

an

Information Guide

to

South Eastern Health Board Services

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South Eastern Health Board
Bord Sláinte An Oir Dheiscirt

An Information Guide to South Eastern Health Board Services

Prepared in accordance with Section 15 of the
Freedom of Information Act, 1997

362.1



*The information given in this Guide
is based on information available to us
at the time of printing.*

*The Guide is also available on the
Intranet and Internet.*

*These technology sites will be up-dated
on an on-going basis in line with
developments and changes.*

*It should be noted that this guide
is intended to be used as an
information aid and does not purport
to be a legal interpretation.*



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An Information Guide to the South Eastern Health Board Services

Prepared in accordance with Section 15 of the Freedom of Information Act, 1997

I. Preamble

1.1 Information Routinely Available

1.2 Freedom of Information Act, 1997

1.3 General Overview of Publication Under Section 15

1.4 General Overview of Publication Under Section 16

1.1 Information Routinely Available

The South Eastern Health Board makes information routinely available to the public in relation to its functions, activities and schemes, through its annual and other special reports and through a range of information leaflets. Routine information is also available through discussion with the relevant member(s) of the Board's staff.

This access to information will continue to be available informally, without the need to use the Freedom of Information Act, 1997.

This guide shows, in relation to each of the Board's services and benefits, where routine information is available. The guide also gives information on the structure and organisation of the South Eastern Health Board and its functions, powers and duties. Information is also available outside the Freedom of Information Act through administrative access i.e. by writing to the appropriate officer of the Board stating the information/record required.

1.2 Freedom Of Information Act 1997

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

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

The Act asserts the right of members of the public to obtain access to official information to the greatest extent possible consistent with the public interest and the right to privacy of individuals.



1.3 General Overview of Publication Under Section 15

This manual has been prepared and published in accordance with the requirements of section 15 of the Freedom of Information Act 1997. Its purpose is to facilitate access to official information held by the South Eastern Health Board. Specifically the manual provides information on

- Mission Statement
- Aims, purposes and values
- Area and population
- Health Board membership and committees
- Organisational Structure
- Classes of records held by the Board
- The Boards services and benefits and procedure for access
- How to obtain information outside and under the Freedom of Information legislation.

The Board has published in its Section 16 publication entitled "An Information Guide to how Services are Administered" a list of the rules and guidelines etc used in administering its services and benefits.

1.4 General Overview of Publication Under Section 16

The Section 16 manual entitled "An Information Guide to how Services are Administered" published by the South Eastern Health Board contains detailed information regarding all services and benefits provided by the Board. The provision of services and benefits of the Board is subject to resource availability at any given time. The Board therefore seeks to improve all its services as quickly as economic development allows. The services are presented in eight categories as follows:

- Community Services
- Community Welfare Services
- Child & Family Support Services
- Disability Services
- Services for the Elderly
- General Hospital Services
- Mental Health Services
- Services

Within each of those categories, each of the services and benefits provided are detailed as follows:

- A general description
- The legislation governing the provision of the service or benefit
- The rules, policies, guidelines etc used by the Board in making decisions with regard to these services and benefits
- Information regarding eligibility
- Appeals process
- The location where further information can be obtained.

In applying for any service or benefit it is important to note that the applicant is required to sign a declaration that the information supplied is correct to the best of the applicant's knowledge. A person who knowingly makes a false statement, conceals any material fact or produces a false document is liable to be prosecuted in accordance with Section 75 of the Health Act 1970.



2. Mission Statement

"To help the people
we serve to maximise their
health and social well being
using the resources
at our disposal
as effectively and efficiently
as we can"

3. Aims, Purpose and Values

Having regard to the Health Strategy - "Shaping a Healthier Future 1994" and the South Eastern Health Board's Corporate Strategy - "Managing For a Healthier Future 1996" the Board's corporate objectives are to:

- Provide a quality, integrated and equitable service for patients, clients and users.
- Promote health gain (improved health) and social gain (improve quality of life) for the population of the South Eastern Health Board.
- Work constructively with other relevant agencies, both statutory and voluntary.
- Enhance the contribution of staff and enhance financial and general management performance thus improving the quality of service provided.

4. Area and Population

The South Eastern Health Board provides services to Counties Carlow, Kilkenny, Tipperary (SR), Waterford and Wexford. The total population of the Board is 391,046 (1996 census). Approximately 44% of the population are under 25 years of age, 28% are under 15 years and 12% are over 64 years. This is very similar to the National Population Profile.

The South Eastern Health Board has a relatively large number of urban centres. The five major urban centres with population of over 10,000 people are Carlow, Clonmel, Kilkenny, Waterford and Wexford. These five centres account for 27% of the population, the majority of the population, 58%, live in rural areas - the remainder living in smaller urban areas.

See appendix 1 for area map.



5. Health Board Membership and Committees

The South Eastern Health Board was set up under Section 4 of the Health Act 1970.

The Board is an elected body and has 31 members. 16 members are public representatives nominated by the five County Councils and one Borough Council in the region. 8 members are elected by the medical profession including one Public Health Doctor and one Psychiatrist. The nursing profession elects 2 members, that is, one general nurse and one psychiatric nurse. The dental and pharmaceutical professions also have 1 member each and finally the Minister for Health nominates 3 members.

The Board is divided into three sub-committees reflecting the way health services are delivered currently in the South East.

- Community Care Committee
- General Hospital Committee
- Special Hospital Committee

These committees consider all major business arising in their respective programmes and make representations to the Board. The current membership of the Board is as follows:

1. **Mr. M. Deering**, Carlow County Council
2. **Mr. M. Meaney**, Carlow County Council
3. **Mr. J. Murnane**, Carlow County Council
4. **Mr. M. McGuinness**, Kilkenny County Council
5. **Mr. D. Brennan**, Kilkenny County Council
6. Nomination awaited Kilkenny County Council
(Mr. Phil Hogan resigned on the 10th September, 1998)
7. **Mr. T. Ambrose**, Tipperary (SR) County Council
8. **Mr. J. Crowe**, Tipperary (SR) County Council
9. **Mr. C. Donovan**, Tipperary (SR) County Council
10. **Mr. P. Power**, Waterford Corporation
11. **Mr. H. Quinlan**, Waterford Corporation
12. **Mr. B. Kyne**, Waterford County Council
13. **Mr. G. O' Halloran**, Waterford County Council
14. **Mrs. D. Bolger**, Wexford County Council
15. **Mr. G. Byrne**, Wexford County Council
16. **Mr. L. Carthy**, Wexford County Council
17. **Dr. A.N. de Souza**, Doctor
18. **Dr. D. Forde**, Doctor
19. **Dr. F. Gallagher**, Doctor
20. **Dr. J. Gallagher**, Doctor
21. **Dr. M. Kelleher**, Doctor
22. **Dr. D. Ormonde**, Doctor
23. **Dr. J. Stacey**, Doctor
24. **Dr. F. Walker**, Doctor
25. **Mrs. K. O' Leary**, Dentist
26. **Mr. P. Delany**, Pharmacist
27. **Mrs. A. Gee**, General Nurse
28. **Mr. J. Coonan**, Psychiatric Nurse
29. **Mrs. J. Johnson**, Ministerial Nominee
30. **Mr. J. Fahey**, Ministerial Nominee
31. **Mr. M. Fitzpatrick**, Ministerial Nominee



6. Organisational Structure (Presently under review)

The post of Chief Executive Officer was established under the 1970 Health Act. The functions of the Chief Executive Officer are set out in the Health (Amendment)(No.3) Act, 1996.

The Management Structure consists of four service programmes, each managed by a Programme Manager. There are five corporate functions, Public Health, Finance, Personnel, Management Services (I.T.) and Technical Services.

The present members of the Management Team are as follows:

Mr. John A. Cooney,
Chief Executive Officer

Mr. Tom Beegan,
Programme Manager General Hospitals

Mr. John Magner,
Programme Manager Special Hospitals

Mr. Peter Finnegan,
Programme Manager Community Care

Mr. Matt Lynch,
Programme Manager Health Promotion/Appeals

Dr. Orlaith O'Reilly,
Director of Public Health

Mr. Eugene Halley,
Finance Officer

Mrs. Vivienne Tegg,
Acting Personnel Officer

Mr. Seamus Butler,
Management Services Officer

Mr. Tom Byrne,
Technical Services Officer

See appendix 2 South Eastern Health Board organisation chart.

The respective functions of the Board and the Chief Executive Officer are set out in the Health (Amendment)(No. 3) Act, 1996, having regard to the provisions of earlier legislation.

The functions of the Board are entitled "Reserved Functions", and are defined as follows:

LEGISLATION - HEALTH (AMENDMENT) (No. 3) ACT, 1996.

Adoption of a Service Plan.

Supervision and amendment of Service Plan.

Adoption of notified amount of indebtedness.

Adoption of annual Financial Statement.

Appointment and removal of a Chief Executive Officer.

Adoption of Annual Report.

LEGISLATION - CHILD CARE ACT 1991

Establishment of Child Care Advisory Committees.

Report on Child Care and Family Support Services.



LEGISLATION - HEALTH ACT, 1970

Establishment of Committees of Health Boards.

Allowances to Chairman and Vice Chairman (subject to sanction of Department of Health and Children).

Appointment of a Chief Executive Officer.

Suspension and removal of Chief Executive Officer.

Removal of a permanent officer by the Board (other than for unfitness).

Arrangements between Health Boards and Local Authorities.

Borrowing and acceptance of gifts.

Discontinuance of hospital, home etc. by Health Board.

Acquisition of land for voluntary bodies.

LEGISLATION - HEALTH ACT, 1947

Authority to acquire land.

Making a compulsory purchase order.

Notices etc., of making a compulsory purchase order.

Notices etc., of confirmation of a compulsory purchase order.

Appropriation of surplus land to other purposes.

Disposal of surplus land.

Functions not reserved to the Board are functions of the Chief Executive Officer and are known as Executive Functions. The Board may not issue a direction to the C.E.O. in relation to Executive Functions, but the C.E.O. must give the Board information sought by them in relation to these functions. The implementation of the Service Plan is an Executive Function. The Executive Functions of the C.E.O. set down in the 1970 Health Act continue i.e. those in relation to staff appointments and eligibility for services.

In the performance of functions both the Board and the Chief Executive Officer are required to secure the most beneficial, effective and efficient use of resources, co-operating and co-ordinating their activities with other Health Boards and statutory agencies and voluntary bodies. Due consideration must also be given to the policies and objectives of Ministers of Government in so far as they relate to functions of the Health Board.



7. Service Directory

7.1 COMMUNITY SERVICES

- 7.1.1 General Description
- 7.1.2 Services Provided
- 7.1.3 Access to Services
- 7.1.4 Contact Name and Addresses

7.1.1 General Description

The Community Care Programme plays an integral role in the locally based management of primary health care and health promotion generally. The programme incorporates a number of co-ordinated intervention strategies in community medicine, public health, welfare and social services. It is a resource for monitoring and maintaining the health and social well being of the population, and is a primary agent for the promotion of statutory and community initiatives in health.

Community Care operates in partnership with the hospital programmes, other state agencies, private practitioners and the voluntary sector.

*For Community Care Organisation chart -
See appendix 3*

The Community Care programme is concerned with:-

- Determining eligibility for health services;
- Providing the services and support for people who are affected by problems of ageing, learning disability, physical or sensory disability, and who need to be able to live as independently as possible in their own homes or in homely settings in the community; (Please see separate sections on "Services for the Elderly" and "Disability Services")
- Providing a range of services for children and adults as required by Sections 58 to 71 of the Health Act, 1970;
- Promoting the welfare of children who are not receiving adequate care and protection. (Please see separate section on Child Care and Family Support Services)
- Preventative health and community protection;
- Liaison with the numerous voluntary organisations and statutory authorities in meeting the health and welfare needs of the population of the South East;
- Welfare services including the payment of cash allowances and income support to designated categories, either from Health Board funds or through its role as agents for the Department of Social, Community & Family Affairs. (Please see separate section on Community Welfare Services/Cash Grants and Allowances).



7.1.2 Services Provided

The services provided are as follows:-

- Determining entitlement to Health Services for medical card holders and non-medical card holders. (Including E.U. Regulations and Entitlements)
- Health Services for people with
 - Long Term Illnesses
 - Specified Infectious Diseases
 - Hepatitis C
 - Thalidomide
 - Specified Medical Conditions (Children)
- General Practitioners Services.
- Assistance towards the cost of Prescribed Drugs & Medicines
- Special Housing Aid for the Elderly Scheme
- Subvention towards the cost of Private Nursing Homes
- Grants to Voluntary Organisations
- Speech and Language Therapy Services
- Dental Services
- Ophthalmic Services
- Aural Services
- Chiropody Services
- Occupational Therapy Services
- Community Physiotherapy
- Medical and Surgical Appliances
- Public Health Nursing Services
- Home Help Service
- Home Care Attendant Service
- Maternity and Infant Care Service
- Psychological Service
- Child Psychiatric Services
- Child Health Services
- Social Work Service
- Community Development
- Environmental Health Service
- Rehabilitation Training Service
- Registration of Births, Deaths and Marriages
- Health Promotion
- Alcohol & Drug Abuse Counselling Service

7.1.3 Access to Services

Direct access to all of the various services provided by the Community Care Programme may be made by either contacting your local Community Care Centre, in order to arrange an appointment at regularly scheduled clinics that take place in a variety of settings including your local Community Care Centre or one of the many local Health Centres located throughout the region.

