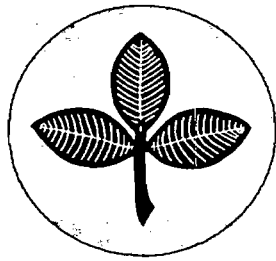


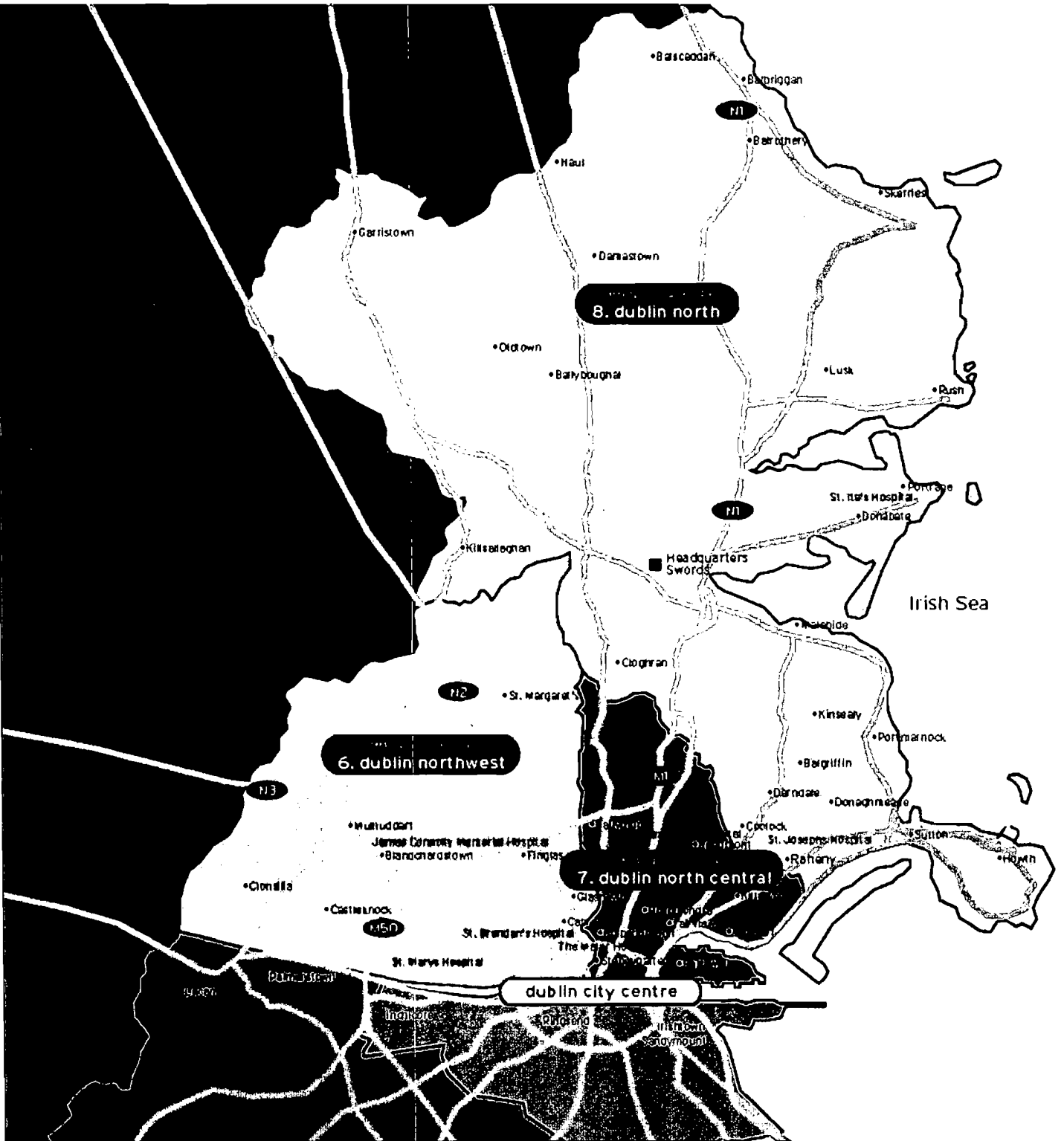
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DIRECTORY
OF
SERVICES FOR OLDER PERSONS

JUNE 2003



8. dublin north

6. dublin northwest

7. dublin north central

dublin city centre

Irish Sea

• Balsacodan

• Ballyroan

• Ballyrothery

• Naui

• Skarries

• Garristown

• Darlastown

• Oldtown

• Ballyboughal

• Lusk

• Rush

• Kilsallaghan

• Headquarters
Swords

• St. Mary's Hospital

• Donabate

• Malaga

• Cloonran

• St. Margaret

• Kinsealy

• Portlarnock

• Ballygriffin

• Dún Dealgan

• Donaghmede

• Mullinacree

• James Connolly Memorial Hospital

• Blanchardstown

• Finglas

• Coolock

• St. Joseph's Hospital

• Raheny

• Sutton

• Howth

• Clonsilla

• Castleknock

• St. Brigid's Hospital

• St. Mary's Hospital

dublin city centre

• Ballybunamuck

• Incees

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INTRODUCTION

Background:

The demographic profile of the population in our Board's area is changing with increasing numbers of people living into old age. Whilst most people will have an active and healthy old age, there are a sizeable minority of old persons who are likely to require support and care, as they grow older. Research indicates that many older persons are in need of some care and some are in need significant levels of care up to and including residential care.

From the late sixties there has been a marked increase in the level of affluence in the country as a whole. This however has been accompanied by significant social change such as a decline in the pattern of extended families and the decrease in the incidence of volunteerism and relative carers. This change has increased the number of older persons presenting for services, changed the mix and type of client; has raised expectations on quality of service; and has led to move away from volunteer / relative carer provision of service to health service provision.

