing your request please observe the following guidelines:

- State that your request is made under the Freedom of Information Acts 1997 and 2003
- Provide sufficient information to enable the South

Western Area Health Board staff to identify the records requested

- State any preference you have regarding the format in which the record(s) are to be supplied, e.g. photocopies, computer disk, etc.
- Provide full personal contact details and proof of your identity.

Applications can be addressed to an appropriate Decision Maker or the Central Freedom of Information Office, South Western Area Health Board, Oak House, Limetree Avenue, Millennium Park, Naas, Co Kildare. Fax LoCall: 1890 200 894, E-mail: foi@swahb.ie.

The South Western Area Health Board also provides application forms for the purpose of requesting information. These forms are available from all Decision Makers, South Western Area Health Board locations and the Customer Services Department, Dr Steevens' Hospital, Dublin 8 (Freefone 1800 520 520, E-mail: customer.services@erha.ie) However, it is not essential to complete a form when making an FOI request if the guidelines outlined above are observed.

Requests attracting fees that are not accompanied by the fee should be regarded as invalid until such time as the fee is paid.

Type of Request/Application	Standard Fee	Reduced Fee (for medical card holders)
Initial Request for a non-personal record	€15	€10
Internal Appeal	€75	€25
Appeal to Office of Information Commissioner	€150	€50
Request for Personal Information	No charge	No charge
Application for amendment of a record containing incorrect, incomplete or misleading personal information	No charge	No charge
Application under Section 18 for the reasons for a decision affecting an individual	No charge	No Charge

The standard and reduced appeal fees will not apply where a person appeals a decision to charge a fee or deposit or a decision to charge a fee or deposit of a particular amount. In respect of applications by third parties who appeal a decision of a public body to release information on public interest grounds, the reduced appeal fee(s) will apply.

Search, Retrieval and Photocopying Fees:

- In respect of personal records, no fees will be charged for copying the records requested, unless a large number of records are involved.
- Application fee applies in relation to requests for non-personal records (see table above)
- In respect of other (non-personal) information, fees may be charged for the time spent in efficiently locating and copying records, based on the standard rates in operation at the time of the request. No charges may apply in respect of the time spent by public bodies in considering requests.

If the cost of satisfying the request is expected to exceed €50.79, the South Western Area Health Board may request a deposit. In these circumstances, the Health Board must, if requested, assist the member of the public to amend the request so as to reduce or eliminate the amount of the deposit.

Charges may be waived in the following circumstances:

- The correspondent is dissatisfied with the initial response received, e.g. refusal of access, form of access, charges, etc.
- A reply has not been received within four weeks (20 working days) of the initial application. There is deemed to be a refusal of a request and allows the correspondent to proceed to internal review.

Should a requester wish to seek an internal review of a decision, an appeal can be made in writing to a designated Internal Reviewer for the area involved. A request for internal review must be submitted within four weeks (20 working days) of the initial decision. An internal review involves a complete reconsideration of the request and record contents and the South Western Area Health Board must complete the review within three weeks (15 working days) of notification. Appeal rights to the Information Commissioner must be included in the Internal Review decision letter. An internal review must normally be completed before an appeal is made to the Information Commissioner.

Review by the Information Commissioner

Following completion of the internal review, an independent review of the decision may be sought through the Information Commissioner. Also, if a reply to an application for internal review is not received within three weeks (15 working days), this is deemed to be a refusal and may be appealed to the Information Commissioner.

Appeals, in writing, may be made to the Information Commissioner at the following address:

Office of the Information Commissioner
 18 Lower Leeson Street, Dublin 2
 Tel: 01 678 5222 Fax: 01 661 0570
 E-mail: foi@ombudsman.irlgov.ie

Upfront Fees:

A fee of €15 must accompany a request for records and a reduced fee of €10 applies to medical cardholders.

These fees are not necessary in relation to records containing personal information relating to oneself or where a request is received from parents, guardians and next-of-kin who are applying for access to personal records, who wish to amend personal information or who seek to determine reasons for decisions on behalf of their children or other relatives.

- €20.95 per hour — search and retrieval fee
- 4c per sheet in relation to photocopying
- 51c in relation to a 3.5-inch computer diskette
- €10.16 in relation to a CD-ROM
- €6.35 in relation to an X-ray.

1.12 HOW FREEDOM OF INFORMATION APPLICATIONS ARE DEALT WITH

The Freedom of Information Acts 1997 & 2003 set down strict time limits for the processing of your request:

- You should receive an acknowledgement of your request within *10 working days, i.e. excluding Saturdays, Sundays and Bank Holidays* from the date we receive your request;
- You should usually receive a reply to your request within *20 working days (excluding weekends and Bank Holidays)* from the date we receive your request. However, it may be necessary to extend this period for up to *four more weeks* if:
 - Your request relates to a very large number of records, or
 - A large number of requests for the same record(s) have been made.

If the period is extended, you will receive notice of this before the end of the initial four-week period, and the reasons for the delay will be given.

If the South Western Area Health Board considers that your request should have been sent to another public body, the request shall be forwarded to that body, and you will be notified that this has happened.

If the South Western Area Health Board holds some, but not all, of the records you have requested, you will be sent a letter informing you of this, supplying the name(s) and contact details of the other bodies from whom you should request those records not held by the South Western Area Health Board.

If your request is granted:

- You will receive a letter stating that your request has been granted
- You will usually be told the name of the person dealing with your request
- You will be told the day on which access to the relevant records will be granted, and the manner in which it will be granted
- You will be given details of the fee, associated with your request if applicable.

If your request is refused:

- You will receive a letter stating that your request has been refused, and given reasons for the refusal
- You will be informed of your rights of review, as set out below.

Rights of Review

The Act sets out a series of exemptions to protect sensitive information, where its disclosure may damage key interests of the State or of third parties. Where the South Western Area Health Board invokes these provisions to withhold information, the decision may be reviewed. Decisions in relation to deferral of access, charges, forms of access, etc. may also be reviewed. Details of review mechanisms are as follows:

Internal Review

You may seek internal review of the initial decision, which will be carried out by an official at a higher level, if:

- You are dissatisfied with the initial response received, e.g. refusal of access, form of access, charges, etc., or
- You have not received a reply within four weeks of your initial application. This is deemed to be a refusal of your request and allows you to proceed to internal review.

Requests for internal review should be submitted in writing to an appropriate Internal Reviewer. The relevant Internal Reviewer responsible for this process in your case will be notified to you. A request for internal review must be submitted within four weeks of the initial decision. The South Western Area Health Board must complete the review within three weeks. An internal review must

normally be completed before an appeal is made to the Information Commissioner. A standard “up-front” fee of €75 must accompany an application for Internal Review under Section 14. A reduced fee of €25 applies if the person bringing the application is a medical cardholder or a dependant of a medical card holder.

Review by the Information Commissioner

Following completion of an internal review, you may seek an independent review of the decision by the Information Commissioner. This option is available if you have not received a reply to your application for internal review within three weeks. A non-response within the time limits is deemed a refusal.

Appeals, in writing, may be made to the Information Commissioner at the following address:

Office of the Information Commissioner
18 Lower Lesson Street
Dublin 2
Tel: 01 678 5222
Fax: 01 661 0570
E-mail: foi@ombudsman.irlgov.ie

I.13 DATA PROTECTION ACTS 1988 & 2003

The Data Protection (DP) Acts 1988 & 2003 provide similar rights of access as the FOI Acts, the main difference being that the DP Acts do not apply to records of deceased persons. As with the FOI Acts, these rights extend to your own personal records and in specific circumstances, to those of your children. There are exemptions provided for in the Acts, which means that there are specific circumstances when the requested information will not be released. If any of these exemptions are used to withhold information, the reasons will be clearly explained to you.

You must apply in writing and simply refer to the Data Protection Act. The application fee of €6.35 must accompany the request.

When to use the Data Protection Acts:

You may use either the Freedom of Information Acts or the Data Protection Acts to access personal information held by public bodies. However, the Data Protection Acts apply only to your own personal information (or in certain circumstances that of your child) and requires an application fee of €6.35. Also, the Data Protection Acts apply to all holders of personal information, not just public bodies.

Entitlements under the DP Acts:

A decision will, in normal circumstances, issue within 40 days of receipt of your request

Details of your entitlement to complain to the Data Protection Commissioner will be included in the decision letter.

How much does it cost?

Type of Charges	Administrative Access	FOI Acts (Personal Records Only)*	DP Acts
Application fee	None	None	€6.35
Photocopying fee**	4 cent per page	4 cent per page	4 cent per page
Per copy X-ray	€6.35	€6.35	€6.35
CD-Rom	€10.16	€10.16	€10.16
Per copy floppy disk	51 cent	51 cent	51 cent

* An application for non-personal records under the FOI Acts must be accompanied by €15 application fee or €10 if you are a medical card holder.

** Photocopying charges will only be levied where there are a large number of copies requested.

Contact for Further Information:

Data Protection Commissioner
Block 6 Irish Life Centre, Lower Abbey Street, Dublin 1
Tel: 01 874 8544 Fax: 01 874 5405

Senior Manager
Central Freedom of Information Office
Oak House, Limetree Avenue, Millennium Park
Naas, Co Kildare
Tel: 045 880400 Fax: 1890 200 894

2. SOUTH WESTERN AREA HEALTH BOARD

2.1 FUNCTIONS OF THE BOARD

The reserved functions of the Board in accordance with the Health Acts 1947 to 1999 are as follows:

Legislation Function

Health Act 1947

Section 78	Acquisition of Land
Section 81	Compulsory Acquisition of Land
Section 82	Publication of Notices of Making a Compulsory Acquisition Order
Section 84	Publications of Notices of Confirmation of a Compulsory Acquisition Order
Section 88	Appropriation of Surplus Land to Other Purposes
Section 89	Disposal of Surplus Land

Health Act 1970

Section 8	Establishment of Committees of Health Boards
Section 9	Payment of Expenses to Members of Health Boards and Committees Established under Section 8
Section 10	Payment of Allowances to Chairman and Vice Chairman of Health Boards
Section 23 (4)	Removal of Permanent Officer for a Reason Other than Misconduct or Unfitness
Section 25 (1)(b)	Making of Arrangements between Health Boards and Local Authorities
Section 33	Borrowing and Acceptance of Gifts by Health Boards
Section 38(3)	Discontinuance of Hospital, Home, etc. by Health Board
Section 40	Provision of Acquisition of Land for Voluntary Bodies

Child Care Act 1991

Section 7	Establishment of Child Care Advisory Committees
Section 8	Preparation of Annual Report on the Adequacy of Child Care and Family Support Services Available.

A Health Board shall not take any decision or give any direction in relation to any function of a Health Board that is not a reserved function (See Health (ERHA) Act 1999 24(b)(2)).

In performing its functions a Health Board must have regard to:

- The need to secure the most beneficial, effective and efficient use of resources (See Health Amendment (No. 3) Act 1996 2(1) (a)(b)(c)(d))
- The need for co-operation with voluntary bodies, for co-operation with and co-ordination of activities with those of other health boards and local and public authorities
- The policies and objectives of the Government or any minister of the Government.

3. ORGANISATION STRUCTURE

3.1 THE CHIEF EXECUTIVE OFFICER

The Chief Executive Officer of the South Western Area Health Board and the Assistant Chief Executive Officers for Operations are responsible for the management and provision of all health and personal social services for the people within its region.

The functions of the Chief Executive Officer are as follows:

- The Chief Executive Officer shall assist the Health Board in the performance of its reserved functions.
- A function of a Health Board, which is not a reserved function, shall be a function of the Chief Executive Officer and is called an executive function.
- The Chief Executive Officer shall furnish the Health Board, the Eastern Regional Health Authority and the Minister for Health and Children with such information (including financial information) in relation to the performance of his executive functions as the Eastern Regional Health Authority, the Minister for Health and Children or the Board may from time to time require (See Health Amendment (No.3) Act 1996 4 (2)(3)).
- The Chief Executive Officer shall implement the Provider Plan — ensuring the net expenditure and the indebtedness determined by the Eastern Regional Health Authority and the Minister for Health and Children is not exceeded. If the Chief Executive Officer is of the opinion that a decision of the Board may result in either being exceeded, he must inform the ERHA, the Minister for Health and Children and the Board. (See Health Amendment (No.3) Act 1996 6(2)(a)(b) for “Service Plan”.) The Provider Plan sets out the agreed range of services commissioned by the ERHA to be provided by SWAHB together with the financial allocation.

In addition, the Chief Executive Officer’s Department provides administrative and secretarial assistance to the Chairman and the members of the Board.

3.2 THE MANAGEMENT TEAM

The Management Team comprises Assistant Chief Executive Officers (ACEs) and Functional Officers. The Management Team assists the Chief Executive Officer in the performance of his/her functions. Each team member also has direct responsibility for the co-ordination and the delivery of services as follows:

Assistant Chief Executive Officer:

Operations, Disability, Older Persons & Palliative Care

- Older People
- Nursing Homes (Registrations, Subventions and Long Stay Beds)
- Disability Services
 - Intellectual Disability
 - Physical and Sensory Disabilities
 - Sheltered Workshops
 - Rehabilitation/Training
 - Autism (Regional)
- EVE Holdings
- Capital Developments
- Refurbishments/Equipping Programmes
- Primary Care (GPs, Dental, Pharmacy)
- General Community Services
- Community Medicine & Public Health (Infectious Diseases & Food Borne Illness)
- Births, Deaths & Marriages (Kildare)

Assistant Chief Executive Officer:

Operations, Mental Health & Addiction Services

- Addiction Services
 - Alcohol
 - Drugs
- HIV/AIDS Service

- Mental Health
 - Child
 - Adult (General)
 - Psychiatry of Old Age
 - Child & Adolescent Psychiatric Services (Regional)
- Adult Counselling Services
- Adult Homeless
- Asylum Seekers (Minors and Adults)
- Inter-Country Adoption (Regional)
- Social Development
- RAPID
- National Anti-Poverty Strategy
- Travellers (incl. Regional Traveller Health Unit)
- Environmental Health
- Public Health Laboratory
- Capital Developments
- Refurbishments/Equipping Programmes
- Central Pharmacy (Regional)
- Acute Hospitals
- Orthodontic Service.

Assistant Chief Executive Officer:

Corporate Services

- Health Promotion
- Children & Families
- Child Health
- Regional Customer Services (FOI, Complaints and Appeals)
- National Health Strategy
- National Strategies (Cardiovascular, Health Promotion & Cancer Services)
- The Board's Organisational Strategy & Implementation Plan
- Provider Plan
- Technical Services (Engineering & Maintenance)
- Property and Estate Management

- Risk Management
- Linkages with HeBE
- National Performance Indicators
- National Development Plan
- Emergency Planning
- Capital Developments
- Refurbishments/Equipping Programmes
- Information & Communications Technology.

Each Assistant Chief Executive is also responsible for the planning, development, monitoring and evaluation function relevant to their services and the relevant Directors reporting to them.

Director of Finance

- Financial Accounting
- Cash Management
- Management Accounting
- Budgetary Control
- Cost & Value for Money Accounting
- Accounting for Capital Projects
- Finance Training & Development
- Systems Accounting.

Director of Human Resources

- Recruitment/Planning
- Employee Relations
- Training/Development
- Organisational Development.

Director of Communications

- Internal & External Communications.

4. CHIEF EXECUTIVE OFFICER'S DEPARTMENT

General Description

The Chief Executive Officer implements the policy of the Board. He is responsible for implementation of the Provider Plan and for ensuring that the annual expenditure does not exceed the allocation from the Eastern Regional Health Authority (ERHA). In addition, he has statutory responsibility to determine the eligibility of individuals for health services, and for the appointment, supervision and remuneration of staff.

In performing its functions the South Western Area Health Board must have regard to:

- The need to secure the most beneficial, effective and efficient use of resources
- The need for co-operation with voluntary bodies, for co-operation with and co-ordination of activities with those of other health boards and local and public appointments
- The policies and objectives of the Government or any minister of the Government.

Services Provided

The functions of the Department are:

- Administrative and secretarial assistance to the Chief Executive Officer and to the Chairman and members of the Board.

Access to Services

The Board's Corporate Headquarters at Oak House, Limetree Avenue, Millennium Park, Naas, Co Kildare is open from 9.00 am to 1.00 pm and 2.15 pm to 5.00 pm, Monday - Friday (excluding public holiday). Any persons wishing to make an enquiry may do so at Reception.

5. FINANCE DEPARTMENT

General Description

The South Western Area Health Board has its own accounting personnel. Funding is received from the Department of Health and Children via the Eastern Regional Health Authority. The Finance Department has responsibility for:

- Standard accounting policies and procedures
- Legislation, statutes and directives
- Budget preparation in conjunction with Service Managers
- Budgetary control and reporting
- Provision of financial and management information to management of the Board and the Eastern Regional Health Authority
- Management of cash and liquidity
- Production of annual financial statements
- Provision of financial information and advice to support the planning, management and delivery of services.

Services Provided

The following financial services are provided by the Eastern Health Shared Services Centre in Dr Steevens' Hospital:

- Payroll Section: responsible for the payment of all salaries, wages and pensions.
- Accounts Payable: processes payments for trade, expenses and other creditors. This section also has responsibility for processing tax clearance certificates and withholding tax payments.
- Payments Section: responsible for the general administration of all Health Board payments.
- Bank Control Section: performs bank reconciliation and makes validations against payments issued by the Board.
- Accounts Receivable Section: responsible for all the receipts of the Board.
- Budgetary Control: provides information to support planning and assistance in the establishment of budgets for services.

- Internal Audit: provides an independent appraisal of activities as a service to the Board in order to ensure that adequate controls are in operation and compliance with statutory obligations and regulations are facilitated.

Access to Services

- Access is provided to Payroll data for staff, former staff and pensioners
- Information is made available to creditors, contractors and recipients of allowances by Accounts Payable Section in respect of account details
- The public have access to the published Annual Financial Statements of the Board.

6. HUMAN RESOURCES

6.1 EMPLOYEE RELATIONS SECTION

General Description

The objective of the Employee Relations Department is to create, maintain and develop good working relationships among all staff through consultation with staff directly and through negotiation with their representatives. The section provides a range of services from advice and assistance to line management in response to one-off queries from staff and the handling of specific individual and collective claims through formal negotiations. In addition, it disseminates revisions in salaries, wages, sessional rates and allowances to all programmes and functions.

Services Provided

- Advice and assistance to line managers
- Training of line managers
- Advice on employment legislation
- Negotiations with representative organisations
- Documentation of agreements/terms and conditions
- Application of agreements and entitlements
- Response to queries.

Access to Services

Information can be accessed from the Employee Relations Section in the following ways:

- By telephone
- By written communication
- By fax
- In person, by appointment only
- By e-mail.

6.2 RECRUITMENT SECTION

General Description

This Section works in partnership with the Eastern Health Shared Services, recruiting permanent staff for appointment to a broad range of posts within the Board, including medical, nursing, dental and allied professionals.

This section also deals with queries from the general public and other health board departments. In addition, the Section is also responsible for recruiting temporary overseas professionals and issuing them with contracts. It ensures that up-to-date qualifications and job descriptions are maintained, as well as recording all information on the Computerised Recruitment System (SAP).

Services Provided

The principal services provided by this department include:

- Recruitment and retention of staff
- Up-dating of qualifications and job descriptions
- Recruitment of temporary overseas professionals
- Issuing of contracts for temporary staff
- Dealing with queries from general public and other departments.

Access to Services

Information can be accessed from the Recruitment Section in the following ways:

- In person
- By telephone
- By written communication
- By fax
- By e-mail.

6.3 TRAINING & DEVELOPMENT DEPARTMENT

General Description

The Human Resource Department Training Manager provides and manages Training Programmes for the South Western Area Health Board in partnership with the Eastern Health Shared Services (EHSS).

Training and Development Strategy

The organisation adheres to the purpose outlined in the Health Strategy Quality and Fairness (2001) that "support will be given to the development and contribution of people who work in the health system". In order to

maximise this contribution, and to develop employees to meet the challenges brought by the Health Strategy (2001), the organisation has developed a comprehensive approach to training. Included in this is a range of both technical training and career and personal development courses so that follow-on benefits accrue to the health and social gain of our employees and to the organisation. Also included in the training strategy is a comprehensive range of provisions for training and study including: in-service training; employee release; financial support; paid study and examination leave and sponsorship schemes.

Training and development services are at present co-ordinated within Human Resources Department, South Western Area Health Board, working in partnership with Training and Development, Eastern Health Shared Services. Training courses are delivered by facilitating and encouraging staff to take responsibility for their own development in association with their line managers. The key objective of this service area is to provide timely and relevant learning opportunities, which are linked to both service and individual needs.

Services Provided

- Co-ordination of Training & Development within South Western Area Health Board
- Staff Induction
- Management Development Training
- Personal Development Planning
- Team-based Performance Management
- Student Sponsorship for Social Work and Therapy Grades
- Administration of Refund of Fees Scheme
- Co-ordination and administration of Diploma in Social Care programme
- Processing of NCHDs (Non Consultant Hospital Doctors) refund of exam fees on behalf of the Post Graduate Medical and Dental Board
- Processing applications in relation to Nursing Initiative Programmes developed by the Department of Health and Children
- Computer training.

Access to Services

Information can be accessed from the Training Section in the following ways:

- By telephone

- By written communication
- By fax
- In person, by appointment only
- By e-mail.

6.4 ORGANISATION DEVELOPMENT SERVICES

General Description

The Organisation Development Service provides advice and assistance to the organisation in relation to the management of change and development. Organisation Development is a long-term organisational change effort, led and supported by top management that enables an organisation to learn about itself and develop change skills. It is aimed at achieving coherence between the organisational strategy, structure, processes, culture and employees.

Services Provided

The service works collaboratively with managers, senior staff and their teams/work groups in relation to the following areas:

- Strategy development and implementation
- Service development
- Service evaluation
- Team development especially multidisciplinary team development
- Quality management
- Role analysis, systems and job analysis and design
- Project management
- Research.

Since 2001 the Organisation Development service managed and co-ordinated the South Western Area Health Board Strategy development and implementation work, which progressed the Organisational Strategy towards completion in early 2003. It continues to play a lead role in the ongoing monitoring and evaluation of implementation of our Strategy in line with the National Health Strategy and other key strategies. The Organisation Development Specialist works with the Assistant Chief Executive, Corporate Services to advise the Chief Executive and Management Team about organisational issues that are impacting on the effective management of strategic change. Support is provided through advice and facilitation to the Assistant Chief Executive Officers, Directors of Function

and Care Group Directors in relation to the strategy implementation.

The Organisation Development service works collaboratively with other organisational functions and services including the Corporate Services Department, Human Resources Training Service, Communications Department and liaises with Customer Services and the Health Promotion Department.

Access to Services

Information can be accessed from the Organisation Development service in the following ways:

- By telephone
- By written communication
- By fax
- In person
- By e-mail
- By SWAHB intranet site.

7. COMMUNICATIONS

General Description

Ireland has four national TV stations and four national radio stations, while the Board has over 10 local radio stations and almost 20 local newspapers in its catchment area.

The Communications Office is responsible for promoting the Board's mission to provide a responsive network of quality health care and personal social services for people. In this context, it develops and implements internal and external communications solutions to meet the needs of the Board's audiences.

Good communication is vital in enabling each staff member to work more effectively for mutual gain and for the benefit of the Board's clients. As a health provider, providing accurate information to the public and to the media about the Board's services is also vital.

Consequently, the office provides a comprehensive service to all print and broadcast media and responds to their queries by providing statements and organising interviews, briefings and press conferences.

Other Services

- Compilation and publication of the Annual Report, Board Diary, The South West Post staff newsletter and other corporate publications
- Editorial management of content on the Board's intranet site
- Devising creative communications solutions for in-house clients, including: the design and printing of corporate literature; event management assistance for Board events, launches and openings; and public relations campaigns for health promotion initiatives
- Development of spokespeople for departments
- Communication of the Health Service Reform Programme to staff.

8. CHILDREN AND FAMILIES

General Description

The South Western Area Health Board's objective in the provision of services for Children & Families is:

To promote and enhance the health and well-being of the children and families within the South Western Area Health Board. It is envisaged that this will be achieved through the provision of services to those who need them on the basis of accessibility, equality of access and equality of opportunity.

Services Provided

The South Western Area Health Board provides the following range of services for Children & Families:

Community Care, Social Work & Child Care Services

- Domestic and Inter-Country Adoption
- Fostering Service
- Fostering Payment Section
- Placement of Children with Relatives
- Supported Lodgings Scheme
- Shared Rearing Service
- Crisis Intervention Service.

Community-Based Child Care and Family Support Services

- Social Work Service
- Community Work/Community Development
- Family Support Service
- Community Mothers Programme
- Residential Care Services for Children
- Risk Assessment and Consultation Service
- Family Welfare Conference Service
- Children & Families — Section 10 Grants
- Section 20, Child Care Act 1991.

Child Health Services

- Medical Services for Infants up to the Age of 6 Weeks

- Child Health Home Visiting
- Breast-feeding Support Services Clinics
- Immunisation
- Nurse Advisory Clinics
- Developmental Child Health Screening Clinics
- Area Medical Officers Clinics/Special Child Health Clinics
- School Health Screening Examinations
- Ophthalmic Services
- Aural Services
- Free Formula Feed (Baby Food) Scheme
- Dental Services
- Orthodontic Services
- Speech & Language Therapy Service.

Access to Services

Details on how to access each of the above services are outlined in the following pages.

8.1 COMMUNITY CARE, SOCIAL WORK AND CHILD CARE SERVICES

8.1.1 Domestic Adoption Service

General Description

An adoption service is provided by each of the Area Health Boards in the Eastern Regional Health Authority area and is operated by the St Louise Adoption Society, Northern Area Health Board. This service is provided for children who are placed for adoption or who become eligible for adoption.

Services Provided

- St Louise Adoption Society
- Counselling service for birth parents
- Tracing service for birth parents, adult adoptees and adoptive parents

- Tracing service for children placed under the Children's Act 1908 and the Children's Amendment Act 1956.

Access to Services

St Louise Adoption Society

Married or single people (in certain circumstances) living in the Eastern Regional Health Authority area may make an application to the St Louise Adoption Society to be assessed as prospective adoptive parent(s). However, currently lists are closed due to the decrease in the number of birth parents requesting adoption for their babies.

Counselling Service for Birth Parents

Counselling services for parents of non-marital children are provided in each Community Services Area either directly by the Health Board Social Work Service or by referral to an appropriate voluntary agency. The focus of this service is to consider all the options available and to make a decision in the best interest of the child.

Tracing Services for Birth Parents, Adult Adoptees and Adoptive Parents

A tracing and background information service is provided for birth parents, adoptive parents and adults involved in placements for adoption by the St Louise Adoption Society. If enquirers are unsure of the agency involved in their placement, The Adoption Board, Shelbourne House, Shelbourne Road, Ballsbridge, Dublin 4 (Tel: 01 677 1392) will confirm the name of the agency. Adoption files are available dating back to 1957. In order to avail of this service a written request should be made to The Secretary, St Louise Adoption Society, Child Care Services, Northern Area Health Board, Park House, North Circular Road, Dublin 7. The enquiry will be registered, acknowledged and referred to the appropriate Community Services Social Work Manager who will, in due course, allocate the case to a Social Worker.

There are, however, restrictions on access to records regarding adoption in relation to identity details of the birth mother, provided within Section 22(5) of the Adoption Act 1952 and Section 8 of the Adoption Act 1976.

Tracing Service for Children Placed Under the Children's Act 1908 and the Children's Amendment Act 1956

Limited information is available to people placed under the above Act. This information is recorded on an index card made out in the name/address of the "At Nurse" mother and the names of all children placed with her. This information refers to: name of child, date of birth, date of placement, date of removal or "over age". In some instances Children's Officers/Social Workers in the past recorded visits and these records may also be available. In

order to avail of this tracing service, it is necessary to have the name and address of the "At Nurse" mother.

8.1.2 Inter-Country Adoption

General Description

The Adoption Act 1991 imposes a statutory duty on each health board to provide, if requested by persons resident in their functional area, an assessment as to their suitability to adopt a child abroad and to transmit to the Adoption Board a copy of such assessment for a decision of approval or otherwise. The Inter-Country Adoption Team based at Dartmouth House, Kylemore Road, Ballyfermot, Dublin 10, provides assessments for persons who are residing in the Eastern Regional Health Authority's area.

Services Provided

Social Workers from the Inter-Country Adoption team carry out a series of interviews with applicants usually spread over a period of 3-4 months to establish their suitability for Inter-Country Adoption.

Applicants are also invited to an Education/Preparation Group when all documentation is cleared. This group is run over a three-month period, every two weeks for three hours. In 2003 four adoptive parents were recruited to co-facilitate the group with social workers.

The goals of these Education/Preparation Groups are as follows:

- To work with applicants in exploring the nature of Inter-Country Adoption.
- To inform applicants of the possible challenges which may arise in adoption and how to use the opportunities afforded, within the demands of the adoptive relationship.
- To bring applicants together to meet with other couples in the same situation.

After applicants complete the Education/Preparation Group, a Social Worker is allocated in due course to commence their assessment.

In addition to the assessments for Inter-Country Adoption, the team also undertakes the following tasks:

A. Renewals and Extension

Following the assessment process for persons who wish to adopt abroad, a declaration of suitability from the Adoption Board is issued, which lasts for one year. The second or further extensions to the declaration require a further Social Worker report. This is usually carried out in one home visit. Updates on medicals (usually a note from GP but if two years since date of first medicals, new medical certificates will be required), Garda Clearances and

Statutory Declarations are also required. Applicants can renew their declaration for the first time directly with the Adoption Board.

B. Post-Placement Support and Reports

Most foreign countries require regular post-placement reports on the child and the child's adoptive family. The frequency of post adoption placement reports varies, depending on the requirements of the country of origin of the child. These reports are carried out by a Social Worker on the Inter-Country Adoption Team.

Access to Service

After making a written enquiry, applicants are sent an application form and two booklets. When the application form is returned, they are placed on a waiting list in application number sequence. The length of time on waiting lists varies according to the number of applications received each month.

When an applicant reaches their number on the list, they are written to and requested to return the following documentation:

- Civil Marriage Certificate
- Birth Certificates
- Current Certificates of Income
- Agency Medical Certificates to be completed by GP
- Garda Clearance Consent Form
- Consent for Consultant Reports (if applicable)
- Post-Adoption Support/Reports — Consent Form
- Two References and Area Clearance is also sought.

To adopt abroad the legal requirements under the Adoption Act 1991 require that applicants be deemed both:

1. Eligible.

2. Suitable.

1. To be eligible you must:
 - Be a married couple
 - Be a widow or widower
 - Be a single, or separated person
 - Co-habiting couples can apply and will be considered as a single application
 - Be resident for one year in this country.
2. Your suitability has to be assessed by:
 - A Health Board

- A Registered Adoption Society.

The Adoption Board then grants a declaration of your suitability. Permission to bring a child into the country is given by the Department of Justice. The adoption procedure usually takes place in the child's country. All arrangements in relation to the adoption abroad are the applicant's responsibility.

The final stages of the assessment procedure includes:

- Interview with referees
- Report compiled by Social Worker, giving recommendation on the applicant's suitability
- Report submitted to Agency Placement Committee with all other relevant documentation
- Recommendations for approval/refusal to the Adoption Board with regard to Inter-Country Adoption are made by the Board's Placement Committee.

If applicants are granted a declaration of eligibility and suitability, the declaration and necessary documents are returned by the Adoption Board, and given to successful applicants by their Social Worker. References and Consultant Reports are retained by the South Western Area Health Board.

8.1.3 Fostering Service

General Description

Foster care involves caring for and sharing your home and family life with children who are unable to live with their own families. This service is provided for children of all ages up to 18 years in the care of the Board, and the Board will continue to maintain children whilst in fulltime third-level education/training.

Foster families are selected following an assessment process and receive training and ongoing support. The families have the support of the South Western Area Health Board's Social Workers, Public Health Nurses and the Board's services listed below:

Services Provided

- Assessment, training and support for foster families
- A maintenance allowance is paid for all foster children as set down by the Department of Health and Children. This allowance is paid in advance on a monthly basis for long-term approved families and in arrears on a fortnightly basis for approved short-term families. Foster care allowances are non-taxable
- Each child is entitled to a medical card, dental and optical treatment

- Each foster family is also entitled to claim Child Benefit for each foster child in their care
- Any foster parent in receipt of a social welfare benefit/allowance is entitled to claim for their foster child
- Tracing Service for Foster Children:

A tracing service is provided for those brought up in the care of the Health Board. Long-term foster care placement files are available dating back to 1970 and beyond in some cases. The enquirer will be allocated a social worker who will discuss personal information and background history with the client.

- Tracing Service for Children placed under the Children's Act 1908 and the Children's (Amendment) Act 1956:

Limited information is available to people placed under the above Act. This information is recorded on an index card made out in the name/address of the "At Nurse" mother and the names of all children placed with her. This information refers to: name of child, date of birth, date of placement, date of removal or "over age". In some instances Children's Officers/Social Workers recorded visits and these records are also available. In order to avail of this tracing service, it is necessary to have the name and address of the "At Nurse" mother.

8.1.4 Fostering Payment Section

A maintenance allowance is paid for all foster children as set down by the Department of Health and Children. This allowance is paid on a monthly basis in advance for long-term approved families and on a fortnightly basis in arrears for approved short-term families.

Contact for Further Information

Foster Payment Section, Child Care Services
1st Floor, Park House, North Circular Road, Dublin 7.
Tel: 01 838 7122 Fax: 01 838 7488

8.1.5 Placement of Children with Relatives

General Description

Relative carers can apply to be foster parents as a result of a crisis in their family, which requires the child coming into care either on a voluntary or on a court order basis. This service is provided for children of all ages up to 18 years who are in the care of the Board. The Board also maintains children who are in fulltime third-level education.

Services Provided

Relative carers are subject to an assessment process and receive training and ongoing support.

- A foster care allowance is paid for all children placed with relatives as set down by the Department of Health and Children circular. Each child is entitled to a medical card, dental and optical treatment. Each relative carer is also entitled to claim Child Benefit for each foster child in their care. Any relative carer in receipt of social welfare benefit/allowance is entitled to claim for any foster child in their care. The foster care allowance is non-taxable.
- The families have the support of the South Western Area Health Board's Social Workers, Public Health Nurses and other Board services.