In some cases, access to certain community services, for example Psychology, Occupational Therapy, Physiotherapy etc, may be by letter of referral from a General Practitioner or other Health Care Professional.

Information in relation to the provision of services may be obtained by contacting the Community Care office for your area as outlined below.

7.1.4 Contact Names & Addresses

The following General Managers are responsible for the management of Community Services.

CARLOW/KILKENNY
COMMUNITY CARE:

Mr. Tony Whelan,
General Manager,
Community Care Centre,
James Green,
Kilkenny.

Tel: (056) 52208

SOUTH TIPPERARY
COMMUNITY CARE:

Mr. Seamus Moore,
General Manager,
Community Care Centre,
Western Road, Clonmel,
Co. Tipperary.

Tel: (052) 22011

WATERFORD
COMMUNITY CARE:

Mr. Dermot Halpin,
General Manager,
Community Care Centre,
Cork Road,
Waterford.

Tel: (051) 842800

WEXFORD
COMMUNITY CARE:

Mr. Con Pierce,
General Manager,
Community Care Centre,
Grogans Road,
Wexford.

Tel: (053) 23522



7.2 Community Welfare Services

- 7.2.1 General Description
- 7.2.2 Services Provided
- 7.2.3 Access to Services
- 7.2.4 Contact Names and Addresses

7.2.1 General Description

The objective of the Community Welfare Service is to relieve social distress and where possible to prevent its re-occurrence.

The Community Welfare Service assists persons with financial and related difficulties. This is done through the administration of a range of income maintenance and health service schemes and also by the provision of a comprehensive information, advice and referral service.

The aims of the service are as follows:

- To ensure that clients needs are identified and met, and if necessary to refer clients to other services provided by the Health Board or other appropriate statutory and voluntary agencies.
- To empower individuals and families to manage their debt problems by the provision of debt counselling, assistance with the preparation of household budgets, negotiation with creditors, financial support, etc.
- To maximise take-up of schemes / services by providing an information service on health and welfare services and entitlements.
- To ensure best outcomes for the disadvantaged by intervening/negotiating on their behalf.
- To develop inter-agency co-operation with other statutory and voluntary agencies such as Community Development, Money Advice & Budgeting, Local Partnership Companies, etc.

In order to ensure a co-ordinated holistic approach to addressing needs, Community Welfare Officers work as part of a multi-disciplinary team within the Health Board Community Care Programme. They also liaise closely with personnel in the Hospital Programmes and with other relevant statutory and voluntary agencies. The service is managed by a Superintendent Community Welfare Officer in each of the four Community Care Areas. There are 37 district Community Welfare Officers throughout the Health Boards region, each with a designated geographical area. They hold clinics at set times each week in 113 locations (normally Health Centres) throughout the region.

It has been estimated that approximately 73% of Community Welfare Officers time is devoted to the administration of the Supplementary Welfare Allowance Scheme, which is administered by the Health Board on behalf of the Department of Social, Community & Family Affairs.



7.2.2 Services Provided

- Information, Advice and Referral Services
- Supplementary Welfare Allowance (SWA)
 - Basic SWA
 - Rent Supplement
 - Mortgage Interest Supplement
 - Diet Supplement
 - Heating Supplement
 - Travel Supplement
 - Budget Supplement
 - Creche Supplement
 - Other Supplement
 - Exceptional Needs Payments (e.g. towards Furniture)
 - Urgent Needs Payments (e.g. unforeseen expenses due to fires, floods, etc.)
 - Funeral Arrangements / Expenses
- Back to School Clothing & Footwear Scheme
- National Fuel Scheme
- The Community Welfare Service assists with the administration of:-
 - Domiciliary Care Allowance
 - Infectious Diseases Maintenance Allowance
 - Blind Welfare Allowance
 - Motorised Transport Grant (re severely disabled persons)
 - Mobility Allowance
 - Rehabilitation Training Services
 - Maternity Cash Grant
 - Nursing Home Subventions
 - Home Helps
 - Housing Aid for the Elderly

7.2.3 Access to Services

The public have direct access to the Community Welfare Service by way of regularly scheduled clinics at most Health Centres throughout the region. The Community Welfare Service is also available at any time to respond to emergency situations. Details of Community Welfare Officers clinic times are available by contacting the Community Care office for your area as outlined below.

7.2.4 Contact Names & Addresses

The following Supt. Community Welfare Officers are responsible for the administration of Community Welfare Services.

*CARLOW/KILKENNY
COMMUNITY CARE:*

Mr. John Lysaght,
Supt. Community
Welfare Officer,
Community Care Centre,
James Green,
Kilkenny.

Tel: (056) 52208

*WATERFORD
COMMUNITY CARE:*

Mr. Bernard Tyers,
Supt. Community
Welfare Officer,
Community Care Centre,
Cork Road,
Waterford.

Tel: (051) 842800

*SOUTH TIPPERARY
COMMUNITY CARE:*

Mr. Greg Price,
Supt. Community
Welfare Officer,
Community Care Centre,
Western Road, Clonmel,
Co. Tipperary.

Tel: (052) 22011

*WEXFORD COMMUNITY
CARE:*

Mr. Joe Hayden,
Supt. Community
Welfare Officer,
Community Care Centre,
Grogans Road,
Wexford.

Tel: (053) 23522



7.3 Child Care & Family Support Services

- 7.3.1 General Description
- 7.3.2 Services Provided
- 7.3.3 Access to Services
- 7.3.4 Contact Name and Addresses

7.3.1 General Description

The Child Care Act 1991 places statutory responsibility on the South Eastern Health Board to perform a number of functions in relation to the care and protection of children.

These functions are as follows:

- To promote the welfare of children who are not receiving adequate care and protection.
Children in need are identified as follows:-

Children whose parents are dead or missing
Children whose parents have deserted or abandoned them
Children who are in the care of the Board
Children who are homeless
Children who are at risk of being neglected or ill treated
Children whose parents are unable to care for them due to ill health or for any other reason
- To take such steps, as the Board considers requisite to identify children who are not receiving adequate care and protection.
- To co-ordinate information from all relevant sources relating to children in its area.
- To regard the welfare of the child as the first and paramount consideration.
- To provide child care and family support services.
- To have regard to the principle that it is generally in the best interests of a child to be brought up in his/her own family.

The aim of the Child & Family Support Services of the South Eastern Health Board is to promote the well being of children in its area and to ensure their protection from abuse and neglect through inter-disciplinary and inter-agency co-operation.



7.3.2 Services Provided

The services provided are as follows:-

- Child Protection Services
- Social Work Services
- Family Support Services
- Alternative Care Services such as:
 - Childrens' Residential Centres
 - Adoption Services
 - Youth Homelessness
 - Foster Care
 - After Care
- Supervision of Pre-School Services
- Therapeutic Services for children and their families such as:
 - Psychological Service
 - Speech & Language Therapy
 - Child and Adolescent Psychiatric Service

7.3.3 Access to Services

7.3.3.1 SOCIAL WORKERS

Direct access may be made to the Social Work Department at the Board's Community Care Offices or by referral by the general public, General Practitioner, Health Professionals, other Professionals, Gardai or the Courts.

7.3.3.2 PUBLIC HEALTH NURSES

Public Health Nurses can be accessed either by:-

- Direct contact at local Health Centres
- Referral from hospitals, General Practitioners, other Professionals and agencies

7.3.3.3 SPEECH & LANGUAGE THERAPISTS

The general public have direct access to Speech & Language services by contacting the relevant Community Care Office or by referral from General Practitioners or other Health Care Professionals.

7.3.3.4 PSYCHOLOGY

Access to the Board's Psychology services is either through self referral to the Psychology Departments at the Board's Community Care Offices or by referral from General Practitioners, other Health Professionals or outside Professionals.

7.3.3.5 OTHER SERVICES

Medical, Dental, Nursing, Para-Medical and Administration staff may be contacted at the Community Care Office for your area.

7.3.4 CONTACT NAMES & ADDRESSES

The following Area Managers for Child Care Services have responsibility for the co-ordination of Child Care and Family Support Services.

CARLOW/KILKENNY
COMMUNITY CARE:

(Appointment to be confirmed)
Manager of Child
Care Services,
Community Care Centre,
James Green,
Kilkenny.

Tel: (056) 52208

SOUTH TIPPERARY
COMMUNITY CARE:

Mr. Jim Gibson,
Manager of Child
Care Services,
Community Care Centre,
Western Road, Clonmel,
Co. Tipperary.

Tel: (052) 22011

WATERFORD
COMMUNITY CARE:

Ms. Sandra Merrity,
Manager of Child
Care Services,
Community Care Centre,
Cork Road,
Waterford.

Tel: (051) 842800

WEXFORD
COMMUNITY CARE:

Mr. Joe Smyth,
Manager of Child
Care Services,
Community Care Centre,
Grogans Road,
Wexford.

Tel: (053) 23522



7.4 Disability Services

- 7.4.1 General Description
- 7.4.2 Services Provided
- 7.4.3 Access to Services
- 7.4.4 Contact Name and Addresses

7.4.1 General Description

The mission of the South Eastern Health Board is to help the people we serve to maximise their health and social well being, by using the resources at our disposal as effectively as we can.

The Board aims to provide the necessary support to people with disabilities to enable them to live with dignity, and with the greatest independence possible either with their families or in other community settings. They also provide respite and support to their carers. Throughout the Board area, a range of voluntary organisations also provide services to people with disabilities and these organisations represent a range of interests and needs within this sector of the community.

A new development in the planning of services for persons with an intellectual disability has been the establishment of a National Intellectual Disability Database.

Disability Services as provided by the South Eastern Health Board can be divided into two categories:-

- Learning Disability Services and
- Physical and Sensory Disability Services

The Board's key objectives are to ensure, as far as resources permit that services provided are community based, modern, comprehensive and are operated in order to maximise the individual's potential.

South Eastern Health Board Policy:-

Policy decisions relating to service developments (including services for people with intellectual disabilities) are made by the elected members of the Board on the advice of the Chief Executive Officer. He in turn has established two Regional Committees, one for Learning Disability and one for Physical and Sensory Disabilities to advise on the co-ordination of services and make recommendations on priorities for service development. At Community Care area level, there are local co-ordinating committees with representation from all service providers in the area. The role of these committees is to assist in the co-ordination of services, identify local service needs and act as fora for the exchange of ideas and good practices. These Committees are chaired by the Community Care, Programme Manager and assisted by the Regional Co-ordinator whose function is to



liaise with the Department of Health in relation to the development of services in the region.

The Area Disability Co-ordinators together with Area Medical Officers and paramedical staff participate in multi-disciplinary teams, co-ordinating and ensuring that services are delivered which meet the individual needs of disabled persons.

7.4.2 Services Provided

- Early Intervention Services
- Liaison Nurse Counsellor for Children
- Liaison Nurse Counsellor for Adults
- Occupational Therapy
- Physiotherapy
- Psychology
- Speech & Language Therapy
- Social Work
- Home Support
- Personal Support Service/Home Care Attendant
- Child Health
- Aural Service
- Dental Service
- Maternity & Infant Care Service
- Ophthalmic Service
- Acute Hospital Service
- Residential and Respite Care
- Vocational Training Schemes
- Subvention towards cost in Private Nursing Homes
- Co-ordinating and supporting services provided by Voluntary Organisations

7.4.3 Access to Services

Access to services may be made at the South Eastern Health Board's Community Care offices or by direct referral from Hospitals, General Practitioners and other Professionals. Addresses and telephone numbers of Community Care offices are outlined below.

7.4.4 Contact Names & Addresses

The following Area Co-ordinators are responsible for the co-ordination of Disability Services

CARLOW/KILKENNY
COMMUNITY CARE:

SOUTH TIPPERARY
COMMUNITY CARE:

(Appointment to be confirmed)
Area Co-ordinator
of Disability
Services,
Community Care Centre,
James Green,
Kilkenny.

Ms. Carol Moore,
Area Co-ordinator
of Disability
Services,
Community Care Centre,
Western Road, Clonmel,
Co. Tipperary.