STRUCTURE

On March 1st 2000, the Northern Area Health Board was established under Section 14 of the Health (Eastern Regional Health Authority) Act 1999. In accordance with that Act, the Northern Area Health Board undertook to exercise, on behalf of the Authority, delegated responsibility to facilitate and support the provision of health and personal social service in the county of Dublin, north of the river Liffey, and the County of Fingal.

In order to provide an informed, responsive service to operate in our Boards Area, three Managers for Services for Older Persons are located at each Community Care Area are responsible the co-ordination and delivery of services for the elderly in their respective catchment area.

AIMS

Our Board aims to provide appropriate care in an appropriate setting, with timely and adequate access to the full range of services for older persons who present with needs throughout our area.

PRINCIPLES OF SERVICE DELIVERY

Strategic Focus:

Our Board works in partnership with the voluntary providers, statutory agencies and service users, so as to provide and develop effective and sustainable services.

The following principles underpin our Boards approach to service delivery: -

- To maintain older persons in dignity and independence at home in accordance with their wishes as expressed in various studies.
- To restore to independence at home those older persons who become ill or dependent.
- To encourage and support the care of older persons in their own community by family neighbours, and voluntary bodies in every way possible.
- To promote healthy aging with the assistance of voluntary bodies involved with older persons.
- To ensure that the Health and social gain needs of the population are met while ensuring that the customer and patients are provided with a seamless service achieved through co-ordination of resources and structures.
- The provision of equitable access to services for older persons.
- The continuous assessment and evaluation of service delivery.

DIRECTORY OF SERVICES FOR OLDER PERSONS

Directory of Services Provided:

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

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Access to Services

Details of how to access each of the above services are outlined in the following pages. Please note to gain access to some of the above services you will be requested to quote your Personal Public Services Number (PPSN). The PPSN can be obtained

form the Department of Social, Community and Family Affairs. Although every effort has been made to provide as much detail as possible with regard to the services available, from time to time these can change. If you have any queries please contact your local community care area headquarters.

AURAL SERVICES

General Description

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

Services Provided

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

Access to Services

Eligible persons (Medical Card Holders) should contact their General Practitioner (GP) for a referral letter, which they then forward to their relevant Community Services Headquarters for approval. Comhairle, 44, North Great George's Street, Dublin 1 (Tel: 874 7503) provides aural appliances free of charge to eligible persons.

Contact for Further Information

<p>Dublin North West</p> <p>Area Administrator, Northern Area Health Board Community Services Rathdown Road, Dublin 7.</p> <p>Tel: 01 8825100</p>	<p>Dublin North Central</p> <p>Area Administrator, Northern Area Health Board Community Services 193 Richmond Road Dublin 3.</p> <p>Tel: 01 8575400</p>
<p>Dublin North</p> <p>Area Administrator, Northern Area Health Board Community Services Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 8164209</p>	<p>Customer Services Department Dr Steevens' Hospital Dublin 8</p> <p>Freephone: 1800 520 520 E-Mail: customer.services@erha.ie</p>

CARER SUPPORT SERVICE

General Description

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

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

Services Provided

Voluntary Organisations involved in this area and funded by the Northern Area Health Board include: -

- | | | |
|---|---|------------------|
| □ | Age Action Ireland,
30/31 Lower Camden Street, Dublin 2 | Tel: 01 457 6989 |
| • | Carers Support Scheme
Baggot Street Community Hospital, Dublin 4 | Tel: 01 668 1577 |
| • | Crosscare
The Red House, Clonliffe College, Dublin 4 | Tel: 01 836 0011 |
| | Alzheimers Society, 43 North Thumberland Ave
Dun Laoghaire, Co Dublin. | Tel 01 2846616 |
| | Seniors' Helpline, Finglas Day Care Centre, Kildonan Rd,
Finglas West, Dublin 11 | Tel 1850 440444 |

Access to Services

Contact one of the above organisations or speak to any health professional who is attending the person for whom you are caring.

Contact for Further Information

Above agencies as listed

CHIROPODY SERVICE

General Description

The Northern Area Health Board provides a Chiropody Service to eligible persons (medical card holders) to help maintain mobility in their old age.

Services Provided

Four free visits per year to a Chiropodist of your choice from the list of Chiropodists who have a contract with the Northern Area Health Board.

Domiciliary service is available where necessary.

Access to Services

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

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

Contact for Further Information

Dublin North West Area Administrator, Northern Area Health Board Community Services Rathdown Road, Dublin 7. Tel: 01 8825100	Dublin North Central Area Administrator, Northern Area Health Board Community Services 193 Richmond Road Dublin 3. Tel: 01 8575400
Dublin North Area Administrator, Northern Area Health Board Community Services Cromcastle Road, Coolock, Dublin 5. Tel: 01 8164209	Customer Services Department Dr Steevens' Hospital Dublin 8 Freephone: 1800 520 520 E-Mail: customer.services@erha.ie

COMMUNITY WARD TEAMS (DISTRICT CARE UNITS)

General Description

Community Ward Teams were established in each Community Care Area to provide out reach care services for older persons in their own homes. At present our Board has three Community Ward Teams. The service facilitates the earlier discharge of patients from acute hospital services and obviates the need for referral of patients by general practitioners to acute general hospitals in certain circumstances.

The Multi-disciplinary team consists of:

- Team Leader/Senior Public Health Nurse
- Registered General Nurses
- Physiotherapist
- Occupational Therapist
- Home Care Attendants

Services Provided

- Rehabilitation
- Chronic/Extended Care
- Intermittent/Short Term Care

Access to Services

Contact your Hospital Consultant, General Practitioner or Public Health Nurse for referral to the District Care Unit.