Access to Services

- Any child in the care of South Western Area Health Board may be placed with a relative if the foster care placement meets the needs of the child.
- Adults may make an application to the South Western Area Health Board to act as a relative carer subject to their capacity to meet the needs of a child or children as per Child Care (Placement of Children with Relatives) Regulations 1995.
- Unemployed people may apply for fostering and it is not necessary to own your own home.
- In order to become a relative carer, applicants must submit a medical report carried out by their own GP, furnish two suitable references, Garda Clearance and evidence of earnings.

8.1.6 Supported Lodgings Service

General Description

The Board's supported lodgings scheme provides short- to medium-term accommodation to young people in need of a place to stay within a family setting.

Young people are placed in supported lodgings under Section 5 of the Child Care Act 1991, which means that they are being provided with accommodation as opposed to a care placement. In practice, however, a number of children/young people placed within this scheme are subject to a voluntary or statutory care order.

Services Provided

- Initially the scheme was set up to provide accommodation for the older adolescent out of home. However, the scheme is now frequently used to accommodate younger children.
- The relationship between supported lodgings providers and the Board is commercial, i.e. a contract to provide bed and board. In contrast to foster parents, the providers are not necessarily part of the care plan of the young person or closely involved in their supervision.

- This service, including rates of payment, is currently under review in the South Western Area Health Board.

Access to Services

Provider Access

Applicants who wish to become supported lodgings providers should contact their local Social Work office.

Young Person's Access

A decision to place a young person in a supported lodgings placement is made by a Community Services Social Worker in conjunction with their line manager.

8.1.7 Shared Rearing Service

General Description

Shared Rearing is a specialised service for young Travellers with Traveller families. Shared Rearing is caring for and sharing one's home and family life with children who are unable to live with their own families. The Shared Rearing Service is similar to the fostering service. The advantages of this service are that children placed with these Shared Rearing families find themselves in a familiar environment. The Traveller families, for their part, offer an added dimension over and above a caring environment. They ensure contact with their own community and an understanding of and pride in the children's particular inheritance. They also are the best equipped to give the child skills and support in dealing with discrimination.

Shared Rearing families are subject to an assessment process and receive training and ongoing support. The families have the support of the Health Board Social Workers, Public Health Nurses and other Health Board services.

Services Provided

- A maintenance allowance is paid for all children placed under this service as set down by the Department of Health and Children. This allowance is paid in advance on a monthly basis for long-term approved families and on a fortnightly in arrears basis for approved short-term families.
- Each child is entitled to a medical card, dental and optical treatment. Each Shared Rearing family is also entitled to claim Child Benefit for each foster child in their care. Any Shared Rearing parent in receipt of a social welfare benefit/allowance is entitled to claim for their foster child. Shared Rearing allowances are non-taxable.

Access to Service

- An adult who is a Traveller or married to a Traveller may make an application to the Health Board to act as

Shared Rearing parents subject to their capacity to meet the needs of a child or children as per Child Care (Placement of Children in Foster Care) Regulations 1995.

- Unemployed and single people may apply for Shared Rearing and it is not necessary to live in a house.
- In order to become a Shared Rearing family, applicants must submit a medical report carried out by their own GP, furnish two suitable references, Garda Clearance certificate and earnings certificate.

8.1.8 Crisis Intervention Service

General Description

The Crisis Intervention Service comprises the following elements:

1. Out-of-Hours Social Work Team
2. Outreach Child Care Service
3. Alternative Care Placements.

1. Out-of-Hours Social Work Team

Services Provided

The Out-of-Hours Social Work Team provides an emergency Social Work service to young people between 12–17 years of age who are out of home.

Access to Service

Young people wanting to avail of the service must report to a Garda Station in the Dublin Metropolitan area. The Gardai then pass on this referral to the Out-of-Hours Service.

The service has a number of residential beds available and operates from 8.00 pm to 6.00 am each week night and from 9.00am to 5.00pm at weekends and bank holidays all year round.

2. Outreach Service

General Description

Childcare workers provide an Outreach Service for particularly vulnerable young people referring to the Out-of-Hours Service on a continuous basis.

The aim of the Outreach Service is to provide the young person with easily accessible support and to try and motivate them to avail of the appropriate services, such as drug counselling, training courses, etc.

Services Provided

The nature of the contact between the childcare worker and young person can range from recreational activities to

more formal support work, depending on the needs of the individual.

Access to Service

Young people can access the service by self-referral or on the basis of an assessment completed by their Area Social Worker.

3. Alternative Care Placements

Access to alternative care placements are either through the Out-of-Hours Social Work Team or the Area Social Work Team.

8.2 COMMUNITY-BASED CHILD CARE AND FAMILY SUPPORT SERVICE

8.2.1 Social Work Service

General Description

The aim of this service is to promote and enhance the health and social well-being of all children and families in the South Western Area Health Board area, paying particular attention to those most vulnerable. The Department has a particular function in fulfilling the Health Board's duties as outlined in the Child Care Act 1991 and ensuing regulations, and also provides services in keeping with the Adoption Acts (1952 to 1998), Children Act 2001 (to be implemented on a phased basis) Protection of Children (Hague Convention) Act 2000 and others.

Services Provided

The provision of services can be clustered under three broad headings:

- Family Support
- Child Welfare and Protection
- Ensuring the protection, well-being and development of children placed in the care of the Health Board.

The ethos in these departments is to work in partnership with families and other service providers in the community to promote welfare. To provide the above services the Board employs:

- Social Workers
- Community Child Care Workers
- Access Workers.

All social work departments operate a daily emergency duty service to respond to crisis situations. This service is

delivered on a local basis from health centres and similar premises easily accessible to the public.

Access to Services

The above services can be accessed directly by contacting the Principal Social Worker at your Community Services Headquarters. Referrals are also made by a range of local professionals and agencies, including GPs, Public Health Nurses, Schools, Gardai and community organisations.

8.2.2 Community Work/Community Development

General Description

The Community Development Service works with communities, particularly those that are disadvantaged, marginalised or socially excluded. The aim of this service is to enable communities through a process of participation, empowerment, development and education to achieve higher levels of health and social gain.

The key functions of this service are:

- Identifying and responding to social needs and problems in communities
- Using a preventative and developmental approach by working with people to build strong self-supporting communities
- Targeting people/groups experiencing most difficulty within the social system
- Networking with other organisations and projects
- Working towards a more equitable society through promoting necessary social and economic change.

Services Provided

Community Workers in the South Western Area Health Board help local communities to establish, and are involved in a large number of, community-based services and projects.

Access to Service

All communities are eligible. Priority will be given to disadvantaged, marginalised and socially excluded communities and groups.

8.2.3 Family Support Service

General Description

The aim of the family support service is to provide practical and emotional support to families in need or in crisis, primarily in order that children who are deemed to be at

risk can continue to live at home. Support is provided to families in relation to parenting, childcare, homemaking and other related matters and is normally provided in conjunction with the Social Work service.

Services Provided

The objectives of the service are directed towards the following areas:

- Enhancing the quality of life of children and families who are living in difficult circumstances
- Helping such families to provide care independently for their children for the future
- Reducing the need to take children into care or to keep them in care.

The role of the Family Support worker is varied and flexible and can range from one visit per week to almost daily contact. Family Support can be short term or long term.

The Co-ordinator in each area provides training and ongoing support and supervision for the Family Support workers.

Access to Services

Any family in need of support and guidance in relation to parenting, child care, homemaking and related matters may be referred by the social worker in the relevant local Community Services Headquarters.

8.2.4 Community Mothers' Programme

General Description

This programme is a support programme for first- and second-time parents to develop their skills and self-esteem. It operates in mainly disadvantaged areas.

Experienced volunteer mothers, known as Community Mothers, are recruited to give support and encouragement to parents in the rearing of their children, emphasising healthcare, nutritional improvement and overall development.

The Community Mothers are trained and supported by Family Development Nurses.

Service Provided

- The Community Mother visits parents once a month in their own home by appointment during baby's first two years. This provides the parents involved in the programme with a structured opportunity to form a relationship with the Community Mother.
- The Programme has expanded to incorporate breast-feeding support through home visits and group support,

parent and toddler groups and attention to the special needs of Travellers and refugees/asylum seekers.

Access to Services

Parents are offered the service by the Family Development Nurse in each area:

Dublin South City:	Covers Inner City, Rathfarnham
Dublin South West:	Covers Crumlin, Walkinstown, Tallaght
Dublin West:	Covers Clondalkin, Ballyfermot
Kildare/ West Wicklow:	Covers Newbridge, Naas, Sallins

8.2.5 Residential Care Services for Children

General Description

The South Western Area Health Board provides alternative care for children who can no longer live with their own families in residential centres and, in addition, provides care for children with behavioural/emotional difficulties in specialised units.

Services Provided

Residential Care Services are planned and delivered as part of the integrated range of services for children and families in the South Western Area Health Board catchment area. The aim is to provide an environment for children that is as normal and homely as possible. Some will provide a higher level of support in order to meet the needs of children with challenging behaviour. Where necessary, educational facilities are provided in the residential centre.

Access to Services

Children in the care of the South Western Area Health Board may be placed in residential care if deemed appropriate by the Social Work team.

8.2.6 Risk Assessment and Consultation Service (RACS)

General Description

RACS is an agency which provides a day assessment service over a 12–15 day period to children and young people, who are displaying significant difficulty in many areas of their lives and are living in the three Area Health Boards of the ERHA. The age remit is eight to 18 years.

8.2.7 Family Welfare Conference Service

General Description

The Family Welfare Conference Service implements and manages the Family Welfare Conference referral process,

supervises the co-ordinators and develops policies and procedures relating to Family Welfare Conferencing in the Eastern Region. The Service also provides Health Board staff and other agencies with information, training, guidance and consultation on the Family Welfare Conference process.

8.2.8 Children and Families — Section 10 Grants

The South Western Area Health Board provides grant-aid to a wide range of non-statutory bodies under Section 10 of the Child Care Act 1991; this section of the Act states that:

A health board may, subject to any general directions given by the Minister and on such terms or conditions as it thinks fit, assist a voluntary body or any other person who provides or proposes to provide a childcare or family support service similar or ancillary to a service, which the health board may provide under this Act —

- a) By a periodic contribution to funds of the body or person;
- b) By a grant;
- c) By a contribution in kind (whether by way of materials or labour or any other service).

Services provided by non-statutory agencies include a range of family support services and a number of residential childcare services.

8.2.9 Section 20, Child Care Act 1991

General Description

Section 20 of the Child Care Act 1991 states that where, in any proceedings under Section 7, 8 or 11 or Part III of the Guardianship of Infants Act 1964, or in any case to which Section 3(3), 11(b) of 16(g) of the Judicial Separation and Family Law Reform Act 1989 relates, or in any other proceedings for the delivery or return of a child, it appears to the court that it may be appropriate for a care order or a supervision order to be made with respect to the child concerned in the proceedings, the court, may of its own motion or on the application of any persons, adjourn the proceedings and direct the Health Board, for the area in which the child resides or is for the time being, to undertake an investigation of the child's circumstances.

Services Provided

Under such circumstances the South Western Area Health Board conducts assessments and provides relevant reports prepared by officers of the Board for submission to the courts.

Access to Services

This service is provided by order of the court only.

8.3 CHILD HEALTH SERVICES

8.3.1 Medical Services for Infants up to the Age of 6 Weeks

Maternity Services Combined Care Scheme

Under the Maternity Services Scheme for Mothers (Section 62, Health Act 1970), medical and surgical services are provided (including at least one examination of the infant) as can be appropriately given by a GP in respect of each infant whom he/she has agreed to accept as a patient, up to the age of 6 weeks.

Access to Service

- All women who are ordinarily resident in Ireland are eligible for the Combined Care Scheme. Any infant whose mother has been accepted as a patient by a GP under the Maternity Services Combined Care Scheme for Mothers is eligible for this service. There is no means test and there is no charge for services (except where a woman opts to avail of services as a private patient).
- Application forms are available from the GP and application for services should be made through the GP Service. Completed application forms in respect of Dublin South City, Dublin South West and Dublin West should be submitted to the Community Services Offices, 21/25 Lord Edward Street, Dublin 2. Application in respect of Kildare/West Wicklow should be submitted to Community Services, Poplar House, Naas, Co Kildare.

8.3.2 Child Health Home Visiting

General Description

Public Health Nurses provide a child health home visiting service in all Community Services areas. All births in the Dublin area are notified by the hospital authorities, or by the attending midwife in the case of home confinements, directly to the Department of Public Health, Dr Steevens' Hospital, Dublin 8. All births in Kildare/West Wicklow are notified directly to the Community Services area. Each Public Health Nurse is then notified of all births in their area, and they are required to provide the Child Health Clinic and home-based service until the child is three years or older if required.

Access to Service

This service is available to all infant/children residing in the South Western Area Health Board area up to six years of age.

8.3.3 Breast-feeding Support Services/Clinics

General Description

Breast-feeding Support Services are provided in all Health Centres by Public Health Nurses. Mothers can avail of peer support from other breast-feeding mothers and professional support. Information leaflets are available from your local Community Services Headquarters and the Customer Services Department, Dr Steevens' Hospital, Dublin 8, Freephone 1800 520 520.

Access to Services

All mothers living within the South Western Area Health Board area may avail of this service.

8.3.4 Immunisation

General Description

Information regarding dates and times of BCG Clinics are available (by appointment only) from Community Services Headquarters, Old County Road, Crumlin, Dublin 12 and from Area Headquarters. BCG appointments are sent to all mothers for babies not immunised in Maternity Hospitals, as they will not be seen without an appointment. If a baby has not received an appointment by 3 months of age, the mother should ring 01 415 4700 for appointment or their local headquarters.

Services Provided

- The South Western Area Health Board invites parents to avail of children's immunisation services, which are provided by GPs who enter into a contract with the Board for this purpose and are free of charge. However, charges apply to non-medical card holders for any follow-on visits to the GP in connection with the immunisation. The mother can choose the GP from a list available from the local Public Health Nurse, the local Community Services Headquarters or the Customer Services Department.
- Returns are submitted by GPs to the South Western Area Health Board and are recorded on the child's immunisation record in the local Community Services Headquarters. Children who do not avail of the immunisation programme are notified to the GP by the South Western Area Health Board for him/her to follow up. They may also be followed up by a Public Health Nurse.

- GPs may apply to contract for the delivery of the Primary Childhood Immunisation Programme by contacting the Department of Public Health, Dr Steevens' Hospital, Dublin 8, Tel: 01 679 0700.

Immunisation Programme	
Age	Immunisation
Birth – 1 month	BCG (Bacille Calmette Guérin Vaccine)
2 months	DTaP (Adsorbed Diphtheria, Tetanus & Acellular Pertussis) IPV (Inactivated Polio Vaccine) Hib (Haemophilus influenzae Type b) Men C (Meningococcal C)
4 months	DTaP/IPV/Hib/Men C
6 months	DTaP/IPV/Hib/Men C
12-15 months	MMR (Measles, Mumps & Rubella), Hib
4-5 years	DTaP/IPV/MMR
11-12 years	MMR (omit if 2 previous doses)

- * A single dose of Hib vaccine is also recommended if the child presents after age 13 months and has had no previous Hib vaccine. Only for those who are known to be tuberculin negative and have had no previous BCG.

Booster immunisations for DTaP, IPV and MMR are given at school entry age (4 to 5) by the Area Medical Officer in national schools. Information leaflets regarding immunisations are sent out to parents with a consent form.

The MMR booster is given to children in National Schools between the ages of 11 and 12 years, who have not had two previous doses of MMR. Again information leaflets are sent out to parents with the consent form.

Access to Services

The BCG service is provided for all children residing within the South Western Area Health Board area at the following clinics:

Location	Address	Day & Time
Dublin South West	<p>Crumlin Health Centre, Old County Road, Crumlin, Dublin 12 Tel: 01 415 4700</p> <p>Millbrook Lawns Health Centre, Millbrook Lawns, Tallaght, Dublin 24. Tel: 01 452 0666</p> <p>Mary Mercer Centre, Jobstown Road, Tallaght, Dublin 24 Tel: 01 458 5700</p>	BCG Clinics by appointment only
Dublin West	<p>Ballyfermot Health Centre, Ballyfermot Road, Tel: 01 626 4000</p> <p>Lucan Health Centre, 1a Sarsfield Park, Lucan, Co Dublin Tel: 01 628 1395</p> <p>Rowlagh Health Centre, Neilstown Road, Clondalkin, Dublin 22 Tel: 01 626 3613</p> <p>Ballyowen Meadows, Clondalkin. Tel: 01 621 4224</p>	By appointment only
Dublin South City	<p>Clinics are assigned by an appointments system only. Parents are advised to contact the Area Headquarters Immunisation Unit (Meath Hospital Heytesbury Street, Dublin 8 for Community Services Area 3)</p> <p>Rathfarnham Health Centre, Grange Road, Dublin 14 Tel: 01 493 1366/493 3431</p> <p>Terenure Health Centre, 68 Terenure Road, Dublin 6 Tel: 01 490 4648 / 490 4148</p> <p>South Earl Street, Off Meath Street, Dublin 8, Tel: 01 415 8250</p> <p>Irishtown Health Centre, Irishtown Road, Dublin 4 Tel: 01 660 8629</p>	

Location	Address	Day & Time
Kildare/West Wicklow	Athy Health Centre, Athy, Co Kildare. Tel: 05986 33500	3rd Monday of every month 2.00 pm-3.00 pm
	Carbury Health Centre, Carbury, Co Kildare. Tel: 045 53084	2nd Tuesday of every month 2.00 pm-3.00 pm
	Celbridge Health Road, Maynooth Road, Celbridge, Co Kildare Tel: 01 630 3100	2nd Wednesday of every month, 2.00 pm-3.00 pm
(Kildare & Newbridge linked)	Kildare Health Centre, Kildare Town, Co Kildare Tel: 045 522214	3rd Thursday of every month, 2.00pm – 3.00pm
	Newbridge Health Centre, Newbridge, Co Kildare. Tel: 045 446350	Previous Monday 2.00 pm – 3.00 pm
(Maynooth & Leixlip linked)	Maynooth Health Centre, Maynooth, Co Kildare. Tel: 01 628 9144	3rd Friday of every month, 10.00-11.00 am
	Leixlip Health Centre, Main Street, Leixlip, Co Kildare. Tel: 01 624 4931	Previous Tuesday 10 am-11 am (Tuesday before 3rd Friday)
Kildare/West Wicklow	Naas Health Centre, Sarto Road, Naas, Co Kildare Tel: 045 873261	2nd Thursday of every month 11.00-12 midday
	Baltinglass Health Centre, Baltinglass, Co Wicklow Tel: 0408 81081	4th Wednesday of every month 12 midday
	Blessington Health Centre, Blessington, Co Wicklow Tel: 045 865141	3rd Wednesday of every month
	Dunlavin Health Centre, Dunlavin, Co Wicklow. Tel: 045 401405	4th Thursday of every month (Times may vary, check with Public Health Nurse)

Follow-on clinic allows for Mantoux testing. Mantoux tests cannot be carried out in other clinics. Any baby over three months of age must have a Mantoux test prior to receiving a vaccine BCG — thus two visits are necessary.

8.3.5 Nurse Advisory Clinics

General Description

These clinics are held by Public Health Nurses in all local Health Centres and cater for infants/children from birth to six years. Children are screened and their progress is observed. Parents are supported around their parenting and general health. Health Promotion opportunities are availed of.

Services Provided

Advice on infant feeding, immunisations/vaccinations, child development, safety and hygiene are given to parents. When the public health nurse or parent is concerned about the child, an appointment may be made with the local Area Medical Officer.

Access to Services

- This service is provided for all children residing within the South Western Area Health Board area.
- This clinic is open to any parent wishing to attend and there is no need for prior notification or for an appointment.

8.3.6 Developmental Child Health Screening Clinics

General Description/Services Provided

These clinics cater for all children at 7 to 9 months old and are held in local health centres. Children are medically examined by an Area Medical Officer in relation to all aspects of their development and may be referred for further treatment/assessment, if necessary, to other relevant health professionals.

Access to Service

This service is provided for all children resident within the South Western Area Health Boards area. Local Community Services Headquarters send out appointments for these clinics and parents are notified in advance of dates and times of appointments.

8.3.7 Area Medical Officers Clinics/Special Child Health Clinics

General Description

These clinics cater for pre-school children whose parents or the Public Health Nurse have concerns regarding any aspect of the child's welfare/development. They are held in the local health centres.

Services Provided

The children are medically examined by an Area Medical Officer and referred for further treatment/assessment, if necessary, to other relevant health professionals. Area Medical Officers also carry out assessments for Disabled Person Maintenance Allowance (DPMA).

Access to Service

This service is provided for all children residing within the South Western Area Health Board area. Attendance at these clinics is by appointment only and can be arranged through the local Public Health Nurse.

8.3.8 School Health Screening Examination

General Description

School Health vision and hearing screenings, are carried out by Public Health Nurses and are held annually in National School. The outcomes of the screening are accessed by the Area Medical Officer and referrals are made as appropriate.

Services Provided

Children with specific problems identified by the parent, Public Health Nurse or teacher are offered an appropriate screening examination. Where a problem is detected, arrangements are made for follow-up by an Area Medical Officer, or referral for a specialist opinion, as appropriate.

Contact your local Community Services Headquarters for information on School Health Screening Services held in your area.

Access to Service

This service is provided for National School children residing within the South Western Area Health Board area.

8.3.9 Ophthalmic Services

General Description

Ophthalmic services are available free of charge to children under six years of age in respect of problems noticed at Child Welfare Clinics and to children attending National School in respect of problems noticed at School Health Examinations.

Services Provided

- Sight testing
- Supply of spectacle frames
- Supply of lenses including bifocals
- Repairs to spectacles

- Contact lenses or tinted lenses are supplied, if required, on medical grounds
- A Domiciliary Service is available to persons who are unable to travel to the Optician's surgery.

Access to Services

- Prescriptions/referral letters obtained from an Ophthalmologist should be submitted to the local Community Services Headquarters for the area in which the child's school is located.
- Ophthalmic services for pre-school children can be obtained by arranging for a hospital appointment with an Ophthalmologist either through the Public Health Nurse in the local Community Services Headquarters or through the child's GP. An explanation as to why optical services are required may be sought.
- If a prescription for spectacles is issued by the Ophthalmologist, it should be presented at the local Community Services Headquarters who will issue an order form for a dispensing optician. As with adults, certain kinds of glasses are free. If a more expensive pair is chosen, the South Western Area Health Board will pay €41.87 and the family must pay the balance. Two pairs of glasses can be obtained on the one prescription. A third pair may be supplied in a hardship case. A prescription should never be more than two years old.

Application forms for medical card holders are available from your local Community Services Headquarters and the Customer Services Department, Dr Steevens' Hospital.

Medical card holders should contact their local Community Services Headquarters before arranging for services.

8.3.10 Aural Services

General Description

The objective in the provision of aural services is to improve the quality of day-to-day living of persons who are experiencing deterioration in their hearing. This objective is achieved through the treatment of curable hearing loss and the provision of hearing aids where appropriate.

Services Provided

The following are entitled to aural services free of charge:

- Children up to six years of age in respect of hearing problems discovered at Child Welfare Clinics
- Children attending National School in respect of hearing problems discovered at School Health Examinations

- Medical card holders and their dependents.

Access to Services

Where hearing defects are discovered at Child Welfare Clinics or School Health Examinations, the Board's Area Medical Officer will refer the child to:

1. A Consultant for further examination or treatment
2. A hearing aid clinic if supply of a hearing aid is required.

Patients can also obtain a referral letter directly from their GP. The referral letter should be submitted to your local Community Services Headquarters who will arrange an appointment at an audiology clinic.

8.3.11 Free Formula Feed (Baby Food) Scheme

General Description

The purpose of the Free Formula Food (Baby Food) Scheme is to provide for the supply of formula feed to the children of eligible persons who would otherwise be unable to provide an adequate supply from their own resources. This policy is currently under review with the Board.

The scheme operates in each of the Community Services areas in Dublin.

Services Provided

Supplies of formula feed are dispensed at your local health centre. The quantity supplied for a six-week period is 4 x 900 gram tins or 8 x 450 gram tins. The following persons, living in Dublin City and County area are eligible under the scheme:

- The children of medical card holders
- The children of Travelling communities
- Pre-adoptive children placed in foster care by CÚNAMH
- The first child of a single parent who is in receipt of Supplementary Welfare Allowance or equivalent rate.

In cases of exceptional medical need, the period of entitlement may be extended or supply may be made available to persons other than those outlined above. In addition, children with special dietary needs may be supplied with special formula feed, such as Wysoy, through the General Medical Services (Medical Card) Scheme.

Access to Service

Contact your local health centre or your local Community Services Headquarters.

8.3.12 Dental Services

General Description

The objective of the Dental Service is to improve the oral health of the population through preventative and care services. Services are provided under the Dental Treatment Services Scheme by the Health Board Dental Surgeons at local clinics and by private practitioners who are under contract to the Board.

Children who are Eligible:

- a) All children under six years of age
- b) All children attending National School
- c) All children under 16 years of age who have attended National School.

Services Provided

Routine Treatment

- a) Pre-school children

Pre-school children are referred for treatment by the Area Medical Officer in respect of problems noticed at Child Health Clinics. The routine service for pre-school children is generally an educational one for the parents.

- b) Children attending National School

Children attending National School are screened in 2nd, 4th and 6th class and referred for treatment if necessary to the local dental clinic.

- c) Children under 16 years of age who have attended National School

Where possible children up to the age of 16 who have attended National School are recalled to the clinic for treatment in the second year after completing National School.

Emergency Dental Treatment

Emergency services are available to all eligible children without appointment, at any Health Board Dental Clinic on any day on which the clinic is open. The definition of an emergency can include any concern a parent may have about any aspect of their child's dental/oral health.

Patients should attend the clinic before 9.30am, if possible.

8.3.13 Orthodontic Services

General Description

The Orthodontic Service for the South Western Area Health Board is located at St James's Hospital, Dublin 8. The clinical service is led by a Clinical Orthodontist.

Patients are referred for assessment through the Community Dental Service, generally following routine primary school visits. Patients may also be referred through medical specialities, Speech & Language, Pathology Departments, Dublin Dental Hospital, other Regional Orthodontic Departments and from public dental services overseas.

Only patients falling within Department of Health and Children guidelines are accepted for treatment. The treatment is free of charge for qualifying patients.

Services Provided/Access to Services Provided

- Patients referred to the service are assessed using the 1995 Department of Health and Children guidelines. The Department of Health guidelines deal mainly with growth and development of the jaws and correction of facial abnormality. Qualifying patients are prioritised for specialist treatment on the basis of degree and severity of malocclusion.

8.3.14 Speech and Language Therapy Service

The objective of the Speech and Language Therapy Service is to assess, diagnose and, where appropriate, provide intervention services to clients who present with a range of communication disorders. Referrals are accepted for all children and young people up to 18 years of age where community speech and language therapy services are the appropriate service.

Access to Services

There is an open referral policy, which means that anybody can refer to the service. A standard referral form must be used for all referrals. This is available from the Speech and Language Therapy Department at your local health centre.

9. CHILD AND ADOLESCENT PSYCHIATRIC SERVICE

General Description

The Child and Adolescent Psychiatric Service provides a wide range of activities, which are located throughout the Eastern Regional Health Authority (ERHA) area. They are provided by:

Name of Service	Areas Covered	Telephone
Child Psychiatric Service South Western Area Health Board Bridge House Cherry Orchard Hospital Ballyfermot Dublin 10	Parts of Dublin South City & Dublin South West, Inner City & Dublin North West, Dublin West & Kildare/West Wicklow	01 620 6498 01 620 6163
The Mater Child & Family Services Mater Misericordiae Hospital Eccles Street Dublin 7	Dublin North Central & Dublin North	01 803 2000
Hospitaller Order of St John of God Stillorgan Co Dublin	Dublin South East, Dublin South City, Dublin South West, Dun Laoghaire & Wicklow	01 288 1781

Services Provided

Activities include initial assessment by the Clinical Team, individual therapy, group and family therapy, counselling, speech therapy, social skills programme, pre-school group and adolescent group programmes. The service also provides special programmes for children of separated parents, for children with low self-esteem and for victims of bullying.

There are five core components to this service:

- Child & Family Centres
- Residential Treatment Units
- Special Schools
- Services for Autism
- Liaison — Child and Adolescent Psychiatric Service (Tallaght Hospital).

The Centres are located in the following areas:

Centre	Telephone No.
Ballyfermot Child & Family Centre	01 626 5676
St James's Child & Family Centre	01 454 3710
Castleknock Child & Family Centre	01 821 4385
Kill Child & Family Centre	045 877731
Celbridge Child & Family Centre	01 627 5298
Athy Child & Family Centre	05986 32461

Residential Care

A complementary range of residential services are also available in community residences. They provide psychiatric treatment for children from six up to 16 years of age who present with a variety of mixed emotional/conduct disorder problems.

The Acute Inpatient Unit is located at:

Acute Inpatient Unit	Telephone No.
Blanchardstown	01 821 2411

Special Schools

Both the South Western Area Health Board and the Department of Education and Science operate special schools for children who present with particular management problems at local schools.

Special School	Telephone No.
Phoenix Park School	01 838 6699

Schools are also attached to Residential Centres for Children who attend, the Acute Inpatient Unit.

Autistic Services

Autistic Services are administered by the Child Psychiatric Service, South Western Area Health Board. The core elements are residential care, special schools and outreach services.

Centre	Telephone No.	Details
Farmleigh Park	01 283 1413	Children from 6 to 16 years who have been diagnosed with autism and/or mild mental handicap are cared for at this Unit
Liffey Vale	01 626 2642	Children from 12 to 16 years who have been diagnosed with autism and/or mild mental handicap are cared for at this Unit

Special Schools

Both the South Western Area Health Board and the Department of Education and Science operate Special Schools for children with autism and/or mild mental handicap with behavioural problems at the following locations:

Special School	Telephone No.
Ballyowen Meadows Special School	01 278 0815
Setanta Special School	01 278 2972

Outreach Services

The aim of the Outreach Service is to provide the young person with easily accessible support and to try and motivate them to avail of the appropriate services, such as drug counselling, training courses, etc

Outreach Service	Telephone No.
Southside Outreach Programme for Children with Autism Enterprise Centre Main Road Tallaght Dublin 24	01 463 2210
Northside Outreach 102 Malahide Road 1st Floor Offices Donnycarney Dublin 5	01 832 9257
Westside Outreach Hazelhatch Cottage Hazelhatch Road Celbridge Co Kildare	01 628 8779

Liaison Child and Adolescent Psychiatric Services (Tallaght Hospital)

A Psychiatric Liaison Service is provided at Tallaght Hospital for children referred from various hospital departments.

9.1 CHILD GUIDANCE CLINIC — ST JAMES'S HOSPITAL

General Description

The South Western Area Health Board operates a Child Guidance Clinic from a purpose- built single storey building, located in the grounds of St James's Hospital, Dublin 8. This clinic is open between 9.30 am to 5.00 pm, Monday to Friday.

Services Provided

A treatment programme is determined following assessment. Specific dates and times are allocated for such assessments. It is sometimes beneficial to contact a child's school during this process. This is only done, however, following parental consent.

Following the initial assessment it may be decided that no further appointments are necessary. Equally it may be decided that continuing to meet as a family is the best way to deal with the concerns.

Treatment Plans

A treatment plan may include:

- Individual Therapy for the Child
- Medication
- Behaviour Management
- Family Therapy
- Group Therapy
- Parent Groups
- Parent counselling
- Consultation with schools or other professionals.

Access to Services

The service accepts written referrals from the following professionals with the consent of a parent or legal guardian:

- General Practitioners
- Hospital and Public Health Doctors
- Community Social Workers
- Public Health Nurses
- Head Teachers/Home-School Liaison Teachers
- Educational Psychologists.

All referrals are considered by the multidisciplinary team on a weekly basis. Emergency referrals can be made by phone or fax to the Duty Registrar during the normal working day.

The areas covered by the Centre are:

Dublin	Rialto, Dolphin's Barn, Kilmainham, Inchicore
Dublin	Clondalkin
Dublin	Saggart
Dublin	Newcastle
Dublin	Rathcoole.

9.2 CHILD AND FAMILY CENTRE, BALLYFERMOT

General Description

The Child and Family Centre is located on Ballyfermot Road (adjacent to Ballyfermot Health Centre). The service is family based and aims to provide a service which will help the child/adolescent and their families to overcome difficulties.

What Kind of Problems are Dealt with?

- Younger children who present with temper tantrums, bedwetting, soiling, fretting excessively, school refusal or overactivity.
- Adolescents can express distress in different ways. These can include behavioural difficulties, poor mixing, changes in mood, problems in school or anti-social behaviour.

Services Provided

Clients are seen for initial assessment, after which the following treatments can be offered:

- Counselling — Individual and Family
- Behaviour Programming
- Parenting Programmes (both individually and in groups)
- Hands-on Parent Training
- Group Interventions
- Individual Psychotherapy for:
 - Bereaved children
 - Children of separated parents
 - Children with poor social skills
 - Children with behaviour difficulties
 - Children with autistic spectrum difficulties
 - Observation/diagnostic groups
 - Long-term parents support group
 - Long-term support group for children with Attention Deficit Disorder
 - Bullying Group
 - Adolescent Group — personal development
- Therapeutic Pre-school
- Home-based Behavioural Interventions
- Speech and Language Assessment and Therapy

- Psychological Assessment
- Psychiatric Assessment
- Multidisciplinary Assessment
- Community-based Interventions.

Access to Service

The service accepts written referrals from the following professionals with the consent of a parent or legal guardian:

- General Practitioners
- Hospital and Public Health Doctors
- Community Social Workers
- Public Health Nurses
- Head Teachers/Home-School Liaison Teachers
- Educational Psychologists.

Catchment Area:

The catchment area covered by this service is:

Ballyfermot

Palmerstown

Chapelizod

Lucan.

This service caters for children and adolescents from early childhood to 16 years of age, who are experiencing behavioural, psychological, emotional or psychiatric difficulties.