Tel: (056) 52208

Tel: (052) 22011

Waterford
COMMUNITY CARE:

Wexford
COMMUNITY CARE:

Ms. Catherine Hogan,
Area Co-ordinator
of Disability
Services,
Community Care Centre,
Cork Road,
Waterford.

Mr. Kieran Dunne
Area Co-ordinator
of Disability
Services,
Community Care Centre,
Grogans Road,
Wexford.

Tel: (051) 842800

Tel: (053) 23522



7.5. Services for the Elderly

A COMMUNITY SERVICES

B HOSPITAL BASED SERVICES

A COMMUNITY SERVICES FOR THE ELDERLY

- 7.5.1 General Description
- 7.5.2 Services Provided
- 7.5.3 Access to Services
- 7.5.4 Contact Name and Addresses

7.5.1 General Description

The objectives of Community Services for the Elderly are to provide quality support services to enable elderly people to remain in their own homes, or in the most appropriate community setting, for as long as possible, and to enable them to live with dignity, independence and a good quality of life.

The objectives are driven by the following policy documents:-

- The Years Ahead - A Policy for the Elderly, 1988
- The Years Ahead Report. A review of the implementation of its recommendations - National Council on Ageing and Older People, Report No. 48, 1997
- The Health Strategy - Shaping a Healthier Future, 1994 - Department of Health
- Towards the Golden Years. A Strategy for services to and for the Older Person, 1998 - 2011 - South Eastern Health Board.

7.5.2 Services Provided

- Aural Services
- Dental Services
- General Practitioner Services
- Choice of Doctor Scheme
- Home Care Attendants
- Home Help Service
- Special Housing Aid for the Elderly
- Medical and Surgical Appliance Scheme
- Occupational Therapy Service
- Ophthalmic Services
- Physiotherapy Service
- Public Health Nursing Service
- Subvention towards cost in Private Nursing Homes
- Co-ordinating and supporting services provided by Voluntary Organisations which include:-
 - Voluntary Day Centres
 - Welfare Homes/Residential Centres
 - Meals on Wheels
 - Chiropody Services
 - Social Services



7.5.3 Access to Services

Access to services may be made at the South Eastern Health Board's Community Care offices or by direct referral from Hospitals, General Practitioners and other Professionals. Addresses and telephone numbers of Community Care offices are outlined below.

7.5.4 Contact Names & Addresses

The following General Managers are responsible for the co-ordination of services for the Elderly.

*CARLOW/KILKENNY
COMMUNITY CARE:*

Mr. Tony Whelan,
General Manager,
Community Care Centre,
James Green,
Kilkenny.

Tel: (056) 52208

*SOUTH TIPPERARY COMMUNITY
CARE:*

Mr. Seamus Moore,
General Manager,
Community Care Centre,
Western Road, Clonmel,
Co. Tipperary.

Tel: (052) 22011

*WATERFORD
COMMUNITY CARE:*

Mr. Dermot Halpin,
General Manager,
Community Care Centre,
Cork Road,
Waterford.

Tel: (051) 842800

*WEXFORD
COMMUNITY CARE:*

Mr. Con Pierce,
General Manager,
Community Care Centre,
Grogans Road,
Wexford.

Tel: (053) 23522

B HOSPITAL BASED SERVICES FOR THE ELDERLY

7.5.1 General Description

7.5.2 Services Provided

7.5.3 Access to Services

7.5.4 Contact Names and Addresses

7.5.1 General Description

The South Eastern Health Board (SEHB) derives its powers, functions and duties in respect of services for the elderly from statute law under which Health Boards are set up and function.

In the provision of its services the SEHB is also guided by a number of reports and policy documents as described above in Community Services for the Elderly.

Services for the elderly are organised in catchment areas of 100,000 approx and delivered mainly through the three service provision programmes - The Special Hospitals Programme, The Community Care Programme and The General Hospitals Programme.

There is also a strong partnership between the statutory and the voluntary organisations, with both working closely together in the provision of services for the elderly and the Board providing funding to them under section 65 of The Health Act 1953.

For Geriatric Hospital Organisation chart - See appendix 4

CATCHMENT AREAS

Carlow/Kilkenny
Services for The Elderly: Population 101,138

Tipperary South Riding
Services for The Elderly: Population 80,612

Waterford Services for
The elderly: Population 104,082

Wexford Services for
The Elderly: Population 104,371



7.5.2 Services Provided

7.5.2.1 SHORT STAY REHABILITATION SERVICES

Short stay rehabilitation services are provided in the Geriatric Hospitals. The aim of these services is essentially rehabilitation with a view to returning patients to live in the community with whatever supports are necessary.

7.5.2.2 EXTENDED CARE

Extended care for the elderly is provided in the Geriatric Hospitals, Welfare Homes, Nursing Homes (see Community Services re. subvention for nursing homes) and a small number of beds in one District Hospital. Patients admitted for extended care usually require a high level of medical and nursing care. This type of care is available to older persons who have been medically assessed as in need of that level of care and only when all other care options are no longer feasible. Most of the Geriatric Hospitals have Assessment Units attached to them.

7.5.2.3 SERVICES FOR THE ELDERLY WITH DEMENTIA

Generally services for the elderly with Dementia which includes Alzheimer sufferers are provided by the Psychiatric Services (see Mental Health Services). However, some of the Geriatric Hospitals provide specific services for Dementia sufferers. These services are provided according to clinical need and include nursing and medical care, occupational therapy, physiotherapy and chiropody.

7.5.2.4 THERAPEUTIC DAY CARE CENTRES

The main functions of the Therapeutic Day Care Centres are to provide a range of treatment services and supports to assist the elderly to live in their own homes. The centres usually operate on a five day Monday to Friday basis and the services provided may include physiotherapy, occupational therapy, speech therapy, nursing care and chiropody. Lunch is provided and in some centres there is a nominal charge. Persons attending Therapeutic Day Centres either travel by private means or by transport provided by the South Eastern Health Board.

7.5.2.5 DAY CARE CENTRES

The main functions of the Day Care Centres are to provide services and supports to assist the elderly to live in their own homes, to promote social contact and in some instances to relieve relatives of the responsibility of caring for their elderly relative during the day. The centres usually operate on a five day Monday to Friday basis. Lunch is provided and in some day centres there is a nominal charge. Persons attending Day Care Centres either travel by private means or by transport provided by the South Eastern Health Board.

7.5.2.6 SERVICES PROVIDED FOR THE ELDERLY IN ACUTE GENERAL HOSPITALS

The Consultant Geriatricians attached to the acute general hospitals have available to them the full range of diagnostic facilities in the acute hospital. A multi-disciplinary team approach is taken in deciding on the appropriate level of care required for an individual patient. The services provided include assessment and treatment by the Consultant Geriatrician, nursing assessment and care, rehabilitative, para-medical and support staff services. A follow up care plan is devised to facilitate the patients early return to the community with appropriate support services. In Waterford Regional Hospital patients are also assessed for long stay care placements in the Waterford catchment area.

Out patient clinics for these services are operated by the Consultant Geriatricians.

An elderly person is entitled to access to the full range of other services as appropriate provided at Waterford Regional Hospital and at the other General Hospitals in the region. See General Hospital Services.



7.5.2.7 PALLIATIVE CARE

Palliative Care Service is a service for people with terminal illness. Its aim is to achieve the highest possible quality of life for its patients. Palliative care services, which have the services of the Hospice Home Care Nurses are generally provided through the General Hospital Services and the District Hospitals. However, they are also available in some of the Geriatric Hospitals.

7.5.2.8 RESPITE CARE / INTERMITTENT CARE

This service facilitates carers to have planned breaks in the knowledge that their relative is being cared for in the hospital/ home until their return home. Care is usually made available for a maximum of two weeks at a time in order to facilitate the optimum number of persons seeking the service. Week-end and day respite is also made available in some places as is also respite care on an emergency basis.

The intermittent care service is provided for patients who have been medically assessed as in need of it. The service which is provided consists of in-patient care for short periods of time on a planned long term basis.

7.5.2.9 WELFARE HOMES

There are Welfare Homes in some of the catchment areas of the South Eastern Health Board. These homes offer congenial accommodation for elderly people. In general, people accommodated within Welfare Homes are independent and ambulant and do not require significant medical or nursing intervention.

7.5.2.10 DISTRICT HOSPITALS

These hospitals primarily provide acute short-stay convalescent beds. The services provided include acute medical, respite, palliative and convalescent care. In addition to these services Gorey District Hospital also provides long stay care beds.

7.5.3 Access to Services

7.5.3.1 SHORT STAY REHABILITATION

Access to Short Stay Rehabilitation is by referral from General Practitioners, the Geriatric Liaison Nurse or from the Geriatricians in the Acute Hospitals.

7.5.3.2 EXTENDED CARE

Access to Extended Care is by referral from General Practitioners to the Geriatric Liaison Nurse who will make arrangements for assessment at an appropriate Assessment Unit / Dept. of Medicine for the Elderly.

7.5.3.3 SERVICES FOR DEMENTIA SUFFERERS

Access to services for Dementia sufferers is by referral from General Practitioners to the Geriatric Liaison Nurse who will make arrangements for assessment at an appropriate Assessment Unit / Dept. of Medicine for the Elderly.

7.5.3.4 THERAPEUTIC DAY CENTRES

To access service contact the Matron of the Hospital, the Nurse in charge of the Day Centre, your General Practitioner or the Public Health Nurse for your area at your local Health Centre. Persons may also be referred from the assessment / rehabilitation units and the acute hospitals.

7.5.3.5 DAY CARE CENTRES

To access service contact the Matron of the Hospital, the Nurse in charge of the Day Centre, your General Practitioner or the Public Health Nurse for your area at your local Health Centre. Persons may also be referred from the assessment units / rehabilitation units.

7.5.3.6 SERVICES PROVIDED FOR THE ELDERLY IN THE ACUTE HOSPITALS

Admission to services provided for the elderly in the Acute Hospitals or referral to the out patients clinics is usually by way of General Practitioner referral.

7.5.3.7 PALLIATIVE CARE

Persons wishing to avail of this service should contact their General Practitioner who will make the appropriate arrangements.



7.5.3.8 RESPITE CARE / INTERMITTENT CARE

Persons who wish to avail of respite care should contact their General Practitioner, the Public Health Nurse at their Local health Centre or contact their local geriatric hospital directly.

Persons who wish to avail of intermittent care should contact their General Practitioner who will arrange for assessment by the Geriatric Liaison Nurse. Referrals also come from the Assessment / Rehabilitation Units.

7.5.3.9 WELFARE HOMES

Persons wishing to avail of this service should contact their General Practitioner who will arrange for assessment by the Geriatric Liaison Nurse.

7.5.3.10 DISTRICT HOSPITALS

Access to District Hospital services is usually by way of General Practitioner referral or by referral from the acute hospitals. Access to the long stay beds at Gorey District Hospital is through the Geriatric Assessment Team, referral by the General practitioner to the Geriatric Liaison Nurse.