Contact for Further Information

Dublin North West

Dublin North Central

Director of Public Health Nursing Community Services Rathdown Road, Dublin 7. Tel: 01 8825127	Director of Public Health Nursing Community Services 193 Richmond Road, Dublin 3. Tel: 01 8575400
Dublin North Director of Public Health Nursing Community Services Cromcastle Road, Coolock, Dublin 5. Tel: 01 8476122	

COMPLAINTS & APPEALS

In Area Health Board, every service has complaints procedure in place, which is supported by a Central Complaints Department servicing the three Area Health Boards. In each local Board, each service has a designated manager to whom formal complaints are addressed. The normal procedure to make complaints is as follows: -

Complaints

- Contact your local Complaints Manager
- Complete the complaint form, write a letter or make a phone call. The name of your local Complaints Manager is available at your local health centre or hospital.
- Your complaint will be acknowledged, treated confidentially and investigated thoroughly. You should receive a decision within four weeks. Sometimes, cases take longer to resolve but you will be advised of progress.
- If you are not satisfied with the decision of the local Complaints Manager, you can contact or write to the Director of Customer Services and Appeals. You should give details of the reasons why you are not satisfied with the decision or response. Again your complaint will be acknowledge, and investigated thoroughly. You should receive a decision within four weeks where possible or you will be advised or progress.
- The Director of Customer Services and Appeals will, if necessary, form a panel with independent professional or lay people to investigate your complaint. You may also be invited to a meeting to discuss your case.

Appeals

- If you have been refused a service or part of a service you have a right of appeal. You should make an appeal within three weeks of receipt of decision.
- To make an appeal, write to the Director of Customer Services and Appeals. Outline the reasons why you wish to make the appeal and give details of any exceptional circumstances, medical or otherwise, which might support your appeal.
- Your appeal will be acknowledged, treated confidentially and investigated thoroughly. You may be invited to discuss your case. You should receive a decision within four weeks. Sometimes, cases take longer to investigate buy you will be kept informed of progress.
- If you are not satisfied with our final response regarding complaints or appeals you can contact the Office of the Ombudsman, which is independent of the Health Boards

Contact for Further Information

<p><i>Providing services for the Northern Area Health Board South Western Area Health Board East Coast Area Health Board</i></p> <p>Director of Customer Services & Appeals Unit 1, Bridgecourt Office Park Walkinstown Avenue Dublin 12</p> <p>Tel: (01) 4609 300 Fax: (01) 4609 320</p>	<p>Office of the Ombudsman 18 Lower Leeson Street Dublin 2</p> <p>Tel: (01) 639 5600</p>
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CONVALESCENT CARE

General Description

Convalescent facilities are available for older persons who have completed the acute phase of their treatment in an Acute General Hospital and require a specialised period of convalescence for either one or two weeks before returning to their own home environment. The older persons enjoy the full range of facilities of the hospital/home in order that they achieve the highest possible health status before returning home.

Access to Services

Admissions are arranged directly through the Acute Hospitals by arrangement with Caritas.

Contact for Further Information

Dublin North West Social Work Department, Mater Hospital, Eccles Street, Dublin 7. Tel: 01 8032000	Dublin North West Social Work Department, James Connolly Memorial Hospital, Blanchardstown, Dublin 15. Tel: 01 8213844
Dublin North Social Work Department, Beaumont Hospital, Beaumont, Dublin 9. Tel: 01 8377755	Customer Services Department Dr Steevens' Hospital Dublin 8 Freephone: 1800 520 520 E-Mail: customer.services@erha.ie

DAY CARE UNITS FOR OLDER PERSONS

General Description

Day Care Units provide a service similar to that provided in a Day Hospital setting providing older persons with access to a full range of nursing, para-medical and other personal and social services on a day attendance basis. These services lessen the need for admission to in-patient care. The Day Care Units have a full range of medical, nursing, para-medical, social and personal services available to patients. While a Consultant Physician in Medicine for the Older Persons is not usually in attendance at the Day Care Unit, a local Medical Officer is available to the units, and close liaison is maintained between the Unit and the appropriate Department of Medicine for Older Persons in Acute General Hospitals. Day Care Units operate on a daily basis – Monday to Friday – and are located at the Northern Area Health Board Hospitals/Homes listed below.

Services Provided

A full range of medical, nursing, para-medical, care staff, social and personal services are available to patients attending the Day Care Units. However, where referral to an Acute Hospital for more intensive treatment is required, a charge may be levied in accordance with the *Health (Charges for In-Patient Services) Regulations, 1976/1987*.

Access to Services

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

Contact for Further Information

Dublin North West

Tel No

Director of Nursing, Cuan Ros Community Unit for the Elderly,
Navan Road, Dublin 7. 01 868 6012

Dublin North Central

Director of Nursing, St. Clare's Home, Ballymun Road, Dublin 9. 01 8373619

Director of Nursing, Seanchara, St. Canice's Road, Ballygall,
Dublin 9. 01 8373725

Director of Nursing, St. Monica's Home, Belvedere Place, Dublin
1. 01 8557523

Dublin North

Director of Nursing, Lusk Community Unit for the Elderly, Station
Road, Lusk, Co. Dublin. 01 8071240

DAY CENTRES

General Description

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

Services Provided

- A range of social activities
- Bathing Facilities
- Day Outings
- Meals
- Nursing Services
- Occupational Therapy
- Parties
- Personal Care
- Physiotherapy
- Respite for Carers
- Speech & Language Therapy
- Transport

Access to Services

Contact the Public Health Nurse for your area at your local Health Centre or contact your local Day Centre (listed below).