Referral System:

Referrals are accepted from the following sources following contact by phone, in writing or on calling to the clinic:

- Parents
- General Practitioners
- Schools
- Community Care.

For non-urgent referrals there is currently on average a six-week wait from time of referral to the first appointment offered for general referrals to the clinic. Waiting lists for services within the clinic are longer, however. The waiting time for psychological assessments is 4-6 months.

9.3 CASTLEKNOCK CHILD AND FAMILY CENTRE

General Description

Castleknock Child and Family Centre provides an outpatient mental health assessment and treatment service to children and adolescents and their families. It is situated on the Castleknock Road, adjacent to Castleknock Village, in the direction of the Phoenix Park's main gates.

Children with a wide range of emotional, behavioural and developmental psychiatric problems are referred to the clinic.

Services Provided

Following initial assessment, a variety of treatment approaches are used. The usual treatment module is a combination of individual therapy for the child or adolescent combined with parental work. Other treatment approaches, which may be used, include group therapy, behaviour therapy, family therapy and pharmacotherapy.

Access to Services

The clinic serves a catchment area of approximately 150,000 (Census of Population 1996). Children and young people up to their 16th birthday and their families are referred to the service when there is concern about their mental health. This might include concern about the child's behaviour and emotional well-being or more specific psychiatric disorders including autism, attention deficit hyperactivity disorder, anxiety disorders, depression, psychosis and eating disorders.

Referral Process:

This service accepts written referrals from the following professionals with the consent of a parent or legal guardian:

- Hospital and Public Health Doctors
- General Practitioners
- Community Social Workers.

Catchment Area:

North West Dublin — Dublin 15, 11 and part of Dublin 7, which includes the areas of Finglas and its immediate surroundings; Castleknock; Cabra; Blackhorse Avenue; Blanchardstown; Mulhuddart and Clonsilla.

9.4 ACUTE INPATIENT UNIT

General Description

The Acute Inpatient Unit is a short-term inpatient treatment and assessment centre for young people with emotional, behavioural and psychosomatic disorders. It is part of the Health Board's Child Psychiatric Service. This centre is situated on the North West of the city near Blanchardstown and Mulhuddart and can care for approximately 12 children. The average length of stay is approximately four months. Services are provided free of charge. The Acute Inpatient Unit is for boys and girls under 16 years who have severe behavioural and/or emotional disorders, e.g. severe depression, suicidal risk, conduct disorders, eating disorders, severe post traumatic stress disorder (PTSD).

Services Provided

The Acute Inpatient Unit uses a multidisciplinary team approach, providing treatment in a number of ways:

Milieu Therapy

This involves a number of components, one of which is to establish appropriate behaviour in everyday situations through the use of principles of Behaviour Modification.

Individual Therapy

Each young person is seen for individual psychotherapy for the duration of their admission

Family Therapy

Family Therapy meetings are held regularly with parents in the Acute Inpatient Unit.

Psychology

Psychology assessments/programmes may form part of the programme.

Medication

Psychotropic medication is also used under medical supervision when indicated.

Special Education

All residents attend the Acute Inpatient Unit School during their stay.

Prior to admission all aspects of treatment/assessment programmes are discussed with parents/guardians who are required to give written consent to admission.

Access to Service

Referral System

Referrals are accepted from Child and Family Centres in the Health Board area, the Mater Child and Family Centres and the Lucena Clinics.

In most cases those referred will have already attended an outpatient Child and Family Centre. Referral is usually made because of the need for more intensive assessment and/or treatment. It is essential that those referred have a regular home base.

9.5 PHOENIX PARK SPECIAL SCHOOL

General Description

The Phoenix Park Special School is provided for children who express difficulties in temper-tantrums, school refusal or overactivity. The aim is to help and support the families of children and to redress the balance and eventually return them to mainstream school. Both boys and girls are catered for, ages ranging from 6 to 13 years.

Services Provided

The school provides a service covering Dublin City and County.

Referral System

Any child up to the age of sixteen years can be referred to the school. Children are referred with a variety of problems or concerns. These include:

- Behaviour problems
- Emotional problems
- School adjustment difficulties
- Developmental difficulties
- Speech and language difficulties
- Parent difficulties.

Referrals are taken from:

- General Practitioners
- Schools
- Community Care

9.6 KILDARE CHILD GUIDANCE SERVICE

General Description

The Kildare Child Guidance Service is based at Kill Health Centre, Kill, Co Kildare. There are also permanent clinics in

the north and south of the county at Celbridge and Athy. Because of the dispersed population within the county, efforts are always made to see children and their families at a location convenient to them. Regular outpatient clinics are conducted also in other local centres such as Newbridge, Kildare and Maynooth.

Clinic details are as follows:

Clinic	Telephone No.
Kill Health Centre, Kill, Co Kildare	045 877731
The Manse, Woodstock Street, Athy, Co Kildare	05986 32461
The Whitethorn Clinic, Maynooth Road, Celbridge, Co Kildare	01 627 5298

Services Provided

All children and adolescents referred to the Kildare Child Guidance Service are assessed initially by a team member, and a range of treatment approaches implemented as appropriate, including management advice to parents, psychotherapy, behaviour therapy, group therapy/early intervention, or pharmacotherapy.

Access to Services

Catchment Area

The Kildare Child Guidance Service accepts referrals from across County Kildare.

The Kildare Child Guidance Service sees children and young people up to the age of 16 years, who are experiencing a range of psychiatric, emotional, behavioural or psychosocial difficulties.

Referral System

Referrals are accepted from a range of professionals, including GPs, school doctors, social workers, speech and language therapists, public health nurses and teachers. Parents who have concerns about a child’s mental health or emotional well-being should discuss their worries with those professionals in the first instance, to decide if a referral to the Child Guidance Service would be helpful.

9.7 BEECHPARK CLINICAL SERVICES FOR CHILDREN/ADOLESCENTS WITH AUTISTIC SPECTRUM DISORDER

General Description

Beechpark Services offers a regional service for children

with an autistic spectrum disorder (ASD) to the three Area Health Boards; the South Western Area, the Northern Area, and the East Coast Area. It is administered overall by the South Western Area Health Board.

Beechpark embraces a multidisciplinary team approach to service delivery, which is mainly provided on an outreach, non-clinic basis in a variety of settings including home, school and respite.

Services Provided

Clinical support to educational settings and to children/adolescents on the autistic spectrum and their families is provided by four teams:

- Campus
- Northside
- Southside
- Westside Outreach Teams.

Campus Clinical Team — Beechpark, Stillorgan, Co Dublin

Clinical support provided to both Ballyowen Meadows and Setanta Special Schools is located on the Beechpark Campus. The team comprises Administrative Support; Behaviour Specialism; Nursing; Occupational Therapy; Psychiatry; Psychology; Social Work and Speech and Language Therapy; Clinical Nutritionist.

Beechpark Outreach Teams

Northside Team: 1st Floor, 102 Malahide Road, Fairview, Dublin 3

Southside Team: Bryan S. Ryan Building, Main Road, Tallaght, Dublin 24

Westside Team: Hazelhatch Road, Celbridge, Co Kildare.

The Outreach Services

Beechpark Outreach Services provide outreach clinical support to the mainstream schools in the eastern region which operate specially designated classes for children with autistic spectrum disorder, and a significant number of mainstream schools and pre-schools/playgroups who have children attending with an autistic spectrum disorder. The service provides training for parents and other professionals, support groups (parents and siblings), residential respite and in-home support.

The Clinical Teams provide support to special classes in the following schools:

Southside

Schools	Classes
St Peter's, Limekiln Road, Greenhills, Walkinstown, Dublin 12	1
St Joseph's, Newtownmountkennedy, Co Wicklow	2
Our Lady's Boys National School, Ballinteer, Dublin 16	2
Our Lady of Good Counsel National School, Mourne Road, Drimnagh, Dublin 12	2
Pre-Schools	
Scoil Mhuire, Ballyboden, Whitechurch, Dublin 16	1

Campus

Schools	Classes
Red Door School, Blackrock, Co Dublin	1

Westside

Schools	Classes
Scoil an Linbh Íosa, Prosperous, Co Kildare	2
St Brigid's, Kilcullen, Co Kildare	2
Lucan Educate Together, Bewley Way, Willsbrook, Lucan, Co Dublin	2
Scoil Mhuire, Leixlip, Co Kildare	2
Athy National School, Athy, Co Kildare (1 class serviced by Beechpark)	0
ABA School, Newbridge, Co Kildare	2
Saplins ABA School, Celbridge, Co Kildare	1
Pre-Schools	
North Kildare School Project, Ballymakealy Lr, Clane Road, Celbridge, Co Kildare	2 <i>planned</i>

Northside

Schools	Classes
Scoil Chiarán & Pre-school, Collins Avenue, Dublin 3	2
St Brigid's, Wellmount Avenue, Finglas, Dublin 11	2
St Joseph's, Fairview, Dublin 3	1
Our Lady of Consolation, Collins Avenue, Dublin 5	1
St Helen's Junior National School, Portmarnock, Co Dublin	2
I Can Do, ABA School, Clontarf, Dublin 3	1
CABAS School, Kilbarrack, Dublin 5	2
Pre-Schools	
Scoil Chiarán & Pre-school, Collins Avenue, Dublin 3	1
Our Lady of Consolation, Collins Avenue, Dublin 5	1 <i>planned</i>
St Helen's Junior National School, Portmarnock, Co Dublin	1 <i>planned</i>

Interventions provided by the various Outreach Teams include:

- Support and programmes for children in the outreach classes
- Early Bird Intervention Parent's Programme
- Hanen Programme
- Parent support groups (in schools and clinic based)
- Summer camp for children with Asperger's syndrome
- After-school group for children with Asperger's syndrome
- Supportive and educational sibling groups
- Diagnostic and observation groups for under fives
- Training days for Teachers and Special Needs Assessment
- Contact with Lucena Clinics, Child and Family Centres and Learning Disability Agencies
- Inter-agency liaison including paediatric community care, GPs, Psychiatrist
- Programme planning and consults with Teachers and Special Needs Assistants in mainstream schools

- Programme planning and consults with Home Tutors and Home Support Workers
- Limited provision of respite facilities to identified high needs families
- Provision of non-community care home help services
- Involvement in compiling statistics for research purposes
- Supervision of trainee professionals
- Provision of grants to outreach classes for Occupational Therapy and Speech & Language Therapy
- Individual education plan
- Review clinical assessments.

Access to Services

Following an initial diagnosis of autistic spectrum disorder, which is generally conducted by the Child Guidance Clinics/Child and Family Centres/Private Psychologists/Psychiatrists, referrals are made to the South Western Area Health Board Services for Children on the Autistic Spectrum (Beechpark).

The respective clinical teams work in conjunction with educators and parents to identify and maximise the child's/adolescent's potential. This is achieved through individual evaluation of children and family needs, individual education programmes, care programmes and staff and parent training.

The Beechpark service supports the Department of Education and Science's educational programmes for children/adolescents on the autistic spectrum and consists of:

- Beechpark Campus Stillorgan, where the department has two special schools on site: Ballyowen Meadows and Setanta
- A number of specially designated classes in mainstream schools, which are known as outreach classes. There are currently 21 schools: Southside (7), Westside (8) and Northside (6). There are 32 designated classes within these schools.

10. SERVICES FOR PERSONS WITH DISABILITIES

General Description

Disability Services provided by the South Western Area Health Board fall into the following three categories:

1. Intellectual Disability Services
2. Physical and Sensory Disability Services
3. Rehabilitative Training and Sheltered Work.

Disability Services are provided from both residential and community locations and are based on the principles of promoting and maintaining better health for persons with disabilities and their carers. The Board's key objectives in the provision of services for persons with a disability are to provide a service, which is community based, is modern and comprehensive and which maximises the individual's potential. The South Western Area Health Board aims to ensure quality by monitoring procedures to maintain and enhance health promotion activities and to build on its relationships with the voluntary sector.

Services Provided

The following is a list of main services and support schemes administered by the South Western Area Health Board for persons with a disability:

- Day Care/Activation Services
- Group Homes
- Respite Services
- Residential Services
- Section 65 Grants
- Public Health Nursing Service
- Extended Care and Respite Care for Young Physically Disabled Persons
- Rehabilitation Training for Disabled Persons
- Aids & Appliances Schemes
- Domiciliary Care Allowance
- Respite Care Grant
- Blind Welfare Allowance
- Infectious Diseases Maintenance Allowance
- Motorised Transport Grant
- Disabled Drivers — Tax Concessions
- Occupational Therapy
- Physiotherapy
- Speech and Language Therapy.

Access to Services

Details on how to access each of the above services are given in the following pages.

10.1 DAY CARE/ACTIVATION SERVICES

General Description

Community-based services are provided for people with a disability, where they receive training in social skills, activation and recreation. Subject to availability, physiotherapy, occupational therapy, speech and language therapy and nursing/personal care/hygiene services may also be provided. The majority of Day Care/Activation places are provided by voluntary organisations grant-aided by the South Western Area Health Board or the Eastern Regional Health Authority.

Access to Services

Persons with a disability wishing to access Day Care/Activation Centres should contact the Manager of Services for Disabilities or the actual service provider directly.

10.2 GROUP HOMES

General Description

This is a community-based service for persons with an intellectual disability, which facilitates interaction and inclusion in the local community and is provided as part of the South Western Area Health Board's overall residential services. The majority of Group Homes are provided by voluntary organisations grant-aided by the South Western Area Health Board or the Eastern Regional Health Authority.

Access to Services

Persons with an intellectual disability wishing to access this service should contact the Manager of Services for Disabilities or the actual service provider directly.

10.3 RESPITE SERVICES

General Description

Respite Services are provided for adults and children with a disability, who are being cared for by their families on a short-term/home care or residential care basis. This service

is regarded as a support to carers and is provided generally on a planned basis. The majority of respite services are provided by voluntary organisations grant-aided by the South Western Area Health Board or by the Eastern Regional Health Authority.

Access to Services

Persons with a disability wishing to access respite services should contact the Manager of Services for Disabilities or the actual service provider directly.

10.4 RESIDENTIAL SERVICES

General Description

Residential care services are provided for those who have a disability and who require care on a 24-hour basis. Services are provided directly by the South Western Area Health Board and by voluntary organisations grant-aided by the South Western Area Health Board or the Eastern Regional Health Authority.

Access to Services

These services are available to persons following assessment by an appropriate health professional, where they are deemed to be in need of extended long-term residential care and are eligible for this service.

10.5 SECTION 65 GRANTS

General Description

Under the terms of Section 65 of the 1953 Health Act, Health Boards may grant assistance, in cash or other forms, to organisations who provide services, similar or ancillary to a service which the South Western Area Health Board itself may provide.

Services Provided

The South Western Area Health Board provides substantial grant-aid to a number of voluntary agencies providing services for persons with physical, sensory, intellectual disabilities and rehabilitative training.

Access to Services

Organisations seeking funding for services for persons with a disability should submit a written application to the appropriate Manager of Disability Services detailing the type and quantum of service to be provided, a costing for the service, any evidence pertaining to demand for the service and any other information which they may consider relevant to the application.

10.6 PUBLIC HEALTH NURSING SERVICE

General Description

The objective of the Public Health Nursing Service is to provide quality, supportive and responsive care to the individuals, families and communities who use our service.

Services Provided

- Home Nursing Services/Continence Assessment
- Support for Carers of Persons with a Disability
- Referral to Other Personal Social Services and Health Professionals.

The services are delivered by a team, which comprises Public Health Nurses, Community Registered General Nurses and Healthcare Assistants, who may be contacted at the local Health Centre.

Access to Services

Referrals are accepted from a wide range of sources including:

- General Practitioners
- Hospitals
- Family Members
- Community Services Staff
- Voluntary Organisations.

10.7 EXTENDED CARE AND RESPITE CARE FOR YOUNG PHYSICALLY DISABLED PERSONS

General Description

Extended care and respite care facilities are available for young physically disabled adults who have been medically assessed as being in need of this level of care and for whom acute hospital care is no longer required, and where both community and a lower level of residential care is no longer feasible. Patient care is provided in this setting by a multidisciplinary team consisting of medical, nursing, paramedical, care and support staff. The service is generally provided to persons who are between the ages of 18 and 65 years. These facilities are provided by or on behalf of the South Western Area Health Board at the following locations:

- Lisbri, Cherry Orchard Hospital, Ballyfermot, Dublin 10
- Peamount Hospital, Newcastle, Co Dublin

In addition to the facilities listed above, extended care facilities for young physically disabled adults are also provided at:

- The Barrett Cheshire Home, Herbert Street, Dublin 2.

Services Provided

A full range of medical, nursing, paramedical, social and personal services are available in these units. Charges for extended care are in accordance with Health (Charges for In-Patient Services) Regulations 1976 and 1987.

Access to Services

- Referral via the Manager of Disability Services
- Referral via the Service Provider
- Acute Hospital Referral
- Community Services.

10.8 REHABILITATION TRAINING FOR DISABLED PERSONS

General Description

Health Boards provide rehabilitative training for persons with an intellectual or physical and sensory disability and persons with a mental health difficulty. The service is operated in co-operation with the voluntary sector in designated training centres.

Services Provided

Rehabilitative training programmes for people with disabilities are designed to equip participants with foundation level personal, social and work related skills that will enable them to progress to greater levels of independence and integration.

Access to Services

Applications for training are submitted to the Health Board Training Unit where a Guidance Officer will be responsible for linking individuals with appropriate opportunities and for monitoring training delivery. Persons may be referred by:

- Co-ordinator or Guidance Officer
- Community Psychiatric Team
- Occupational Therapist
- Disability Manager
- Self-Referral
- Other Health Professionals.

10.9 AIDS AND APPLIANCES

General Description

Appliances are supplied to eligible persons, with a recognised medical need, in order to improve their quality of life, prevent deterioration, enhance their independence and promote their mobility.

Services Provided

The relevant professional, as required, may prescribe the supply of necessary medical and surgical appliances.

Appliances are generally issued on loan and are returnable to the Health Board when no longer required.

Access to Services

- Communication aids are dealt with in the Community Service Area Headquarters relevant to the applicant's home address.
- An assessment of the applicant's needs and a written recommendation (including a quote) for the appropriate aid from the voluntary agency should be forwarded to the General Manager of your local Community Services Headquarters for his/her consideration.
- The application is then assessed on its merits and a recommendation is given. This recommendation is based on the medical assessment and, in the case of non-medical card holders, a means test is carried out.
- The recommendation and all relevant papers should then be forwarded to the Disability Section, South Western Area Health Board Head office, Oak House, Limetree Avenue, Millennium Park, Naas, Co Kildare. If a recommendation is made in respect of a non-medical card holder, the recommendation should indicate the portion of costs to be borne by the client.
- When the recommendation is approved, the relevant voluntary agency is informed and the client is issued with their appropriate aid.

10.10 DOMICILIARY CARE ALLOWANCE

General Description

Domiciliary Care Allowance is a monthly means-tested allowance paid to the parent or guardian of a severely handicapped child who is being cared for at home. The child must require care and attention in excess of that normally required by a child of similar age and must be likely to continue for at least one year.

Services Provided

- The allowance is paid from birth to 16 years (individuals aged 16 years or over may be eligible for Disability Allowance) — if so contact the Disability Allowance Section, Department of Social and Family Affairs for information.
- The allowance is means-tested against the income (if any) of the child, not the income of the parent or guardian.
- The allowance is paid in respect of children who are being cared for at home. It does not apply to children who are maintained in residential homes or other institutions. However, payment is continued in the case of children normally living at home who are absent for up to two months, e.g. on holidays or in hospital. If a child is resident at home for part of the time, the allowance is paid on a pro-rata basis.
- The allowance is subject to regular review and may be discontinued if the child no longer satisfies the criteria for payment of the allowance.

Access to Services

Application forms are available from your local Community Services Headquarters or the Customer Services Department, Dr Steevens' Hospital, Dublin 8 (Freefone 1800 520 520). Completed application forms should be returned to your local Community Services Headquarters.

10.11 RESPITE CARE GRANT

General Description

In 1999 a Respite Care Grant of €253.95 was introduced for recipients of Carer's Allowance. In 2000 the Respite Care Grant was increased to €380.92 and extended to recipients of Domiciliary Care Allowance. In 2001 the Respite Care Grant was increased to €507.90.

The Department of Social and Family Affairs is responsible for paying the Respite Care Grant to those providing care who are in receipt of the Carer's Allowance only or the Carer's Allowance and Domiciliary Care Allowance.

The Department of Health and Children (via the Health Boards) is responsible for paying the Respite Care Grant to those providing care who are in receipt of the Domiciliary Care Allowance but who are not in receipt of the Carers Allowance.

Services Provided

The purpose of this allowance is to provide financial support towards respite care for carers.

Access to Services

The Respite Care Grant is payable to:

- Persons who are providing care and who are in receipt of the Carer's Allowance
- Persons who are in receipt of Domiciliary Care Allowance.

The current rate of payment is €835 per annum from June 2004, in accordance with the budget increase in December 2003 (payable effective from first week of June). In line with the Department of Social and Family Affairs budget provision, the Respite Care Grant was extended to a second eligible child in a family. Children who normally reside in a special school or institution, etc. and who qualify for a Domiciliary Care Allowance pro rata payment in respect of periods spent at home, e.g. weekends and holidays, must have spent in excess of six months at home in the previous 12-month period in order to qualify for the Respite Care Grant.

10.12 BLIND WELFARE ALLOWANCE

General Description

Blind Welfare Allowance is a supplementary allowance paid to unemployed blind persons, not resident in an institution, who are in receipt of a State pension. The allowance is subject to a means test. Payment is made by monthly cheque.

Services Provided

Payment of allowance.

Access to Services

Application forms are available from your local Community Services Headquarters or the Customer Services Department, Dr Steevens' Hospital, Dublin 8 (Freefone 1800 520 520).

Completed application forms should be sent to your local Community Services Headquarters. The application form includes a medical certificate, which must be completed by an Ophthalmic Consultant.

The rate of allowance depends on the claimant's family circumstances as follows. These rates are effective from 1 January 2004.

Allowance	Claimant	Qualified Adult	Child Dependant
Blind Pension Claimant over 18 years	€41.90		€4.40
Couple, both claiming Blind Pension	€83.80		€4.40
Disability Allowance Claimant, 16–18 years		€5.00	€3.90

10.13 INFECTIOUS DISEASES MAINTENANCE ALLOWANCE

General Description

Infectious Diseases Maintenance Allowance (IDMA) is a weekly payment to persons who are undergoing treatment for one of the specified infectious diseases, and as a result of receiving treatment are unable to make proper provision for themselves and their dependents.

Services Provided

Payment of allowance.

Access to Services

Application forms are available from your local Community Services Headquarters or the Customer Services Department, Dr Steevens' Hospital, Dublin 8 (Freefone 1800 520 520).

Submit a completed application form to your local Community Services Headquarters.

The rate of payment of the IDMA depends on the claimant's family circumstances.

Claimant	Qualified Adult	Child Dependant
€134.80	€89.40	€16.80

10.14 MOTORISED TRANSPORT GRANT

General Description

The Motorised Transport Grant was introduced in 1968. The purpose of this allowance is to:

1. Provide financial assistance to persons with a severe disability who may need a car to obtain/retain employment.
2. Provide assistance to persons with a severe disability who are living in very isolated circumstances and have serious transport problems.

Access to Services

To be eligible to receive this allowance applicants must satisfy the following conditions:

- The disability must impede their use of public transport
- They must hold a driving licence
- They must be physically and mentally capable of driving
- It must be required for employment purposes or living circumstances as outlined above.

Note:

Applicants may also be considered on behalf of persons with severe disabilities, where the person involved would be incapable of managing the controls of a car or where on medical opinion it is inadvisable for them to drive and they must therefore be driven to and from work. In such cases consideration might be given to award a grant for the purchase of a car in the name of the person with the disability subject to the understanding that he/she will be driven by another person(s) (whose name will be notified to the health board), to and from his/her place of employment.

Applicants must undergo a means test to decide eligibility.

Completed application forms (which are available from your local Community Services Office or the Customer Services Department Freefone 1800 520 520) should be returned to your local Community Services Headquarters.

The rate of payment depends on the claimant's needs. The maximum grant is €4,575.

10.15 DISABLED DRIVERS — TAX CONCESSIONS

General Description

The Revenue Commissioners operate a scheme whereby severely and permanently disabled persons are entitled to repayment of Vehicle Registration Tax (VRT) and Value

Added Tax (VAT) paid on specially constructed or adapted vehicles. In some instances excise duty paid on petrol or diesel may also be repaid.

To claim relief applicants must submit to the Revenue Commissioners, along with other documentation, a primary medical certificate issued by the Senior Area Medical Officer in their local Community Services Headquarters.

Services Provided

Assessment for primary medical certificate.

Access to Services

To obtain a Primary Medical Certificate, you may contact the Senior Area Medical Officer in your local Community Services Headquarters.

Completed application forms should be submitted to:

Disabled Drivers Section
Central Repayments Office
 Coolshannagh
 Co Monaghan
 Tel: 047 82800

10.16 COMMUNITY OCCUPATIONAL THERAPY SERVICE

General Description

Community Occupational Therapy offers a client-focused service which enables individuals with a functional, physical, sensory or intellectual disability to maximise their independence and quality of life within their environment.

Services Provided

Clients and the environment in which they live are assessed to determine their needs in self-care, productivity and leisure. Based on the outcome of assessment, therapeutic interventions are implemented in consultation with the client and family. These may address the following:

- Activities of daily living
- Adapting or modifying the home environment
- Use of enabling equipment and appliances
- Pressure management
- Cognitive assessment
- Advice to carers to facilitate the management of the client

- Positioning and seating
- Safety awareness
- Leisure or work
- Onward referral to Day Care, other therapies and services
- Any other intervention deemed necessary following assessment.

Access to Services

Open referral system.

10.17 COMMUNITY PHYSIOTHERAPY SERVICES

General Description

The purpose of the Physiotherapy Service is to maximise an individual's potential through assessment, intervention and education, in order to improve and maintain their mobility and independence, thereby enhancing their quality of life.

The aims of the services are:

- To provide a co-ordinated, equitable and accessible service which facilitates self-help and a return to maximum function.
- To support carers
- To actively promote healthy lifestyles.

Services Provided

The Community Physiotherapist will:

- Assess needs
- Evaluate the social and environmental factors which may influence case management
- Determine appropriate interventions.

Based on the assessment, a care plan will be put in place. This care plan will be reviewed and adjusted as appropriate.

Access to Services

Referrals to the Community Physiotherapy Services are accepted from:

- General Practitioners
- Public Health Nurses
- Occupational Therapists

- Hospital Consultants
 - Hospital Physiotherapist
 - Other Health Professionals
 - Client/Family (i.e. self-referral)
-

10.18 SPEECH AND LANGUAGE THERAPY SERVICE

General Description

The objective of the Speech and Language Therapy Service is to assess, diagnose and, where appropriate, provide intervention services to clients who present with a range of communication disorders and/or swallowing difficulties.

Services Provided

Client involvement begins with referral leading to assessment, diagnosis, intervention and ends in discharge.

Access to Services

Clients can be referred to the Speech and Language Therapy Service by way of an open referral with parental consent by the following people:

- Area Medical Officer
- Public Health Nurse
- General Practitioner
- Parent
- Carer
- Other Healthcare Professional.

A person may self-refer to the service, if appropriate.

Referral forms are available from the Speech & Language Therapy Department at your local Community Services Office. Persons referred to the service are wait-listed, assessed and prioritised for treatment.

11. MENTAL HEALTH SERVICES

General Description

The aim of the South Western Area Health Board's Mental Health Service is to achieve the best quality of life for each individual through the provision of high quality, client-centred services. The Mental Health Services strive to provide a seamless service to all clients, measured by ease of access, appropriateness and responsiveness to the needs of the client.

The Mental Health Services are working closely to the planned framework for the development of psychiatric services identified in the Government's report — *The Psychiatric Services – Planning for the Future (1984)* which was reinforced in the last policy report — *Eastern Health Board Psychiatric Services Development Programme into the Next Millennium (1995)*. Inherent in this approach is recognition of the need for evaluation of service outcomes and of quality of care (10-year plan).

The service encompasses all elements of mental health provision and operates in a spirit of partnership with the non-statutory sector in order to provide a comprehensive and complementary range of care. Voluntary service providers are engaged or supported in order to provide integration and co-ordination of services, thereby facilitating ease of transfer and referral between service providers.

Dublin South City Mental Health Services Catchment Area 3

Catchment Area 3 serves the Dublin South City region — population 130,000 (1996 Census). The Mental Health Services in this catchment area incorporates South Western Area Health Board, St Patrick's Hospital and St James's Hospital.

Sector Headquarters	Population
Camac — Inner Sector (including Drimnagh)	70,000
Owendoher — Outer Section	60,000

Dublin West/South West Mental Health Services Catchment Areas 4 & 5

Catchment Areas 4 & 5 serve the Dublin West region — population 258,028 (1996 Census).

Sector Headquarters	Population
Crumlin	77,877
Tallaght	74,020
Clondalkin	49,074
Ballyfermot	57,057

Kildare/West Wicklow Mental Health Services Catchment Area 9

Catchment Area 9 serves the Kildare/West Wicklow region — population of 148,000 (1996 Census) (i.e. 136,000 Kildare plus 12,000 West Wicklow), which is now currently estimated at 180,000.

Sector Headquarters	Population
Celbridge — North Kildare	55,000
Athy — South Kildare/West Wicklow	40,000
Tús Nua — Mid-East Kildare	45,000
Mid-West Kildare	40,000

Services Provided/Access to Services

The South Western Area Health Board provides a wide range of Mental Health Services as follows:

- Acute Hospital Services
- Community-based Residential Services
- Specialised Residential Treatment Services
- Psychosocial Rehabilitation/Continuing Care Services
- Community Mental Health Day Care Hospitals, Day Centres and Domiciliary Services
- Extended/Continuing Care Psychiatry of Old Age

- Outpatient Clinics
- Specialist Services — Community Alcohol.

Details of how to access each of the above services are outlined in the following pages.

11.1 ACUTE HOSPITAL SERVICES

General Description

The Board provides Acute Hospital Services for the region at the following locations:

Catchment Area 3	Jonathan Swift Unit, St James’s Hospital (Acute Beds)
Catchment Areas 4 & 5	Rowan, Cedar & Aspen Units, Adelaide & Meath Incorporating the National Children’s Hospital, Tallaght
Catchment Area 9	Lakeview Unit, Naas General Hospital

A Clinical Director has overall responsibility for clinical services supported by a multidisciplinary team creating a multi-skilled approach. The team comprises medical, nursing, psychology, social work and occupational therapy staff. The acute psychiatric unit provides the necessary care and treatment to patients suffering from an acute mental illness, aged 16 years or over within its catchment area.

Services Provided

A full range of medical, nursing, paramedical, social and personal services are available as appropriate.

Access To Services

Patients admitted to an acute mental health unit must be admitted in a voluntary or involuntary capacity in accordance with the Mental Treatment Act 1945.

Voluntary Capacity	— Voluntary patient
Involuntary Capacity	— Temporary patient — Person of unsound mind (rarely used)

Voluntary Patient

A person agrees to his/her admission, signs a voluntary form consenting to treatment.

Voluntary patients can discharge themselves from hospital at any time. Under current mental health legislation a voluntary patient must give 72 hours notification of their intention to leave hospital.

Involuntary Patient

Where it is determined that a patient’s capacity to make a valid decision is sufficiently impaired by his/her mental illness and where a Consultant Psychiatrist determines that admission/treatment is necessary in order to prevent immediate or imminent harm to himself/herself or to other persons or to prevent serious deterioration in his/her condition, and he/she refuses treatment on a voluntary basis, the patient will be admitted involuntarily for treatment purposes:

1. The patient has a right in this circumstance to be offered a second medical opinion regarding his/her involuntary detention.
2. In such circumstances, for certain treatments the informed consent of a relative/next-of-kin is obtained where possible and/or a second medical opinion is sought.
3. Right of Appeal to Involuntary Detention

The patient has a right to ask the following personnel to review his/her involuntary detention:

- The Clinical Director of the Service
- The Hospital Manager/Administrator.

Under the Mental Treatment Act 1945, a patient has the right to appeal his/her involuntary detention to the Minister for Health and Children.

Temporary Patient

A “Temporary” patient is broadly a person who needs detention, but is believed to require for his/her recovery not more than six months suitable treatment. The majority of persons admitted require a shorter period for treatment.

An application for admission on a Temporary Reception Order can be made by a relative up to and including a second cousin. In certain circumstances where family are unable/unwilling to make the application, a Garda sergeant or senior health official can carry out this function. The application must be signed by the patient’s GP. The applicant is legally obliged to offer the person being admitted a second medical opinion regarding his/her detention. The applicant must take the person to hospital within seven days of the GP first signing the form, or alternatively take the application form to the hospital where a consultant may sign a Reception Order to admit the person.

Person of Unsound Mind

A “Person of Unsound Mind” is broadly a person who is believed to require for his/her recovery more than six months suitable treatment. An application for admission can be made by a relative up to and including a second

cousin, but is usually a closer relative. In circumstances where a family are unable/unwilling to make an application, a senior health official/Garda sergeant can carry out this function. The application must be signed by a GP and details of why the application is being made must be outlined by the GP. The patient is taken to the hospital and a Reception Order may be signed by a Consultant within 12 hours of arrival. Alternatively the application form is taken to the hospital where a Consultant, if satisfied, may sign a Reception Order and arrangements will be made to admit the person.

If required, the Gardai are obliged to assist with the conveying of a person of unsound mind to hospital.

The category of admission of "Person of Unsound Mind" is legislated for in Mental Treatment Act 1945 (Section 171) and is rarely used today.

11.2 COMMUNITY-BASED RESIDENTIAL SERVICES

General Description

In general these residential facilities are required for persons suffering from a mental disorder who require for their recovery more intensive psychosocial rehabilitation programmes of care. In the community these services are provided in residences with varying levels of staff support as appropriate.

- Residence:**
1. High Support Community Residence
 2. Medium Support Community
 3. Low Support Community Residence
 4. Group Homes.

Service Provided

Intensive individual rehabilitation programmes of care.

Access To Service

In order to access Community Residential Mental Health Services, a person must be referred by his/her local sector Consultant Psychiatrist to the relevant rehabilitation multi-disciplinary team for assessment for placement as appropriate.