7.5.4 CONTACT NAMES AND ADDRESSES

Carlow

For: SACRED HEART HOSPITAL, DAY CENTRE AND BETHANY HOUSE,
Ms. A. Comerford,
Matron,
Sacred Heart Hospital, Carlow.
Tel. 0503 30052

For: DISTRICT HOSPITAL, CARLOW,
Ms. K. O'Toole,
Matron,
District Hospital, Carlow.
Tel. 0503 30052

Kilkenny

For: ST. LUKE'S HOSPITAL,
Mr. Richard Dooley,
Hospital Manager,
St. Luke's Hospital, Kilkenny.
Tel. 056 51133

For: ST COLUMBA'S HOSPITAL AND THERAPEUTIC DAY CENTRE, THOMASTOWN,
Ms. S. O'Byrne,
Acting Matron,
St. Columba's Hospital, Thomastown.
Tel. 056 24178

For: DISTRICT HOSPITAL, CASTLECOMER,
Ms. G. Phelan,
Matron,
District Hospital, Castlecomer.
Tel. 056 41246



South Tipperary

- For: *ST. JOSEPH'S HOSPITAL, CLONMEL, AND OUR LADY'S HOSPITAL, CASHEL,*
Mr. Seamus Healy,
Administrator,
St. Joseph's Hospital, Clonmel.
Tel. 052 21900
- For: *DISTRICT HOSPITAL, CARRICK-ON-SUIR,*
Ms. B. Cox,
Matron,
District Hospital, Carrick-on-Suir.
Tel 051 640025
- For: *DISTRICT HOSPITAL, CLOGHEEN,*
Sr. Aine Power,
Matron,
District Hospital, Clogheen, Co. Tipperary.
Tel. 052 65205
- For: *ST. PATRICK'S HOSPITAL AND THERAPEUTIC DAY CENTRE,*
Ms. M. Fleetwood-Ryan,
Acting Matron,
St. Patrick's Hospital, Cashel.
Tel. 062 61100
- For: *Cluain Arann Welfare Home, Tipperary,*
Ms. E. O'Regan,
Matron,
Cluain Arann Welfare Home,
Tipperary Town.
Tel. 062 52186

Waterford

- For: *WATERFORD REGIONAL HOSPITAL,*
Acting General Manager,
Waterford Regional Hospital.
Tel. 051 873321
- For: *ST. PATRICK'S HOSPITAL,*
Ms. H. Daniels,
Matron,
St. Patrick's Hospital, Waterford.
Tel. 051 873321
- For: *DUNABBEY HOUSE, ST. JOSEPH'S HOSPITAL AND THERAPEUTIC DAY CENTRE*
Sr. Mairead Foley,
Matron,
St. Joseph's Hospital, Dungarvan.
Tel. 058 41125
- For: *DISTRICT HOSPITAL, DUNGARVAN.*
Ms. A. Anglesey,
Matron,
District Hospital, Dungarvan.
Tel. 058 41125

Wexford

- For: *WEXFORD GENERAL HOSPITAL,*
Ms. Teresa Hanrahan,
Acting Manager,
Wexford General Hospital, Wexford.
Tel. 053 42233
- For: *DISTRICT HOSPITAL, GOREY,*
Ms. A. Coakley,
Matron,
District Hospital, Gorey.
Tel. 055 21102
- For: *ST JOHN'S HOSPITAL, DAY CENTRE AND ST JOHN'S WARD, ELY HOUSE, WEXFORD*
Ms U. Murphy,
Matron,
St John's Hospital, Enniscorthy.
Tel. 054 33228
- For: *NEW HAUGHTON HOSPITAL AND DAY CENTRE,*
Ms. B. Ryan,
Acting Matron,
New Haughton Hospital, New Ross.
Tel. 051 421266



7.6 General Hospital Services

- 7.6.1 General Description
- 7.6.2 Services Provided
- 7.6.3 Access to Services
- 7.6.4 Contact Name and Address

7.6.1 General Description

The General Hospital Services in the South Eastern Health Board provide diagnostic, therapeutic and emergency healthcare.

The Board's Regional Hospital is located in Waterford with general hospitals located in Kilkenny, Clonmel, Cashel, and Wexford. Regional Elective Orthopaedic Services are located at Kilcreene Hospital, Kilkenny.

The South Eastern Health Board has six District Hospitals which are located in Carlow, Carrick-on-Suir, Castlecomer, Clogheen, Dungarvan and Gorey. These hospitals provide a range of services, which include acute medical care, respite care, palliative care, and short-term convalescent care.

The ambulance service as part of the General Hospitals Programme provides emergency services, and has ambulance bases located throughout the region.

For General Hospitals Organisation chart - See appendix 5.

7.6.2 Services Provided

The following is a list of the In-Patient and Out-Patient services provided by the Board's general hospitals. This section has been divided into Regional Hospital In-Patient and Out-Patient Services, and General Hospitals In-Patient and Out-Patient Services. The services listed under the heading "Regional" are located at Waterford Regional Hospital. General Out-Patient services include a number of regional services (e.g. dermatology, E.N.T. and orthopaedics) where clinics are held at the General Hospitals, as well as Waterford Regional Hospital. Accordingly these clinics are listed under both Regional and General Hospital Out-Patient services.

The services listed under the heading "General Hospitals" are located at Waterford Regional Hospital as well as in the general hospitals. There are other important hospital services which are not classified as In-Patient or Out-Patient services. These have been included in this Section under the heading "Other Services".

The following is a list of the services provided. As the list of services provided may vary from hospital to hospital more detailed information may be obtained by contacting the individual hospitals, or by referring



to the Information Guide to how Services are Administered, prepared in accordance with Section 16 of the Freedom of Information Act, 1997. Contact names, addresses, and phone numbers are in Section 7.1.4 of this manual.

7.6.2.1 REGIONAL SERVICES

Regional In-patient Services

Dermatology (Skin disease)
 Ear, Nose and Throat (ENT)
 Haematology (Blood disorders)
 Medical Oncology (Cancer management)
 Nephrology (Kidney disease)
 Ophthalmology (Eyes)
 Orthopaedics
 Renal Dialysis (Kidney dialysis)
 Rheumatology (Arthritic diseases)

Regional Out-Patient Services

Audiometry (Hearing testing)
 Breast Prosthesis Fitting Service
 Dermatology (Skin disease)
 Ear, Nose and Throat (ENT)
 Eye Clinics (Ophthalmic)
 Orthoptic Clinics (Squint investigation and treatment)
 Topography (Corneal Investigations)
 Haematology Clinics (Blood disorders)
 Medical Oncology (Cancer management)
 Nephrology (Kidney disease)
 Orthodontics (Correction of dental irregularities)
 Orthopaedics
 Rheumatology Clinics
 STD Clinics (Sexually Transmitted Diseases)

Other Services:

Nurse Education Department
 Regional Laboratory
 (Biochemistry, Blood Transfusion,
 Haematology, Histopathology &
 Microbiology)
 Regional General Practitioners Training Programme

7.6.2.2 GENERAL HOSPITAL SERVICES

IN-PATIENT SERVICES

Acute General Medicine
 Cardiology (Heart disease)
 General Surgery
 Geriatric Medicine (Medical care for the older person)
 Gynaecology (Women's health)
 Intensive Care Unit
 Neonatology (New born healthcare)
 Obstetrics (Maternity)
 Paediatrics (Children's health)
 Pain Control (Analgesia)
 Psychiatry (Mental health)

OUT-PATIENT SERVICES

Accident & Emergency Services (A & E)
 Ante-natal clinics
 Ante-natal classes
 Breast Clinics
 Cardiology Clinics
 Cardiac Diagnostic & Rehabilitation Services
 Chemotherapy Services
 Chiropody Services (for diabetic patients)
 Community TB Clinics
 Dental Clinics
 Dermatology Clinics
 Diabetic Clinics
 Dressings Clinics
 Ear, Nose & Throat Clinics
 Endoscopy Services (Scoping and minor operations)
 ERCP Clinics (Bile Ducts and Pancreas)
 Eye Clinics (Ophthalmic)
 Orthoptic Clinics (Squint investigation and treatment)
 Geriatric Medical clinics (Medical care for the older person)
 Gynaecology Clinics
 Colposcopy Clinics (Cervical Examination)
 Fertility Clinics
 Gynaecological Ultrasound Services
 Menopause clinic
 Hepatology Clinics
 Medical Clinics
 Nutrition and Dietetic Clinics
 Obstetric (Maternity) Clinics
 Well baby clinics
 Occupational Therapy Services
 Medical Oncology Clinics



Orthopaedic Clinics
Orthopaedic Fitters Clinics
 Paediatric Clinics
Cystic Fibrosis Clinic
 Pain Control Clinics (Analgesia)
 Phlebotomy Services
 Physiotherapy Services
 Prothrombin Clinics
 Psychiatric Clinics
 Radiology Services (X-ray)
 Radiotherapy Clinics
 Rheumatology Clinics
 Speech and Language Therapy Services
 Stoma Care Services
 Surgical Clinics
 Surgical Procedures Clinics
 Urodynamics (Stress Incontinence Management) Clinics

Other Services:

Ambulance Services
 Geriatric Liaison Nurse Services
 Hospice Nurse Services
 Laboratory
 Psychiatric Liaison Services
 Social Work Services for Child & Family Support

7.6.3 Access to Services

The Acute Hospital Services are mainly accessed as follows:

- Referral by a General Practitioner to the Out-Patient Clinics or the Accident and Emergency Department
- Self referral to the Accident and Emergency Department where emergency treatment is required
- Admission to hospital from the Out-Patients Clinics or the Accident and Emergency Department where further treatment is required
- Referral from Consultants Private Rooms for admission to hospital or other hospital services as required

Access to the District Hospital Services is usually by way of General Practitioner referral or by referral from an acute hospital.

7.6.4 Contact Names & Addresses

Carlow/Kilkenny

Mr. Richard Dooley,
 Hospital Manager,
 St. Luke's General Hospital,
 Kilkenny.

Telephone: (056) 51133
 Fax: (056) 21149

Mr. Richard Dooley,
 Hospital Manager,
 Lourdes Regional Orthopaedic Hospital,
 Kilcreene,
 Kilkenny.

Telephone: (056) 52465
 Fax: (056) 51402

Ms. Geraldine Phelan,
 Matron,
 District Hospital,
 Castlecomer,
 Co. Kilkenny.

Telephone: (056) 41246
 Fax: (056) 41927

Ms. Kathleen O'Toole,
 Matron,
 District Hospital,
 Carlow.

Telephone: (0503) 30055
 Fax: (0503) 41746



South Tipperary

Mr. Seamus Healy,
Hospital Administrator,
Our Lady's Hospital,
Cashel,
Co. Tipperary.

Telephone: (062) 61022
Fax: (062) 61549

Mr. Seamus Healy,
Hospital Administrator,
St. Joseph's Hospital,
Clonmel,
Co. Tipperary.

Telephone: (052) 21900
Fax: (052) 23975

Ms. Bernie Cox
Matron,
St. Bridget's District Hospital,
Carrick-on-Suir,
Co. Tipperary.

Telephone: (051) 640025

Sr. Aine Power,
Matron,
St. Teresa's District Hospital,
Clogheen,
Co. Tipperary.

Telephone: (052) 65205

Waterford

Acting Hospital Manager,
Waterford Regional Hospital,
Dunmore Road,
Waterford.

Telephone: (051) 873321
Fax: (051) 879495

Ms. Sarah Anglesey,
Matron,
The District Hospital,
Dungarvan,
Co. Waterford.

Telephone: (058) 41003
Fax: (058) 44485

Wexford

Ms. Teresa Hanrahan,
Acting Hospital Manager,
Wexford General Hospital,
Wexford.

Telephone: (053) 42233
Fax: (053) 41910

Ms. Ann Coakley,
Matron,
Gorey District Hospital,
Gorey,
Co. Wexford.

Telephone: (055) 21102
Fax: (055) 21479



7.7 Mental Health Services

- 7.7.1 General Description
- 7.7.2 Services Provided
- 7.7.3 Access to Services
- 7.7.4 Contact Names and Addresses

7.7.1 General Description

The provision of services for the mentally ill is governed by the 'Mental Treatment Acts, 1945 - 1961', however, the South Eastern Health Board is also guided by the recommendations contained in the report 'Planning for the Future, 1984', and by concepts and principles contained in the strategy document 'Shaping a Healthier Future, 1994', in the planning and the provision of services for the mentally ill.

Each Health Board organises its Mental Health services in catchment areas of approximately 100,000 population, subdivided into sectors:

Carlow / Kilkenny Mental health Services: Population 101,138, Sectors 5.

Tipperary Mental Health Services: Population S.R. 80,612 and N.R. 58,021. Sectors 3 in South Tipperary and 2 in North Tipperary.

Waterford Mental Health services: Population 104,082, Sectors 4.

Wexford Mental Health Services: Population 104,371, Sectors 3.

Services are provided in the sectors through multi-disciplinary teams headed by a consultant psychiatrist and include community and hospital based nursing staff, psychologists, counsellors with referral to other health care professionals as necessary. The multi-disciplinary teams provide psychological, social and biological interventions to patients in a wide variety of settings across the services including inpatient, outpatient, day hospitals and day centres. Each Sector has access to training centre facilities and addiction counselling services within its catchment area.

For Mental Health Services Organisation chart - See appendix 6.



7.7.2 Services Provided

7.7.2.1 ACUTE HOSPITAL CARE

Acute inpatient hospital care services are provided for the sectors in each catchment area. The services provided include psychiatric assessment and treatment, nursing assessment and care and referral to other health care professionals as necessary.

7.7.2.2 REHABILITATION SERVICES

Rehabilitation services are provided for long stay patients prior to their discharge to community residences.

7.7.2.3 COMMUNITY BASED RESIDENCES

Community residential facilities are provided in each catchment area for long-stay patients who for various reasons cannot live in their own homes. Following assessment, rehabilitation and discussion with the patients relatives, patients are discharged to a community residential facility.

Community residential facilities for the mentally handicapped are also provided in some catchment areas.

7.7.2.4 LONG-STAY RESIDENTIAL CARE / CONTINUING CARE UNITS

These units provide long-stay hospital care for people with mental illness and are in the charge of a Psychiatrist. A range of services is provided through multi-disciplinary teams. These services include psychiatric assessment and treatment, nursing assessment and care, referral to other health care professionals as necessary, activation programmes, occupational therapy, recreational activities and rehabilitation programmes.