Contact for Further Information

Dublin North West Manager of Services for Older Persons Northern Area Health Board Community Services Rathdown Road, Dublin 7. Tel: 01 8825100	Dublin North Central Manager of Services for Older Persons Northern Area Health Board Community Services St. Clare's Home, Ballymun Road, Dublin 9. Tel: 01 8373619
Dublin North Manager of Services for Older Persons Northern Area Health Board Community Services Cromcastle Road, Coolock, Dublin 5. Tel: 01 8164240	Customer Services Department Dr Steevens' Hospital Dublin 8 Freephone: 1800 520 520 E-Mail: customer.services@erha.ie

DAY HOSPITAL FACILITIES FOR OLDER PERSONS

General Description

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

Dublin North	Beaumont Hospital, Beaumont Road, Dublin 9.
Dublin North Central	Mater Hospital, Eccles Street, Dublin 7. St. Mary's Hospital, Phoenix Park, Dublin 7.
Dublin North West	James Connolly Memorial Hospital Blanchardstown, Dublin 15

Services Provided

A full range of medical, nursing, para-medical, social and personal services are available to patients attending Day Hospitals. Day Hospital facilities are available to older persons free of charge. However, where referral to an Acute Hospital for more intensive treatment is required, a charge may be levied in accordance with the *Health (Charges for In-Patient Services) Regulations, 1976/1987*.

Access to Services

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

Contact for Further Information

The Department of Medicine for Older Persons, Beaumont Hospital, Beaumont Road, Dublin 9.	01 8377755
The Department of Medicine for Older Persons, Mater Hospital, Eccles Street, Dublin 7	01 8032000
Hospital Manager, James Connolly Memorial Hospital, Blanchardstown, Dublin 15	01 8213844
Hospital Manager, St. Mary's Hospital, Phoenix Park, Dublin 7.	01 6778132

DENTAL SERVICES

General Description

Services are provided for medical cardholders under the dental treatment services scheme by general dental practitioners under contract to the board and by health board dental surgeons at local clinics. Special clinics can be arranged for medically compromised clients who need or would prefer consultation with our Boards Dentists on Board premises.

Services Provided

- Routine basic dental care such as oral examination; fillings, and extractions including dentures.

Access to Services

□ Medical Card Holders

Select the dentist of your choice from the list available from the local Health Board Dental Clinic or customer services department, Dr. Steeven's Hospital Freephone 1800 520 520. You must bring your valid medical card with you when attending.

□ Eligible Adults who are not Medical Cardholders: Holders of Forms E111, E128 and UK citizens

Routine and emergency services are available through the local health board clinics. Emergency clinics are available without appointment at health board dental clinics on any day that the dental clinic is open. Patients must attend before 9.15 am where possible and must present their E111 / E128. UK residents must bring evidence of address in the UK.

Contact for Further Information

The Dental Clinic at your local Health Centre, Customer Services Department, Dr Steevens' Hospital, Dublin 8 Freephone 1800 520 520.

DEPARTMENTS OF MEDICINE FOR OLDER PERSONS IN ACUTE GENERAL HOSPITALS

General Description

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

Dublin North	Beaumont Hospital, Beaumont Road, Dublin 9.
Dublin North Central	Mater Misericordiae Hospital, Eccles Street, Dublin 7.
Dublin North West	James Connolly Memorial Hospital, Blanchardstown, Dublin 15.

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

Services Provided

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

Access to Services

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

Contact for Further Information

The Department of Medicine for Older Persons
Beaumont Hospital, Beaumont Road, Dublin 9

Tel 01 8377755

The Department of Medicine for Older Persons
Mater Hospital, Eccles Street, Dublin 7.

Tel: 01 8032000

The Department of Medicine for Older Persons
James Connolly Memorial Hospital,
Blanchardstown, Dublin 15.

Tel: 01 8213844

DRUGS PAYMENT SCHEME

General Description

This is a scheme that covers families and individuals for the cost of their prescribed medication. Under the Drugs Payment Scheme no individual or family will have to pay more than E65 (subject to change) in any calendar month for approved prescribed medicines for use by that person. All those who are ordinarily resident in Ireland are eligible to apply for the Drugs Payment Scheme providing they do not hold a current medical card.

Application procedure

It is important to complete an application form and return to your local community care area headquarters.

Contact for Further Information

Dublin North West Area Administrator Northern Area Health Board Community Services Rathdown Road Dublin 7. Tel: 01 8825100	Dublin North Central Area Administrator Northern Area Health Board Community Services 193 Richmond Road Dublin 3. Tel: 01 8387122
Dublin North Area Administrator Northern Area Health Board Community Services Cromcastle Road Coolock Dublin 5. Tel: 01 8164209	Customer Services Department Dr Steevens' Hospital Dublin 8 Freephone: 1800 520 520 E-Mail: customer.services@erha.ie

EXTENDED CARE IN HEALTH BOARD FACILITIES

General Description

Extended Care is available to older persons who have been medically assessed by a Consultant Physician in Medicine for Older Persons and who have been found to be in need of this level of care and for whom both community and a lower level of residential based care is no longer feasible. Patient care is provided in this setting by a multi-disciplinary team consisting of medical, nursing, para-medical, care and support staff. A range of para-medical and social services are provided as appropriate. Extended Care for older persons is provided throughout the Northern Area Health Board at a variety of hospitals, residential homes and community units (as listed below).