A standard charge is made on all clients with income for rent, food, etc.

11.3 SPECIALIST PSYCHIATRIC RESIDENTIAL TREATMENT SERVICES

General Description

Specialist psychiatric residential facilities provide services for individuals with a psychiatric disorder/mental illness who require some degree of security for their management and treatment.

Specialist psychiatric residential treatment services are provided currently throughout the ERHA area at:

1. St Brendan's Hospital, Rathdown Road (Regional service for ERHA).
2. Central Mental Hospital, Dundrum (National Forensic Service).

11.4 PSYCHOSOCIAL REHABILITATION/CONTINUING CARE SERVICE

General Description

Rehabilitation/Continuing Care Services provide services for patients with severe and ensuing mental illness who may present with a broad spectrum of psychiatric and social disabilities. Ongoing specialised rehabilitation programmes of care involving social skills training, everyday living skills along with vocational training, as appropriate, are provided.

Rehabilitation programmes develop, enhance and maintain the patient's skills and facilitate graduated steps towards increased independence and discharge to resettlement into other community residences with support and/or independent living as appropriate.

A Consultant Psychiatrist will have overall responsibility for clinical services supported by a multidisciplinary team comprised of medical, nursing, psychology, occupational therapy and social work personnel providing individual programmes of care.

Rehabilitation/Continuing care services are available at the following locations:

Advance Building, St Loman's Hospital, Palmerstown, Dublin 20

Lakelands Hostel, 119 Lakelands, Naas, Co Kildare

Bramble Lodge, Station Road, Kildare Town, Co Kildare

Services Provided

A full range of medical, nursing, paramedical, social and personal services are available as appropriate.

In order to access rehabilitation/continuing care mental health services, a person must be already in the service and referred by their local sector Consultant Psychiatrist. The individual will be assessed in relation to his/her clinical need and placed appropriately.

Long stay clients are charged a maintenance charge after 30 days in care in accordance with the Institutional Assistance Regulations 1954 and 1976.

11.5 COMMUNITY MENTAL HEALTH DAY CARE HOSPITALS, DAY CENTRES AND DOMICILIARY SERVICES

General Description

The objective of Day Care is to provide appropriate level of treatment and care for the mentally ill as necessary, while maintaining the individual in his/her own environment. Patient care at a day facility entails a planned treatment programme of care on an individual or group basis.

The range of services may include:

Assessment and diagnosis, medication, psychotherapy — individual and group, social support and care, advice, and recreation activities as appropriate.

A day hospital service provides similar services to an inpatient hospital service without admitting the individual to hospital. A comprehensive service comprising assessment and care as appropriate is provided while maintaining the patient in their own community environment.

Day Centres provide individual and group treatment programmes of care and rehabilitation, e.g. social skills, everyday living skills, training, behaviour therapy, anxiety management, etc. as appropriate.

Domiciliary Service is a comprehensive home-based care service with the objective being the treatment and care of the individual in his/her own home environment, along with providing him/her with support, guidance and education.

Services Provided

A full range of medical, nursing, paramedical, social and occupational services are available as appropriate.

Access To Service

In order to access Community Mental Health Day Care

services a person must be referred to his/her local sector Consultant Psychiatrist by his/her GP or make direct contact. The individual will be assessed in relation to his/her clinical need and referred appropriately.

Access is based on clinical need and there is no means test. There is no charge for day care mental health services.

11.6 EXTENDED/CONTINUING CARE — PSYCHIATRY OF OLD AGE

General Description

Services for individuals presenting for the first time with a mental disorder aged 65 years and over are provided by the South Western Area Health Board's Psychiatry of Old Age Service.

The "continuing care/psycho-geriatric service" is for individuals aged 65 years and over who have had a previous history of enduring mental illness, and who have had ongoing treatment in the adult mental health service prior to reaching 65 years.

The South Western Area Health Board provides continuing care/psycho-geriatric services at the following locations:

Dublin South City

Connolly Norman Unit
C/o Jonathan Swift Clinic
St James's Hospital, Dublin 8

Dublin South West/Dublin West

Beechaven Unit	Dept. of Old Age Psychiatry
Bridge House	Aspen
Cherry Orchard Hospital	Adelaide & Meath Hospitals
Ballyfermot	incorporating
Dublin 10	The National Children's
	Hospital, Tallaght, Dublin 24
	(as yet unopened)

Day Hospital

Sheaf House, Exchange Building
Tallaght, Dublin 24

Services Provided

A full range of medical, nursing, paramedical, social, recreational, activation programmes, therapies and occupational services are available as appropriate.

Access to Services

In order to access continuing care/psycho-geriatric services a person must be already in the service and be referred by their local sector Consultant Psychiatrist. The individual will be assessed in relation to their clinical need and placed appropriately.

11.7 OUTPATIENT CLINICS

General Description

Community-based clinic services are provided in locally accessible facilities and on appointment. Clinics are staffed by Consultant Psychiatrists, Registrars and Community Psychiatric Nurses.

Services Provided

Services are provided to the following patient categories:

- Outpatient assessment
- Monitoring and review of an individual's clinical condition as appropriate
- Prescriptions/Drugs
- New GP referrals for assessment
- Patients receiving ongoing treatment
- Patients discharged from residential care to the community.

Access to Services

In order to access mental health services, a person must be referred to the local sector Consultant Psychiatrist either by their GP or by making direct contact. The individual will be assessed in relation to his/her clinical need and referred appropriately if further treatment intervention is indicated.

11.8 SPECIALIST SERVICE — COMMUNITY ALCOHOL

General Description

The aim of the Community Alcohol Service is to provide and develop a range of services, which will impact positively upon individuals, their families and the community.

Services are divided into the following regions:

Baggot Street covering Community Areas 1, 2 and 3

Tallaght Alcohol Treatment Unit covering Community Areas 3, 4 and 5

Newbridge Health Centre for Co Kildare and West Wicklow (Area 9).

Services Provided

- Residential Care
- Treatment

- Community Education Programmes
- Information and Education
- Counselling
- Family Support
- Aftercare
- Rehabilitation.

Access To Services

Referrals for treatment are made in a variety of ways, e.g. GPs, employers, self-referral, voluntary organisations, e.g. Alcoholics Anonymous, etc.

11.9 ALBA COUNSELLING SERVICE FOR ADULTS

General Description/Services Provided

ALBA Counselling Service offers a therapeutic service to adults who experienced childhood abuse. Special consideration is given to people who experienced abuse in institutions in Ireland. ALBA offers group work and individual therapy.

Access to Service

The headquarters of the service is based at:

2 McElwain Terrace
Newbridge, Co Kildare
Tel: 045 448176 / 448177

Counselling Centres are also at:

66 Old Bawn Road, Tallaght, Dublin 24
Tel: 01 452 4519

5 Lord Edward Court, Bride Street, Dublin 8
Tel: 01 418 9458

All referrals must be sent to Newbridge, Co Kildare.

Clients may self-refer or may be referred by any other service provider, i.e. GP, Social Worker, Psychiatrist. ALBA operates a Freephone information line (1800 234 112) from 9.00 am to 5.00 pm.

The service is open Monday to Friday from 9.00 am to 5.00 pm with evening sessions offered one day a week at Tallaght and Newbridge.

ALBA forms part of the National Counselling Service, which exists in each Health Board to respond to adults who have experienced childhood abuse.

12. ADDICTION SERVICES

General Description

The AIDS/Drugs Addiction Service provides a range of services for people and their families who have problems with drug misuse and problems with the consequences of drug misuse. These services include prevention, treatment, rehabilitation and aftercare programmes. Services are provided in the South Western Area Health Boards' addiction centres and satellite clinics, which are located throughout the Board's area.

In addition, the service aims to educate the public on problems associated with drug misuse and HIV, and to encourage those clients who have already come forward for treatment. Treatment is provided on an outpatient basis and, where necessary, as an inpatient. Rehabilitation and aftercare programmes are provided to help clients develop skills with a view to entering gainful employment.

Services are provided through multidisciplinary teams, which include Consultant Psychiatrists, Clinical Psychologists, General Practitioners (GPs), Pharmacists, Education Officers, Counsellors, Family Therapists, Outreach Workers, Community Welfare Officers, Child Care Workers, Social Workers, General Assistants and Administrative Staff.

Services Provided

- Information, Education and Prevention Services
- Helpline
- Emergency Services and Assessment
- Outreach Services
- Needle Exchange
- Counselling Services
- Viral Screening for HIV and Hepatitis
- Methadone Treatment
- Inpatient and Outpatient Detoxification
- Aftercare and Rehabilitation
- Adolescents and Young Persons' Programme
- Mobile Clinic

- Gay Men's Health Project
- Women's Health Project
- Community Alcohol Service.

12.1 AREA OPERATIONS MANAGER

General Description

Administrative management of the Addiction Service is the responsibility of the Area Operations Manager who works closely with the Sector Management Team – see list below for membership.

Services Provided

- Administration/Budgets
- Service/Policy Development
- Human Resources
- Liaison with Voluntary & Statutory Groups
- Liaison with Local Drugs Task Forces (6)
- Liaison with Regional Drugs Task Force (1)
- Liaison with National Drugs Strategy Team.

Access to Service

The Area Operations Manager can be contacted by writing, fax or e-mail.

12.2 SECTOR MANAGEMENT TEAM — AIDS/DRUGS SERVICE

Name	Location
Clinical Director	AIDS/Drugs Services, Bridge House, Cherry Orchard Hospital, Ballyfermot, Dublin 10
Grade VII	AIDS/Drugs Service, Bridge House, Cherry Orchard Hospital, Ballyfermot, Dublin 10
Liaison Pharmacist	Addiction Service, Bridge House, Cherry Orchard Hospital, Ballyfermot, Dublin 10
Senior Clinical Psychologist	Addiction Service, Bridge House, Cherry Orchard Hospital, Ballyfermot, Dublin 10
GP Co-ordinator	Addiction Centre, 37 Castle Street, Dublin 2
GP Co-ordinator	Aisling Clinic, Ballyfermot, Dublin 10
Senior Outreach Worker	Addiction Service, Bridge House, Cherry Orchard Hospital, Ballyfermot, Dublin 10
Education Officer	Addiction Service, Bridge House, Cherry Orchard Hospital, Ballyfermot, Dublin 10
Senior Nurse Manager	Addiction Service, Bridge House, Cherry Orchard Hospital, Ballyfermot, Dublin 10
Area Operations Manager	Addiction Service, Bridge House, Cherry Orchard Hospital, Ballyfermot, Dublin 10
Consultant Psychiatrist	Addiction Service, Bridge House, Cherry Orchard Hospital, Ballyfermot, Dublin 10

12.3 INFORMATION, EDUCATION AND PREVENTION SERVICES

General Description

Information, Education and Prevention Services are provided by education officers whose main role is to co-ordinate education/prevention programmes and to liaise with key voluntary, community and statutory groups in the South Western Area Health Board Area.

Services Provided

- Assessment and identification of gaps in education provision and development of innovative appropriate responses
- Ensuring the highest professional standards in design delivery and evaluation of Addiction Services and education in the Board's area
- Enabling individuals, groups and organisations to develop appropriate responses in their work with specific target groups, e.g. young people and parents.

12.4 DRUGS/HIV HELPLINE

General Description

This is an anonymous, confidential, Freefone Helpline which is available Monday to Friday between 10am and 5pm and Saturday 10am–2pm. The Helpline offers support, information, guidance and referral to anyone with a question or concern related to substance use and/or HIV. The service was set up to serve the Dublin, Kildare and Wicklow area, but is accessible nationwide.

Services Provided

Confidential Helpline Service.

Access to Service

The Helpline is free and available five and a half days a week — Freefone 1800 459 459

Contact for Further Information

Manager, Drugs/HIV Helpline

Cherry Orchard Hospital, Ballyfermot, Dublin 10

Tel: 01 623 0698

12.5 EMERGENCY SERVICES AND ASSESSMENTS

General Description

An emergency clinical assessment service is provided at a number of the South Western Area Health Board's addiction centres. Following assessment, clients are prioritised and may be commenced on appropriate treatment immediately or placed on a waiting list for treatment (maintenance, detox outpatient, detox inpatient). This assessment involves looking at their medical history, etc.

Services Provided

- Assessment
- Referral.

Access to Services

The service is open to anyone who presents for an emergency assessment or is referred for an emergency assessment by GPs or other health board professionals at the following addiction centres.

Treatment Centres — Dispensing

Locations	
Dr Steevens' Hospital Addiction Clinic, Dublin 8 Tel: 01 635 2078 Fax: 01 635 2076	Old County Road Health Centre (The Lodge) Crumlin, Dublin 12 Tel: 01 415 4806 Fax: 01 415 4818
Cork Street Clinic Cork Street, Dublin 8 Tel: 01 454 4940 Fax: 01 454 4946	Curlew Road Treatment Centre Drimnagh, Dublin 12 Tel: 01 405 9361 Fax: 01 405 9360
37 Castle Street, Dublin 2 Tel: 01 476 7010 Fax: 01 677 8139	Trinity Court (South West Sector only) 30/31 Pearse Street Dublin 2 Tel: 01 648 8600 Fax: 01 648 8729
Fortune House Cherry Orchard Hospital Dublin 10 Tel: 01 620 6030 Fax: 01 620 6031	Mobile Bus Glen Abbey Centre Belgard Road, Tallaght Dublin 24 Tel: 01 451 3894 Fax: 01 451 3753
Aisling Clinic Cherry Orchard Hospital Dublin 10 Tel: 01 620 6010 Fax: 01 620 6011	Inchicore Health Centre Emmet Road, Dublin 8 Tel: 01 453 1978 Fax: 01 454 4547
Millbrook Lawns Health Centre Tallaght, Dublin 24 Tel: 01 452 0666 Fax: 01 452 0501	Jobstown Centre Fortunestown Way Tallaght, Dublin 24 Tel: 01 459 7756 Fax: 01 459 7639
Irishtown Health Centre 1A Irishtown Rd, Dublin 4 Tel: 01 660 8629 Fax: 01 668 3906	
CASP Ballyowen Meadows Clondalkin, Dublin 22 Tel: 01 623 8000 Fax: 01 616 6755	Jobstown Assisting Drug Dependency (JADD) Jobstown, Tallaght, Dublin 24 Tel: 01 459 7756 Fax: 01 459 7639

Satellite Clinics — Non Dispensing

Locations	
Merchant's Quay Drugs/HIV Service 4 Merchant's Quay Dublin 8 Tel: 01 679 0044 Fax: 01 671 3738	Fettercairn Drug Rehabilitation Programme Fettercairn Community Centre Kilmartin Crescent Fettercairn, Dublin 24 Tel: 01 462 3192 Fax: 01 462 3192
Brookfield Addiction Support Programme (BASP) Tallaght, Dublin 24 Tel: 01 462 1265	Addiction Response Crumlin (ARC) 101 Cashel Road Crumlin, Dublin 12 Tel: 01 456 3131 Fax: 01 456 3213
Jobstown Assisting Drug Dependency (JADD) Jobstown Community Centre Jobstown, Tallaght, Dublin 24 Tel: 01 459 7756 Fax: 01 459 7639	Rialto: Dolphin House and Fatima Mansions C/o St Andrew's Community Centre 468 South Circular Road Rialto, Dublin 8 Tel: 01 454 0021 Fax: 01 454 1148
St Aengus Project Unit 3 Castle Tymon Shopping Centre Tymon North, Tallaght Dublin 24 Tel: 01 461 0239 Fax: 01 462 8179	Deansrath Health Centre Bawnogue Clondalkin, Dublin 22 Tel: 01 457 3957 Fax: 01 457 4108
Community Addiction Response Programme (CARP) Killinarden Community Centre Tallaght, Dublin 24 Tel: 01 452 6617 Fax: 01 462 5061	

12.6 OUTREACH SERVICES

General Description

The aim of this service is to promote awareness of HIV/drugs/sexual health through education, information and support to local communities and individuals who are at risk and those not currently in contact with services. Individuals who are not in receipt of treatment are assisted in accessing services and in being referred to the service most relevant to their needs.

Services Provided

- Help for clients to access services
- Referrals to appropriate services
- Advice service
- Education — Safer Injecting, Safer Sex.

Access to Service

Outreach services are provided free of charge to those who are accepted onto an appropriate programme. Referrals can be made by GPs or other professional staff within the health service. Outreach staff are contactable through the following locations:

Locations

Tallaght area

Outreach Workers, Glen Abbey Centre, Belgard Road, Tallaght, Dublin 24
Tel: 086 6042006

Irishtown/Ringsend

RDRD (Ringsend & District Response to Drugs)
Spellman Centre, 17 Irishtown Road, Dublin 4
Tel: 01 6677666. Fax: 01 634 6060

Inchicore/Ballyfermot/Bluebell area

Outreach Worker, Inchicore CDT, Unit 13, Golden Bridge Industrial Estate, Tyrconnell Road, Inchicore, Dublin 8
Tel: 01 453 9317

Clondalkin area

Outreach Workers, Community Resource Centre, Shancastle Avenue, Quarryvale, Clondalkin, Dublin 22
Tel: 01 623 1321. Fax: 01 623 0244

Mid Kildare (Newbridge) area

Outreach Worker, Newbridge Health Centre, Henry Street Newbridge, Co Kildare
Tel: 045 431951. Fax: 045 446 352

Ballyfermot area

Bridge House, Cherry Orchard Hospital, Ballyfermot, Dublin 10
Tel: 01 620 6400. Fax: 01 620 6401

Cork Street area

Dr Steevens' Clinic, Outreach Workers, Cork Street Clinic, Cork Street, Dublin 8
Tel: 01 454 4935, Fax: 01 454 4946

Castle Street area

Outreach Worker, Cork Street Clinic, Cork Street, Dublin 8
Tel: 01 4544 935. Fax: 01 4544 946

Dublin 12 (Crumlin) area

Outreach Workers, Unit 1, Goldstone Court, Clogher Road, Crumlin, Dublin 12
Tel: 01 473 6388. Fax: 01 473 6392

South Kildare (Athy)

Outreach Worker, 51 Leinster Street, Athy, Co Kildare
Tel: 059 86 40074

North Kildare (Celbridge) area

Outreach Worker, Newbridge Health Centre, Henry Street, Newbridge, Co Kildare
Tel: 045 431951. Fax: 045 446 352

12.7 NEEDLE EXCHANGE

General Description

The objective of this service is to help prevent infection among intravenous drug users and to promote a more positive, healthier lifestyle.

Services Provided

- Needle Exchange

- Education
- Outreach.

Access to Services

Needle exchange is provided free of charge to all persons over 18 years of age who are confirmed drug users. A service is provided in certain circumstances to persons aged 16–18 years. Needle exchange drop-in service is available at the following locations:

Day	Time	Location	Telephone
Monday	2.15-4.30pm	Aisling Clinic, Cherry Orchard Hospital, Ballyfermot, Dublin 10	01 623 2200/01 626 2476
Tuesday	2.15– 4.30pm	Ballyfermot Health Centre, Ballyfermot Road, Dublin 10	01 626 4000
Tuesday	6.00–8.00pm	Ballymun Health Centre, Tower Shopping Centre, Ballymun, Dublin 11	01 842 0011
Tuesday	2.15-4.30pm	Summerhill Health Centre, Summerhill, Dublin 1	01 855 4244
Wednesday	2.15-4.30pm	Baggot Street Hospital, Dublin 4	01 660 2189/01 668 1577
Thursday	2.15-4.30pm	Inchicore Health Centre, Emmet Road, Inchicore, Dublin 8	01 453 1978
Friday	2.15-4.30pm	North Strand Health Centre, North Strand, Dublin 3	01 855 6466
Friday	2.15-4.30pm	Wellmount Park Health Centre, Finglas, Dublin 11	01 834 6119/01 834 1404

12.8 COUNSELLING SERVICE

General Description

The aim of the Counselling Service is to provide professional counselling and information in the area of drug misuse.

Services Provided

- Assessment
- Individual Counselling
- Group Counselling.

Access to Service

Counselling Services are provided free of charge to those who are accepted onto an appropriate programme following assessment. Referrals can be made by GPs and other professionals within the health service. Self-referrals can also be made.

12.9 VIRAL SCREENING FOR HIV AND HEPATITIS

General Description

A screening service is provided to prevent the spread of HIV, Hepatitis B and C infections.

Services Provided

- Screening
- Counselling.

Access to Services

All clients who come into a treatment programme are offered a screening service. Screening services are provided free of charge. Referrals can be made by General Practitioners or other professionals within the health service for members of the public to the public clinics listed as follows:

Day	Time	Location	Telephone
Thursday	5.00-7.00pm	HIV Clinic, Baggot St. Hospital, Haddington Road, Dublin 4	01 660 2189
Tuesday - Thursday	Appointment only	GUIDE, Hospital 5, St James's Hospital, James's St, Dublin 8	01 416 2315

12.10 CONSULTANT PSYCHIATRIST

General Description

Clinical supervision of services provided by the Addiction Service falls under the remit of the Consultant Psychiatrist in substance misuse. The Consultant works closely with the Sector Management Team.

Services Provided

- Management responsibility
- Clinical delivery and supervision
- Policy development/service development
- Resource for clinical services to consult.

Access to Service

Contact can be made with the Consultant Psychiatrist in substance misuse at:

Addiction Service

South Western Area Health Board

Bridge House, Cherry Orchard Hospital, Ballyfermot
Dublin 10

Tel: 01 620 6400. Fax: 01 620 6401

12.11 CLINICAL PSYCHOLOGIST

General Description

The Clinical Psychologist is responsible for the development and delivery of psychological services, which involves a consultation resource for clinical services. He/she participates in the ongoing management of the service as a member of the Sector Management Team.

Services Provided

- Psychological Assessment
- Individual and Group Psychotherapy

- Consultation and Support to Clinical Staff
- Training
- Research
- Input to Management of the Service
- Service, Policy and Protocol Development.

Access to Service

Contact can be made with the Clinical Psychologist at:

Addiction Service

South Western Area Health Board

Bridge House, Cherry Orchard Hospital

Ballyfermot, Dublin 10

Tel: 01 620 6400. Fax: 01 620 6401

12.12 METHADONE TREATMENT

General Description

Methadone Treatment is the recognised substitution treatment for opiate addiction. Before methadone is prescribed, a medical assessment is carried out. Counselling services are provided as part of the treatment programme.

Services Provided

- Assessment
- Medical Services
- Nursing Services
- Psychology Services
- Counselling
- Psychiatric Referral
- Pharmacy Services.

Access to Service

Methadone Treatment services are provided free of charge. Referrals can be made by GPs, other professionals within the health service or by self-referral.

12.13 INPATIENT AND OUTPATIENT DETOXIFICATION

General Description

An inpatient and outpatient programme is provided for clients whose motivation improves to the extent that they wish to lead a drug-free lifestyle. A multidisciplinary team is involved in the inpatient and outpatient detoxification

programme giving a multi- skilled approach to the treatment of drug addicts.

Detoxification is the process of weaning the client off substances to which they have become addicted to or dependent on. This process is commenced following appropriate assessment.

Inpatient detoxification facilities are available at Cuan Dara, Cherry Orchard Hospital.

Outpatient detoxification facilities are available at our Board's addiction centres.

Services Provided

- Assessment
- Inpatient Detoxification
- Outpatient Detoxification
- Medical Services
- Nursing Services
- Psychology Services
- Counselling
- Pharmacy Services
- Pathology Services.

Access to Services

Inpatient and outpatient detoxification services are free. The Clinical Team, following assessment, determines admission to a detoxification programme. Reports from Addiction Counsellors and other health professionals form part of the client assessment procedure.

- Apprenticeships

- FÁS courses

- Liaison with statutory and voluntary agencies.

Access to Services

Aftercare and Rehabilitation Services are provided free of charge to those who have completed a treatment programme. Following treatment, they are assessed by their multidisciplinary team as to their suitability for admission to aftercare and rehabilitation programmes.

12.15 ADOLESCENTS AND YOUNG PERSONS' PROGRAMME

General Description

The aim of this service is to provide an early intervention programme for young persons abusing heroin. This programme is delivered under the direction of a Consultant Psychiatrist and a multidisciplinary team.

Services Provided

- Early Intervention
- Counselling
- Family Therapy
- Treatment
- Follow-Up Service.

Access to Services

Services are provided free of charge to clients and can be accessed by contacting the addiction centre nearest the home address of the client for an appointment.

12.14 AFTERCARE AND REHABILITATION

General Description

Aftercare and Rehabilitation Programmes are provided to help clients remain drug free following treatment.

Services Provided

- Assessment
- Rehabilitation
- Counselling
- Aftercare
- Referral to:
 - Employment
 - Education

12.16 MOBILE CLINIC

General Description

The aim of the Mobile Clinic is to provide initial contact for drug users who are addicted to opiates and deemed appropriate to this service. This service is under the direction of Consultant Psychiatrists.

Services Provided

- Contact
- Assessment
- Methadone Treatment
- Referral
- Needle Exchange.

Access to Services

Clients have to apply to be assessed by a Consultant Psychiatrist prior to being accepted into this service.

12.17 GAY MEN'S HEALTH PROJECT

General Description

The Gay Men's Health Project, established in 1992, provides STI Clinics, Outreach and Counselling services to gay and bisexual men and other men who have sex with men. The Project is administered by the East Coast Area Health Board on behalf of the three Area Health Boards in the Eastern Region.

Services Provided

- Information/Advice
- Counselling
- Drop-in Clinic
- STI Screening (Sexually Transmitted Infections)
- HIV and Hepatitis Testing
- Hepatitis Vaccine
- Outreach.

Access to Services

Services are free of charge and confidential.

The drop-in clinic is located at The Gay Men's Health Project, 19 Haddington Road, Dublin 4, Tel: 01 660 2227.

Day	Time	Clinic
Tuesday night (appointment only)	6.30-8.00 pm	Return clinics for results and wart treatment and Hepatitis A & B vaccinations
Wednesday night (drop-in)	6.00-8.00 pm	Screening for sexually transmitted infections, HIV testing, Hepatitis A, B & C testing and Hepatitis B vaccination

Counselling is available on both of the above evenings on pre- and post-HIV testing, sexual health and other sex and sexuality issues. Long-term support is also available for men diagnosed with HIV/AIDS including partner or family.

12.18 WOMENS' HEALTH PROJECT

General Description

The aim of the Womens' Health Project is to provide a health and support service for women working in all areas of prostitution. This service is managed by the East Coast Area Health Board and provides a service to the three Area Health Boards in the Eastern Region.

Services Provided

- Cervical Smear Tests
- Counselling
- Advice
- Family Planning
- Outreach
- Drop-In
- Medical Services
- Pharmacy Services.

Access to Services

The service is free of charge. The drop-in clinic is located at 19 Haddington Road, Dublin 4 and no appointment is necessary. Information regarding the service is available on:

Day	Time
Monday — Friday	9.00 am — 5.00 pm
Thursday	8.30 pm — 10.30 pm

12.19 COMMUNITY ALCOHOL SERVICES

General Description

The Community Alcohol Services provide a range of services which will assist individuals whose drinking is causing varying degrees of life problems to gain an understanding of their current life circumstances and drinking patterns in order to promote change and support positive physical, mental and emotional health and well-being. This service is also provided to family members who present independently.

The aim is to provide a professional, confidential service, which strives to be equitable, flexible and accessible and which:

- Prevents the harm caused by unsafe use of alcohol
- Helps people who want to cut down or stop drinking
- Provides information and assistance to professionals and community workers to help them to help people with alcohol problems
- Helps people who are affected by someone else's drinking
- Provides a comprehensive range of treatment programmes.

Services Provided

- Alcohol Education
- Individual Counselling
- Abstinence Programme
- 28-Day Residential Programme
- Controlled Drinking
- Help with Development of Life Skills
- Relapse Prevention
- Concerned Persons' Programme
- Education to Local Community Groups
- Liaison with Community Groups.

Access to Services

- The Community Alcohol Team provides a free and confidential service.
- Direct contact by persons with an alcohol problem or family member is the preferred route of referral.
- A professional who refers is encouraged to request the client to self-refer.
- Persons will be seen on a one-to-one basis, by appointment
- Following the first appointment the Community Alcohol Team will see persons on a regular basis for up to one hour at a time
- An appointment may be made through the offices at the Glen Abbey Centre, Tallaght for individual counselling, which is available in Ballyfermot and Crumlin once a week. Having attended the Education Programme for four weeks, individual counselling is then provided.

Location	Day/ Time	Tel No.
Crumlin St Columba's Armagh Road Crumlin Dublin 12	Monday 2.00 – 5.00 pm	01 455 9547
Ballyfermot Mental Health Centre Ballyfermot Ballyfermot Road Dublin 10	Thursday 2.00 – 5.00 pm	01 626 4000

13. OLDER PERSONS

General Description

The South Western Area Health Board's objectives for the provision of services for older persons are as follows:

- To empower older people to maintain their independence and dignity at home, where appropriate.
- To encourage and support the care of older persons in their own community by family, neighbours and voluntary bodies
- To provide high-quality hospital or residential care for older persons when they can no longer be maintained in dignity and independence at home.

Services Provided

The Board provides a wide range of services for older persons as follows:

- Departments of Medicine for Older Persons in Acute General Hospitals
- Respite/Intermittent Care
- Extended Care
- Day Hospital Facilities for Older Persons
- Nursing Home Subventions
- Psychiatry of Old Age
- Mobile Day Hospital
- Aural Services
- Carer Support Service
- Chiropody Services
- District Care Units
- Day Centres
- Dental Services
- Home Care Attendants
- Home Help Service
- Home Improvement Scheme
- Meals on Wheels
- Medical & Surgical Appliances Scheme

- Occupational Therapy
- Ophthalmic Services
- Physiotherapy Services
- Public Health Nursing
- General Medical Services Scheme (Medical Cards)
- Section 65 Grants.

Access to Services

Details of how to access each of the above services are outlined in the following pages.

13.1 DEPARTMENTS OF MEDICINE FOR OLDER PERSONS IN ACUTE GENERAL HOSPITALS

General Description

Departments of Medicine for Older Persons are located in the following Acute General Hospitals in the South Western Area Health Board area:

- Dublin South City:** St James's Hospital, James's Street, Dublin 8
- Dublin South West:** Adelaide & Meath Hospital Incorporating the National Children's Hospital, Tallaght, Dublin 24
- Kildare:** Naas General Hospital, Naas, Co Kildare

The multidisciplinary team, which consists of a Consultant Physician in Medicine for Older Persons, nursing, paramedical and support staff determines the level of care appropriate to each individual patient. On admission, patients receive a full medical assessment, treatment, nursing care and rehabilitation, if required. The objective of the Department of Medicine for Older Persons in General Hospitals is to ensure prompt and appropriate admission for older persons to hospital and to facilitate a return to the community, wherever possible, with appropriate community support or to an alternative residential setting, as appropriate.

Services Provided

A full range of medical, nursing, paramedical, social and personal services are available to patients through the Departments of Medicine for Older Persons in General Hospitals. In accordance with Health (Charges for In-Patient Services) Regulations 1976 and 1987, a charge may be levied for services in the Departments of Medicine for Older Persons.

Access to Services

- GP Referral/prior assessment in day hospital setting
- Follow-up care plan to facilitate a return to the community with appropriate support services.

13.2 RESPITE/INTERMITTENT CARE

General Description

Respite/Intermittent Care supports relatives caring for dependent older persons at home by providing respite care while the family is on holiday, crisis admissions due to ill health, or other events in the family and, in appropriate cases, the regular (intermittent) admission of a dependant relative for a short period of time. This service enables patients to remain in their own homes for longer where this may otherwise not have been possible.

Respite Care is usually made available for periods of one or two weeks' duration, while Intermittent Care is usually for two to three days over a more prolonged period of time. Respite and Intermittent Care services are provided at the hospitals/homes listed in the appendix.

Services Provided

A full range of medical, nursing and paramedical services and social or personal services is available for older persons in receipt of respite or intermittent care, if required. Charges for Respite/Intermittent Care may be levied in accordance with the Health (Charges for In-Patient Services) Regulations 1976 and 1987. These charges are not applicable to medical card holders.

Access to Services

An initial assessment should be undertaken through the Department of Medicine for Older Persons in Acute General Hospitals, following which application can be made through the following avenues:

- Through the Social Worker in Departments of Medicine for Older Persons in Acute General Hospitals
- Through a General Practitioner
- Through a Public Health Nurse.

13.3 EXTENDED CARE

General Description

Extended Care is available to older persons who have been medically assessed by a Consultant Physician in Medicine for Older Persons, and who have been found to be in need of this level of care and for whom both community and a lower level of residential based care is no longer feasible. Patient care is provided in this setting by a multidisciplinary team consisting of medical, nursing, paramedical, care and support staff. A range of paramedical and social services are provided, as appropriate. Extended Care for older persons is provided throughout the South Western Area Health Board at a variety of hospitals, community units and district hospitals (see list attached to Respite/Intermittent Care).

Services Provided

A full range of medical, nursing, paramedical, social and personal services are available to patients in long stay hospitals and residential homes where and when available. Charges for long stay care, in accordance with Health (Charges for In-Patient Services) Regulations 1976 and 1987, will be levied on the basis of income available and ability to pay.

Access to Services

- GP Referral Letter
- Assessment in an appropriate Department of Medicine for Older Persons
- Patient placed in setting appropriate to their particular medical priority needs, where and when available.

13.4 DAY HOSPITAL FACILITIES FOR OLDER PERSONS

General Description

The objective of the Day Hospital is to provide all the services available within the relevant hospital on a day basis, thus making it possible to carry out a full medical assessment of an older person and avoiding the need for admission to the acute assessment facility. Patients attending the Day Hospital have access to a full range of hospital services under the direction of a Consultant Physician in Medicine for Older Persons.

Dublin South City: St James's Hospital, James's Street, Dublin 8

Dublin South West: Adelaide & Meath Hospital Incorporating the National Children's Hospital, Tallaght, Dublin 24

Kildare: Naas General Hospital, Naas, Co Kildare

Services Provided

A full range of medical, nursing, paramedical, social and personal services are available to patients attending Day Hospitals. Day Hospital facilities are available to older persons free of charge. However, where referral to an Acute Hospital for more intensive treatment is required, a charge may be levied in accordance with the Health (Charges for In-Patient Services) Regulations 1976 and 1987. This charge is not applicable to medical card holders.