7.7.2.5 OUT PATIENT CLINICS

Outpatient Clinics are located throughout the catchment areas. Patients discharged from the psychiatric hospital services may be given appointments to attend out patient clinics for follow up medical, and community nursing care. General Practitioners also refer patients to out patient clinics for psychiatric assessment.

7.7.2.6 PSYCHOLOGICAL SERVICES

The Psychological services within the Mental Health

Services provide psychological assessment, counselling and therapy for persons with a range of emotional, behavioural, mood and adjustment difficulties. The services are provided both for hospital in-patients and also for outpatients in the Community Mental Health Services. A limited psychological service within the Mental Health Services is available to persons with learning disabilities.

7.7.2.7 COMMUNITY SERVICES - DAY HOSPITALS, DAY CARE CENTRES, HOME VISITS.

These services provide psychological, social and biological interventions to allow patients to be treated in the community and continue to live in their own homes.

A range of support services is also provided for patients living in hostel accommodation. Home visits are undertaken by community based Psychiatric Nurses.

7.7.2.8 SERVICES FOR THE ELDERLY

Services are provided for the elderly with Dementia which includes Alzheimer sufferers. These services are in the charge of a Psychiatrist. Liaison services may be provided by a Consultant Geriatrician. A range of services are provided to the elderly according to clinical need e.g. nursing and medical care, occupational therapy, physiotherapy, chiropody, hairdressing, recreational activities etc.

7.7.2.9 VOCATIONAL TRAINING CENTRES

Training centres play an essential role in the Board's policy on rehabilitation by responding to the increasing demand for community based services which enable people with disabilities to participate in vocational training programmes which are both stimulating and rewarding and which offer the opportunity of work experience. All referrals are first assessed by the NRB (National Rehabilitation Board) and are then placed in suitable training programmes according to their needs and abilities. Training centres are strategically located throughout the Boards catchment area. European Regional Funds (capital) and European Social Funds have facilitated the implementation of successful training programmes for clients with varying disabilities.

There are also Training Centres attached to the Psychiatric Hospitals. These centres provide training and occupation for patients within the Psychiatric Services.



7.7.2.10 COMMUNITY ADDICTION COUNSELLING AND TREATMENT SERVICES.

These services provide assessment, counselling, information and treatment services for alcohol, drugs and gambling addictions in the community setting. An education programme is also provided for schools and the community in general. Following detoxification, if necessary, (in-patient or by General Practitioner), the patient is referred to the community based treatment service.

7.7.2.11 MENTAL HANDICAP SERVICES WITHIN THE MENTAL HEALTH SERVICES

Mental handicap services are provided in some of the catchment areas within the mental health services. These services are in the charge of a Psychiatrist and provide a range of services, including assessment, rehabilitation and recreational services through multi-disciplinary teams.

7.7.3 Access to Services

7.7.3.1 ACCESS TO MENTAL HEALTH SERVICES

To access Mental Health Services a person must be referred by their General Practitioner to their local sector Outpatients' Clinic or to the Acute Hospital Service. A person may also be referred from the accident and emergency departments of the general hospitals. Referrals are also taken from other hospitals. At this stage the person is assessed in relation to their mental health needs and if necessary is referred for treatment either as an out-patient or as an in-patient.

7.7.3.2 ACCESS TO VOCATIONAL TRAINING CENTRES

Referrals are taken from any source eg. General Practitioners, Public Health Nurse and psychiatric services. For further information, contact:

STS (Supported Training Service),
St. Dymphna's Hospital, Carlow. Tel. 0503 30052

Askea Community Centre, Askea,
Carlow. Tel. 0503 42565

TASK (Training and Support Kilkenny),
The Abbey Business Centre, Abbey St., Kilkenny.
Tel. 086 8248447.

Cluan Training Centre, Nelson St., Clonmel.
Co. Tipperary. Tel. 052 25328.

WAVE (Waterford Area Vocational Enterprise),
Neptune House, Canada St.,
Waterford. Tel. 051 858670.

Slaney Side Training Centre, Enniscorthy,
Co. Wexford. Tel. 054 34391.



7.7.3.3 ACCESS TO COMMUNITY ADDICTION, COUNSELLING AND TREATMENT SERVICES

Referrals are accepted from the psychiatric services. Self referrals and referrals from other agencies are also accepted in most services. For more information on the services available in the particular areas, contact:

Day Hospital,
St. Dymphna's Hospital,
Carlow. Tel. 0503 30052

CATS (Community treatment services),
St. Luke's Hospital,
Kilkenny.
Tel. 056 52341 / 056 51133

Alcohol & Addiction Centre,
Coolgreaney House,
Clonmel.
Tel. 052 26533

Community Addiction Services
ACCEPT Brook House,
Cork Rd.,
Waterford.
Tel. 051 871424

Community Mental Health Centre,
Summerhill,
Wexford.
Tel. 053 23899

St. Senan's Hospital,
Enniscorthy.
Tel. 054 33110

7.7.4 Contact Names and Addresses

Carlow

Mr. J. Mc Donnell,
Acting Hospital Manager,
St. Dimpna's Hospital,
Carlow.
Tel. 0503 30052

Kilkenny

Ms. Ann Fitzpatrick,
Administrator
St. Canice's Hospital,
Kilkenny.
Tel. 056 52341

South Tipperary

Mr. Seamus Healy,
Administrator,
St. Joseph's Hospital, Clonmel,
Co. Tipperary.
Tel. 052 21900

Mr. Michael Boland,
Hospital Manager,
St. Luke's Hospital,
Clonmel, Co. Tipperary.
Tel. 052 22300

Waterford

Acting General Manager,
Waterford Regional Hospital.
Tel. 051 873321

Mr. M. A. Gyves,
Hospital Manager,
St Otteran's Hospital,
Waterford.
Tel. 051 874991

Wexford

Mr. P. Shortall,
Acting Manager,
St. Senan's Hospital,
Enniscorthy,
Co. Wexford.
Tel. 054 33110



7.8 Central Services (Head Quarters)

General Description

The services available at Headquarters are as follows:-

- Central services which include the Board, the Chief Executive Officer and Programme Managers.
- Department of Public Health.
- Personnel Department.
- Library Services.
- Finance Department.
- Regional Materials Management Department.
- Management Services Department.
- Technical Services Department.
- Communications Department.
- The Registry Office.

The work of these areas can be broadly described as policy making, advisory, paymaster, monitoring and support in relation to services provided in each of the Board's centres of service throughout the region, the exception to this being the Registry office which provides Civil Marriage ceremonies.

7.8.1 The Board, the Chief Executive Officer and Programme Managers.

- 7.8.1.1 General Description
- 7.8.1.2 Services Provided
- 7.8.1.3 Contact names and addresses

7.8.1.1 GENERAL DESCRIPTION

The South Eastern Health Board was established under the Health Act, 1970. The Board provides health, welfare, personal and social services to people living in the South Eastern Health Board area, which covers the counties of Carlow, Kilkenny, Wexford, Waterford and Tipperary South Riding.

There are thirty one members on the Board. Sixteen members are public representatives nominated by local authorities. Three members are nominated by the Minister of Health. The remaining members are elected by the Health professional bodies.

The Chief Executive Officer is responsible for the implementation of Board policy. The Chief Executive Officer is appointed under Section 13 of the Health Act 1970. The Health (Amendment) (No3) Act 1996 sets out the functions of the Board which are reserved functions. Functions not reserved to the Board are functions of the Chief Executive. (For details of the reserved functions of the Board see Section 6 of this manual) The executive functions of the C.E.O. set down in the Health Act 1970 continue, i.e. those in relation to staff appointments and eligibility for services.

7.8.1.2 SERVICES PROVIDED

The Board manages the following health services:-

- Community Care
- General Hospitals
- Health Promotion
- Special Hospital Services

Each of these services is led by a Programme Manager. In addition there are Senior Managers with responsibility for Public Health, Personnel, Finance, Technical Services and Information Technology. These officers, reporting to the Chief Executive Officer, form the Management Team of the Board and are responsible for the implementation of Board policy.



COMMUNITY CARE SERVICES

Community Care Services cover the preventative health and primary care services, general practitioner services, public health nursing, health inspection, welfare and social work services, care of the aged, welfare homes, services for the disabled. The Community Services are divided into four areas. These are Wexford, Waterford, South Tipperary and the combined Counties of Carlow and Kilkenny. Each area has its own administrative headquarters. These are based in Wexford Town, Waterford City, Clonmel Town and Kilkenny City.

GENERAL HOSPITAL SERVICES

The Board has a Regional Hospital at Waterford City and Acute Hospitals at Wexford and Kilkenny. The Acute Hospital Service in South Tipperary, based in Cashel and Clonmel at present, will be amalgamated on one site in Clonmel. There is a Regional Orthopaedic Hospital based in Kilkenny City at Kilcreene. The six District Hospitals are managed under General Hospital Services as is the Regional Ambulance Service.

HEALTH PROMOTION SERVICE

Health Promotion is central to the Health Strategy "Shaping a Healthier Future". It encourages people to take responsibility for their own health and well being, thus helping to lower the level of illness in the community. Health promotion services are delivered in four key settings i.e. schools, health services, community and workplace. Education and awareness programmes are delivered on drug and substance abuse, healthy eating and lifestyle as well as smoking cessation and healthy heart programmes.

SPECIAL HOSPITAL SERVICES

Special Hospital Services are responsible for the provision of Mental Health services and services for the elderly in the region. The Mental Health services are delivered at community level by sector teams and at hospital level by five County based hospitals. Hospital services for the elderly and welfare home services are provided as part of Special Hospitals.

7.8.1.3 CONTACT NAME AND ADDRESS

Mr. Douglas Bel McGuire,
C.E.O. Secretariat,
South Eastern Health Board,
Lacken, Dublin Road, Kilkenny.
Tel: (056) 51702 Fax: (056) 65270

7.8.2 Department of Public Health

7.8.2.1 General Description

7.8.2.2 Services Provided

7.8.2.3 Contact Names and Addresses

7.8.2.1 GENERAL DESCRIPTION

The Department of Public Health was established in 1995 and is located in the Board's Head Office, Lacken, Dublin Road, Kilkenny. This Department is under the direction of the Director of Public Health, who is supported by a team of Public Health Specialists and support staff.

7.8.2.2 SERVICES PROVIDED

The Public Health Department provides a regional service which measures and monitors the health status of the population, contributes to the identification of health service needs, participates in service planning, targeting resources and in evaluation of the effectiveness and outcome of services. It undertakes the surveillance and control of communicable diseases. It works with other agencies that impact on health.

7.8.2.3 CONTACT NAME AND ADDRESS

Dr. Orlaith O Reilly,
Director of Public Health,
South Eastern Health Board,
Lacken, Dublin Road, Kilkenny.
Tel: (056) 51702 Fax: (056) 65270



7.8.3 The Personnel Department

- 7.8.3.1 General Description
- 7.8.3.2 Services Provided
- 7.8.3.3 Access to Services
- 7.8.3.4 Contact names and addresses

7.8.3.1 GENERAL DESCRIPTION

The Personnel Department provides the South Eastern Health Board with the following services; Manpower Planning and Recruitment, Staff Training and Development, Industrial Relations, Superannuation, Occupational Health & Safety and Library services. The Department provides specialist personnel advice and information as well as quality assurance to personnel functions at hospital and community level within the organisation.

7.8.3.2 SERVICES PROVIDED

- * Manpower planning and Recruitment.
- * Staff Training and Development.
- * The Library Service.
- * Industrial Relations.
- * Occupational Health and Safety.
- * Superannuation Services.

7.8.3.3 ACCESS TO SERVICES

Requests for any of the Board's personnel services may be made by phone, by calling in person to the Department, by letter or by fax.

Vacancies are advertised in the newspapers, in relevant journals and on staff notice boards.

The library service is available to all staff during normal office hours.

The offices of the Department are open Monday to Friday 9.00a.m. to 5.00 p.m.

7.8.3.4 CONTACT NAME AND ADDRESS

Mrs. Vivienne Tegg,
Acting Personnel Officer,
South Eastern Health Board,
Lacken, Dublin Road, Kilkenny.
Tel: (056) 51702 Fax: (056) 70562



7.8.4 Finance Department

- 7.8.4.1 General Description
- 7.8.4.2 Services Provided
- 7.8.4.3 Access to Services
- 7.8.4.4 Contact Names and Addresses

7.8.4.1 GENERAL DESCRIPTION

The Finance Department's primary responsibilities are to negotiate the Board's financial allocation with the Department of Health and Children. To agree service budgets and evaluate on-going financial performance. To provide cash management and paymaster functions for the Board.

To provide financial information and financial analysis which supports the planning, management and delivery of services and to prepare and publish the Boards Annual Financial Statements.

7.8.4.2 SERVICES PROVIDED

- Payroll.
- Creditors Payments.
- Control Section.
- Management Accounting.
- Finance Systems Development.
- Internal Audit.