Services Provided

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

Access to Services

- GP Referral Letter
- Assessment in an appropriate Department of Medicine for Older Persons
- Patient placed in setting appropriate to their particular medical needs

Contact for Further Information

	Tel No
Director of Nursing, Cuan Ros Community Unit for the Elderly & Ashgrove House, Navan Road, Dublin 7.	01 8686012
Director of Nursing, Lusk Community Unit for the Elderly, Station Road, Lusk, Co. Dublin	01 8071240
Director of Nursing, St. Mary's Hospital, Phoenix Park, Dublin 20.	01 6778132
Director of Nursing, Claremont Services (Sean Chara, St. Clare's & Clarehaven) St. Canice's Road, Ballygall, Dublin 11.	01 8373725
Director of Nursing, James Connolly Memorial Hospital, Blanchardstown, Dublin 15	01 821 3844
Director of Nursing, St. Monica's, Belvedere Place, Dublin 1.	01 8557523

GENERAL PRACTITIONERS

General Description:

There are one hundred and eighty-eight General Practitioners, a significant number of whom have the support of Practice Nurses and other staff, in the Northern Area Health Board, providing a range of medical services to eligible persons in the community. General Practitioners are key players in the provision of front line services for older persons. It should also be emphasised that the General Practitioner together with the Public Health Nurse act as gatekeepers to the service and tend to be the first professionals who review older persons when ill and their decisions are vital in deciding on the care path an older person is placed on and what services should be accessed. Both *The Years Ahead* and the Health Strategy advocate that the GP takes a holistic approach to the care of patients – including full account of the psychological, social, and environmental factors, which influence the patient's health status.

Services Provided

A full range of medical services is provided, as well as nursing services.

Access to Services

For full details with regard to applications for the medical card and a list of General Practitioners in the Northern Area Health Board. Please go to the section on the General Medical Services Scheme.

Contact for further information

Dublin North West Area Administrator, Northern Area Health Board Community Services Rathdown Road, Dublin 7. Tel: 01 8825100	Dublin North Central Area Administrator, Northern Area Health Board Community Services 193 Richmond Road Dublin 3. Tel: 01 8575400
Dublin North Area Administrator, Northern Area Health Board Community Services Cromcastle Road, Coolock, Dublin 5. Tel: 01 8164209	Customer Services Department Dr Steevens' Hospital Dublin 8 Freephone: 1800 520 520 E-Mail: customer.services@erha.ie

GENERAL MEDICAL SERVICES SCHEME

General Description

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

The current medical card guidelines are as follows as at 1st January 2002.

<i>Single Person Living Alone</i>	Euro Figures	Allowances
Aged up to 65 years	€126.97	<i>For child under 16 years €24.00</i>
Aged between 66 - 69 years	€138.40	
<i>Single Person Living with Family</i>		
Aged up to 65 years	€113.00	<i>For child over 16 years with no income maintained by applicant €25.00</i>
Aged between 66 - 69 years	€119.35	<i>For outgoings on house (rent etc) in excess of..... €24.00</i>
<i>Married Couple</i>		
Aged up to 65 years	€183.47	<i>Reasonable expenses necessarily incurred in travelling to work in excess of €21.00</i>
Aged between 66 - 69 years	€205.69	

All figures quoted are gross weekly income less PRSI contributions.

Hardship cases are dealt with individually on merit.

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

- a) Old Age non-contributory pension (maximum)
- b) Deserted Wife's Allowance
- c) Infectious Diseases (Maintenance) Allowance
- d) Disability Allowance
- e) OFPA – One Family Payment Allowance (maximum)
- f) Orphan's (non-contributory) Allowance (maximum)
- g) Blind (non-contributory) Allowance (maximum)
- h) SWA. - Supplementary Welfare Allowance

With effect from 1st July 2001 all new applications of persons aged 70 years and over applying for the first time are entitled to a medical card regardless of income.

Services Provided

Medical cardholders are entitled to the following services free of charge: -

- General Practitioner (GP) Medical Services
- Prescribed drugs/medicines
- In-patient stay and out-patient services in a public hospital. Attendance at an Accident and Emergency Department in a public hospital.
- Medical/surgical appliances
- Dental Treatment*
- Ophthalmic Services*
- Aural Services
- Chiropody Services
- Home Help Services (may require a contribution)
- Meal on Wheels Service (may require a contribution)

Access to Services

Submit a completed application form to your relevant Community Services Headquarters. Applications forms are available from your Community Services Headquarters or the Customer Services Department, Dr Steevens' Hospital, Dublin 8.

Contact for Further Information

Dublin North West Medical Cards Section Northern Area Health Board Community Services Rathdown Road, Dublin 7. Tel: 01 8825100	Dublin North Central Medical Cards Section Northern Area Health Board Community Services 193 Richmond Road, Dublin 3. Tel: 01 8575400
Dublin North Medical Cards Section Northern Area Health Board Community Services Cromcastle Road, Coolock, Dublin 5. Tel: 01 8476122	Customer Services Department Dr Steevens' Hospital Dublin 8 Freephone: 1800 520 520 E-Mail: customer.services@erha.ie

*(See sections on Dental and Ophthalmic services)

HEALTH PROMOTION

The Health Promotion Service runs a training programme for all NAHB staff and staff in the voluntary sector as appropriate. For those working with older people specifically the following courses apply.

Physical Activity Leaders (PALS)

The Health promotion Service runs three one-day workshops for those health professionals who are engaged in organising physical activity or sport for older people. Groups include active retirement groups, day centres/activity organisers, community organisations and social services centres.

- ❑ Activities workshop
- ❑ Physical activities leaders workshop
- ❑ Better balance workshop

Eat Well to Stay Well – Healthy Eating for Older people

This is a one-day course to highlight the importance of nutrition in relation to older people and to provide practical ideas in dealing with common nutrition problems. This course is run twice throughout the year.

In addition to the above the three area health boards in the Eastern Region are facilitating exercise leadership training for staff in older care settings. This 'Activity in Care' training was developed by the Health Behaviour Research Group at Waterford Institute of Technology in collaboration with the Health Promotion Department of the SEHB between 1999 and 2001.

The training will equip those working with older people with the knowledge and skills to design and deliver chair based physical activity sessions. These sessions aim to increase and maintain functional capacity, independence and quality of life for older adults residing in long-term care settings. Five training places will be taken up by the NAHB.