Access to Services

- Through General Practitioner in the first instance, then
- Referral to Consultant Physician in Medicine for Older Persons, and then
- Assessment of patient to ascertain suitability for Day Hospital Services.

13.5 NURSING HOME SUBVENTIONS

General Description

A Nursing Home Subvention is a payment towards the cost of private nursing home care in any registered private nursing home. Persons making an application for a subvention towards the cost of such care will have to be assessed as being sufficiently dependant to require care in a nursing home and be unable to pay any or part of the cost of maintenance in a nursing home. Assessment will be carried out in accordance with the Nursing Home Subvention Regulations 1993.

Subvention payments will be made directly to the nursing home of the applicant's choice once the nursing home is registered in accordance with the Health (Nursing Homes) Act 1990, the Nursing Homes (Care and Welfare) Regulations 1993, and the Nursing Homes (Fees) Regulations 1993.

Services Provided

In order to determine eligibility, a medical assessment of the older person's level of dependency, as well as a financial assessment on their income and assets will be carried out.

Access to Service

Applications must be made in advance of admission to a private nursing home. However, in cases of an emergency admission, a late application will be considered.

13.6 PSYCHIATRY OF OLD AGE

General Description

A Department of Psychiatry of Old Age deals with those older persons who have developed functional psychiatric disorders of dementia with behavioural or psychological problems occurring for the first time over the age of 65 years. The service consists of a multidisciplinary team led by a Consultant Psychiatrist in Psychiatry of Old Age and consists of a Clinical Psychologist, an Assistant Chief Nursing Officer, Community Nurses, paramedical and support staff. The full range of community and hospital facilities are available. The objective of this service is to provide prompt assessment together with active treatment in the older person's home, thereby causing minimal disruption to their lives.

Services Provided

The following services are available free of charge to all persons over the age of 65.

Following assessment in the older person's own home, appropriate treatment is arranged and generally a treatment plan is drawn up consisting of the involvement of Community Psychiatric Nursing services and/or attendance at a Day Hospital, depending on the severity of the illness. Day Hospital Services are available in each area and are a key component in the service, both in assessing older persons and in monitoring and reviewing the progress of older persons in the community. For those older persons who are very ill, admission to an acute psychiatric unit for a short period of intensive treatment is available. Older persons referred for Psychology Services may be offered assessment, therapy and intervention, which, if desired, can be delivered at their own home by a Clinical Psychologist.

However, where referral to an Acute Hospital for more intensive treatment is required, a charge may be levied in accordance with the Health (Charges for In-Patient Services) Regulations 1976 and 1987. Charges do not apply to medical card holders.

Access to Service

- Referrals to the service through General Practitioner
- Referrals to Psychology Services through Department of Psychiatry of Old Age.

13.7 MOBILE DAY HOSPITAL

General Description

The Mobile Day Hospital brings the benefits of a Day Hospital to older people in areas distant from a General Hospital. The Mobile Day Hospital visits a number of centres and liaises closely with local General Practitioners and Public Health Nurses (Kildare only). Older Persons are also referred following discharge from Departments of Medicine for Older Persons with a view to remaining in their own home and thereby delaying the need for long-term placement. The main objective of this service is to provide initial assessment and return assessment of the older person. A team comprising a Medical Officer with training in Medicine for the Elderly, nursing and paramedical staff carries out the assessment, thus avoiding the need for these older persons to travel long distances to Day Hospitals in Acute General Hospitals. However, the older person may be referred to a Day Hospital in an Acute General Hospital if more intensive treatment or long-term placement is being considered.

Services Provided

A full range of medical, nursing, paramedical, social and personal services are available to patients availing of Mobile Day Hospital facilities. Mobile Day Hospital facilities are available to older persons free of charge. However, where referral to an Acute Hospital for more intensive treatment is required, a charge may be levied in accordance with the Health (Charges for In-Patient Services) Regulations 1976 and 1987. Charges are not applicable to medical card holders.

Medical

- Full assessment, treatment and follow-up care
- Reports to General Practitioners and Public Health Nurses
- Warfarin Clinics in Carbury and Maynooth by the Mobile Day Hospital
- The support of older persons following discharge from a Department of Medicine for Older Persons is becoming an increasingly important function of the Mobile Day Hospital.

Paramedical

- Chiropractic
- Nutritional Advice
- Physiotherapy
- Occupational Therapy.

Social & Personal

- Bath/Shower
- Development of Day Centre activities stemming from the Mobile Day Hospital itself
- Support of existing voluntary services for older persons.

Access to Services

Patients are referred by their:

1. General Practitioner, Public Health Nurse or District Care Units
2. Consultant Geriatrician and other Hospital Consultants.

Referral is made to the Mobile Day Hospital for client assessment and development of a care plan in line with the older person's needs.

13.8 AURAL SERVICES

General Description

Aural Services aim to improve the quality of hearing of persons who are experiencing deterioration in their hearing.

Services Provided

Treatment of curable hearing loss and the provision of hearing aids.

Access to Services

Eligible persons (medical card holders) should contact their GP for a referral letter, which they then forward to their relevant Community Services Headquarters for approval. Comhairle, 44 North Great Georges Street, Dublin 1 (Tel: 874 7503) provides aural appliances free of charge to eligible persons.

13.9 CARER SUPPORT SERVICE

General Description

Health Board staff and voluntary organisations, funded by the South Western Area Health Board, aim to ensure that carers receive whatever support is necessary to enable them to cope with the stress of caring for a dependent person.

Support groups have also been established to help to address the problems and concerns of carers.

Services Provided

Support is provided by intervention, South Western Area Health Board staff and voluntary organisations where appropriate, including:

Age Action Ireland

30/31 Lower Camden Street, Dublin 2

Tel: 01 457 6989

Training courses are run for family members caring in the home. The courses run for eight weeks for two hours a week. The subjects covered on the course include, Home Nursing, Stress Management, Physiotherapy, Occupational Therapy, Finance Available, Services in the Community and Caring for the Carer.

Crosscare

The Red House, Clonliffe College, Dublin 3

Tel: 01 836 0011

Carers Support Scheme

Baggot Street Community Hospital, Dublin 4

(second Tuesday of every month)

Tel: 01 668 1577

Access to Services

Access to services may be made by contacting one of the above support groups or by speaking to any health professional who is attending the person for whom you are caring.

13.10 CHIROPODY SERVICE

General Description

The South Western Area Health Board provides a Chiroprody Service to eligible persons (medical card holders) to help maintain mobility.

Services Provided

Four free visits per year are provided to a Chiroprody of your choice from the list of Chiroprodyists who have a contract with the South Western Area Health Board.

Domiciliary service is available where necessary.

Access to Services

Submit a completed application form to your relevant Community Services Headquarters.

Application forms are available from your Public Health Nurse, General Practitioner, Community Services Headquarters and the Customer Services Department, Dr Steevens' Hospital, Dublin 8.

13.11 DISTRICT CARE UNITS

General Description

District Care Units have been set up in each Community Services Area to provide medical, nursing and paramedical services to older persons in their own home.

Services Provided

- Rehabilitation
- Chronic/Extended Care
- Intermittent/Short-term Care.

Access to Services

Referral by Hospital Consultant, General Practitioner or Public Health Nurse to the District Care Unit.

13.12 DAY CENTRES

General Description

Day Centres provide a range of social and other services for older persons. Day Centres for older persons are operated by the South Western Area Health Board and voluntary organisations on a local community basis, as available.

Services Provided

Day Centres may provide the following services/activities:

- Bathing facilities
- Meals
- Nursing services
- Occupational therapy
- Personal care
- Physiotherapy
- Respite for carers
- Speech & language therapy
- Transport.

Access to Services

- Referral for admission through Public Health Nurse or General Practitioners
- Application/assessment forms are available at each Day Care Unit
- Usually attended by older persons in their own catchment area.

13.13 DENTAL SERVICES

General Description

Services are provided under the Dental Treatment Services Scheme by Health Board Dental Surgeons at local clinics and under the Dental Treatment Services Scheme by private practitioners who are under contract to the Board.

Services Provided

- Emergency Dental Treatment
- Routine Dental Treatment
- Denture Treatment.

Access to Services

Medical card holders

- All dental treatment
- Dentist of choice is selected from the list which is available from your local Health Board Dental Clinic or Customer Services Department, Dr Steevens' Hospital, Dublin 8 (Freefone 1800 520 520). You must bring your medical card with you when attending.

Eligible adults who are not medical card holders, e.g. holders of Forms E111, E128 and UK citizens.

The following services are provided to the above clients:

- Routine treatment
- Emergency dental treatment
- Emergency services are available to eligible persons without appointment, at any Health Board Dental Clinic on any day on which the clinic is open. Patients should attend the clinic before 9.30 am, if possible.

Contact for Further Information

Further information is available from the Dental Clinic at your local Health Centre, Customer Services Department, Dr Steevens' Hospital, Dublin 8, Freefone 1800 520 520 or the Principal Dental Surgeon covering your area as follows:

Area	Covers	Contact	Tel No
3	Irishtown, South City, James's Street, Inchicore, Ballyfermot, Clondalkin, Rathcoole, Lucan	Principal Dental Surgeon Dental Clinic Cornmarket, Dublin 8	01 677 7671
2	Crumlin, Tallaght, Rathmines, Terenure, Rathfarnham, Knocklyon, Walkinstown	Principal Dental Surgeon Old County Road Crumlin, Dublin 12	01 415 4790
7	Co Kildare, West Wicklow	Principal Dental Surgeon Poplar House, Poplar Square Naas, Co Kildare	045 876 001

13.14 HOME CARE ATTENDANTS

General Description

The Home Care Attendant Service is provided as part of the District Care Unit, and is concerned with the provision of personal care to dependent older persons.

Services Provided

Personal care such as bathing, dressing and toileting is provided at the older person's own home.

Access to Services

Contact the Public Health Nurse for your area at your local Health Centre.

13.15 HOME HELP SERVICE

General Description

Home Help is a support service to enable older persons and incapacitated persons to be maintained in their own homes.

Services Provided

- Light household duties such as cleaning, washing, ironing, bed making, cooking light meals, shopping, paying bills. Personal care is also provided for, as appropriate.
- The provision of companionship, encouraging independence and generally improving the quality of life of the dependant person are also important elements of the service.

Access to Services

Access through the Public Health Nurse at your local Health Centre.

13.16 HOME IMPROVEMENT SCHEME FOR OLDER PERSONS

General Description

The purpose of the scheme is to improve the living conditions of older persons living in unsafe or unsanitary accommodation by carrying out minor essential repairs to their homes.

Access to Service

In order to qualify applicants must be aged 65 years or over and reside alone or with an elderly spouse. Applicants must also satisfy the current Medical Card Income Guidelines. The scheme does not cover local authority tenants and only extends to tenants in private accommodation in exceptional circumstances.

Services Provided

These include:

- All minor essential repairs arising in the domestic setting, e.g. repairs to floors, doors and ceilings. Minor repairs to windows, minor electrical repairs, hot water supply, sanitary facilities, etc.
- A grant is also provided for central heating
- Major repairs and structural works are provided for under the local authorities housing aid schemes, i.e. Essential Repairs and Disabled Persons Grants.

Access to Services

Application forms are available from your local Community Services Headquarters and the Customer Services Department, Dr Steevens' Hospital, Dublin 8.

13.17 MEALS ON WHEELS

General Description

Meals may be supplied to older persons in their own home, who are unable to provide for themselves. The objective is to help maintain older persons at home for as long as possible.

Services Provided

A hot midday meal is delivered to older persons in their own home.

Access to Services

Referral through your local Public Health Nurse Service.

13.18 MEDICAL AND SURGICAL APPLIANCES SCHEME

General Description

Medical and surgical appliances are supplied to eligible persons, with a recognised medical need, in order to maintain that person at home and to improve their quality of life.

Services Provided

The relevant professional as required may prescribe the supply of necessary medical and surgical appliances.

Appliances are generally issued on loan and are returnable to the Health Board when no longer required.

Access to Services

Completed application forms together with a recommendation by your General Practitioner or other health professional such as Occupational Therapist, Physiotherapist or Public Health Nurse should be forwarded to your local Community Services Headquarters who will arrange supply of the appliance.

Application forms are available at your local Community Services Headquarters or Customer Services Department, Dr Steevens' Hospital, Dublin 8.

13.19 COMMUNITY OCCUPATIONAL THERAPY SERVICE

General Description

Community Occupational Therapy offers a client-focused service which enables individuals with a functional, physical, sensory or intellectual disability to maximise their independence and quality of life within their environment.

Services Provided

Clients and the environment in which they live are assessed to determine their needs in self-care, productivity and leisure. Based on the outcome of assessment, therapeutic interventions are implemented in consultation with the client and family. These may address the following:

- Activities of daily living
- Adapting or modifying the home environment
- Use of enabling equipment and appliances

- Pressure management
- Cognitive assessment
- Advice to carers to facilitate the management of the client
- Positioning and seating
- Safety awareness
- Leisure or work
- Onward referral to Day Care, other therapies and services
- Any other intervention deemed necessary following assessment.

Access to Services

Open referral system.

13.20 OPHTHALMIC SERVICES

General Description

Eligible persons (medical card holders) are entitled to sight testing and the supply of spectacles, where required, free of charge. This service is provided by private opticians, who have a contract with the South Western Area Health Board, on the same basis as the service provided to their private patients.

Services Provided

- Sight Testing
- Supply of spectacle frames
- Supply of lenses including bifocals
- Repairs to spectacles
- Contact lenses or tinted lenses are supplied if required on medical grounds
- A Domiciliary Service is available to persons who are unable to travel to the Optician's surgery.

Access to Services

Medical card holders (who are entitled to services under the Optical Benefit Scheme operated by the Department of Social and Family Affairs) should submit an application form to the Department of Social and Family Affairs first to check their entitlement under this scheme. If a person is not eligible under this scheme, they should submit an application form to their local Community Services Headquarters. An authorisation form to attend the Optician of your choice will be issued to you. You should not make any arrangement to attend the Optician until you receive

the authorisation form (forms are available from Opticians, your local Community Services Headquarters and the Customer Services Department, Dr Steevens' Hospital).

13.21 COMMUNITY PHYSIOTHERAPY SERVICES

General Description

The purpose of the Physiotherapy Service is to maximise the individual's potential through assessment, intervention and education, in order to improve and maintain their mobility and independence, thereby enhancing their quality of life.

The aims of the services are:

- To provide a co-ordinated, equitable and accessible service which facilitates self-help and a return to maximum function.
- To support carers
- To actively promote healthy lifestyles.

Services Provided

The Community Physiotherapist will:

- Assess needs
- Evaluate the social and environmental factors which may influence case management
- Determine appropriate interventions.

Based on the assessment, a care plan will be put in place. This care plan will be reviewed and adjusted as appropriate.

Access to Services

Referrals to the Community Physiotherapy Services are accepted from:

- General Practitioners
- Public Health Nurses
- Occupational Therapists
- Hospital Consultants
- Hospital Physiotherapist
- Other Health Professionals
- Client/Family (i.e. self-referral).

13.22 PUBLIC HEALTH NURSING SERVICE

General Description

The objective of the Public Health Nursing Service is to provide quality, supportive and responsive care to individuals, families and communities.

Services Provided

- Home Nursing Services
- Support for Carers of Older Persons
- Home Nursing Care post-hospital discharge
- Referral to other personal social services and health professionals
- Community Development Multi Agency Team.

The services are delivered by a team which comprises Public Health Nurses, Community Registered General Nurses and Healthcare Assistants, who may be contacted at the local Health Centre.

Access to Services

Referrals are accepted from a wide range of sources including:

- General Practitioners
- Hospitals
- Family Members
- Community Services Staff.

13.23 GENERAL MEDICAL SERVICES SCHEME

General Description

Under the General Medical Services Scheme persons are issued with medical cards for themselves and their dependents providing they satisfy a means test.

The current medical card guidelines for older persons as at 1 January 2004 are as follows:

Single Person Living Alone	
Aged up to 65 years	€142.50
Aged between 66 and 69 years	€156.00

Single Person Living with Family

Aged up to 65 years	€127.00
Aged between 66 and 69 years	€134.00

Married Couple

Aged up to 65 years	€206.50
Aged between 66 and 69 years	€231.00
Aged between 70 and 79 years	€462.00
Aged 80 years and over	€486.00

Allowances

For child under 16 years	€26.00
For child over 16 years with no income maintained by applicant	€27.00
For outgoings on house (rent, etc.) in excess of	€26.00
Reasonable expenses necessarily incurred in travelling to work in excess of	€23.00

With effect from 1 July 2001 all persons aged 70 years and over are entitled to a medical card regardless of income

All figures quoted are gross weekly income less PRSI contributions.

Hardship cases are dealt with individually on merit.

Persons with no income other than the following will be regarded as eligible for a medical card:

- Old Age Non-Contributory Pension (maximum)
- Deserted Wife's Allowance
- Infectious Diseases (Maintenance) Allowance
- Disability Allowance
- Lone Parent's Allowance (maximum)
- Single Woman's Allowance (maximum)
- Widow's (non-contributory) Allowance (maximum)
- Orphan's (non-contributory) Allowance (maximum)
- Blind (non-contributory) Allowance (maximum)
- SWA — Supplementary Welfare Allowance.

Services Provided

Medical card holders are entitled to the following services free of charge:

- General Practitioner (GP) Medical Services
- Prescribed Drugs/Medicines
- Inpatient Stay and Outpatient Services in a Public Hospital. Attendance at an Accident and Emergency Department in a Public Hospital.
- Medical/Surgical Appliances
- Dental Treatment
- Ophthalmic Services
- Aural Services
- Chiropody Services
- Home Help Services (may require a contribution)
- Meals on Wheels Service (may require a contribution).

EC regulations supersede the provisions of the Irish eligibility system in respect of certain categories of nationals of other EC countries: social security pensioners of other EC countries who are not covered by an Irish social welfare pension (as recipient or dependant), and who are not employed or self-employed here, receive a medical card.

Access to Services

Completed application forms should be submitted to your relevant Community Services Headquarters. Application forms are available from your Community Services Headquarters or the Customer Services Department, Dr Steevens' Hospital, Dublin 8.

13.24 SECTION 65 GRANTS

General Description

Under the terms of Section 65 of the Health Act 1953, Health Boards may grant assistance, in cash or other forms, to organisations that provide services, similar or ancillary to a service which the South Western Area Health Board itself may provide.

Services Provided

The South Western Area Health Board provides substantial grant-aid to a number of voluntary agencies providing services for older persons.

Access to Services

Organisations seeking funding for services for older persons should submit a written application to the appropriate Area Administrator detailing the type and quantum of service to be provided, a costing for the service, any evidence pertaining to demand for the service and any other information which they may consider relevant to the application.

14. NAAS GENERAL HOSPITAL

General Description

The South Western Area Health Board oversees the operation of Naas General Hospital, the primary acute hospital facility serving Kildare and West Wicklow. Together with the Adelaide and Meath Hospital incorporating the National Children's Hospital, Tallaght, it plays a key role in providing acute hospital services for the wider catchment areas served by both hospitals. An important aspect of the hospital's role is the provision of a 24-hour Accident and Emergency (A&E) Service. In addition to A&E, the hospital's medical, surgical, nursing, paramedical and ancillary staff provide inpatient services, outpatient services, day procedures, radiology, pathology and physical medicines services.

The hospital now has 199 medical, surgical and acute psychiatric beds (including day beds).

Mission

As part of a co-ordinated network of services, Naas General Hospital aims to provide an efficient, cost-effective, and equitable acute hospital service for the Kildare/West Wicklow region, delivering high-quality care in an appropriate setting.

Services Provided

The various departments within the hospital are as follows:

- Management/Administration
- Nursing Care Services
- Specialist Nursing
- Medical/Surgical, Inpatient/Outpatient, Accident and Emergency Services
- Professions Allied to Medicine
- Non-Nursing/Household Services
- Pathology
- Diagnostic Services
- Day Services
- Day Hospital
- Library.

Access to Services

Details of each of the services listed above are outlined in the following pages.

14.1 MANAGEMENT/ADMINISTRATION

General Description

The South Western Area Health Board provides a management and administrative support service within Naas General Hospital. This service, led by the General Manager, provides a range of services as follows:

Services Provided

- General Manager's Department
- Administrative Support
- Patient Services Department
- Medical Records
- Patient's Property/Patient Comforts/Accounts
- Outpatients Department
- Payroll Department
- Recruitment Department
- Risk Management
- Information Technology Support
- Discharge Planner.

Consultant Services

The following Consultant-led services are provided.

Department of Medicine

- Consultant Physician with special interest in Respiratory Medicine
- Consultant Physician with special interest in Geriatric Medicine
- Consultant Physician with special interest in Gastroenterology
- Consultant Physician/Cardiologist
- Consultant General Physician.

Department of Surgery

- Consultant General Surgeons
- Consultant General Surgeon with special interest in Colorectal Surgery
- Consultant General Surgeon with special interest in Breast Endocrine Surgery
- Consultant Surgeon with special interest in Vascular Surgery
- Consultant Orthopaedic Surgeons.

Department of Emergency Medicine

- Consultants in Emergency Medicine.

Department of Radiology

- Consultant Radiologists.

Department of Anaesthesia

- Consultant Anaesthetists.

Department of Psychiatry

- Consultant Psychiatrists.

14.2 NURSING CARE SERVICES/SPECIALIST NURSING

General Description

The South Western Area Health Board at Naas General Hospital provides a 24-hour nursing care service within the acute hospital.

Services Provided**Nursing Care**

- Accident and Emergency Department — 24-hour care
- Theatre
- General Wards — 24-hour care
- Intensive Care/Coronary Care Units — 24-hour care
- Outpatients Departments
- Day Hospital
- Day Services
- Nurse Specialist Services.

Director of Nursing Service Department

Responsible for:

- Provision of a high standard of nursing care to all clients

- Recruitment of nursing staff and care assistants
- Assignment of staff to ward duty
- Duty rosters
- Attendance records
- Leave-taking and assignment of substitute staff
- Nurse education.

Specialist Nursing

- Haemovigilance Officer

Ensures best practice in transfusion of blood/blood products through monitoring, auditing and education throughout the Kildare area.

- Oncology Co-ordinator

Forms part of a multidisciplinary clinical team to further develop cancer services.

- Palliative Care Nurse

The role of the Palliative Care Nurse is to ensure, by working with the multidisciplinary team, that palliative care is integrated into patient care with a focus on maximising quality of life through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychological and spiritual.

- Diabetic Nurse

The role of the Diabetic Nurse is to work as part of a multidisciplinary team to achieve improved glycaemic and blood pressure control to prevent hospital admission due to acute and long-term complications of diabetes and to enhance inpatient care, both as a resource person and assessor of individual needs.

- Cardiac Rehabilitation Nurse

The role of the Cardiac Rehabilitation Nurse is to help patients with coronary heart disease resume active and productive lives for as long as possible within the limitations imposed by their disease process. Cardiac rehabilitation is a combination of physical exercise and education that encompasses the entire family unit.

- Respiratory Nurse

The role of the Respiratory Nurse is to enhance the quality of care given to respiratory patients and improve patient outcome through innovative and creative practice.

- GP Liaison Nurse

The GP Liaison Nurse liaises between General Practitioners and the Hospital to improve care between

the primary and acute services, by communication and exchange of information.

- Infection Control Nurse

The Infection Control Nurse works as part of the Infection Control Team in the prevention, identification, monitoring and control of infection within the hospital.

Core responsibilities are:

- Specialist adviser and education to all hospital staff
- Policy and procedure development
- Auditing and risk assessment
- Surveillance and outbreak management.

- Bed Manager

The role of the Bed Manager is to ensure effective, efficient and equal deployment of beds in the hospital.

- Health Promotion Nurse

The Health Promotion Nurse is responsible for co-ordinating various health initiatives within the hospital and includes:

- Smoking Cessation Services
- Smoking Policy Implementation
- Physical Activity Programme
- Health Nutrition
- Infection Control
- Outreach Hepatitis B Clinic Co-ordinator
- Back Care Training
- Workplace Health Promotion.

Access to Services

Access to all of the above services is by referral within the hospital by medical/nursing staff.

14.3 MEDICAL/SURGICAL, INPATIENT/OUTPATIENT, ACCIDENT & EMERGENCY SERVICES

General Description

The South Western Area Health Board provides Medical/Surgical Services within Naas General Hospital for inpatients, outpatients and for patients attending the Accident and Emergency Department.

Services Provided

Inpatient Services

Inpatient services covers a wide range of specialities including:

- Coronary Care
- Intensive Care
- Anaesthesia/Theatre
- Geriatric Medicine
- Medical/Surgical Wards
- Breast/Endocrinology.

Persons admitted as inpatients to the Acute Hospital will be liable to an inpatient charge of €45 per night up to a limit of €450 per individual in any 12-month period. Persons admitted for long-stay care may be liable to charges under the Health (Charges for In-Patient Services) Regulations 1976/1987. Medical card holders and their dependents are exempt from these charges.

Outpatient Services

Outpatient services are provided on a daily basis, Monday-Friday, and cover a wide range of specialities including:

- General Medicine with special interests in Cardiology, Gastroenterology, Gerontology and Respiratory
- General Surgery with special interest in Breast Endocrinology, Vascular and colorectal
- Pain Management
- Warfarin
- Orthopaedic (including Fracture and Elective Orthopaedic)
- Mental Health
- Breast/Endocrinology
- Phlebotomy (by appointment).

Accident and Emergency Department

The Accident & Emergency Department operates on a 24-hour, 7-day week basis. A triage system is in place to facilitate patient flow.

Patients attending the Accident and Emergency Department without a referral letter from their GP are liable to a €45 charge. This charge applies to the first visit of any episode of care. Medical card holders and their dependents are exempt from this charge.

Access to Services

Inpatient Services

Access to services can be made through one of the following:

- The Accident and Emergency Department
- By elective admission
- Through a Primary Care source
- By transfer from another hospital.

Out Patient Services

Outpatients services may be accessed:

- Through GP referral
- Through the Accident & Emergency Department
- Through ongoing review following discharge from hospital
- Cross-referral from other consultants within the hospital.

Accident and Emergency Department

To access the above service a letter is required from a GP. In emergencies patients are accepted without a GP referral letter. The patients may be brought in by ambulance, relative, friend or by themselves. Self-referrals are discouraged but the patients will be seen. GP referral letters are strongly encouraged but are not always possible.

14.4 PROFESSIONS ALLIED TO MEDICINE

General Description

The South Western Area Health Board provides a range of Paramedical and Support Services, which are available to both inpatients and outpatients within Naas General Hospital.

Services Provided

Physiotherapy

Encompasses specialised assessment and analysis of an individual's physical problems resulting from injury or disease. Physiotherapy treatment is planned and may include the use of manual techniques, electrotherapy and exercise. The individual is educated about his/her condition and given appropriate advice and a home exercise programme. The aim is to restore optimum function.

The physiotherapy-specialised areas include the following: Orthopaedic, Respiratory, Neurology, Paediatrics, Women's Health, Rheumatology, Hydrotherapy, Plastics and Burns,

Physical and Mental Disabilities, Oncology, Back Care, Manual Handling as well as Health Promotion.

Chaplaincy/Pastoral Care

These services include ministry to people of all faiths and encompasses ward visitations, pre-theatre visits, nurse education, bereavement crisis counselling, prayer and celebration of the Eucharist and sacraments.

Clinical Nutrition and Dietetics

These services involve the provision of therapeutic diets to patients referred to this service with specific conditions requiring modification of their diets as part of their treatment, and provision of nutritional support to patients who are nutritionally compromised.

Pharmacy

The Pharmacy at Naas General Hospital provides a ward pharmacy service, i.e. drug top-up, review of patient drug sheets and charts for safety purposes, doses and interactions and a medicines information service to other medical, nursing and allied staff. These services are also provided to St Vincent's Hospital, Athy and to Baltinglass Hospital.

Occupational Therapy

Occupational Therapy aims to assist the patient and the patient's carer to maintain maximum level of independence in all aspects of daily life in hospital and at home, therefore improving quality of life. Areas assessed by the Occupational Therapist include:

- Motor, sensory and psychological functioning
- Cognitive and perceptual status
- Personal activities of daily living — washing/dressing, feeding
- Domestic activities of daily living — cooking, cleaning
- Functional transfers — bed, chair, toilet, bath, car
- Home assessments are carried out as appropriate.

Social Work

This service is available to both inpatients and outpatients. The work of the department covers a wide range and includes crisis intervention, assessment of social circumstances, future/long-term care planning, involvement with at-risk children/vulnerable adults, counselling (illness related, domestic violence, post-trauma, bereavement, parasuicide and other), information-giving, advocacy, liaison with and/referral to outside agencies. The Department sees family members, where appropriate, as well as the patients themselves. In some cases, again where appropriate, social work involvement continues post discharge.

Speech and Language Therapy

Speech and Language Therapy is a service provided to inpatients and Day Hospital patients two mornings a week.

Access to Services

Physiotherapy

Referral is through a Hospital Consultant/Doctor either as an inpatient or an outpatient. There is also a local GP's referral service available for outpatients.

Chaplaincy/Pastoral Care

For persons wishing to avail of either of these services, referral is within the hospital by medical/nursing staff or by contacting the Reception area.

Clinical Nutrition and Dietetics

Referral is through a Hospital Consultant/Doctor either as an inpatient or outpatient.

Pharmacy

The pharmacy dispenses medication by prescription and on requisition from the wards.

Occupational Therapy

At present the Occupational Therapy service is available to Day Hospital patients only.

Social Work

The Department takes referrals from anyone, whether hospital-based or otherwise, with a legitimate interest in the well-being of the patient.

Speech and Language Therapy

The Speech and Language Therapist takes written referrals from the hospital consultants.

14.5 NON-NURSING SERVICES/HOUSEHOLD SERVICES

General Description

The South Western Area Health Board provides a number of essential non-clinical services within Naas General Hospital, which complement the medical, nursing, paramedical, social and personal services being provided for patients.

Services Provided

Nurse Attendant/Care Assistant

These staff members assist nursing staff with patient feeding, lifting, bed making, preparation of food at ward

level and other duties as required from time to time.

Housekeeping/Contract Cleaning

Housekeeping staff, whether employees of the Hospital or employed on contract basis, provide ward, office and general cleaning services on a daily basis. Cleaning methods, equipment and materials are continuously upgraded in line with safety and infection control policies.

Security

Hospital Security is usually employed on a contract basis and involves the provision of routine patrols to protect staff, patients, buildings and property. Security staff, in conjunction with Gardai and hospital staff, are responsible for dealing with disturbances or theft. In addition, the Security Department manages hospital traffic flow and parking regulations, which are designed to provide effective traffic management, thus ensuring compliance with current emergency legislation and ensuring the safety of staff, patients and visitors to the hospital. A clamping policy operates within the hospital grounds. The clamp release fee is €60.

Maintenance

Hospital maintenance staff are responsible for the upkeep, painting and upgrading of hospital buildings as well as for electrical services, grounds maintenance, etc.

Catering

Hospital Catering Staff provide meals on a daily basis for patients and staff, providing a choice of menus, catering for special diets, promoting healthy eating, providing meals-on-wheels services to older persons within the catchment area of the hospital and also to Naas Day Centre.

Hospital Shop

The Hospital Shop exists as a service to patients, staff and visitors and provides a wide variety of goods. Shop opening times are from 10.00 am to 8.00 pm.

Supplies/Stores

The Central Supplies Department purchases, stores and issues consumables, cleaning materials, stationery items, etc. required for the operation of the hospital.

14.6 PATHOLOGY

General Description

The Laboratory provides a very comprehensive, high-quality service to the hospital as well as to St Vincent's Hospital, Athy, Baltinglass District Hospital and to Clane General Hospital. The Laboratory also serves the GPs in the Kildare and West Wicklow area.

Services Provided

Microbiology

Microbiology involves routine and emergency service on a variety of samples, including aspirates, wound and other swabs, blood cultures, cerebrospinal fluids, etc. This Department also plays an important role in hospital infection control.

Haematology

This discipline relates to the study of blood and blood products.

Biochemistry

Biochemistry involves the study of the chemistry of living organisms and life processes.

Blood Transfusions

This discipline relates to blood grouping, antibody investigation and issue of blood-related products.

Access to Services

Access is by GP referral, Outpatient Clinics, Accident & Emergency Department or as an inpatient.

14.7 DIAGNOSTIC SERVICES

General Description

The South Western Area Health Board provides Diagnostic Services on a routine and emergency basis at Naas General Hospital.

Services Provided:

Radiology

X-ray and ultrasound scans are provided on an outpatient and inpatient basis.

Electrocardiograph (ECG)

ECG recordings, exercise ECG tests, Holter Monitor Recordings and Echocardiograms are provided on an inpatient and outpatient basis.

Vascular Medicine

Vascular medicine involves investigations into circulatory problems, deep vein thrombosis, the treatment of conditions pertaining to the blood vessels including phlebotic syndrome, atherosclerosis and particularly cerebrovascular and critical ischaemia of the lower limbs.

Charges in respect of diagnostic services are included in the €45 inpatient charge, which applies to patients formally admitted to a hospital bed. Diagnostic services charges are also included in the €45 Accident & Emergency charge.

Access to Services

Through GP Referral, Outpatient Clinics, Accident & Emergency Department or as an inpatient.

14.8 DAY SERVICES

General Description

The South Western Area Health Board provides Day Services at Naas General Hospital. Services operate on a 9.00 am — 5.00 pm, Monday to Friday basis.

Services Provided

Services provided on a Day Service basis include:

Medical Investigations

ACE Inhibitors Monitoring, Biopsies

- Pre-op Work Up
- Day Surgery Procedures
- Endoscopy
- Holter Monitors
- Transfusion
- Medical Investigations
- Infusion
- Venous Section
- 24-hr Ambulatory BP Monitoring
- Anaesthetic Reviews

Patients formally admitted to a bed, including day beds, should be regarded as an inpatient of the hospital and will therefore be liable for the €45 inpatient charge. Medical card holders and their dependents are exempt from these charges.

Access to Services

Access to services is through GP Referral, Outpatient Clinics and the Accident & Emergency Department.