7.8.4.3 ACCESS TO SERVICES.

Subject to identification, and or authorisation, all staff and creditors of the Board have access to payment records which are relevant to them.

The offices of the Finance Department are open Monday to Friday 9.00a.m. to 5.00 p.m. and requests may be by phone, by calling in person or by letter or Fax. The Board publishes an annual financial report copies of which are available on request.

7.8.4.4 CONTACT NAME AND ADDRESS

Mr. Eugene Halley,
Finance Officer,
South Eastern Health Board,
Lacken, Dublin Road, Kilkenny.
Tel (056) 51702 Fax (056) 65270



7.8.5 Materials Management Service

- 7.8.5.1 General Description
- 7.8.5.2 Services Provided
- 7.8.5.3 Access to Services
- 7.8.5.4 Contact names and addresses

7.8.5.1 GENERAL DESCRIPTION

The materials management service is responsible for procuring goods and services for the South Eastern Health Board in accordance with EU procurement directives, state body guidelines and internal procedures. The responsibility of the function lies with the Regional Materials Manager. Local purchasing departments are based in the main acute hospitals and the hospitals for the mentally ill.

The role of the function is to develop the Board's purchasing and supplies function so as to ensure value for money, in terms of quality, level of service, and price paid. To establish and maintain policies and procedures ensuring compliance with national and EU regulations. To co-ordinate and control all the Board's tendering and contracting requirements by extending procurement skills to all areas of non-pay expenditure involving the purchase of goods and services. Engage in performance monitoring of all key elements of performance management. Develop customer orientated purchase and supply services to users, using appropriate consultation and product /service evaluation fora.

7.8.5.2 SERVICES PROVIDED

- Purchasing, storage and distribution of goods and services.
- Sourcing supplies.
- Development of functional specifications in conjunction with key user departments.
- Advertising contracts.
- Issuing tenders and tender evaluation.
- Agreeing commercial terms with suppliers.
- Awarding contracts.
- Performance monitoring.
- Market research.
- Maintenance of records in accordance with statutory obligations.

7.8.5.3 ACCESS TO SERVICES

The Materials Management function provides services to Departments within the Board and its main contacts are with contractors/suppliers of goods and services to the Board.

7.8.5.4 CONTACT NAME AND ADDRESS

Mr. Brendan White,
Regional Materials Manager,
South Eastern Health Board,
Lacken, Dublin Road, Kilkenny.
Tel: (056) 51702 Fax: (056) 65270



7.8.6 Management Services Department

- 7.8.6.1 General Description
- 7.8.6.2 Services Provided
- 7.8.6.3 Access to Services
- 7.8.6.4 Contact names and addresses

7.8.6.1 General Description

The Management Services Department is responsible for the development and maintenance of the Board's technology based information systems. A wide range of Information Technology (IT) applications are in use within the Board. Some of these are general business applications, such as financial, human resource and office systems, while others are specific to the Health Sector, such as patient administration, laboratory, radiology, child health, databases of clients/patients with special needs and schemes administration.

7.8.6.2 SERVICES PROVIDED

- Development of Informations Systems Strategy.
- Purchase of IT hardware, software and services on behalf of all hospitals and community care centres.
- Systems Analysis/Design.
- Software development.
- Implementation of new IT based applications.
- Support and management of IT based applications and infrastructure.
- IT training and advice.

7.8.6.3 ACCESS TO SERVICES

The Management Services Department provides services to the Board's staff and management. Its main contacts externally are with contractors/suppliers of IT related goods and services.

Access to any of the Board's IT based applications is limited to authorised staff . Access is subject to the approval of the relevant Manager and appropriate system training and security arrangements.

7.8.6.4 CONTACT NAME AND ADDRESS

Mr. Seamus Butler,
Management Services Officer,
South Eastern Health Board,
Lacken, Dublin Road, Kilkenny.
Tel: (056) 51702 Fax: (056) 65270.



7.8.7 The Technical Services Department

- 7.8.7.1 General Description
- 7.8.7.2 Services Provided
- 7.8.7.3 Contact names and addresses

7.8.7.1 GENERAL DESCRIPTION

The Technical Services Department works with the Board's management to ensure the satisfactory physical maintenance and development of all the Board's hospitals and health centres. It also has responsibility for the maintenance and development of the Board's major medical equipment and engineering plant.

7.8.7.2 SERVICES PROVIDED

- Management of Health Board's physical infrastructure plant & equipment.
- Capital development & project management.
- Energy management conservation and advice service.
- Fire safety advice and fire safety training to staff.
- Expert advice and guidance to the Board on the disposal and procurement of property.

7.8.7.3 CONTACT NAME AND ADDRESS

Mr. Tom Byrne,
Technical Services Officer,
South Eastern Health Board,
Lacken, Dublin Road, Kilkenny.
Tel: (056) 51702 Fax: (056) 51284



7.8.8 Communications Department

- 7.8.8.1 General Description
- 7.8.8.2 Services Provided
- 7.8.8.3 Contact names and addresses

7.8.8.1 GENERAL DESCRIPTION

The Communications Department provides public relations expertise and advice on communications to the Health Board's managers and staff.

7.8.8.2 SERVICES PROVIDED

- Co-ordinate media queries.
- Issue press releases.
- Organise press conferences.
- Organise interviews with Board officials and service providers.
- Compile the Board's annual report and quarterly staff magazine.
- Place some advertisements and public notices.
- Dissemination of daily press cuttings.
- Monitor print and broadcasting media.
- Develop communication strategies.

7.8.8.3 CONTACT NAME AND ADDRESS

Ms. Audrey Lambourn,
Communications Manager,
South Eastern Health Board,
Lacken, Dublin Road, Kilkenny.
Tel: (056) 51702 Fax: (056) 65270



7.8.9 The Registry Office

- 7.8.9.1 General Description
- 7.8.9.2 Services Provided
- 7.8.9.3 Access to Services
- 7.8.9.4 Contact Names and Addresses

7.8.9.1 GENERAL DESCRIPTION

The Civil Marriage Ceremony is performed by a Registrar of Civil Marriages. In Kilkenny the Registrar of Civil Marriages is a member of the staff in the South Eastern Health Boards Head Office.

7.8.9.2 SERVICES PROVIDED

Wedding Ceremonies usually take place at the office of the South Eastern Health Board between the hours of 9.00 am and 5.00 PM, Monday to Friday (except Bank Holidays).

The total cost of marriage in the Registry office is £32.50.

7.8.9.3 ACCESS TO SERVICES

Persons wishing to marry must be over 18 years of age.

Persons wishing to marry must not be within the forbidden degree of consanguinity (blood relationship) or affinity (a relationship by marriage). If there is any blood or marriage relationship between the parties to be married this should be brought to the attention of the Registrar.

Persons wishing to marry must be free to marry. If either party has been married previously, it is necessary for that party to produce a Divorce Decree Absolute or a Death Certificate, as appropriate.

Both parties to marriages which take place in Ireland must give a written notification of their intention to marry at least three calendar months prior to the marriage taking place. Notification by fax is not acceptable.

7.8.9.4 CONTACT NAME AND ADDRESS

Ms. Ann Boyle,
Registrar of Marriages,
South Eastern Health Board,
Lacken, Dublin Road, Kilkenny.
Tel: (056) 51702 Fax: (056) 65270.

8. Classes of Records held by the South Eastern Health Board

The type of records held by the Board across all service areas can be classified as follows:

- Client/Patient Records
- National/Regional Reports
- Policy Documents
- Guidelines
- Staff/Personnel Records
- Registers
- Legislation
- Procedure Manuals
- General Administration Files
- Financial Records



9. How to obtain information from the South Eastern Health Board (outside the Freedom of Information legislation)

- 9.1 Introduction
- 9.2 Making an Administrative Access Request
- 9.3 Exceptions to Administrative Access
- 9.4 Other Mechanisms for Access

9.1 Introduction

The staff of the South Eastern Health Board will make information available to the general public or respond to an individual request for information to the greatest extent possible having regard to the public interest and the right to privacy.

Paragraph 1.1 above describes how information is made available to the general public through the Board's annual and special reports and through a wide range of information leaflets.

One to one discussion with service providers is an important way to obtain routine information and it may be beneficial that the initial request for information be made on a one to one basis.

In releasing information Board staff will always have regard to the individual's privacy, confidentiality and the public interest. The requester will be required to produce proof of identity if necessary. If appropriate the requester will be advised to make a formal request for the information sought, such as an application under administrative access.

Administrative access may be appropriate where sensitive records, third party information or confidential information is involved.



9.2 Making an Administrative Access Request

- The request must be in writing. Addressed to the Head of the Service/Department as appropriate, for example the Hospital Manager in the case of a hospital record, the General Manager of Community Services in the case of a Community Service, the Finance Officer if the request is for information in relation to the Board's financial business. (Note: The Board's annual abstract of accounts is placed before the Oireachtas following which it will be available to the public)

For Board staff who wish to request information in relation to their Personnel Records the request should be addressed to the Manager at their centre of employment or the Board's Personnel Officer.

- The request should give sufficient information to facilitate efficient identification and processing of the information sought.
- Response to an administrative request. Board staff are obliged to respond within a reasonable time scale depending on the extent of the request.

9.3 Exceptions to Administrative Access

A situation may arise where it would not be appropriate for the Board to release the information requested through administrative access. This will be explained to the requester and he/she will be advised to make a request under the Freedom of Information Act, 1997 and helped to make such a request.

9.4 Other Mechanisms for Access

There are other legal means of access used, for example, order of discovery, Garda investigations, post mortems etc.



10. How to Obtain Information from the South Eastern Health Board - Under the Freedom of Information Act, 1997

- 10.1 Introduction
- 10.2 Purpose of the Freedom of Information Act
- 10.3 Making an Application under the Freedom of Information Act, 1997
- 10.4 Acknowledgement of Request
- 10.5 Decisions in Relation to Requests
- 10.6 Right of Review and Appeal
- 10.7 Fees

10.1 Introduction -The Freedom of Information Act, 1997

The Freedom of Information Act, 1997 was passed by the Houses of the Oireachtas on the 21st April, 1997 to come into effect from the 21st April, 1998 for Government Departments and other Government Agencies and from 21st October, 1998 for Health Boards and Local Authorities.

10.2 Purpose of the Freedom of Information Act

The long title of the Act sets out its purpose which states that it is "an Act to enable members of the public to obtain access, to the greatest extent possible consistent with the public interest and the right to privacy, to information in the possession of public bodies."

The Freedom of Information legislation was introduced:

- To increase openness.
- To improve accountability.
- To increase public appreciation of issues involved in policy decisions.
- To facilitate stronger public ownership and acceptance of decisions made.
- To give people access to their records and allow them to amend them if incomplete, incorrect or misleading.

New legal rights.

The Act 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 official information relating to him/herself amended where it is incomplete, inaccurate or misleading.
- A legal right to obtain reasons for decisions affecting you.

The following records come within the scope of the Act

- All records held by the South Eastern Health Board which were created after the coming into force of the Freedom of Information Act on 21st October, 1998.
- Any record created before the 21st October, 1998 if this record is necessary for understanding a record created after the 21st October, 1998.
- All personal information about you which is held by the South Eastern Health Board, regardless of when the records were created.
- Personnel records of South Eastern Health Board staff created after the 21st October, 1995 or earlier records liable to be used in a way that might adversely affect the interests of the member of staff concerned.

In addition the Act provides for the establishment of an independent office of Information Commissioner to review decisions relating to Freedom of Information made by public bodies.



10.3 Making an Application under the Freedom of Information Act, 1997

The request for access to records under the Act shall:

- 1) Be in writing.
- 2) Addressed to the Chief Executive Officer, South Eastern Health Board, Freedom of Information Department, Lacken, Dublin Road, Kilkenny (under Section 4 of the Act the Chief Executive Officer has the authority to delegate the function of Decision Maker. The Chief Executive Officer of the South Eastern Health Board has delegated this function to Hospital Managers, General Managers Community Services and three nominated Senior Officers at Head Quarters. Your request will be forwarded to the appropriate Decision Maker whose names are published in Appendix 7. Your request should always be addressed to the Chief Executive Officer at the address given above).
- 3) State that the request is made under Section 7 of the Freedom of Information Act, 1997.
- 4) Give sufficient particulars to enable the record to be identified:
 - (a) if relating to a patient/client or member of staff please give date of birth, current and previous (if any) addresses, where service was received etc.,
 - (b) details of records sought,
 - (c) if access to records of third party is sought, written consent from the third party is normally required.
- 5) State manner of access sought for example:
 - (a) a copy of the record,
 - (b) a transcript of the information concerned,
 - (c) a computer disc or other electronic device containing the information,
 - (d) a reasonable opportunity to inspect the record,
 - (e) in case the record is of sound or visual image a reasonable opportunity to hear or view the record,
 - (f) the information in such other form or manner as may be determined, or
 - (g) the information in a combination of any two or more of the foregoing.