Contact for Further Information

The Health Promotion Department
Park House,
North Circular Road,
Dublin 7.

Tel: 01 8823400.

HOME CARE ATTENDANTS

General Description

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

Services Provided

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

Access to Services

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

Contact for Further Information

Dublin North West Director of Public Health Nursing Northern Area Health Board Community Services Rathdown Road, Dublin 7. Tel: 01 8825127	Dublin North Central Director of Public Health Nursing Northern Area Health Board Community Services 193 Richmond Road, Dublin 3. Tel: 01 8575400
Dublin North Director of Public Health Nursing Northern Area Health Board Community Services Cromcastle Road, Coolock, Dublin 5. Tel: 01 8476122	Customer Services Department Dr Steevens' Hospital Dublin 8 Freephone: 1800 520 520 E-Mail: customer.services@erha.ie

HOME HELP SERVICE

General Description

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

Services Provided

Light household duties such as: cleaning, washing, ironing, bed making, cooking light meals, shopping, paying bills. Following development, upgrading and training of the home helps the provision of personal care will become fundamental.

The provision of companionship, encouraging independence and generally improving the quality of life of the dependant person are also important elements of the service.

Access to Services

Contact your local Home Help Organiser (see hereunder) or the Public Health Nurse for your area at your local Health Centre.

HOME HELP ORGANISERS

COMMUNITY SERVICES AREA 6 (DUBLIN NORTH WEST)

Areas Covered	Address of Service Provider	Telephone Number
Blanchardstown and North Inner City	C/O Roselawn Health Centre, Blanchardstown, Dublin 15.	01 8212666 a.m.
Finglas & Dublin 11	Finglas Home Help Service, C/O Wellmount Health Centre, Finglas, Dublin 11	01-8567343/ 8346911

COMMUNITY SERVICES AREA 7 (DUBLIN NORTH CENTRAL)

Areas Covered	Address of Service Provider	Telephone Number
Marino, Fairview, Clontarf	Marino/Fairview Home Help Service, Marino Health Centre, Marino, Dublin 3.	01 8333544
Ballymun, Glasnevin, Shanliss	Home Help Services, Ballymun Health Centre, 7 Towers Shopping Centre, Ballymun, Dublin 11.	01 8420011

COMMUNITY SERVICES AREA 7 CONT.

Areas Covered	Address of Service Provider	Telephone Number
Killester, Donnycarney, Beaumont	Donnycarney Home Help Service, Killester Health Centre, Killester Avenue, Dublin 5.	01 8313143
North Clarence Street, North Strand, Summerhill	Lourdes Day Care Centre, Sean McDermott Street, Dublin 1	01 8554381
	St. Francis Xavier Home Help Service, St. Francis Xavier Social Services Centre, 28 Upper Sherrard Street, Dublin 1.	01-8740558
East Wall, North Wall, North Strand (as far as five lamps)	St. Laurence O' Toole, Home Help Service, East Wall Social Services Centre, Dublin 3.	01 8743603
Millmount Avenue, Drumcondra Road, Griffith Avenue, Mobhi Road	Drumcondra Active Age Association, Home Help Service, 5 Walnut Park, Courtlands, Dublin 9.	01-8373796
Clontarf	Clontarf Home Help Service, Vernon Avenue, Clontarf, Dublin 3.	01-8337109

COMMUNITY SERVICES AREA 8 (DUBLIN NORTH)

Areas Covered	Address of Service Provider	Telephone Number
Balbriggan, Balrothery and part of the Naul	Balbriggan Home Help Service, 6 St. Paul's, Balbriggan, Co. Dublin.	01 8413196

COMMUNITY SERVICES AREA 8 (DUBLIN NORTH) CONT.

Areas Covered	Address of Service Provider	Telephone Number
Swords	Swords Home Help Organisation, Swords Health Centre, Bridge Street, Swords, Co. Dublin.	01 8401886
Coolock, Darndale, Clonsaugh, Riverside, Belcamp, part of Artane (right side of road to Beaumont Hospital)	Coolock/Darndale Home Help Service, Coolock Health Centre, Cromcastle Road, Coolock, Dublin 5.	01 8478410
Howth, Bayside, Sutton	Howth Home Help Organisation, Howth Health Centre, Co. Dublin	01 839 2497
Kilbarrack	Kilbarrack Home Help Organisation, Kilbarrack Health Centre, Dublin 5.	01 8391221
Skerries	Skerries Home Help Organisation, Skerries Health Centre, Thomas Hand Street, Skerries, Co. Dublin.	01 8494284

Contact for Further Information

Dublin North West Area Administrator Northern Area Health Board Community Services Rathdown Road, Dublin 7. Tel: 01 8825100	Dublin North Central Area Administrator Northern Area Health Board Community Services 193 Richmond Road Dublin 3. Tel: 01 8575400
Dublin North Area Administrator Northern Area Health Board Community Services Cromcastle Road, Coolock, Dublin 5. Tel: 01 8164209	Customer Services Department Dr Steevens' Hospital Dublin 8 Freephone: 1800 520 520 E-Mail: customer.services@erha.ie

HOME IMPROVEMENT SCHEME FOR OLDER PERSONS

General Description

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

Access to Service

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

Services Provided

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

Access to Services

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

Contact for Further Information

Manager Eastern Community Works Emmett House 144/148 Thomas Street Dublin 8 Tel: 01 677 8218	Customer Services Department Dr Steevens' Hospital Dublin 8 Freephone: 1800 520 520 E-mail: customer.services@erha.ie
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MEALS ON WHEELS

General Description

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

Services Provided

Hot mid-day meal in the older persons own home.

Access to Services

Contact your local Meals on Wheels organiser (see hereunder) or the Public Health Nurse for your area at your local Health Centre.