14.9 DAY HOSPITAL

General Description

The Day Hospital for older persons provides a Consultant-led multidisciplinary assessment of each individual patient, with emphasis on medical investigations, diagnosis, treatment and rehabilitation.

Liaison with family, carers and community services is a priority in achieving the patient's maximum potential by addressing the multiple problems present.

Our Aim:

To facilitate patients attain optimum independence and remain in their own home, where appropriate, for as long as possible.

Services Provided

A multidisciplinary team including Consultant, Registrar, Physiotherapist, Nurse, Occupational Therapist and secretarial support provide geriatric screening which includes a cognitive, physical and mobility assessment with an emphasis on continence assessment, medication compliance and wound management.

Access to Services

Referral to these services is by Primary Source Team, i.e. GP, Community Nurse and Community Allied Professionals and also by Hospital Medical, Nursing and Allied Professionals.

14.10 LIBRARY

The Library provides a library and information service to all staff at Naas General Hospital. It supports the clinical research and educational requirements of the staff through provision of medical, nursing and allied health books, journals and databases. Other services include the internet, document supply and photocopying.

15. THE PRIMARY CARE UNIT

General Description

The Primary Care Unit was formed in September 2001 as a result of the amalgamation of General Practice Services and the General Practitioner Unit.

Mission Statement

The aim of the service is to facilitate the delivery of high-standard General Practitioner Services to all members of the public in the South Western Area Health Board.

It is the Primary Care Unit's function to enhance the future organisation of General Practice in South Western Area Health Board by facilitating, supporting and developing General Practice.

The South Western Area Health Board Primary Care Unit is headed by the Primary Care Manager with administrative and secretarial back-up.

Role of Primary Care Manager

The role of the Primary Care Manager is as follows:

- To support and develop the delivery of Primary Care Services in the South Western Area Health Board
- To facilitate the delivery of a seamless service in the community with the integration of all professionals involved in the delivery of primary care
- To identify opportunities for rationalising and/or extending the services provided by GPs
- To assist GPs in prescribing appropriately and cost-effectively while maintaining or enhancing quality of care
- To facilitate the delivery of a seamless service between the community and the hospital sector through the development of close working relationships with the Primary and Secondary Partnerships.
- To work closely with the General Practitioner Unit Doctors, Partnership Managers, and Managers of General Practitioner Out-of-Hours Co-operatives.

The Primary Care Manager will be responsible to the Assistant Chief Executive Officer and supports the Director of Primary Care and works with the General Practitioner Unit Doctors, GPs individually and in groups, Principal Dental Surgeons, Academic Departments, Practice Support Staff, Ancillary Paramedical Staff, Pharmacies, Primary

Care Project Managers, General Managers and Hospital Management and Key Personnel as appropriate.

Services Provided by the Primary Care Unit

- Recruitment of GPs and supporting infrastructure improvement in Primary Care
- Facilitation of the provision of Services for persons with Hepatitis C (Health Amendment) Act 1996 refers
- Palliative Care Payments to GPs for provision of domiciliary palliative care service
- Administrative responsibility for the administration of Vocational Training Scheme for Trainee General Practitioners
- Liaison role with the Community Pharmacies operating under the Community Pharmacy Contractor Agreement in conjunction with the Health Board Regional Community Pharmacist
- Administration of Indicative Drug Budgeting Scheme
- Administration of Practice Support subsidies and Practice Nurse Grants
- Supporting the Irish College of General Practitioners in the development of Computer Training and payment of Computerised Grants to GPs
- Administrative responsibility for the disposal of Health Care Risk Waste Scheme for GPs
- Administrative responsibility for arranging payment of Sick Leave and Annual Leave subsidies to GPs
- Liaison role with organisations such as the General Medical Services Payments Board, the Irish Medical Organisation and the Irish College of GPs
- Liaison role with GPs in the region regarding General Medicine Services issues
- Liaison role for the Drugs Payments Scheme
- Identifying gaps in service provision and mapping exercise to re-align service provision in line with the new Primary Care Model in terms of teams and networks
- To support the Professional Development Co-ordinator and Practice Nurses in identifying and supporting the development needs of Practice Nurses

- To support the Nurse Facilitator, General Practitioner Co-ordinator and Project Manager for the Heartwatch Programme in facilitating the implementation of the programme
- Supporting General Practitioner Co-operatives in the provision of out-of-hours services
- To support ongoing work in partnership development in enhancing of existing partnerships.

Access to Services

- Medical card holders should contact their local Community Services Headquarters directly
- GP enquiries to the Primary Care Unit
- Application forms are available to GPs from the Primary Care Unit, South Western Area Health Board, Block E, Westland Park, Nangor Road, Dublin 12 for the following: GMS Contract application forms, Study Leave, Annual Leave, Sick Leave, Maternity Leave applications, claims for Indicative Drug Budgeting, Practice Support Subsidies and Palliative Care claims.

16. HEPATITIS C

16.1 SERVICES FOR PERSONS WITH HEPATITIS C

General Description

The Hepatitis C — Health (Amendment) Act 1996 provides a statutory basis for the provision by the Health Board of the Primary Care Services agreed therein, free of charge and without a means test to persons who have contracted Hepatitis C directly or indirectly from the use of human immunoglobulin–Anti-D or the receipt within the State of another blood product or a blood transfusion.

Services Provided

Health Services Cards are issued to eligible persons which provides for the following services:

- General Medical and Surgical Services
- Prescribed Drugs, Medicine and Medical and Surgical Appliances
- Nursing Services
- Home Support Services
- Dental Services
- Aural Services
- Ophthalmic Services
- Counselling Services
- Physiotherapy Services
- Chiropody Services
- Alternative Therapies Services.

Access to Services

The South Western Area Health Board has appointed a Liaison Officer to act as a contact person for eligible persons and representative groups, to ensure the smooth operation of the Act. Liaison Officers also act as a central contact point to ensure confidentiality and to avoid eligible persons having to contact a variety of different officers to avail of services. In addition to the Liaison Officer for the South Western Area Health Board who is based in the Primary Care Unit, there is a liaison officer in each of the Community Service Areas based in the Community Care Area Headquarters.

Health Services Card

To apply for a Health Services Card an individual should obtain an application form from the South Western Area Health Board's Hepatitis Liaison Officer as follows:

The Hepatitis C Liaison Officer

Primary Care Unit

South Western Area Health Board

Block E, Westland Park

Nangor Road

Dublin 12

Tel: 01 460 9671

The completed application form should be returned to the South Western Area Health Board Liaison Officer with supporting medical documentation, e.g. Consultant's report, Irish Blood Transfusion Service report, diagnostic results.

Services Provided under the Health Services Card

General Medical and Surgical Services

Cardholders can attend the General Practitioner of their choice who will provide treatment free of charge.

Prescribed Drugs, Medicines and Medical and Surgical Appliances

Any drugs, medicines or medical and surgical appliances required will be prescribed by the General Practitioner.

The prescription for drugs, medicines and appliances should be presented to the pharmacy of choice. The drugs/medicines will be dispensed without charge.

A prescription for medical and surgical appliances, which cannot be supplied by the local pharmacy, should be submitted to the Local Liaison Officer in the Community Care Area Headquarters where arrangements will be made for the supply of the appliance without charge.

Nursing Services

Should the cardholder require home nursing services, they are advised to contact the Director of Public Health Nursing in their area who will arrange for an assessment of their nursing needs.

Home Support Services

Persons with Hepatitis C, who are having difficulty in undertaking their normal household chores as a result of their medical condition, are entitled to avail of home support services on production of supporting documentation from their General Practitioner or Consultant. Supporting documentation should be forwarded to the South Western Area Health Board's Liaison Officer.

Dental Services

The dental treatment available is that which applies under the Dental Treatment Services Scheme. Emergency treatment is available from private dentists who participate in the Dental Treatment Services Scheme (a list is available from the Local Liaison Officer in the Community Care Area Headquarters or the Customer Services Department, Freephone 1800 520 520).

Both routine and emergency treatment is provided on production of the health services card. Should the cardholder wish to attend a non-participating dentist or require treatment that is not covered under the Dental Treatment Services Scheme, they should contact the Local Liaison Officer in the Community Care Area Headquarters.

Aural Services

If any cardholder requires hearing tests and/or hearing aids, he/she should immediately contact the Hepatitis C Liaison Officer on how to access the service.

Ophthalmic Services

Sight testing services and the supply of spectacles can be arranged through the local Liaison Officer in the Community Care Area Headquarters. The service is provided by private opticians who have a contract with the South Western Area Health Board. Cardholders should contact the local Liaison Officer before arranging for services.

Counselling Services

The South Western Area Health Board Liaison Officer maintains a register of counsellors who will provide counselling to persons with Hepatitis C without charge. The service is also available to partners and children of persons with Hepatitis C.

Physiotherapy Services

A register of Chartered Physiotherapists is available from the Liaison Officer for the provision of community-based physiotherapy services. This service is free of charge and is available on referral from the GP or Consultant.

Chiropody

Cardholders who require chiropody treatment should contact their Local Liaison Officer in the Community Care Area Headquarters who will arrange for a chiropody card to be issued to them.

Alternative Therapies

Persons with Hepatitis C may avail of alternative therapies. Services must be provided by registered medical/paramedical practitioners and General Practitioners, or a Registered General Nurse.

Information Guide

An information guide on Primary Care and Hospital Services has recently been published for Health Amendment Act Card Holders which details comprehensive information on all the above services.

17. COMMUNITY PHARMACEUTICAL SERVICE

17.1 COMMUNITY PHARMACEUTICAL SERVICE

General Description

The Community Pharmaceutical Service is located in the East Coast Area Health Board but it provides a service to the other two Area Health Boards also — Northern Area Health Board and the South Western Area Health Board.

Health Boards operate a number of schemes to arrange the supply of prescribed drugs and medicines and certain medical and surgical appliances to individuals. Drugs, medicines and medical and surgical appliances can be supplied free of charge, or the individual Health Boards may make a contribution towards a portion of the cost depending on the eligibility of the individual.

The schemes are as follows:

- General Medical Services (GMS) Scheme
- Long-Term Illness Scheme
- Drugs Payment Scheme
- High Tech Medicines Scheme
- Hardship Medicines Scheme
- Hepatitis C — Health (Amendment Act) 1996.

Services Provided

Supply of prescribed drugs/medicines without charge to eligible persons, or financial assistance towards the cost of prescribed drugs/medicines.

Access to Services

GMS Scheme

Your GP will issue you with a GMS prescription for any drug or medicine which you require. You may bring this prescription to the pharmacy of your choice. The drugs/medicines prescribed, if available on the GMS lists, will be supplied to you free of charge.

Long-Term Illness Scheme

Drugs, medicines and certain approved appliances, prescribed for the treatment of the following conditions only, are supplied free of charge, irrespective of the patient's means.

Phenylketonuria

Mental Handicap

Mental Illness
(persons under 16 years of age)

Cystic Fibrosis

Spina Bifida

Hydrocephalus

Haemophilia

Cerebral Palsy

Epilepsy

Diabetes Mellitus

Diabetes Insipidus

Multiple Sclerosis

Acute Leukaemia

Parkinsonism

Muscular Dystrophy

Application forms (available from Customer Services Department, Freefone 1800 520 520 or your local Community Services Headquarters) should be completed and returned to your local Community Services Headquarters for processing, following which you will be issued a Long-Term Illness Booklet, which you then present to your Pharmacist when you are having a prescription filled.

Certain minor appliances are available directly on the Long-Term Illness Booklet and other approved appliances through your Community Services Headquarters. Medical card holders can obtain these medical requirements through their Doctor/Pharmacist and should not complete the application form.

Drugs Payment Scheme

Under this scheme an individual or family will only have to pay €78 per calendar month for all approved prescribed drugs, medicines and appliances for use by that person or his/her family in that month. You should not have to pay more than €78 in any calendar month to the Pharmacist providing that you use the same pharmacy. If you do, for any reason, pay more than €78 in any month, for any of the approved medicines, then you can apply to your local Community Services Headquarters for a refund.

Family expenditure covers the nominated adult, his or her spouse/partner and children under 18 years of age (under 23 in fulltime education). A dependent with a physical or mental disability/illness living in the household, who is unable to fully maintain himself/herself, may be included in the family expenditure regardless of age.

You should register for this scheme by completing the registration form (available from Customer Services

Department, Freefone 1800 520 520 or your local Community Services Headquarters). A plastic swipe card will then be issued for each person named on the registration form. This card should be presented to your Pharmacist every time you are having a prescription filled.

High Tech Medicines Scheme

High Tech Medicines Scheme covers a certain list of drugs, which are initially prescribed by a Consultant in a hospital.

A Hospital Consultant will submit a copy of the prescription for the drugs/medicines required to:

High Tech Medicines Scheme

East Coast Area Health Board
Block B, Civic Centre, Main Street, Bray, Co Wicklow

You must nominate the community pharmacy from which you wish to obtain the high tech drugs/medicines. This should be the pharmacy from which you normally obtain other drugs/medicines, as it is important that the Pharmacist is able to monitor your overall drug therapy.

Your eligibility category will depend on whether you hold a Medical Card, Drugs Payment Scheme card, Long-Term Illness card or Health Amendment Act card. A Drugs Payment Scheme patient will be required to pay €78. This will be taken into account if there is a Drugs Payment Scheme family claim.

You will be notified in writing of the arrangements made for the supply of the drugs/medicines.

Hardship Medicines Scheme

Eligible persons (medical card holders), who cannot afford to pay for prescribed medicines/drugs that are excluded from the GMS and cost in excess of a prescribed amount per month, may apply in writing to their Community Services Headquarters for financial assistance towards their cost.

Structure of Section

A Community Care Pharmacist staffs the section.

Services Provided

Liaison between community pharmacies and the Board and between the Board and hospitals in relation to pharmaceutical matters.

Access to Services

The service is available from 9.00 am — 1.00 pm and 2.15 pm — 5.00 pm.

Complaints Procedure

Complaints regarding this service should be made to:

Community Care Pharmacist
East Coast Area Health Board
Block B, Civic Centre, Main Street, Bray, Co Wicklow
Tel: 01 2744200

17.2 GENERAL MEDICAL SERVICES SCHEME — PHARMACISTS

General Description

A pharmacy, which has a Community Pharmacy Contractor Agreement with the South Western Area Health Board, may then provide GMS services, i.e. dispensing of properly completed prescriptions to patients covered under the Medical Card, and dispensing prescribed medication under the Drugs Payment Scheme, Long-Term Illness, High Tech Medicine, Dental treatment services and Health Amendment Act 1996 Schemes.

18. PUBLIC HEALTH LABORATORY

General Description

The Public Health Laboratory of the South Western Area Health Board is located in the grounds of Cherry Orchard Hospital, Ballyfermot, Dublin 10. The Public Health Laboratory provides a regional public health microbiology service to the three Area Health Boards in the Eastern Regional Health Authority and to the North Eastern Health Board. The Public Health Laboratory has developed a national diagnostic service for verocytotoxin E. coli (VTEC). This complements the clinical and Public Health management of such infections. The Public Health Laboratory is also the nationally designated laboratory for the diagnosis of Bacterial Biological Threat Pathogens.

The Public Health Laboratory aims to provide a quality service to support the prevention, diagnosis and control of communicable diseases and food-borne illnesses in the region. The Laboratory undertakes a wide range of bacteriological tests for Hospitals, General Practitioners, and Environmental Health Officers. There is particular emphasis on screening for communicable diseases and samples are submitted daily from Hospitals and General Practitioners. Testing of public drinking water supplies is carried out in the laboratory. Recreational waters such as pools, rivers and seawaters are tested seasonally. The Laboratory carries out food testing from manufacturing, wholesale and retail outlets and restaurants, etc. for food pathogens. The laboratory is accredited by the National Accreditation Board of Ireland.

Services Provided

- Testing of public drinking water supplies
- Testing of recreational waters, i.e. pools, rivers, seawater, seasonally
- Food testing is carried out on samples from manufacturing, wholesale and retail outlets and on restaurants, ships, etc. for food pathogens as part of the National Food Safety Programme
- Microbiological testing of clinical samples for Hospitals, General Practitioners and Environmental Health Officers on a daily basis
- Participation in multidisciplinary teams investigating and managing communicable disease outbreaks
- A national molecular diagnostic service for VTEC organisms

- A national bacteriology diagnostic service for biological threats.

Access to Services

The services provided by the Laboratory are not directly available to members of the public. Members of the public who contact the Laboratory wishing to have a sample tested will be referred to the Principal Environmental Health Officer within their own City Council or County Council or to their Medical Practitioners.

Food and water samples must be submitted to the Laboratory by an Environmental Health Officer.

Clinical specimens are submitted to the Laboratory by Medical/Nursing staff from Hospitals or GPs or Public Health Doctors.

No reports are issued directly to members of the public.

19. CENTRAL PHARMACY

General Description

The Central Pharmacy service is based at St Mary's Hospital, Phoenix Park, Dublin 20 and is currently providing a service to the Northern Area Health Board, South Western Area Health Board and East Coast Area Health Board. This service is subject to inspection by the Irish Medicines Board.

Services Provided

There are two main functions operating within the department:

A dispensing function

A wholesale function.

Dispensing Function

The role of the dispensing function is described as follows:

The operation of the pharmacy departments of the following hospitals:

- St Mary's Hospital, Phoenix Park, Dublin 20
- St Colman's Hospital, Rathdrum, Co Wicklow
- Newcastle Hospital, Newcastle, Co Wicklow
- Psychiatric Unit, St James's Hospital, James's Street, Dublin 8.

The national supply of a certain number of pharmaceuticals

Any miscellaneous pharmaceutical agent that the Department of Health and Children may instruct the Central Pharmacy to supply, from time to time.

The following functions are performed for the bulk wholesaling section (see description below)

- Carrying out all Misuse of Drug Act functions (storage, safe custody, supply and so forth)
- Operating a broken bulk function
- Authorising the supply of various foods and medical pharmaceuticals for various metabolic disease states, e.g. Phenylketonuria
- Preparing the intravenous-dispensing requirements for discharged cystic fibrosis patients from St Vincent's Hospital, Elm Park, Dublin 4

- Dispensing various nasogastric feeding sets and devices to patients through the community services areas
- Dispensing various agents to metabolic patients that may not be supplied by community pharmacists.

Wholesale Function

The role of the wholesale function is as follows:

- The Wholesale Section of Central Pharmacy provides a centralised procurement, storage and distribution service for drugs, medical/surgical supplies and special dietary foods within the three Area Health Boards.
- Supplies of special dietary foods for the treatment of metabolic disorders such as Phenylketonuria (PKU) are delivered to patients' homes on a monthly basis. The original telephone request from the patient is channelled through the dispensing clinic. A written request is then forwarded by a Pharmacist to the wholesale section. A Pharmacist is required to check each order prior to dispatch.
- The Wholesale Section currently supplies 310 individual locations, including Health Centres, Hospitals, Clinics, Day Hospitals, Community Units and Homes.

Requests for the supply of drugs are primarily received from Pharmacists and Nursing staff operating from hospitals and community units. Requisitions for medical and surgical supplies are received monthly from Public Health Nurses operating at each Health Centre in both Dublin and Wicklow. These requisitions must be authorised by the senior or superintendent Public Health Nurse with responsibility for the Community Care Area concerned.

In Kildare the requisitions are received direct from the medical and surgical stores situated in Naas. These requisitions are also authorised by the senior or superintendent Public Health Nurse for the Kildare area.

Access to Services

The Central Pharmacy may be contacted in writing, by telephone or fax.

20. HARDSHIP SCHEME

20.1 INPATIENT/OUTPATIENT CHARGES

General Description

The Hardship Scheme is available to persons who avail of public facilities in hospitals. Persons who avail of semi-private and private care facilities are usually covered by private health insurance, e.g. BUPA or Voluntary Health Insurance (VHI). This insurance cover is normally adequate to cover the cost of inpatient charges.

Persons admitted as inpatients to an Acute Hospital will be liable to an inpatient charge of €45 per night up to a limit of €450 per individual in any 12-month period. Persons admitted for long-stay care may be liable to charges under the Health (Charges for In-Patient Services) Regulations 1976 and 1987.

There is a daily charge for accommodation in public hospitals including semi-private wards and private rooms. This charge applies to each patient for a maximum of 10 days in any consecutive 12-month period, regardless of the number of hospitals to which the patient is admitted. However, payment of the maximum inpatient charge does not exempt patients from Accident and Emergency Department charges.

Where a patient attends a hospital's Accident and Emergency Department without a referral note from their GP, he/she will be liable for a charge. This charge applies to the first visit of any episode of care only. The charge does not apply to attendance at outpatient clinics.

Patients should always retain hospital receipts as evidence of payment.

The following patient categories are exempt from the above charges:

- Medical card holders and their dependents
- Women receiving services in respect of motherhood
- Children up to six weeks old
- Children suffering from prescribed diseases and disabilities

- Children referred from Child Health Clinics and School Health Examinations
- Persons receiving services in respect of Prescribed Infectious Diseases
- Persons deemed to be hardship cases by the Chief Executive of the Board, i.e. persons marginally above the medical card guidelines.

Assessments for Waivering or Exemption of Charges

Assessments are carried out by the Board based on an applicant's weekly income in relation to the following:

- Undue Hardship — Public Hospital Inpatient Charge
- Undue Hardship — Accident and Emergency Outpatient Charge
- Exemption from Charges
- Waiver of Charges on Grounds of Undue Hardship.

Access to Services

Application forms for waiver or exemption of charges on the grounds of hardship are available from the General Managers in the Community Care Areas or the Customer Services Department, Dr Steevens' Hospital, Dublin 8. Completed application forms together with hospital receipts and any other information relevant to the patient's application should be returned to the Community Care Area nearest your home address:

Kildare/West Wicklow
Poplar House, Poplar Square, Naas, Co Kildare
Tel: 045 876 001

Dublin South City
Carnegie Centre, 21-25 Lord Edward Street, Dublin 2
Tel: 01 648 6500

Dublin South West
Health Centre, Old County Road, Crumlin, Dublin 12
Tel: 01 415 4700

Dublin West
Cherry Orchard Hospital, Ballyfermot, Dublin 10
Tel: 01 620 6300

21. ENVIRONMENTAL HEALTH SERVICES

General Description

The mission statement of the Environmental Health Officers Service is to promote and protect human health by assessing, correcting and preventing those factors in the environment that can potentially adversely affect the health of present and future generations. Services are provided through the various Environmental Health Offices in the South Western Area Health Board. The Environmental Health Officers service also carries out work on behalf of four local authorities (South Dublin County Council, Dublin City Council, Kildare County Council and West Wicklow County Council) in the South Western Area Health Board area to ensure that public health is protected.

Services Provided

Health Board

- Food Safety Inspection and Investigation
- Sampling and Analysis of Food Products
- Food Safety Education
- Tobacco Control
- Cosmetic Product Safety
- Pre-school Inspections
- Communicable Diseases
- Pest Control Services.

Local Authority

- Drinking and Bathing Water Monitoring
- Air Quality Monitoring and Air Pollution
- Noise Control
- Housing Needs Assessment
- Matters of Public Health Concern
- Inspection of Private Rented Dwellings
- Assessment of Planning Applications to Local Authorities.

Access to Services

If you wish to make an appointment with a member of the Environmental Health Officers Service, it is recommended that you contact the office in advance.

Food Safety

Persons can make a complaint about a food product, a food premises or food stall, or about food workers directly to their nearest office. All food premises are divided into three risk categories and are all subject to inspection in line with this level of risk. Many categories of food premises require to be formally registered with their local Health Board. This registration, once granted, is for the lifetime of the business. Registration can be revoked or cancelled by the Health Board. Food stalls are required to be licensed on an annual basis by the Health Board. Environmental Health Officers also investigate outbreaks of food-borne illness. Further details of this service are available from your Area Environmental Health Officer.

Sampling and Analysis of Foods

Environmental Health Officers carry out an agreed monthly programme of sampling of designated foods from a variety of establishments, such as retail shops and supermarkets, takeaways and delicatessens, restaurants, manufacturers, etc. In addition, food surveys are also carried out at specific times of the year. Foods are sent to the health laboratories for chemical examination and microbiological analysis.

Food Safety Education

Environmental Health Officers are trained to conduct hygiene education courses for all sectors of the food industry. Further course details are available from local offices listed below.

Pest Control Services

The Pest Control Department, based in St Brendan's Hospital, offers a rodent control service in the Dublin City and County areas only within the SWAHB region. This unit is primarily involved in the control of rats by poisoning in and around private dwellings. Complaints of rats can be telephoned in to the Unit. Treatments in general commence within a few days of a complaint being lodged and are normally successfully concluded within 10 days.

Tobacco Control

Environmental Health Departments are actively involved in ensuring that cigarettes are not sold to persons under 18 years in shops and similar premises. Officers also enforce the "No Smoking" ban under existing legislation on public vehicles such as taxis and buses, and inspect venues where the public congregate such as bingo halls, cinemas,

theatres, etc. Health Officers also inspect restaurants to ensure that the mandatory “No Smoking” areas are being complied with. They will also be responsible for the enforcement of the smoke-free workplace regulations in 2004.

Pre-Schools Service

All pre-school services, notified to the Health Board, are inspected by specialist Environmental Health Officers in conjunction with Pre-School Officers. This is done in compliance with the Child Care (Pre-School Services) Regulations 1996. The Pre-School Inspection service also gives advice, guidance and support to service providers and parents to cater for the health, safety, welfare and development of all children attending a Pre-School Service.

Drinking Water Monitoring

Each week samples of drinking water are taken from selected points around the city and counties to ensure that the quality of the drinking water is in compliance with all bacteriological and chemical criteria. Complaints of water contamination or quality can be made to your local Environmental Health Officer who will investigate the matter.

Air Quality Monitoring and Air Pollution

Air quality in the Dublin area is monitored 24 hours a day every day of the year. Air quality monitoring also takes place at a number of locations in County Kildare. Complaints of air pollution can be made to your local office.

Noise Control

All complaints relating to noise or vibration can be referred to your nearest Environmental Health Office. If necessary, notices under the EPA Act 1992 (Environmental Protection Agency Act) will be served on those responsible for the noise, and failure to comply will often result in legal action being instituted.

Housing Assessment

Environmental Health Officers carry out assessments to determine the housing conditions of applicants for local authority housing.

Matters of Public Health Concern

Matters of public health concern can be regarded as a public health nuisance or hazard. Complaints regarding matters where organic matter is involved can be referred to your local office. Notices under the public health legislation may be served on an owner/occupier or on a person whose act is causing the nuisance/hazard.

Investigation of Private Rented Dwellings

The Environmental Health Officers inspect private rented accommodation to assess compliance with the relevant legislation on behalf of the Housing Authority. Failure to comply with the requirements of the legislation may lead to formal action being taken.

Planning Assessment

Environmental Health Officers are responsible for ensuring that public health is protected in the planning application process.

22. COMMUNITY WELFARE SERVICE

22.1 COMMUNITY WELFARE SERVICES

General Description

The aim of the Community Welfare Service is to relieve social distress and strive to prevent its recurrence. It seeks to achieve this by providing:

Supplementary Welfare Allowance (SWA) including:

- Income Maintenance
 - Basic SWA
 - Supplements
 - Exceptional Needs Payments
 - Urgent Needs Payments
- Back to School Clothing & Footwear Scheme
- National Fuel Scheme
- Funeral Arrangements
- Information Service
- Referral Service
- Liaison
- Other Services.

Services for the Homeless, including:

- Accommodation Placement (on behalf of Dublin Local Authorities)
- Income Maintenance
- Advice
- Referral and Counselling/Advice Service
- Advocacy
- Resettlement.

Services for Victims of Domestic Violence, including:

- Providing Emergency Accommodation

- Referral to Other Agencies
- Placement to B&B Accommodation.

Administration

The Community Welfare Service is administered from its headquarters at Park House, North Circular Road, Dublin 7. The Community Welfare Service currently serves the three Area Health Boards, i.e. Northern, South Western and the East Coast with a statutory reporting relationship to the Northern Area Health Board.

Services Provided

Supplementary Welfare Allowance Scheme

Basic Supplementary Welfare Allowance

Paid to individuals who have no income or whose income is below the basic Supplementary Welfare Allowance rate. Usually paid to individuals who are awaiting or failed to qualify for a primary Social Welfare entitlement.

Supplementary Welfare Allowance Supplements

Supplementary Welfare Allowance Supplements are paid to individuals on low income and are designed to meet ongoing additional basic needs, which cannot be met from their basic weekly income. These supplements include:

- Rent Allowance
- Mortgage Interest Allowance
- Heating Supplement
- Diet Supplement
- Travel Supplement
- Other Supplements.

Exceptional Needs Payments

These are once-off payments in cases where there is an exceptional unforeseen need which the individual could not be expected to meet out of normal living expenses, e.g. necessary items of furniture, electrical appliances, transport costs, cots, prams, buggies, clothes, funeral expenses, etc.

Urgent Needs Payments

These payments are normally considered in the aftermath of an emergency such as flood or fire to meet the immediate need for food, clothing, fuel, household goods

and perhaps shelter. They can be made to people who would not normally qualify for Supplementary Welfare Allowance.

Back to School Clothing & Footwear Scheme

This scheme provides assistance towards the cost of clothing and footwear requirements for school-going child dependents of Social Welfare Recipients. The scheme operates between 1st June and 30th September each year.

National Fuel Scheme

This scheme provides a weekly payment to meet heating costs during the winter months to recipients of:

- Basic Supplementary Welfare Allowance
- Disabled Person's Rehabilitation Allowance
- Infectious Disease Maintenance Allowance.

Funeral Arrangements

Where there is no next-of-kin or anybody willing to make funeral arrangements the Health Board may take responsibility for such expenses.

Information Service

Provision of information on service entitlement and access in respect of services provided by the Department of Social and Family Affairs, the Health Board and other relevant services, e.g. FÁS.

Referral and Counselling/Advice Service

Provision of advice, referral, mediation, advocacy, counselling and budgeting services so as to deliver a comprehensive package of support to those who are marginalised, disabled, isolated and distressed.

Liaison

Liaison with community groups and services to provide a more comprehensive locally based response to individual and community needs.

Other Services/Allowances

For County Kildare the Community Welfare Service carries out means tests and provides financial reports in respect of the following:

- Medical Cards
- Medical Card Review
- Home Help Service
- Mobility Allowance
- Blind Welfare Allowance

- Infectious Diseases Maintenance Allowance
- Motorised Transport Grants.

(In the Dublin area these services are provided by the local Community Care Services' Offices).

The public has direct access to the Supplementary Welfare Service through their local Health Centres where clinics are held on a scheduled basis ranging from daily to weekly. Service is also available to respond to emergency situations.

Contact for Further Information:

Details including a location of clinics, clinic times, etc. can be obtained by ringing the following:

AREA 1	Supt CWO, Community Care Offices, Tivoli Road, Dún Laoghaire, Co Dublin Tel: 01 2843579, Fax: 01 2808785
AREA 2	Supt CWO, Ballinteer Health Centre. Ballinteer Ave., Ballinteer, Dublin 16 Tel: 01 2951111, Fax: 01 2961664
AREA 3	Supt CWO, Terenure Health Centre, 75 Terenure Road North, Dublin 6 Tel: 01 490 4647 / 490 4148 / 490 4597 / 490 9882, Fax: 01 492 9597
AREA 4	Supt CWO, Health Centre, Old County Road, Crumlin, Dublin 12 Tel: 01 415 4700, Direct Line: 415 4779, Fax: 01 453 7221
AREA 5	Supt CWO, Cherry Orchard Hospital, Ballyfermot, Dublin 10 Tel: 01 620 6302, Fax: 01 620 6358
AREA 6	Supt CWO, St Brendan's Hospital, Rathdown Road, Dublin 7 Tel: 01 8680444, 8825044, Fax: 01 8682383
AREA 7	Supt CWO, St Brendan's Hospital, Rathdown Road, Dublin 7 Tel: 01 8682379, Fax: 01 8682383
AREA 8	Supt CWO, The Annexe, Seven Towers Shopping Centre, Ballymun, Dublin 11 Tel: 01 8831239, Fax: 01 8420187
AREA 9	Supt CWO, 82 Amiens Street, Dublin 1 Tel: 01 8552747, Fax: 01 8555544
AREA 10	Supt CWO, Coolock Health Centre, Cromcastle Road, Coolock, Dublin 17 Tel: 01 8164200, Fax: 01 8479944
AREA 11	Supt CWO, Kilbarrack Health Centre, Foxfield Crescent, Kilbarrack, Dublin 5 Tel: 01 8391221, Fax: 01 8322111

- AREA 12 Supt CWO, Community Care Offices,
Glenside Road, Wicklow
Tel: 0404 68400, Fax: 0404 69044
- AREA 13 Supt CWO, Brendan Moran, Community
Care Offices, The Crossings, Naas, Co Kildare.
Secretary Tel: 045 873207, Fax: 045 871864
- AREA 14 Supt CWOs, Maltings Business Park,
Marrowbone Lane, Dublin 8

Homeless Persons Unit,
Tel: 01 4166430, Fax: 01 4166441
- AREA 19 Supt CWO, 77 Upper Gardiner Street, Dublin

Asylum Seekers Unit,
Tel: 01 8585100, Fax: 01 8585149
- AREA 20 Supt CWO, Community Welfare Service,
Poplar House, Poplar Square, Naas, Co
Kildare. Tel: 045 873264, Fax: 045 879225
- AREA 21 Supt CWO, St Brendan's Hospital, Rathdown
Road, Dublin 7
Tel: 01 8680444, 8825044.
Fax: 01 8682383

CWS Training and Support Unit

Park House, North Circular Road, Dublin 7,
Tel: 01 8823434, Fax: 01 8823493
Supt CWO, Tel: 01 8823466, Secretary Tel: 01 8823434

Drugs/Aids Satellite Clinics

Aisling, Cherry Orchard, Ballyfermot, Dublin 10
Tel: 01 6206018, Fax: 01 6208011

City Clinic, Amien's Street, Dublin 1
Tel: 01 8555310, Fax: 01 8555314

Domville House, Ballymun Road, Dublin 9
Tel: 01 8620111, Fax: 01 8620297

James Connolly House, Blanchardstown, Dublin 15
Tel: 01 8220220, Fax: 01 8221092

37 Castle Street, Dublin 2 — Tel: 01 4767009,
Fax 01 6778139

Baggot Street Clinic, Baggot Street, Dublin 4.
Tel: 01 6602227, Fax: 01 6680050

Drug Treatment Clinic, Portacabin, Dr Steevens' Hospital,
Dublin 8 — Tel: 01 6352078, 6206487 (Bridge House),
Fax: 01 6352076

Appeals Office

Unit 1, Bridgework Office Park, Walkinstown Avenue,
Walkinstown, Dublin 12
Tel: 01 4609300, Fax: 01 4609320

22.2 SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE

General Description and Services Provided

Emergency accommodation, information and support for women and their children who are victims of domestic violence are provided in the Women's Refuge in Rathmines. A counselling service is provided for resident and for non-resident women by appointment only. A 24-hour crisis telephone number is also available. If accommodation is not available in the refuge, women are referred to Aoibhneas Women's Refuge or Bray Women's Refuge, both of which are run by voluntary organisations. When necessary, emergency accommodation is provided through the Homeless Persons Unit in hostel accommodation or in bed and breakfast accommodation.