You do not have to give reasons for requesting access to records and no person has the right to demand such reasons from you.

A request for reasons for decisions is made under Section 18 of the Act.

The South Eastern Health Board also provides Freedom of Information application forms on request.

10.4 Acknowledgement of Request

The Decision Maker dealing with the request shall acknowledge in writing the request within two weeks of receiving it. The letter of acknowledgement shall state the period within which a decision must be made, the rights of review, the procedure governing the exercise of those rights and the time limits which apply.

10.5 Decisions in Relation to Requests

Within four weeks (or such longer period as provided for in exceptional cases under the Act) of receiving a request for access the Decision Maker shall:

- 1) Decide whether to grant or refuse to grant the request or to grant it in part.
- 2) If he or she decides to grant the request whether wholly or in part determine the form and manner in which the right of access will be exercised.
- 3) Notify in writing or such other form as may be determined the decision to the requester concerned.
- 4) In the case of a decision to refuse, reasons for refusal.
- 5) Notice of right of appeal.



10.6 Right of Review and Appeal

10.6.1 APPEAL TO THE INTERNAL REVIEWER

If a requester feels aggrieved regarding a decision of the Decision Maker to limit or refuse access under the Freedom of Information Act then they have the right of appeal to the Internal Reviewer. This level of appeal is provided for under Section 14 of the Act. The Internal Reviewer is a more Senior Officer than the Decision Maker. An appeal to the Internal Reviewer should be addressed to the Internal Reviewer, South Eastern Health Board, Freedom of Information Department, Lacken, Dublin Road, Kilkenny. A list of Internal Reviewers is included at Appendix 7.

10.6.2 APPEAL TO THE INFORMATION COMMISSIONER

If the requester is dissatisfied with the decision taken by the Internal Reviewer he/she has a right under Section 34 of the Act to appeal to the Information Commissioner. Appeals should be addressed to the Information Commissioner, 18 Lower Leeson Street, Dublin 2.

10.6.3 APPEAL TO THE HIGH COURT

A party to a review under Section 34 or any other person affected by the decision of the Commissioner following such a review may appeal to the High Court on a point of law from the decision.

10.7 Fees

Section 47 of the Freedom of Information Act provides for fees.

Fees may be charged as follows:

- In respect of personal records, no fees will be charged for copying the records requested unless a large number of records are involved.
- 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.
- A charge may apply for copy Xray(s). A deposit of 20% may be payable where the total fee is likely to exceed £40. 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:

- Where the cost of collecting and accounting for the fee would exceed the amount of the fee;
- Where the information would be of particular assistance to the understanding of an issue of national importance;
- In the case of personal information where such charges would not be reasonable having regard to the means of the requester.

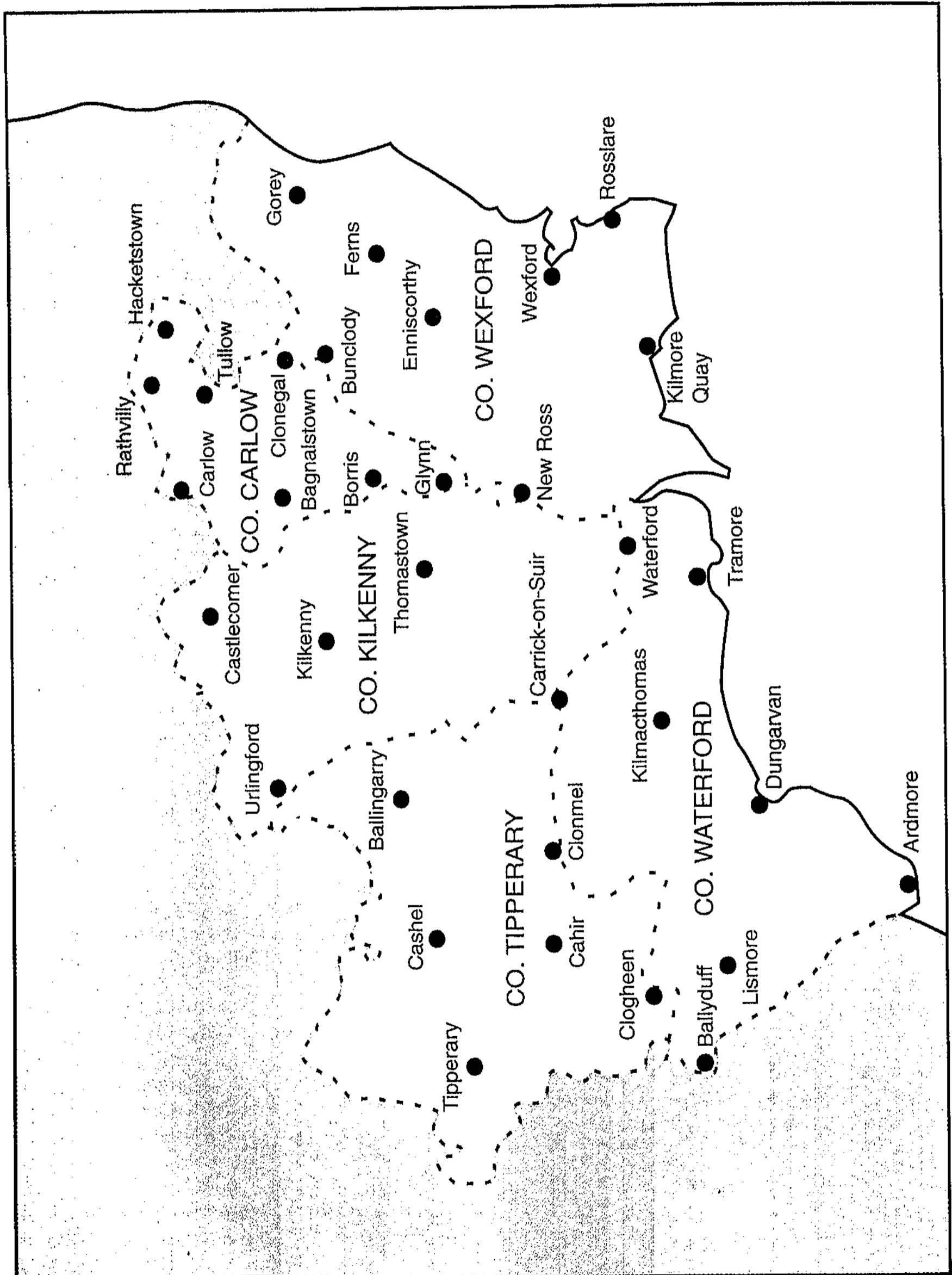
Fees are currently set as follows in accordance with S.I. No. 139 of 1998.

- £16.50 per hour
- 3p per sheet in relation to a photocopy
- 40p in relation to a 3 1/2" computer diskette
- £8 in relation to a CD Rom