MEALS ON WHEELS SERVICE PROVIDERS

Dublin North West (Community Services Area 6)

Area (Parish/District) Covered	Address of Service Provider	Telephone Number
Finglas	58 Cappagh Avenue, Finglas, Dublin 11.	01 8344363
St. Helena's Senior Citizens	15 Valley Park, Finglas South, Dublin 11	01 8362051
Ballygall Old Folks Centre	23 Drapier Road, Dublin 11	01 8376242
St. Bricin's Senior Citizens	St. Bricin's Court, Dublin 7	01 6777760
Christ the King Centre	28 Offaly Road, Cabra, Dublin 7.	01 8389773
St. Canice's Senior Citizens	22 McKee Road, Finglas, Dublin 11.	01 8342198
Clareville Senior Citizens	37 Clareville Court, Dublin 11.	01 8303791
Sancta Maria Day Centre	Kilkiernan Road, Cabra West, Dublin 11.	01 8382068 01 8382725
Convent View Old Folks	Convent View Crescent, Cabra West, Dublin 7.	01 8383690
St. Joseph's Senior Citizens	St. Peter's Court, C/O 15 Kenmare Park, Dublin 7.	01 8300169
Dundard Senior Citizens	Dunard Court, Dublin 7.	01 8386200
St. Peter's	4 New Cabra Road, Dublin 7	01 8389794
Aughrim Court Senior Citizens	Aughrim Court, Dublin 7.	N/A

Dublin North Central (Community Services Area 7) cont.

Area (Parish / District) Covered	Address of Service Provider	Telephone Number
Ballybough Court Management Committee	10 Ossary Road, North Strand, Dublin 3	01 8554381
Brendan Behan Court	60 Leinster Avenue, Dublin 3.	N/A
Ballymun Old Folks Group	5 Termon Court, Poppintree, Dublin 11.	01 8429072
Coultry Gardens Senior Citizens Committee	24 Coultry Gardens, Ballymun, Dublin 11.	01 8423348
Dominican Day Care Centre	31 Upper Dominic Street, Dublin 1.	01 8305340
Donnycarney/Beaumont Social Services	251 Elm Mount Avenue, Beaumont, Dublin 9.	01 8319783
Drumcondra Active Age Association	117 Walsh Road, Drumcondra, Dublin 9.	01 8378256
East Wall Day Care Centre	St. Mary's Road, East Wall, Dublin 3.	01 8743603
Glasnevin Parish Old Folks Meals Committee	169 Botanic Avenue, Glasnevin, Dublin 9.	01 8374493
Iona Parish Meals on Wheels (Gardiner Street)	C/O St. Martin's Food Centre, 3 Belvedere Court, Dublin 1.	01 8745893
Iona Parish Meals on Wheels	St. Mary's Road, East Wall, Dublin 3.	01 8743603
Linx Project	29/30 Sandyhill Gardens, Ballymun, Dublin 11.	01 8422426
Our Lady of Lourdes Day Care Centre	Lower Sean McDermott Street, Dublin 1.	01 8554381

Dublin North Central (Community Services Area 7) cont.

Area (Parish/ District) Covered	Address of Service Provider	Telephone Number
Marino Parish Council	37 Griffith Avenue, Dublin 9.	01 8331454
Marino Parish Council	99 St. Declan's Road, Marino, Dublin 3.	01 8331454
Our Lady of Victories Senior Citizens Groups	10 Albert College Park, Glasnevin, Dublin 11.	01 8375887
St. Anthony's House	Church Road, Clontarf, Dublin 3.	01 8335300
St. John's Court Senior Citizens Committee	Malahide Road, Dublin 3.	N/A
St. Laurence O' Toole	Oriel Street, North Wall, Dublin 1.	01 8305340
St. Martin's Food Centre	3 Belvedere Court, Dublin 1.	01 8745893
St. Gabriel's Meals on Wheels	St. Gabriel's Road, Clontarf, Dublin 3.	01 8334755
Whitehall Social Services Council	Collins Avenue, Dublin 9.	01 8743603
Thorndale Court Social Services Citizens	198 Gracepark Road, Dublin 9.	N/A

Dublin North (Community Services Area 8)

Area (Parish/District) Covered	Address of Service Provider	Telephone Number
Balbriggan Meals on Wheels	21 Craoibhin Park, Balbriggan, Co. Dublin.	01 8412468

Dublin North (Community Services Area 8) cont.

Area (Parish/District) Covered	Address of Service Provider	Telephone Number
Bayside Meals on Wheels	37 Bayside Park, Bayside, Dublin 13.	01 8324619
Garristown Meals on Wheels	Nutstown, Garristown, Co. Dublin.	01 8354619
Glin Court Day Care Centre	48 Clonshaugh Walk Coolock, Dublin 5.	01 8480937
Holy Trinity Meals on Wheels	14 Holywell Crescent, Donaghmede, Dublin 5.	01 8470854
Howth & District Geriatric Ass.	Kilrock House, Howth, Co. Dublin.	01 8396019
Kilbarrack Social Services Centre	1 Greendale Avenue, Kilbarrack, Dublin 5.	01 8326019
Kilbarron Court	44 Castletimon Avenue, Coolock, Dublin 5.	01 8471529
Lismeen Day Care Centre	Lismeen Grove, Coolock, Dublin 5	01 8480937
Lusk Meals on Wheels	3 Main Street, Lusk, Co. Dublin.	01 8438868
Malahide & District Meals on Wheels	28 Chalfont Avenue, Malahide, Co. Dublin.	01 8451490
Mount Dillon Court	73 Ardcollum Avenue, Artane, Dublin 5.	01 8486420
Rush Meals on Wheels	50 Kenure Park, Rush, Co. Dublin.	01 8437292
Skerries Meals on Wheels	36 Downside, Skerries, Co. Dublin.	01 8491367
St. Luke's Senior Citizens	St. Luke's Social Centre, Kilmore West, Kilmore, Dublin 5.	01 8472302
St. Thomas Special School	Clonshaugh, Coolock, Dublin 5.	01 8482777
Swords & District Meals on Wheels	5 Highfield Crescent, Swords, Co. Dublin.	01 8405870
St. Gabriel's	St. Gabriel's Day Centre, Glenayle Road, Edenmore, Dublin 5.	01 8472032