Access to Service

Clients may telephone any of the refuges directly. They may also access the services through the Homeless Persons Unit, the Out-of-Hours Service or by contacting the National Helpline Services operated by Women's Aid.

22.3 ADMINISTRATION

General Description

The Community Welfare Service is administered from its headquarters at Park House, North Circular Road, Dublin 7, Tel: 01 838 7122. The Community Welfare Service currently serves the three Area Health Boards, i.e. Northern, South Western and the East Coast with a statutory reporting relationship to the Northern Area Health Board.

Services Provided

At headquarters administrative services, e.g. personnel, finance, maintenance, etc. are provided for the field staff who directly deliver services to the public. Headquarters are responsible for co-ordination of policy among the local service teams. Trends in expenditure and activities are monitored. Management information for decision making, planning, etc. is collected and analysed. Headquarters staff liaise regularly and as required with the Department of Social and Family Affairs, Department of Justice, Equality and Law Reform, Department of the Environment and Department of Health and Children. There is also close liaison with the Housing Authorities and many voluntary agencies.

Access to Services

Direct services to the public are not provided from headquarters. Members of the public should contact their local office in the first instance through the contact numbers provided earlier in this document.

23. SPECIALIST COMMUNITY WELFARE SERVICES

23.1 COMMUNITY WELFARE SERVICES FOR THE HOMELESS

General Description

The Northern Area Health Board provides a service to this client group on behalf of the three Area Health Boards in the Eastern Regional Health Authority area.

Services Provided

Accommodation Placement

People may access the service through other staff within the Board, local authorities, prisons, hospitals, voluntary organisations or through self-referral.

In general, accommodation is offered in hostels. B&B accommodation is used extensively for families and, in certain circumstances, single people.

The emergency placement service is available from the offices at:

Clinic	Address	Times
Women & Families	16/19 Wellington Quay, Dublin 8	10.00 am — 12.00 pm
Men	149 James's Street, Dublin 8	10.00 am — 12.00 pm

The Freephone service now operates between the hours of 10.00 am and 1.00 am. Lunch is between 1 pm - 2.15 pm (Tel: 1800 724 724).

Income Maintenance

All payments made in the Homeless Persons Unit are made under the Supplementary Welfare Allowance Scheme and are subject to a means test.

As can be expected, people suddenly becoming homeless very often find themselves short of money. In these circumstances financial support is offered by the service. People without any income are advised and assisted to secure a Department of Social and Family Affairs income.

In addition to basic income, many homeless persons have medical problems requiring them to attend for regular medical treatment and others have special dietary requirements. Weekly payments towards the additional costs involved in these circumstances are often awarded to claimants.

Many people have an exceptional need for once-off additional financial support for items such as clothing or a deposit to secure private rented accommodation. Payments for such exceptional needs are commonplace.

Advice

An advisory service offers assistance in relation to accommodation and financial needs.

Referral

Access is through internal referral by Community Welfare Officers (CWOs).

Advocacy

When clients of the Homeless Persons Unit have elected to avail of a service that would clearly benefit their well-being, but find they are having difficulty accessing the service, the Community Welfare Officer supports the client in their quest to gain access, by acting as their advocate.

Resettlement

The Homeless Persons Unit offers a limited resettlement service, and has direct access to a more extensive resettlement service provided by Dublin City Council.

Access to Service

Access to the service is via the offices:

Clinic	Address
Women & Families	16/19 Wellington Quay, Dublin 8
Men	149 James's Street, Dublin 8

Referrals are made through a variety of sources (as mentioned under Accommodation Placement).

23.2 MULTIDISCIPLINARY OUTREACH TEAM FOR HOMELESS

General Description

The Northern Area Health Board provides a service to this client group on behalf of the three Area Health Boards in the Eastern Regional Health Authority area.

The multidisciplinary team arose as a result of a March 1999 report, Homelessness in the Eastern Health Board. The report recommended the setting up of a multidisciplinary team with the aim of improving “the health and social gain of the homeless through the provision of integrated care which links people into mainstream services”. The main recommendations of the report have also been incorporated into Section 11, Objective 11.3 of the Homeless Agency’s three-year plan, Shaping the Future.

Definition of Homelessness

Those who are sleeping on the street or in other places not intended for night-time accommodation or not providing safe protection from the elements or those whose usual night-time residence is a public or private shelter, emergency lodgings, B&B or such, providing protection from the elements but lacking the other characteristics of a home and/or intended only for a short stay (Homelessness in the Eastern Health Board, Chapter 2).

Services Provided

The team recognises the complexities of homelessness and the need to:

- Work with people until they are linked to appropriate services
- Provide direct Primary Care services in partnership with various homeless agencies. The services provided include Nurse (General and Psychiatric), Doctor, Dentist, Chiropodist, Counsellor and Social Worker.
- Fast-track medical cards
- Work in partnership with other agencies
- Identify barriers to services and work with service providers to eliminate these barriers
- Refer clients to accommodation providers.

Access to Service

Access to the service is through referral from homeless agencies and professionals working with this client group.

23.3 COMMUNITY WELFARE SERVICES FOR ASYLUM SEEKERS

General Description

The Northern Area Health Board provides a service to this client group on behalf of the three Area Health Boards in the Eastern Regional Health Authority area. The office is based in 77 Upper Gardiner Street, Dublin 1.

In April 2000, the Department of Justice, Equality and Law Reform introduced a system of dispersal and direct provision for all asylum seekers entering the country. Asylum seekers are accommodated initially at the reception centres in the Dublin Area and are then dispersed throughout the country (including Dublin) within approximately 10 days.

In Direct Provision, clients are accommodated on a full-board basis. Medical Screening is offered at the reception centres, and followed up by the local public health personnel following dispersal. Asylum seekers are given a residual payment of €19.10 per week (Adult) and €9.60 per week (Child) by the Community Welfare Officer.

Community Welfare staff provide a service to asylum seekers in direct provision and arrange for payments for exceptional and urgent needs, in addition to the basic allowance and supplements.

For those asylum seekers not in Direct Provision, emergency accommodation may be arranged in either hostel or B&B accommodation. This is provided with the intention of the asylum seeker finding alternative settled accommodation in the private rented sector.

Services Provided

- Income Maintenance Service
- Emergency Accommodation (for clients outside direct provision)
- Assistance in Obtaining Ongoing Medical Care
- Income Maintenance Service
 - Basic Income Payment — subject to both a means test and status
 - Special Needs Supplements — subject to particular needs
 - Special Dietary Needs — (with supporting medical evidence)
 - Extraordinary Travel Needs
 - Exceptional Needs Payments

- Ongoing Medical Care

Community Welfare Officers in the Unit assist asylum seekers in making application for medical cards, linking them with a GP near to where they live.

Access to Service

Currently this service is provided at the:

Asylum Seeker Unit
77 Upper Gardiner Street, Dublin 1
Tel: 01 858 5100. Fax: 01 858 5149

The opening hours of this unit are as follows: Monday to Friday 10.00 am - 4.00 pm.

23.4 PSYCHOLOGY SERVICES FOR ASYLUM SEEKERS

General Description

The Northern Area Health Board provides a service to this client group on behalf of the three Area Health Boards in the Eastern Regional Health Authority area. The purpose of the service is to provide appropriate psychological support and/or intervention to asylum seekers as soon as possible after arrival in the State.

Services Provided

- Screening for Mental Health Status
- Individual Psychological Therapy
- Crisis Intervention.

Access to Service

Refugees/asylum seekers may be referred for services by the GP or the Medical Unit for Asylum Seekers, any of the refugee agencies, e.g. the Refugee Council, or they may refer themselves directly to the service.

The service is currently based in the Psychology Department, St Brendan's Hospital, Grangegorman, Dublin 7.

23.5 COMMUNITY SERVICES FOR TRAVELLERS

General Description

The South Western Area Health Board provides a service to this client group on behalf of the three Area Health Boards in the Eastern Regional Health Authority area.

Travellers are entitled to the full range of Health and Personal Social Services.

In addition, the South Western Area Health Board provides specialised services, which aim to provide Travellers with services, which will meet their particular health and social needs.

Services Provided

- Mobile Clinic
- Community Mothers' Programme
- Primary Health Care Project
- Dental Services
- Free Formula Feed (Baby Food) Scheme
- Women's Health Services.

Access to Service

Mobile Clinic

Contact the Public Health Nurse for your area at your local Health Centre.

Community Mothers' Programme

Contact the Public Health Nurse for your area at your local Health Centre.

Primary Health Care Project

Contact: Pavee Point Travellers Centre
46 North Great Charles Street
Dublin 1
Tel: 01 878 0255

Dental Services

Contact: Cornmarket Dental Clinic
Cornmarket, Dublin 8
Tel: 01 677 7671

Customer Services Department
Dr Steevens' Hospital, Dublin 8
Freephone: 1800 520 520

Free Formula Feed (Baby Food) Scheme

Contact your local Health Centre or your local Community Services Headquarters.

(This scheme is currently under review with the Board.)

Women's Health Services

Contact: Pavee Point Travellers Centre
46 North Great Charles Street, Dublin 1
Tel: 01 878 0255

24. RAPID PROGRAMME —

REVITALISING AREAS BY PLANNING, INVESTMENT AND DEVELOPMENT

General Description

The RAPID Programme was launched in February 2001. It fulfils a commitment in the Programme for Prosperity and Fairness. Under RAPID, 25 of the most disadvantaged urban areas in the country have been identified for direct investment by frontloading expenditure from the Social Inclusion Measures under the National Development Plan.

The involvement and commitment of the local community in the designated areas is considered essential to the success of the programme. It works on the principal of bottom-up approach and that the services needed by communities are best identified and planned through working with the communities themselves. In this way community participation has been integrated fully into the process. The structures for delivery of the programme take account of existing local programmes such as URBAN. In each designated area an Area Implementation Team has been appointed, bringing together nominees from the local community, local state agencies, local Partnership Board and voluntary groups. Local consultation groups were established to focus on certain themes such as health or education.

Services Provided

Each programme has a co-ordinator to oversee the delivery of the programme plans, which are also individually examined by a City/County Monitoring Group to ensure a co-ordinated delivery of services in the areas. At national level there is a National Co-ordinator operating under the aegis of ADM Ltd who, with a team, provides back up for overall delivery. A National Monitoring Committee oversees the operation of the programme as a whole with the assistance of Government departments and the Social Partners. This committee reports to the Government.

The South Western Area Health Board has been represented on the Area Implementation Team for each programme in the Board's area since its commencement. This representative role has now been taken over by the Social Inclusion Managers recently appointed in each of the Board's four areas. The Social Inclusion Managers, as well as representing the Board on the AIT (Area Implementation Team), will co-ordinate the Board's input into RAPID in line with Service Plans and will report and make proposals to their General Manager on how the Board can best support the RAPID programme.

Access to Service

Enquiries can be made by contacting the relevant Social Inclusion Manager by writing or telephone.

25. OVERSEAS MEDICAL SERVICES

General Description

Health Boards may provide assistance towards the costs of medical services to the following:

- Persons requiring lawfully permitted necessary medical treatment or examination, which is not available in Ireland, and who have been referred to an alternative European Economic Area (EEA) member state or Switzerland for treatment. The Health Board may refer persons in certain cases for lawfully permitted emergency treatment or examination outside an EEA country or Switzerland where the lawfully permitted treatment or examination is not available in an EEA country or in Switzerland
- Persons leaving Ireland for short or long stays overseas in another EEA country or in Switzerland
- Assistance towards certain lawfully permitted public health services to persons coming to Ireland for short stays
- Persons leaving Ireland for a short visit to Australia.

Services Provided/Access to Services

These services are administered by the Overseas Section of the East Coast Area Health Board on behalf of the three Area Health Boards in the Eastern Region of Ireland, with the reporting function being to the East Coast Area Health Board.

The model form E111, most commonly used by holiday-makers, is available from your local Health Board office. Travel agents advise travellers to obtain this model form before travelling. With the exception of Great Britain and Northern Ireland, it is essential that in all other cases model form E111 be obtained from the Health Board in advance of travelling. If you are going to Great Britain or Northern Ireland, you should carry evidence with you that you and your dependents travelling with you are "ordinarily resident" in Ireland.

On 1 June 2004 the European Health Insurance Card (EHIC) will be introduced on a phased basis to replace the model form E111. For further information, please contact the persons listed in the appendix.

The model form E112, which covers lawfully permitted necessary medical treatment or examination not available in Ireland, must be obtained from the Health Board before a patient is referred abroad for the lawfully permitted

treatment or investigation to any EEA country, including the United Kingdom and Switzerland.

All other model forms concerning health services are available from the Overseas Section, East Coast Area Health Board, Dr Steevens' Hospital, Dublin 8. It is essential that in all other cases the appropriate model form be obtained from the Health Board in advance of travelling. These model forms are available free of charge.

In certain circumstances, subject to specified terms and conditions the following eight limited health services may be available free or at reduced cost for certain persons:

1. Certain public health services in Ireland for certain visitors from other EEA countries or Switzerland.
2. Certain public health services in Ireland for certain students from non-EEA countries other than Switzerland or Australia.
3. Certain public health services in Ireland for certain visitors from Australia and certain students from Australia.
4. Referral to Ireland of certain insured residents or their dependents from other EEA countries or Switzerland for certain lawfully permitted medical treatment or examination that is not available in the country in which they pay or paid their current or last Social Security contributions.
5. Certain public health services in Ireland for certain immigrants or certain returned emigrants or refugees or asylum seekers.
6. Certain public health services in Australia for certain visitors from Ireland or certain students from Ireland.
7. Referral to other EEA countries or Switzerland of certain Irish residents for certain lawfully permitted medical treatment or examination that is not available in Ireland.
8. Certain public health services in other EEA countries or Switzerland for certain former Irish residents taking up residence in those countries.

For more details of the above services and for information on private health insurance, contact the persons listed in the appendix.

26. ENGINEERING SERVICE

General Description

The Engineering Section is responsible for the upkeep and maintenance of premises/property of the Cherry Orchard Engineering Base and undertakes the maintenance of the majority of premises in the South Western Area Health Board. The remit of the Department comes under the Engineering Manager.

Services Provided

- Maintaining premises/property by way of:
 - (a) Maintenance Staff
 - (b) Outside Contractors
 - (c) Energy Management Control
- Supply of materials and services: purchasing and invoicing on SAP system for services and materials.

Access to Services

- A rotating on-call system is provided outside working hours, which provides a 24-hour emergency maintenance cover to the Engineering Base.
- Administration office is open during normal working hours.

27. REGISTRATION OF BIRTHS, DEATHS & MARRIAGES

General Description

Three Superintendent Registrars serve the area of the old Eastern Health Board each with a catchment area based on the county boundary, i.e. Dublin, Kildare and Wicklow. Both Wicklow and Dublin now have a reporting relationship to the East Coast Area Health Board while Kildare reports to South Western Area Health Board. All Registrars in the country report to the General Registrar's Office, Department of Health and Children in Joyce House, Lombard Street East, Dublin 2.

The function of the Superintendent Registrar's Office is to oversee the registration of births, deaths, marriages and stillbirths and to ensure that all the applicable legislation is complied with. A total review of the registration process is currently underway with a view to modernising the system under the Civil Registration Modernisation Programme (Ireland).

Services Provided

- Registration of Births
- Registration of Stillbirths
- Registration of Deaths
- Registration of Marriages
- Civil Marriages
- Issue of Certifications in relation to Births, Stillbirths, Deaths and Marriages.

Access to Services

Registration of Births, Stillbirths, Deaths and Marriages

The registration of births, stillbirths and deaths requires the personal attendance by a Qualified Informant at the Registrar's Office to supply the particulars required to be registered and to sign the register. A medical certificate/notification from the relevant hospital is also required.

Marriages are registered (i) on submission to the Registrar of a Schedule Form A certificate from a Roman Catholic church, (ii) by the Registrar immediately following the service in churches of other denominations and Civil Marriages Office.

Issue of Certificates in relation to Births, Deaths, Marriages & Stillbirths

Certificates may be obtained from the Registrar on the day of registration or by applying by post to the Registrar or, after three months of the registration date, by applying by post or calling in person to the Superintendent Registrar's Office.

Fees for Certificates

Birth Certificates

Short Certificate	€4.44
Extra Copy	€2.54
Long Certificate (For Legal Purposes)	€6.98
Extra Copy	€5.08
Social Welfare	€0.89

Marriage Certificates

Long Certificate (For Legal Purposes)	€6.98
Extra Copy	€5.08
Social Welfare	€0.89

Death Certificate

Long Certificate (For Legal Purposes)	€6.98
Extra Copy	€5.08
Social Welfare	€0.89

Stillbirths

A certificate of stillbirth may be obtained from the Registrar at the time of registration (€5.08) or at a later date for a fee of €6.98 from:

The General Registrar's Office

Dept. of Health and Children

Joyce House, 8-11 Lombard Street East, Dublin 2

Tel: 01 635 4000

Marriages

Notification

Persons intending to marry either by religious or civil ceremony must give three months written notification of their intention to marry to the Registrar for the district in which that marriage is to take place.

Marriage by Religious Ceremony

Arrangements for marriages by religious ceremony should be made with the Church authorities of the denomination concerned.

Marriage by Civil Ceremony

Arrangements for marriages by civil ceremony should be made with the Registrar of Civil Marriages for the district in which the marriage is to be solemnised. For Dublin, Kildare and Wicklow arrangements should be made with:

Dublin

Registrar of Civil Marriages
Sir Patrick Dun's Hospital
Lower Grand Canal Street, Dublin 2
Tel: 01 678 7114

Wicklow

The Registrar of Civil Marriages
Glenside Road, Wicklow Town, Co Wicklow
Tel: 0404 68400

Kildare

Registrar of Civil Marriages
Unit 5, Monread Office & Leisure Complex
Monread, Naas, Co Kildare
Tel : 045 887 660

28. HEALTH PROMOTION UNIT

General Description

To enhance the health and well-being of individuals and communities in the South Western Area Health Board through development of personal skills, the creation of supportive environments, the development of healthy public policy and the re-orientation of services.

- Based on the principles and pillars of the Ottawa Charter, to support the development of quality initiatives in health promotion in the Board.
- Advocate and support the development of healthy public policy.
- Work in partnership with individuals and communities to reduce inequalities in health by empowering them to address the determinants of health.
- Re-orient health services in the Board to strongly reflect the principles and practices of health promotion.
- Establish the South Western Area Health Board as a health-promoting workplace.

Services Provided

- Development and implementation of high-quality health promotion programmes.
- The provision of training for those involved in health promotion so as to maximise the effectiveness of their work.
- Work in partnership with relevant statutory, voluntary and community groups in order to increase capacity within the Board catchment areas to participate.
- Development of programmes in a variety of settings (community, school and workplace) addressing topics such as tobacco control, nutrition, physical activity, mental health, sexual health and alcohol awareness.
- Developing and disseminating public information.

Access to Services

The service is available free of charge to all interested parties.

29. COMPLAINTS AND APPEALS

General Description

The Complaints and Appeals Services provides a central and streamlined complaints and appeals procedure for clients in relation to health and personal social services on behalf of each of the three Area Health Boards. The Department provides an impartial service with particular emphasis on equity, natural justice, transparency and quality services for our clients.

Services Provided

- Complaints Services
- Appeals Services.

Access to Services

Complaints

If a member of the public wishes to make a complaint, he/she can contact the Local Complaints Manager. The name of the local Complaints Manager is available at all Health Board locations. Complaints can be made by completing a complaint form, writing a letter or telephoning the Complaints Manager. The complaint will be acknowledged, treated confidentially and investigated thoroughly. The client should receive a decision within four weeks. If a decision is not possible within four weeks, the client will be kept informed of progress.

If the client is not satisfied with the decision of the Local Complaints Manager, he/she can contact or write to the Director of Customer Services, Information and Appeals. The complaint will be acknowledged and further investigated. The Director of Customer Services, Information and Appeals will request the file or a report from the Local Complaints Manager. A decision will usually be given within four weeks where possible or the client will be kept informed of progress. The client has a right to contact the Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2, if dissatisfied with the outcome of the Director's investigation.

Appeals

If a member of the public has been refused services or part of a service by the Local Senior Manager, he/she has a right of appeal. The client should make a written submission within 21 days to the Director of Customer Services, Information and Appeals, outlining the reasons for making the appeal and giving details of all exceptional circumstances, medical and otherwise which might support

the appeal.

The appeal will be acknowledged, treated confidentially and investigated thoroughly. The Director of Customer Services, Information and Appeals will request the file or a report from the relevant Local Senior Manager. A decision should be reached within four weeks. Some cases will take longer to investigate. In such cases the client will be advised of progress.

Clients who make appeals relating to Basic Supplementary Welfare Allowance and all supplements under the Supplementary Welfare Allowance Scheme have a further right of appeal to the Social Welfare Appeals Office. If a client wishes to have their case considered by the Chief Appeals Officer, a Health Board Appeals Officer must be informed in writing within 21 days. A copy is then sent to the Chief Appeals Officer at the Department of Social and Family Affairs Office, D'Olier House, D'Olier Street, Dublin 2.

Clients who are dissatisfied with the outcome of an appeal in relation to any other service can contact the Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2.

30. CUSTOMER SERVICES

General Description

The Customer Services Department is managed by the South Western Area Health Board and is currently providing a service to the Eastern Regional Health Authority and the three Area Health Boards. The Customer Services Department is a public office located at the Eastern Health Shared Services Centre, Dr Steevens' Hospital, Dublin 8. The Department strives to provide its clients with up-to-date, clear, accurate and detailed information and advice on the full range of health and personal social services entitlements provided by the three Area Health Boards and how to avail of them.

Services Provided

The Customer Services Department provides information on eligibility criteria, how to access services, how to make an application for services, how to make an appeal in the event of a service being refused, how to make a complaint in the event of a customer being dissatisfied with any aspect of a service being provided.

The Customer Services Department links closely with the Health Promotion Unit in the Department of Health and Children, the Health Promotion Unit in the three Area Health Boards, other statutory and voluntary organisations to ensure that all health promotion literature continues to be made available with the aim of improving people's health and quality of life.

Access to Services

The Customer Services Department is open to the public Monday to Friday from 9.00 am to 5.00 pm. The Department can also be accessed at Freefone 1800 520 520 during these hours, and an answering service operates outside these hours

31. FREEDOM OF INFORMATION

31.1 CENTRAL FREEDOM OF INFORMATION OFFICE

General Description

The Central Freedom of Information Office for the Area Health Boards and ERHA operates from the headquarters of the South Western Area Health Board. The service aims to promote openness and transparency within our health services, whilst ensuring the statutory obligations provided for in the Freedom of Information Acts 1997 and 2003 are complied with.

Services Provided

- Assistance and guidance to staff and decision makers in handling requests
- Provision of expert decision-making training
- Request logging and monitoring
- Preparation of statistical reports
- Preparing publications
- Assistance to other health agencies and members of the public
- Liaison with the Office of the Information Commissioner.

Access to Services

The Central Freedom of Information Office is based at Oak House, Limetree Avenue, Millennium Park, Naas, Co Kildare. The department may be contacted by:

- Telephone
- Written communication
- Fax
- E-mail.

32. NAPS

NATIONAL ANTI-POVERTY STRATEGY

General Description

In April 1997 the first National Anti-Poverty Strategy — Sharing in Progress — was published. The definition of poverty adopted in that Strategy is as follows:

People are living in poverty if their income and resources (material, cultural and social) are so inadequate as to preclude them from having a standard of living, which is regarded as acceptable by Irish society generally. As a result of inadequate income and resources, people may be excluded and marginalised from participating in activities, which are considered "the norm" for other people in society.

In line with the commitments made under the Programme for Prosperity and Fairness, the Strategy has recently been reviewed and updated. The new Strategy document entitled Building an Inclusive Society, was published in February 2002. The overall objective is to reduce substantially and, ideally, to eliminate poverty in Ireland and to build a socially inclusive society.

Services Provided

The aim is to reduce the inequalities that exist in the health of the population by making health and health inequalities central to public policy, by acting on the social factors influencing health, by improving access to health and personal social services for people who are poor or socially excluded, and by improving the information and research base in relation to health status and service access for these groups.

A key target is to reduce the gap in premature mortality between the lowest and highest socio-economic groups by at least 10% for circulatory diseases, for cancers and for injuries and poisoning by 2007.

To assist the implementation of the Strategy, a new Social Inclusion Consultative Group has been established at national level, and, in addition, Social Inclusion Units are being established in each Government department.

The Social Inclusion Unit within the South Western Area Health Board consists of the Director of Social Inclusion and four Social Inclusion Managers, one in each Community Care Area.

Access to Service

Enquiries can be made by contacting the relevant Social Inclusion Manager by writing or by telephone.

EASTERN REGIONAL HEALTH AUTHORITY

The Eastern Regional Health Authority is responsible for planning, arranging, overseeing and co-ordinating health and personal social services for the 1.4 million people who live in Dublin, Kildare and Wicklow.

The Authority is not directly involved in the delivery of services. Service delivery is the responsibility of the three Area Health Boards, the Voluntary Hospitals and the Voluntary Intellectual Disability Agencies in the region.

The Area Health Boards, the Voluntary Hospitals and a number of other Voluntary Agencies receive their funding through the ERHA on foot of agreed provider plans.

The three Area Health Boards — the Northern, East Coast and South Western Area Health Boards — have responsibility for delivery of statutory services and also plan and co-ordinate all services within their areas, in co-operation with the local voluntary service providers.

Contact for Further Information:

**Freedom of Information Officer
Eastern Regional Health Authority**

Mill Lane

Palmerstown

Dublin 20

Tel: 01 620 1600

Fax: 01 620 1601

Website: www.erha.ie

SECTION 15

AN INFORMATION GUIDE TO EASTERN HEALTH SHARED SERVICES

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1.0 PREAMBLE

This manual has been prepared in accordance with the requirements of Section 15 of the Freedom of Information Act 1997 and Amendment Act 2003.

Eastern Health Shared Services Centre aims to deliver an agreed range of business and professional services in support of health provider partner agencies on a contractually defined customer-focused, professional and value for money basis.

A wide range of professional, technical and information support services are provided on a regional basis to the South Western Area Health Board, Eastern Regional Health Authority, Northern Area Health Board and the East Coast Area Health Board.

The concept within “Shaping a Healthier Future” of a Shared Services Centre evolved following proposals where the Government proposed that the health services should be centred on, and driven by, the need to simplify organisational arrangements, and achieve value for money.

2.0 EASTERN HEALTH SHARED SERVICES MANAGEMENT BOARD

Eastern Health Shared Services Management Board meets once a month, and from time to time hold special meetings to consider particular issues which merit special consideration.

Eastern Health Shared Services Management Board Members:

Chairman	Mr Martin Gallagher Chief Executive Officer East Coast Area Health Board
	Ms Valerie Judge Chief Officer Eastern Health Shared Services
	Ms Maureen Windle Chief Executive Officer Northern Area Health Board
	Mr Pat Donnelly Chief Executive Officer South Western Area Health Board
	Mr Martin Devine Director of Corporate Services Eastern Regional Health Authority

3.0 ORGANISATIONAL STRUCTURE

The following services are provided by the Eastern Regional Health Authority and the three Area Health Boards:

- Architectural Services
- Employee Services
- Property Services
- Financial Services
- Information Communication and Technology Services
- Procurement and Materials Management Services
- Eastern Health Shared Services Planning and Operations

With the establishment of Eastern Health Shared Services it is intended that expertise and overheads will be shared, innovation and development will be encouraged whilst enabling customers to concentrate on the core business of health, personal and social care delivery.

4.0 SERVICE DIRECTORY

4.1 EASTERN HEALTH SHARED SERVICES CHIEF OFFICER

General Description

The Chief Officer is statutorily accountable to the Chief Executive Officer of the East Coast Area Health Board. The Chief Executive Officer of the East Coast Area Health Board is an ex-officio Chairperson of the Eastern Health Shared Services Board, which is made up of the Chief Executive Officers of the Northern Area Health Board and the South Western Area Health Board, and the Director of Corporate Services, Eastern Regional Health Authority. The Chief Officer, Eastern Health Shared Services, has executive responsibility to this Board.

The Chief Officer is responsible for the strategic development and operational management of the Eastern Health Shared Services Organisation. The Chief Officer ensures that the organisation operates within approved budgets, develops services in support of client organisations' objectives, and delivers services to levels agreed with client organisations. In addition, the Chief Officer has statutory responsibility for the appointment, supervision, remuneration and safety of staff.

Services Provided

In performing its functions, Eastern Health Shared Services must have regard to:

- The need to ensure the most cost-effective and beneficial use of resources
- The need to provide quality services which support colleagues in client organisations in their core business of health and social care delivery
- Government and Health Board policies
- All stakeholder interests including Government, client organisations, service consumers and staff.

The Office of the Chief Officer provides administrative support to the Chief Officer and to the Eastern Health Shared Services Board.

Access to Services

The Chief Officer's Department of Eastern Health Shared Services is located in Dr Steevens' Hospital, Dublin 8 and is open to the public on Monday to Friday from 9.00am to 1.00pm and 2.00pm to 5.00pm (excluding public holidays). Any person wishing to make an enquiry may do so at reception and will be assisted by one of the staff members of this Department, who will advise them of the procedure to be followed.

Contact for Further Information

Corporate Services Manager
Dr Steevens' Hospital, Dublin 8
Tel: 01 635 2209. Fax: 01 635 2509

4.2 EMPLOYEE SERVICES

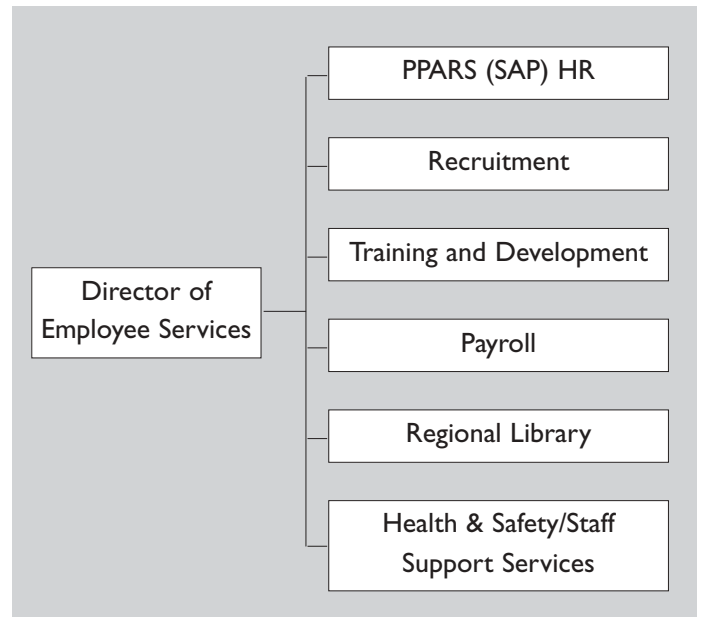
General Description

Approximately 15,000 people are employed in the Eastern Regional Health Authority and the three Area Boards.

Employee Services provides a comprehensive range of services, to support employees individually and the organisation's line managers in ensuring that all employees are able, equipped and motivated to contribute to the very best of their own talents and ability, in order to optimise the quality of care delivered to the client.

Employee Services provided include Recruitment (definition of need, search, selection and engagement), Payroll, Staff Development and Training, Health, Safety and Welfare, Staff Counselling and Information Service, Regional Library Service and PPARS (SAP Personnel Payroll Attendance & Recruitment System), General Administration and Superannuation.

Structure of Department



Services Provided

- Recruitment Services
- Training & Development
- Regional Library & Information Service
- Payroll
- Health & Safety
- Staff Counselling Service
- PPARS (SAP) HR Project
- Occupational Health.

Access to Services

Employee Services is located in Dr Steevens' Hospital, Dublin 8 and is open to the public on Monday to Friday from 9.00am to 1.00pm and 2.00pm to 5.00pm (excluding public holidays).

Services may be accessed by the following means:

- In person
- By telephone
- By post
- By fax
- By e-mail.

Contact for Further Information

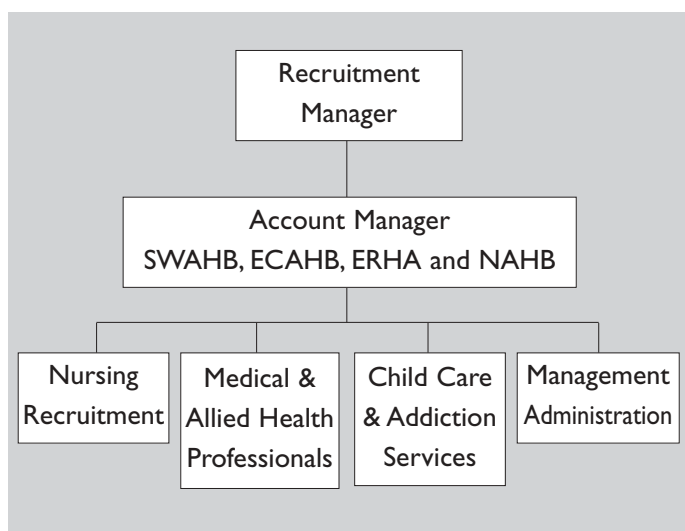
Director of Employee Services
Room 129
Dr Steevens' Hospital
Dublin 8
Tel: 01 635 2261
Fax: 01 635 2267

4.2.1 RECRUITMENT SERVICES

General Description

Recruitment Services deals with the selection and recruitment of permanent staff for appointment to a broad range of posts within Eastern Regional Health Authority Corporate, the Northern Area Health Board, the South Western Area Health Board, the East Coast Area Health Board and Eastern Health Shared Services. Staff are recruited for posts in Nursing, Management Administration, Medical and Allied Health Professionals and Child Care and Addiction Services.