South Eastern Health Board Geographic Area

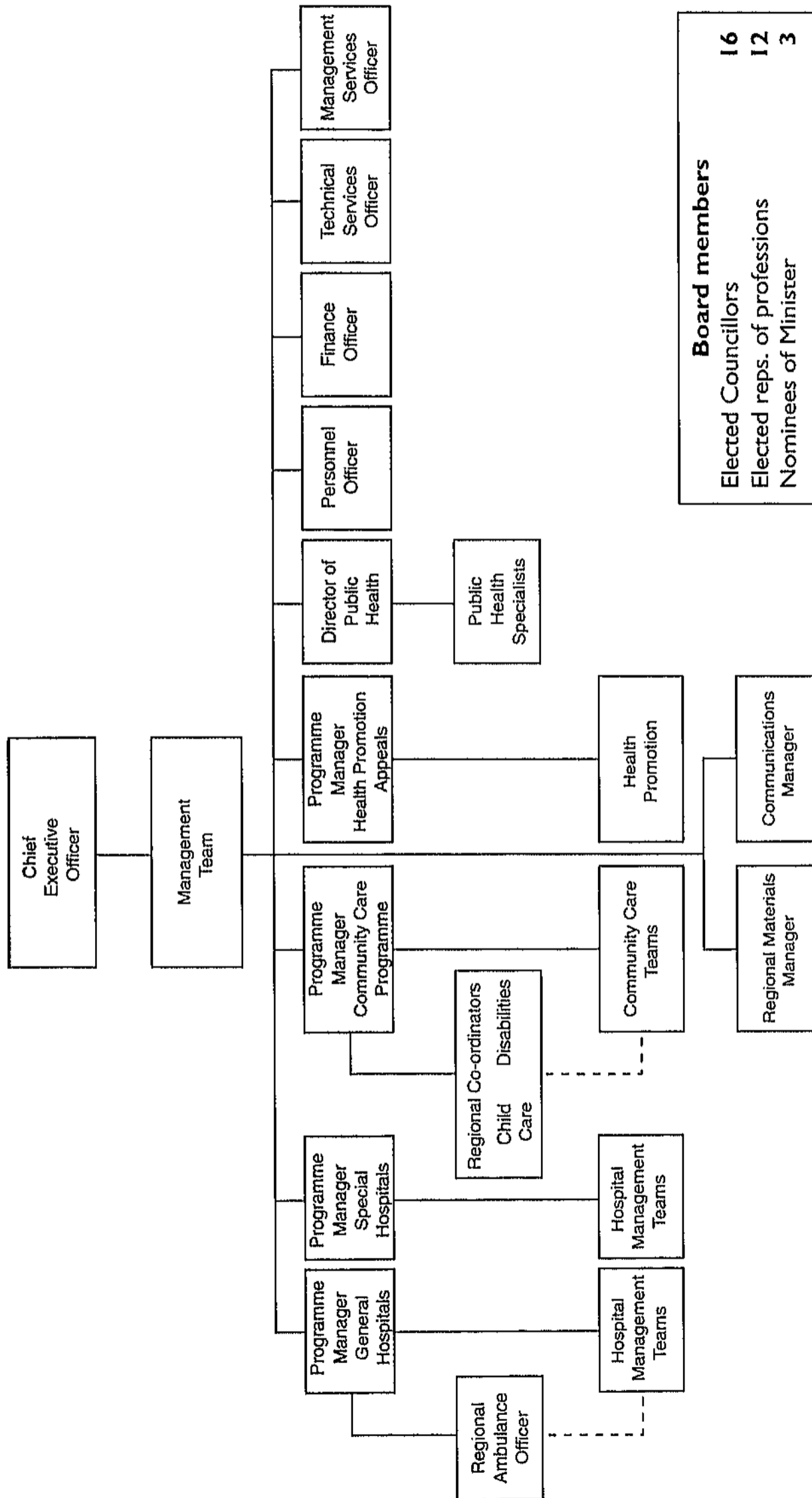
Appendix I





South Eastern Health Board Organisational Chart

Appendix 2



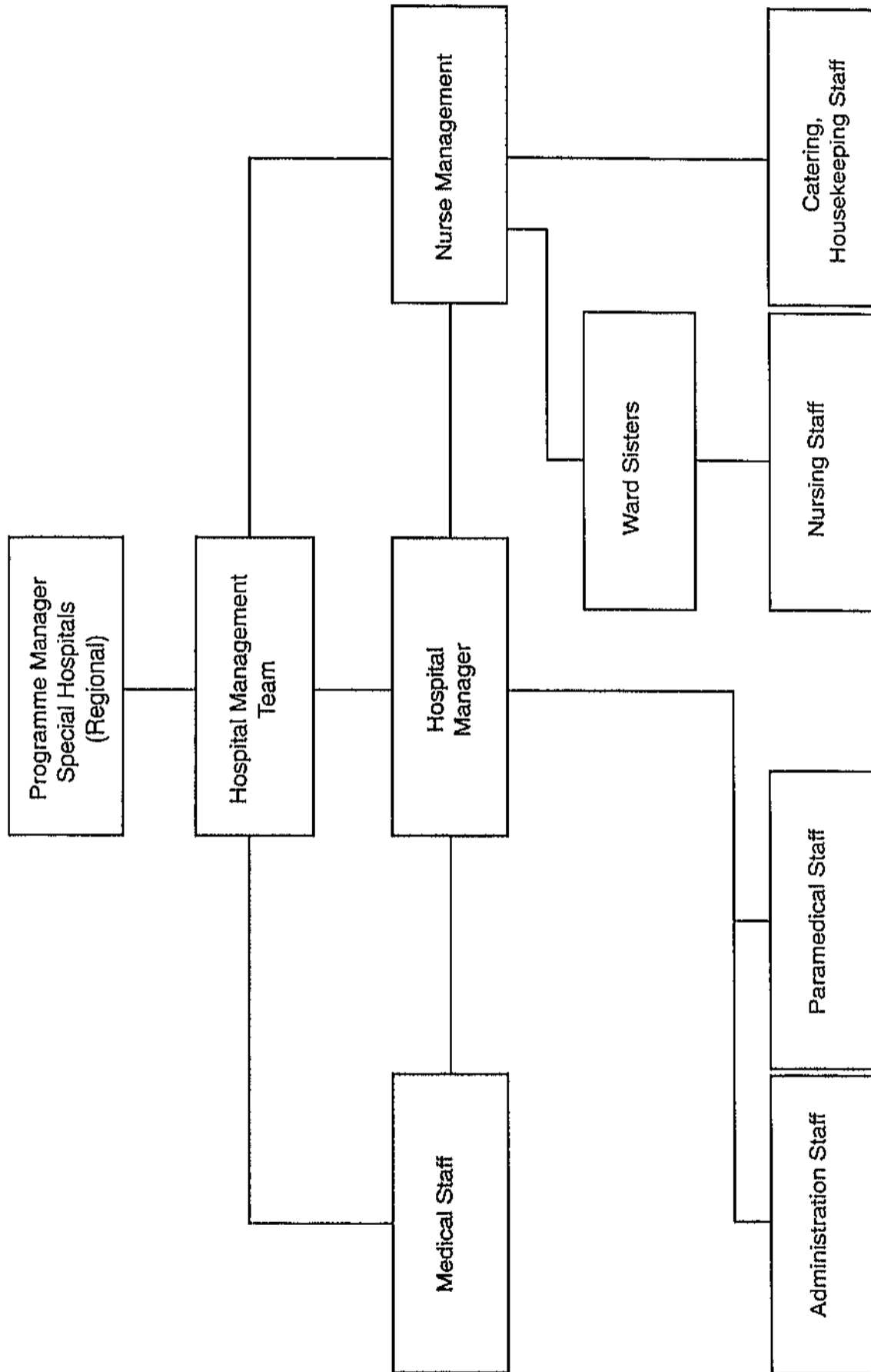
The staff highlighted by shading are all members of the Health Board's Management Team.
(The positions on this chart do not necessarily indicate the relative status of the staff shown).

— Reporting relationship
- - - Working relationship



South Eastern Health Board Geriatric Hospitals — Organisational Chart

Appendix 4



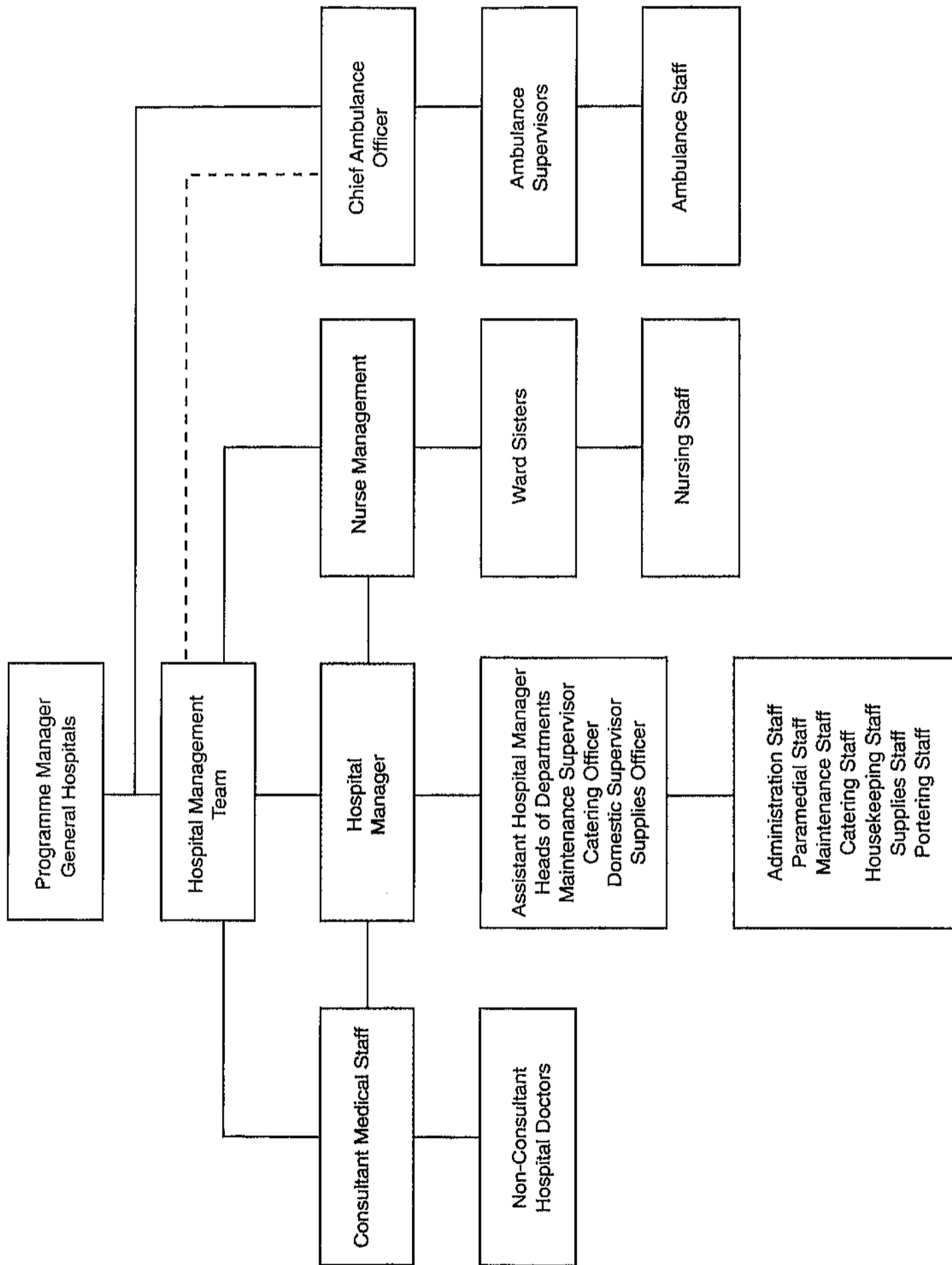
— Reporting relationship
 - - - Working relationship

The staff highlighted by shading are all members of the Hospital Management Team.
 (The positions on this chart do not necessarily indicate the relative status of the staff shown).



South Eastern Health Board General Hospitals — Organisational Chart

Appendix 5



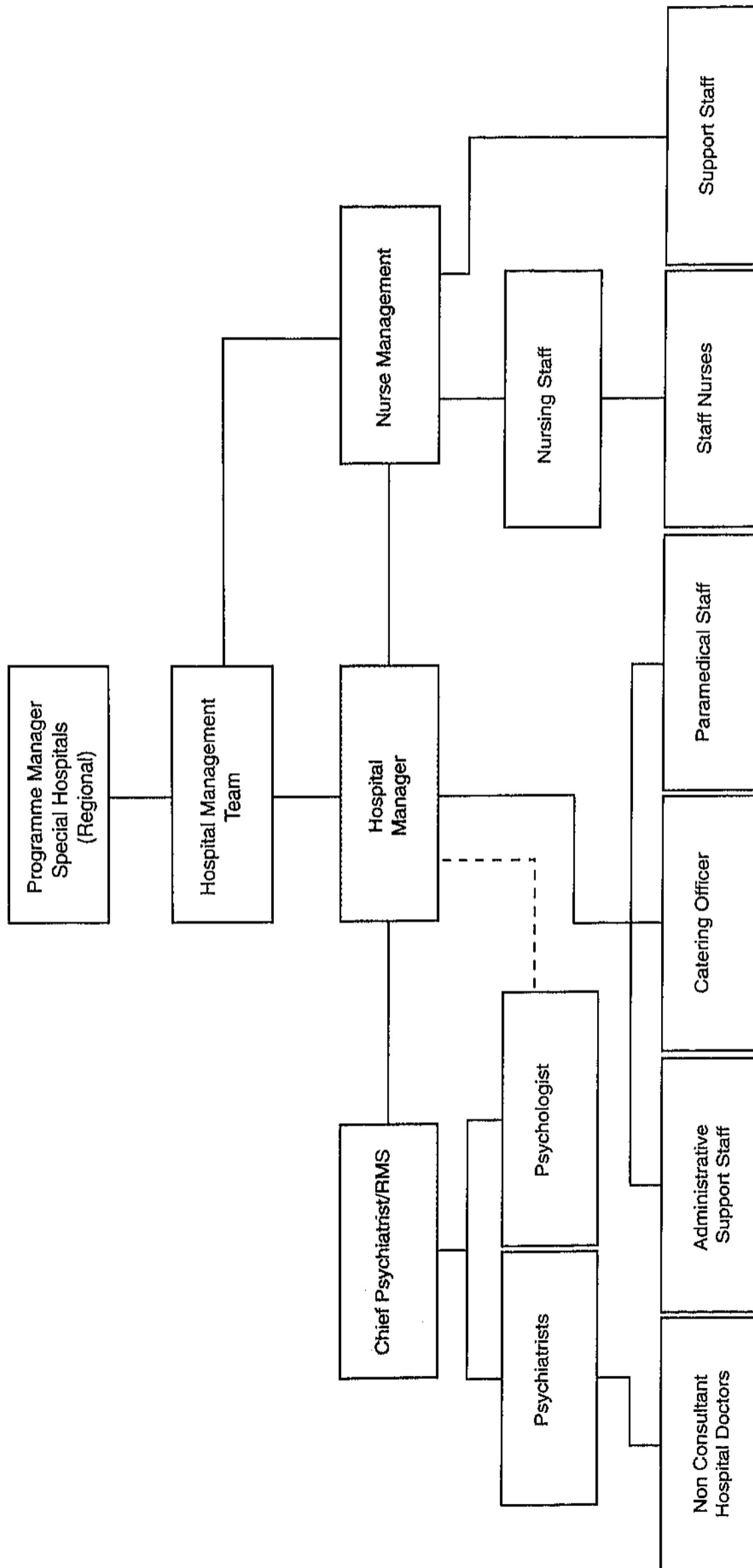
— Reporting relationship
 - - - Working relationship

The staff highlighted by shading are all members of the Hospital Management Team.
 (The positions on this chart do not necessarily indicate the relative status of the staff shown).



South Eastern Health Board Mental Health Services — Organisational Chart

Appendix 6



— Reporting relationship
 - - - Working relationship
 The staff highlighted by shading are all members of the Hospital Management Team.
 (The positions on this chart do not necessarily indicate the relative status of the staff shown).



South Eastern Health Board Decision Makers and Internal Reviewers

Appendix 7

The officers to whom the function of Decision Maker has been delegated by the Chief Executive Officer under Section 4 of the Freedom of Information Act are as follows:

General Manager Waterford Regional Hospital, appointment in process.

Mr. Richard Dooley, Hospital Manager, St. Luke's Hospital, Kilkenny.

Ms. Teresa Hanrahan, Acting Hospital Manager, Wexford General Hospital.

Mr. Seamus Healy, Hospital Administrator, St. Joseph's Hospital, Clonmel.

Mr. Seamus Healy, Hospital Administrator, Our Lady's Hospital, Cashel.

Mr. Michael A. Gyves, Hospital Manager, St. Otteran's Hospital, Waterford.

Mr. Michael Boland, Hospital Manager, St. Luke's Hospital, Clonmel.

Mr. Jim McDonnell, Acting Hospital Manager, St. Dymphna's Hospital, Carlow.

Mr. Pat Shortall, Acting Hospital Manager, St. Senan's Hospital, Enniscorthy.

Ms. Ann Fitzpatrick, Assistant Manager, St. Canice's Hospital, Kilkenny.

Mr. Tony Whelan, General Manager, Community Care Headquarters, Kilkenny.

Mr. Seamus Moore, General Manager, Community Care Centre, Clonmel.

Mr. Dermot Halpin, General Manager, Community Care Centre, Waterford.

Mr. Con Pierce, General Manager, Community Care Centre, Wexford.

Mr. John Hogan for Personnel Department, Head Office, Lacken, Kilkenny.

Mr. Ray Macauley for Finance Department, Head Office, Lacken, Kilkenny.

Mr. Douglas Bel-Maguire for the remaining areas of Central Services, Head Office, Lacken, Kilkenny.

Mr. John Cooney, Chief Executive Officer is the Internal Reviewer for Central Services other than Personnel and Finance.

He has delegated the function of Internal Reviewer (under Section 4 of the Act) for all other areas as follows:

Mr. Tom Beegan, Programme Manager General Hospitals.

Mr. John Magner, Programme Manager Special Hospitals.

Mr. Peter Finnegan, Programme Manager Community Care.

Mrs. Vivienne Tegg, Acting Personnel Officer.

Mr. Eugene Halley, Finance Officer.