Structure of Department



Services Provided

The principal services provided by this Department include:

- Selection and recruitment of staff
- Maintenance of all information on Computerised Recruitment System
- Up-dating of qualifications and job descriptions
- Dealing with queries from the general public and other departments
- Liasing with the Department of Health and Children and other agencies.

Access to Services

Recruitment Services is located in Dr Steevens' Hospital, Dublin 8 and is open to the public on Monday to Friday from 9.00am to 1.00pm and 2.00pm to 5.00pm (excluding public holidays).

Services may be accessed by the following means:

- In person
- By telephone
- By post
- By fax
- By e-mail.

Contact for Further Information

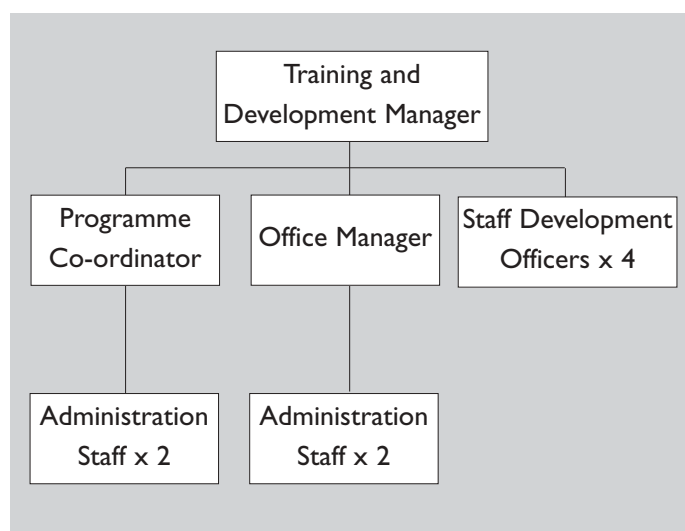
Recruitment Management,
Dr Steevens' Hospital, Dublin 8
Tel: 01 635 2256. Fax: 01 635 2267

4.2.2 TRAINING & DEVELOPMENT

General Description

The Training and Development Department is located within the board's Shared Services Centre, Dr Steevens' Hospital. There are 11 members of staff headed by the Training and Development Manager.

Structure of Department



Services Provided

- Devising and organising in-service training programmes to meet the health and social service requirements of the Area Health Boards, Eastern Regional Health Authority and Eastern Health Shared Services

- Assisting staff with the cost of private study
- Managing sponsorship schemes
- Refunding NCHD (Non Consultant Hospital Doctor) exam fees
- Advising senior management of training and development matters.

Identification and Delivery of Training Interventions and Support Services

- Provision of support for a formal Training Needs Analysis programme
- Facilitation of Management Development Programmes; three levels at present
- Provision of generic ICT office skills programmes
- Facilitation of specific development programmes for various employee groups
- Utilisation of the principles of Organisation Development in offering a management development consultancy service
- Provision of information on national healthcare management initiatives by working in association with organisations such as the Office for Health Management.

Categories of Courses

- General Development
- ICT Office Skills
- Management Development

Access to Services

The Training and Development Programme sets out in detail the various courses/programmes which are available as off-the-shelf packages. In addition, an option to request a purpose-built or specific training programme can be availed of by completing an application form with the Training and Development Programme. Information with regard to accessing schemes such as the support for formal academic study can be obtained by contacting our Department by the following means:

- In person
- By telephone
- By post
- By fax
- By e-mail.

The procedures for accessing sponsorship for particular educational programmes vary. In some cases the educational body reserves a number of places on the particular programme for the Board and in such cases applications are invited from interested staff that meet the criteria for the sponsorship. In other cases sponsorship may be considered for eligible staff that have secured a place on the educational programme. In each case details of how to access the scheme are available.

Contact for Further Information

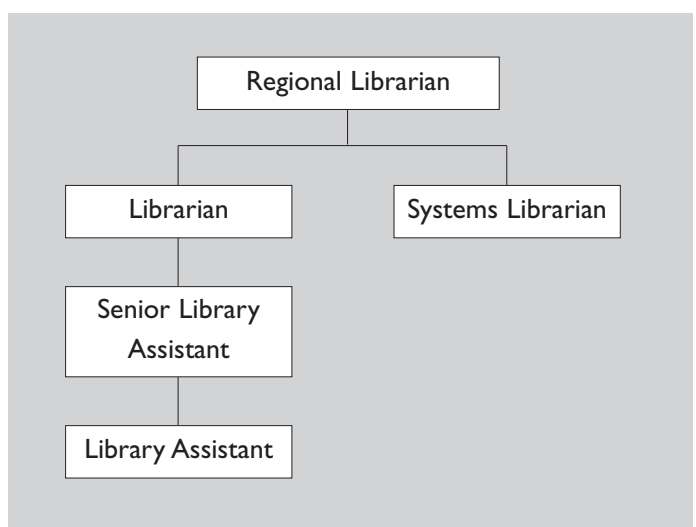
Training & Development Department
Eastern Health Shared Services
Dr Steevens' Hospital, Dublin 8
Tel: 01 635 2230. Fax: 01 635 2330

4.2.3 REGIONAL LIBRARY & INFORMATION SERVICE

General Description

The Regional Library & Information Service provides library and information services in the Eastern Region to the staff of the three Area Health Boards, Eastern Health Shared Services and the Eastern Regional Health Authority Corporate. The service is directed by the Regional Librarian and co-ordinated through the Regional Library & Information Unit at Eastern Health Shared Services, Dr Steevens' Hospital. There are seven library service points in the region, the majority of which are located in hospitals in the three Area Health Boards.

Services Provided



- Planning library and information strategy for the Eastern Regional Health Authority
- Co-ordinating existing library and information services
- Advising on library developments within the Eastern Regional Health Authority.

Access to Services

The Regional Library is located in Dr Steevens' Hospital, Dublin 8 and is open to the public on Monday to Friday from 9.00am to 1.00pm and 2.00pm to 4.45pm (excluding public holidays).

Services may be accessed by the following means;

- In person
- By telephone
- By post
- By fax
- By email

Contact for Further Information

Regional Librarian

Regional Library & Information Service

Dr Steevens' Hospital, Dublin 8

Tel: 01 635 2558. Fax: 01 635 2557

4.2.4 PPARS (SAP) HR SYSTEMS PROJECT OFFICE

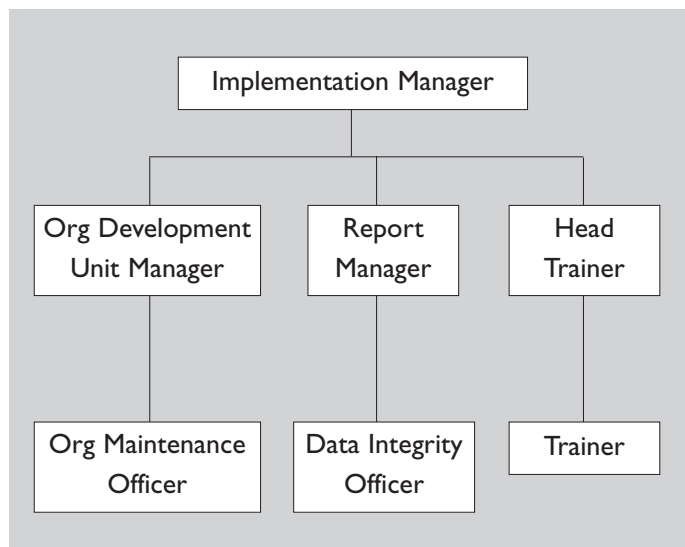
General Description

This Department's key services are identifying, developing and implementing a human resources system to enhance the operations and strategic capabilities of the three Area Health Boards (South Western, Northern and East Coast Area Health Boards), Eastern Regional Health Authority Corporate and Eastern Health Shared Services. This ERP system implementation covers areas such as personnel, payroll, attendance and recruitment. PPARS stands for personnel, payroll and related systems.

This project forms part of a national implementation working with other health boards and hospitals. There is a national steering board and local steering committees.

The implementation of PPARS (SAP) HR Systems is on a phased basis. Phase 1 implemented the organisational structure (who works where), all personal data and basic pay. Currently it is in the exploration and consolidation phase, implementing additional functionality, for example, training and event management, monitoring data integrity and preparation work for phase II payroll and time management.

Structure of Department



Services Provided

- Project Management
- Reporting
- Training
- User Support
- Security
- Organisation Management
- Testing
- Technical Developments
- Process Reviews
- Liaison Function.

Access to Services

Services may be accessed by the following means:

- In person
- By telephone
- By post
- By fax
- By e-mail.

Contact for Further Information

PPARS (SAP) HR

2nd Floor, Block D

Park Gate Street Business Park

Parkgate Street, Dublin 8

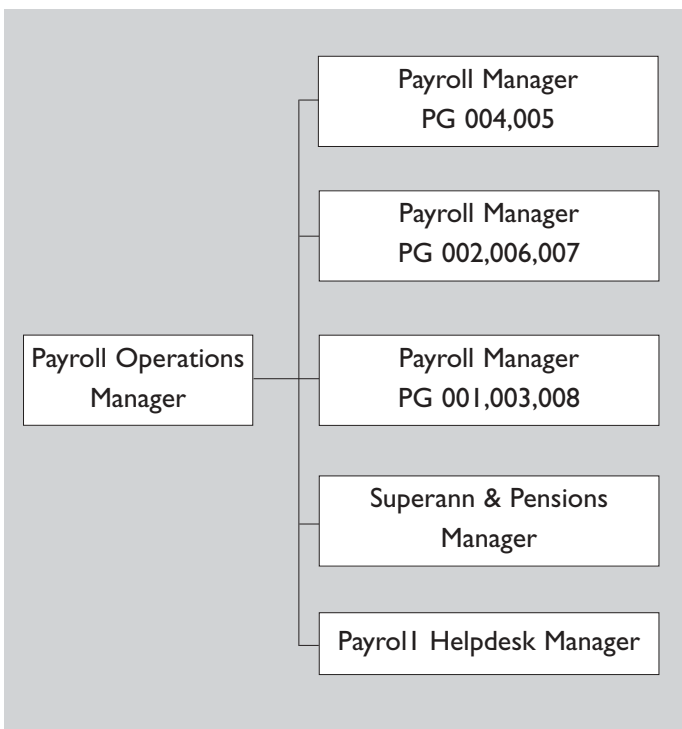
Tel: 01 635 2832. Fax: 01 635 2819

4.2.5 PAYROLL

General Description

The Payroll Department is responsible for ensuring that staff and pensioners (approx. 18,000 in total) of the Eastern Regional Health Authority, the three Area Health Boards and Eastern Health Shared Services are paid, on time and in accordance with the returns submitted by the Returning Officers.

Structure of Department



Services Provided

The services provided are as follows:

- Payment by Paypath
- Payment by Cheque
- Completion of "Statement of Earnings" Forms
- Payroll Helpdesk.

Access to Services

Opening hours of the Payroll Helpdesk are Monday to Friday (excluding Thursdays & public holidays) from 9.00am to 1.00pm and from 2.00pm-4.00pm. On Thursdays from 9.00am to 5.00pm.

Services may also be accessed by the following means:

- In person
- By telephone
- By post

- By fax
- By e-mail.

Contact for Further Information

Payroll Helpdesk/Reception

Room 130, Dr Steevens' Hospital. Dublin 8

Tel: 01 635 2222. Fax: 01 635 2670

4.2.6 STAFF HEALTH, SAFETY & WELFARE DEPARTMENT

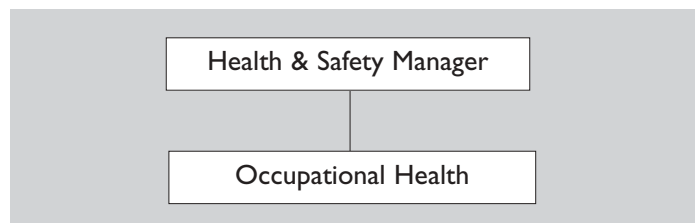
General Description

This Department reports directly to the Director of Employee Services. Its aim is to develop and monitor the implementation of the Board's Safety Management Programme with a view to ensuring that the employee's health and safety is not adversely affected by their work or their work affected by their health.

Structure of Department

The Department is comprised of three distinct services:

1. Occupational Health.
2. Staff Support.
3. Health and Safety Co-ordination.



Services Provided

Occupational Health

- Pre-employment and pre-promotional medical examinations for employees
- Medical advice on work-related health matters.

Staff Support

- Counselling, advice and support services for all employees and comprehensive information on welfare entitlements.

Health and Safety Co-ordination involves:

- Safety audits in all the Health Board workplaces
- Advise provision to management and staff on employee safety issues.

Access to Services

- Verbal or written communication
- By appointment.

Monday to Friday (excluding Thursdays & public holidays) from 9.00am to 1.00pm and from 2.15pm to 5.00pm.

Contact for Further Information

Health & Safety Manager

Dr Steevens' Hospital, Dublin 8

Tel: 01 635 2788

4.3 PROCUREMENT AND MATERIALS MANAGEMENT

General Description

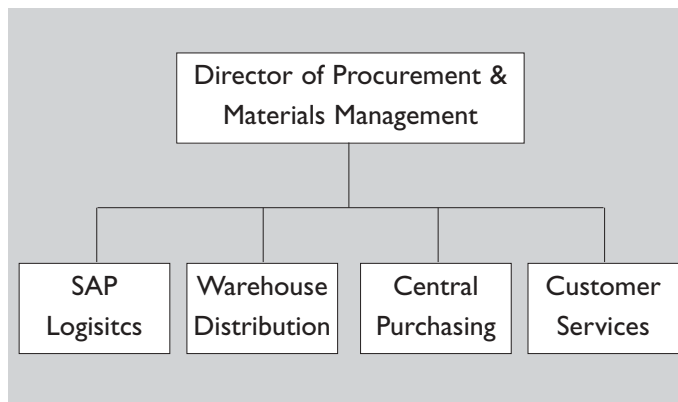
The Procurement and Materials Management function is responsible for procuring goods and services for the Eastern Regional Health Authority, the three Area Health Boards and Eastern Health Shared Services in accordance with EU Public Procurement Directives, State Body Guidelines and internal procedures.

The responsibility for the function lies with the Director of Procurement and Materials Management. Procurement and Customer Service Departments are based in Cherry Orchard Hospital. The Central Warehouse is at Unit 38, Cherry Orchard Industrial Estate, Ballyfermot, Dublin 10, with the SAP Logistics based in St Mary's Hospital.

The role of the function is to:

- Establish and maintain policies and procedures ensuring compliance with national and EU regulations and establish user groups where appropriate.
- Co-ordinate and control all the tendering and contract requirements by extending procurement skills to all areas of non-pay expenditure involving the purchase of goods or services.
- Engage in performance monitoring of all key elements of materials management.
- Provide a customer-orientated purchasing and supply service to users.
- Develop appropriate stock management practices and procedures.
- Maintain and develop the SAP Materials System.

Structure of Department



Services Provided

- Purchasing, storage and distribution of goods and services
- Sourcing supplies
- Development of functional specification in conjunction with Key User Departments
- Advertising contracts
- Issuing tenders and tender evaluation
- Agreeing commercial terms with supplies
- Awarding contracts
- Performance monitoring
- Market research
- Maintenance of records in accordance with statutory obligations.

Access to Services

The Materials Management function provides services to departments within the Eastern Regional Health Authority. Its main contacts are with contractors/suppliers of goods and services to the three Area Health Boards, within the Eastern Regional Health Authority and Eastern Health Shared Services.

Contact for Further Information

Director of Procurement & Materials Management

Dr Steevens' Hospital, Dublin 8

Tel: 01 635 2251. Fax: 01 635 2509

4.4 PLANNING AND OPERATIONS

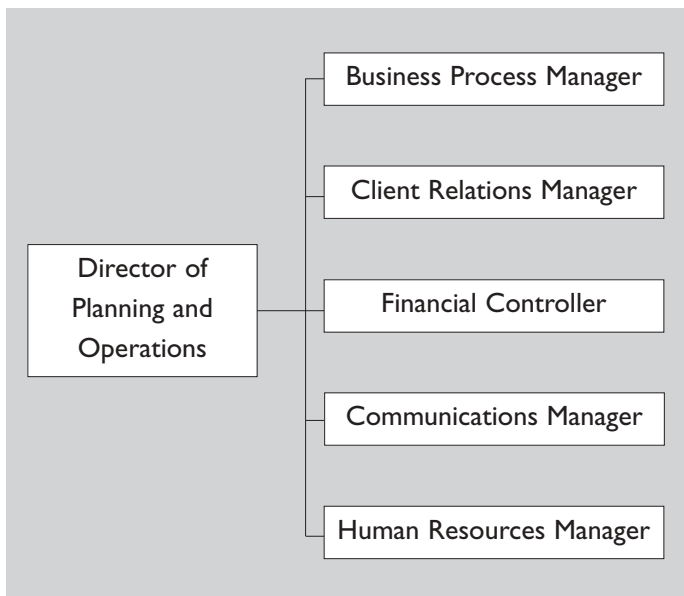
General Description

The Planning and Operation function provides business

support to the Eastern Health Shared Services operational areas, i.e. support of:

- Financial Planning and Control
- Human Resource Management
- Client Relations Management/Service Management
- Business Process Efficiency and Quality Control
- Communications – Internal and External Channels

Structure of Department



Services Provided

Business Planning and Delivery:

- Planning of New Services
- Service Planning and Development
- Strategic Planning.

Financial Resource Management:

- Day-to-day planning and control of budgets and expenditure, establishment of ABC costing system, cost-efficiency measures and appropriate charge-out arrangements.

Human Resource Management:

- Planning and developing of the skills and talents required to deliver effective service, people planning, training and development, employee relations management, and dispute resolution.

Client Relations Management/Service Management:

- Establishment of customer-relationship management

strategy, anticipation of customer needs and measurement of service quality, ensuring continuous improvement.

Business Process Efficiency and Quality Control:

- Applies Business Process Re-engineering to all Eastern Health Shared Services transactions, introduces project management methodologies across all functions.

Communications – Internal and External Channels:

- Ensures that all stakeholders are adequately informed on Eastern Health Shared Services development, leads the “branding” – i.e. embedding of understanding of what Eastern Health Shared Services is to deliver – in establishing Mission, Vision and Values among staff and customers.

Access to Services

Monday to Friday from 9.00am to 13.00pm and 14.15pm to 17.00pm (excluding public holidays).

Contact for Further Information

Communications Manager

Eastern Health Shared Services

Parkgate Business Campus, Dublin 8

Tel: 01 635 2877

4.5 INFORMATION AND COMMUNICATIONS TECHNOLOGY

General Description

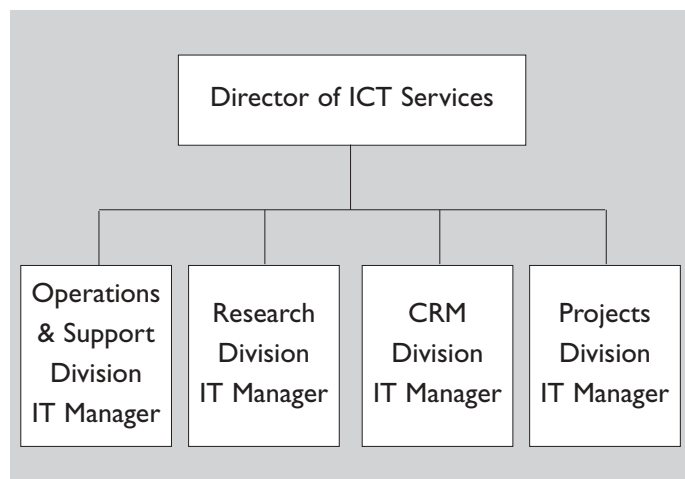
The Information and Communications Technology (ICT) Department provides information technology services to the Eastern Regional Health Authority (ERHA) and the three Area Health Boards. It also provides strategic advice and leadership to the ERHA in setting future ICT directions for all the Health and Personal Social Care service delivery agencies which it contracts. Major opportunities presenting to the ICT Department will be to identify and develop strategic solutions, which will address the information requirements of the Authority, and its agencies over the next five to 10 years and the implementation of common information architecture across the region.

There are approximately 120 business applications supported and a number of these deploy the latest technologies including thin client, warehousing, relational databases, and web technologies across large-scale communications networks.

ICT Services is committed to the delivery of quality information and communications technology solutions and

services to support the business aims and objectives of our extensive customer base which includes the Area Boards, Eastern Regional Health Authority Corporate Services, voluntary and statutory agencies, clients, our Eastern Health Shared Services partners, end users and service providers.

Structure of Department



The Department is structured into four major divisions, which are supported by the ICT Business Unit.

Projects Division:

The Projects group is responsible for the development, support and integration of information systems in the primary care, community and hospital environments. This unit is also responsible for the provision of enterprise resource management systems to support the efficient delivery of services.

Research & Strategy:

Research and Strategy was established to co-ordinate existing initiatives and determine strategy, technology, systems and to promote standards. The independence of ICT Security and Audit is maintained by placing this responsibility with Research and Strategy.

CRM Division:

The CRM Division consists of the CRM function, the Project Office, and Area Board ICT Planning. The CRM role is to support the overall aims and objectives of the client organisation. A primary role is to ensure the successful operation of Service Level Agreements with client organisations. The Project Office acts as a central point for all new project requests, evaluation and recommendations. The recently developed Project Methodology is an important aspect of the Project Office function.

Area Board ICT planning is essential in the identification and exploitation opportunities offered by ICT. A key element in achieving this is to align and focus Information Systems and ICT Strategies and to ensure the co-ordination and processing of Area Board ICT requirements.

Operations & Support Division:

This division manages all Support and Data Centre activities.

Support Services:

The services provided include ICT 24x7 Customer Support, End User Development Support, eServices (incl. E-mail, Internet/Intranet, eBusiness, mCommerce) and Business Intelligence through Data Warehousing.

Data Centre Services:

The Data Centre provides the necessary hardware, infrastructure and associated services, which enable the deployment of ICT Services to the Area Boards, Eastern Regional Health Authority Corporate and the internal Shared Services Organisation.

The Centre currently houses almost 120 servers and supports a wide area network with over 250 network locations with a user base of some 6,000.

The core services provided can be elaborated on as follows:

- Provision and support of the organisations data, network and telephone requirements
- Server acquisition, commissioning and implementation of associated backup strategies
- NT Domain administration including user set-up, configuration and implementation of security policies, including scheduled delivery of anti-virus software
- Operational matters associated with the execution and monitoring of batch processes
- Database administration.

The Business Unit manages the Department's work programme, revenue and capital budgets, recruitment of staff and all general administrative duties.

Services Provided

ICT Services are provided through the Department's main divisions as outlined above and the services currently being provided are as follows:

Servers & Network Management, Voice & Data Communications: Ensuring continuous availability of services through: System Administration; Performance

Monitoring; Implementing Best Practices; Disaster Recovery; 2nd Line Technical Support.

Help Desk Support / Application Support / Electronic Workplace / Desktop Computing / Connectivity: 1st Line Support, which includes Identification and Resolution of Problems, Technical Assistance; 2nd Line Application Support; E-mail, Document Management, Intranet /Internet & Mobile Computing; PC-based solutions through standard software packages; Installation and Application Rollout.

Formulating ICT Policies: Enterprise Analysis; Applications Strategy; Technical Solutions; Organisational Drivers.

Project Management: Structured Methodologies & Techniques, Business Process Re-engineering.

Information Management Services: Business Intelligence; Accountable Management; Value for Money.

Consultancy Services: Project Management; Technical Advice; Investment Counselling; Benefits Realisation.

ICT Training: Identifying, Assessing and Meeting ICT Training needs.

Administrative Services: Back Office Support for ICT Services.

Access to Services

Eastern Regional Health Authority staff have access to our services through the Computer Support Centre, 24x7, on 01 635 2757 and through the Business Unit from 9 am to 5 pm on 01 635 2735.

Corporate Data & Communications Centre:

The Data Centre provides the necessary hardware, infrastructure and associated services, which enable the deployment of ICT Services to the Area Boards, ERHA Corporate and the internal Shared Services Organisation.

The Centre currently houses almost 70 servers and supports a wide area network with over 200 primary nodes with a user base of some 5000.

The core services provided are as follows:

- Provision and support of the organisation data, network and telephony requirements
- Server acquisition, commissioning and implementation of associated backup strategies
- NT Domain administration including user set-up, configuration and implementation of security policies, including scheduled delivery of anti-virus software

- Operational matters associated with the execution and monitoring of batch processes
- Database administration.

The Business Unit manages the Department's work programme and budget, recruitment of staff and all general administrative duties.

Contact for Further Information

Information & Communications Technology Services

School of Nursing Building

Dr Steevens' Hospital, Dublin 8

Tel: 01 635 2743. Fax: 01 635 2740

4.6 ARCHITECTURAL, ENGINEERING & SURVEYING SERVICES

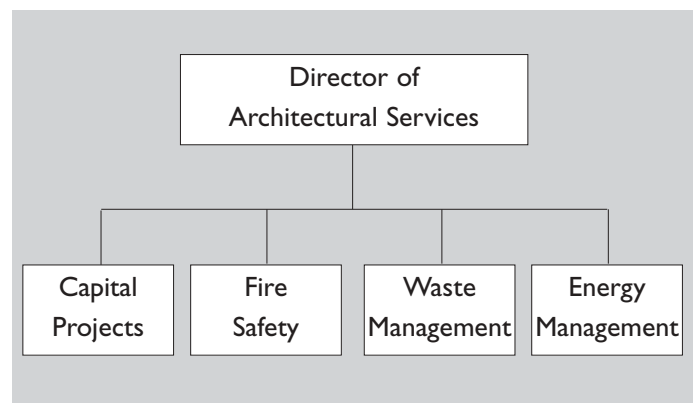
General Description

The Architectural, Engineering and Surveying Department is part of the Eastern Health Shared Services organisation. It provides the technical expertise for the Area Health Boards and Eastern Regional Health Authority to develop high-quality healthcare buildings for service providers and the public.

It also deals with:

- Fire safety works
- Energy and water management
- Waste management
- Property inspections and surveys
- Mechanical equipment appraisal
- Drafting architectural layouts.

Structure of Department



Services Provided

Capital Projects Procurement: Minor and major capital works. Management and administration of each project through all necessary stages from feasibility studies to commissioning and hand-over.

Energy and Waste Management: Monitoring and supervising many of the Authority's premises for energy and water usage

Waste Management: The disposal and treatment of all the Authority's waste in accordance with EU legislation

Fire Safety Works: Procurement of all necessary fire safety works and developments. Fire safety training as well as fire safety inspections

Technical Support/Backup: Electrical engineering, mechanical engineering, designs drafting architectural layouts, mechanical equipment appraisals, property inspections and surveys.

Access to Services

Services may be accessed by the following means:

- In person
- By telephone
- By post
- By fax
- By e-mail.

Opening hours from Monday to Friday (excluding public holidays) from 9.00am to 1.00pm and 2.00pm to 5.00pm.

Contact for Further Information

Architectural Services, 26/29 Old Kilmainham, Dublin 8
Tel: 01 472 1710. Fax: 01 472 1730

4.7 FINANCIAL SERVICES

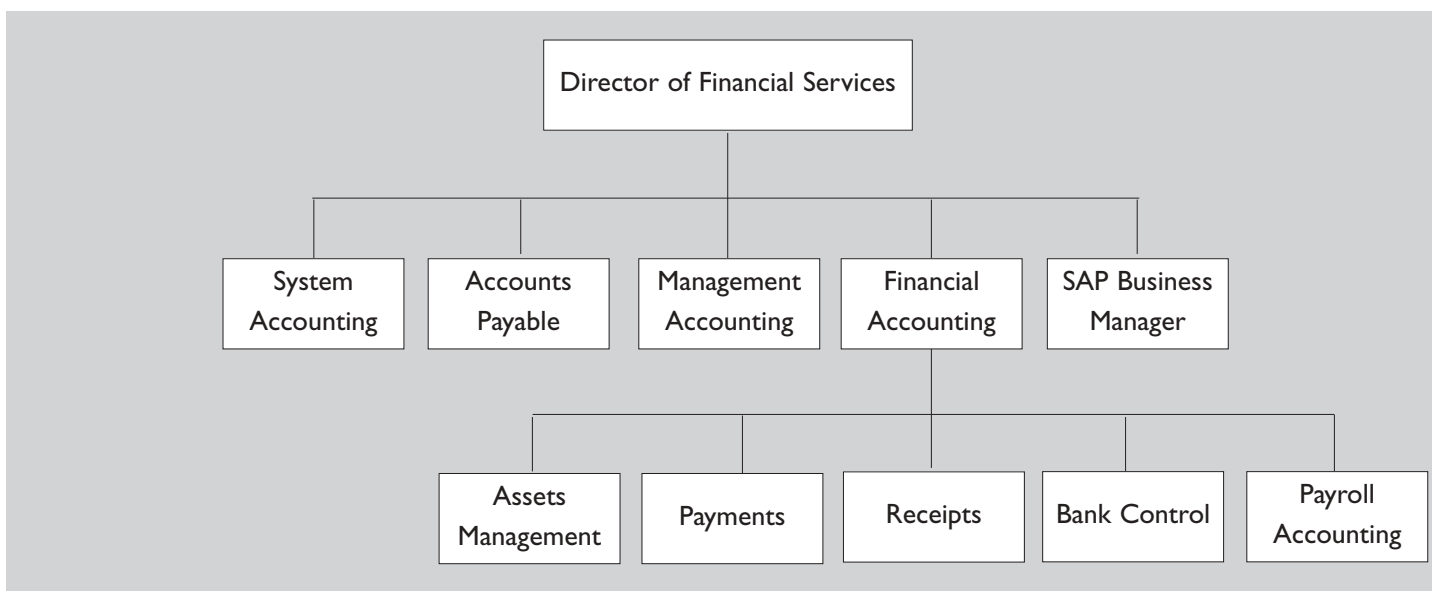
General Description

Financial Services is located in Parkgate Business Campus and is primarily responsible for producing accurate, timely and relevant financial information for the following client organisations: Northern Area Health Board, South Western Area Health Board, East Coast Area Health Board, Eastern Health Shared Services and Eastern Regional Health Authority.

This includes:

- Budget preparation and production of monthly IMR and expenditure reports
- Budgetary processing and reporting
- Processing of invoices/payments in respect of suppliers, expense creditors, grants/allowances
- Management of cash and liquidity
- Production of Annual Financial Statements
- Provision of financial information and advice to support the planning, management and delivery of services of client organisations
- Balance Sheet Reconciliations
- Financial Systems process design and support.

Structure of Department



Services Provided

- Financial Accounting
- Asset Accounting
- Accounts Payable
- Management Accounting
- Receipts and Payments Accounting
- Systems Accounting.

Financial Services is responsible for the following:

- All vendors are paid within the terms of the Prompt Payment of Account Act 1998
- Statutory accounts are prepared within the terms of Health Amendment Act 1996
- Accounting matters are in line with financial regulations as issued by the Department of Health and Children
- Payroll Accounting is accurately recorded in line with current employment and tax legislation
- Underlying financial systems reflect best practice process design.

Access to Services

- Information is made available to creditors, contractors and recipients of allowances by Accounts Payable section in respect of account details
- The public have access to the published Annual Financial Statements of the Board
- Client organisations have access to information through the Financial Services Information Warehouse through Eastern Health Shared Services intranet.

Services may be accessed by the following means:

- In person
- By telephone
- By post
- By fax
- By e-mail.

Opening hours (internal) Monday to Friday (excluding public holidays) from 9.00am to 1.00pm and 2.00pm to 5.00pm.

Payments Section (public access): Monday to Friday (excluding public holidays) from 9.15am to 1.00pm and 2.00pm to 4.45pm.

Receipts Section (public access): Monday to Friday (excluding public holidays) from 9.00am to 1.00pm and 2.15pm to 4.00pm.

Contact for Further Information

Director of Financial Services

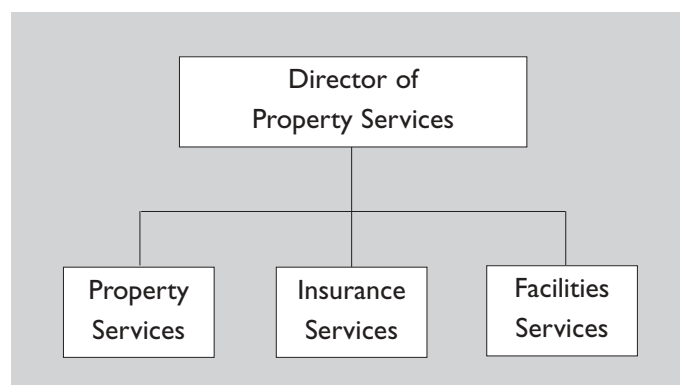
Parkgate Business Campus, Dublin 8

Tel: 01 635 2921

4.8 PROPERTY SERVICES

General Description

The Property Services Department is responsible for the strategic management of the Authority's and the Area Health Board properties. This includes acquisitions, disposals, development plans and may, under statute, involve a compulsory acquisition order. The thrust behind Property Services in the health sector is to strategically utilise assets so as to assist in the delivery of services to the community.

Structure of Department**Services Provided**

- Management of Authority's and Area Health Boards' property including:
 - Acquisition and Disposal of Property
 - Maintenance of Property Registers of Authorities properties
- Management of Authority's insurance portfolio
- Management of Authority's Risk Management Incident Reporting System.

Access to Services

Members of the public may have access to the Property Services Department by the following means:

- In person
- By telephone

- By post
- By fax
- By e-mail.

Opening hours: Monday to Friday (excluding public holidays) from 9.00am to 1.00pm and 2.15pm to 5.00pm.

Contact for Further Information

Property Services Department
Dr Stevens' Hospital, Dublin 8
Tel: 01 635 2363