Contact for Further Information

<p>Dublin North West</p> <p>Manager of Services for Older Persons Northern Area Health Board Community Services Rathdown Road, Dublin 7.</p> <p>Tel: 01 8825189</p>	<p>Dublin North Central</p> <p>Manager of Services for Older Persons Northern Area Health Board Community Services St. Clare's Home, Ballymun Road, Dublin 9.</p> <p>Tel: 01 8373619</p>
<p>Dublin North</p> <p>Manager of Services for Older Persons Northern Area Health Board Community Services Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 8164240</p>	<p>Customer Services Department Dr Steevens' Hospital Dublin 8</p> <p>Freephone: 1800 520 520 E-Mail: customer.services@erha.ie</p>

MEDICAL AND SURGICAL APPLICANCES SCHEME

General Description

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

Services Provided

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

Appliances are generally issued on loan. These appliances remain the property of the Health Board and are returnable to the Health Board for re-use when no longer required.

Access to Services

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

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

Contact for Further Information

Dublin North West Area Administrator Northern Area Health Board Community Services Rathdown Road Dublin 7. Tel: 01 8825100	Dublin North Central Area Administrator Northern Area Health Board Community Services 193 Richmond Road Dublin 3. Tel: 01 8575400
Dublin North Area Administrator Northern Area Health Board Community Services Cromcastle Road, Coolock, Dublin 5. Tel: 01 8164209	Customer Services Department Dr Steevens' Hospital Dublin 8 Freephone: 1800 520 520 E-Mail: customer.services@erha.ie

MOBILE DAY HOSPITAL

General Description

The Mobile Day Hospital brings the benefits of a Day Hospital to older people in areas distant from a General Hospital. The Mobile Day Hospital visits Swords and Balbriggan and liaises closely with local General Practitioners and Public Health Nurses. Older Persons are also referred following discharge from Departments of Medicine for Older Persons with a view to remaining in their own home and thereby delaying the need for long-term placement. The main objective of this service is to provide initial assessment and return assessment of the older person. A team comprising of a Medical Officer with training in Medicine for the Elderly and nursing staff, carry out the assessment for the older persons presenting.

Services Provided

A range of medical, nursing, personal and social services are available to patients availing of Mobile Day Hospital Facilities. Mobile Day Hospital facilities are available to older persons free of charge. However, where referral to an Acute Hospital for more intensive treatment is required, a charge may be levied in accordance with the *Health (Charges for In-Patient Services) Regulations, 1976/87*.

Medical

- Full assessment, treatment and follow-up care
- Reports to GP's and PHN's
- Development of Warfrain Clinics in Swords and Balbriggan by the Mobile Day Hospital

Para-Medical

- Chiropody
- Nutritional Advisor/Advise

Personal

- Bath/Shower

Access to Services

Patients are referred by their: -

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

Referral to the Mobile Day Hospital for assessment and care plan in line with the older persons needs, on-going monitoring of progress.

Contact for Further Information

Secretary to Medical Officer, or Medical Officer
Mobile Day Hospital Service
Cuan Aoibheann
Northern Area Health Board
St Mary's Hospital
Phoenix Park
Dublin 20

Tel: 01 677 8132

MANAGER OF SERVICES FOR OLDER PERSONS

The Managers of Services for Older Persons are responsible for all resources for the elderly in their catchment area. They facilitate the widest possible choice of care paths for each client requiring a service within our resource capacity. Their responsibility covers the operation of Residential Units. The development of Local Community Services for the Elderly such as Meals on Wheels, Home Help Service, Care at Home Funding, Home First Assessments, Day Centres and Home Improvement Scheme.

The managers liaise with the Acute Hospitals and the Geriatricians regarding delayed discharges and overall strategy of bed management. Their role also includes a National focus with regard to policy and overall care of the elderly.

Contact for Further Information

Dublin North West – Community Care Area 6 Manager of Services for Older Persons Northern Area Health Board Rathdown Road, Dublin 7	Tel: 01 8825189
Dublin North Central – Community Care Area 7 Manager of Services for Older Persons Northern Area Health Board St. Clare's Home Griffith Avenue Extension Dublin 9	Tel: 01 8064170
Dublin North – Community Care Area 8 Manager of Services for Older Persons Northern Area Health Board Cromcastle Road Coolock Dublin 9	Tel: 01 8164240

NURSING HOME SUBVENTIONS

General Description

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

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

Services Provided

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

Access to Service

Application must be made in advance of admission to a private nursing home. If admission is in emergency circumstances the health board must be satisfied that there is no option but to admit to nursing home care.

Contact for Further Information

Manager Nursing Homes Section, 48 Main Street, Swords, Co. Dublin. Tel. 01 8079165 Fax 01 8902610	Customer Services Department Dr Steevens' Hospital Dublin 8 Freephone: 1800 520 520 E-Mail: customer.services@erha.ie
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List of Private Registered Nursing Homes within the Northern Area Health Board

Alzheimer's Care Centre, Highfield Hospital, Swords Road, Dublin 9.	Tel 01 837 4444
Beechlawn House Nursing Home, High Park, Grace Park Road, Dublin 9.	Tel 01 836 9622
St. Margaret's Nursing Home, Toberure Road, St. Margaret's, Co. Dublin.	Tel 01 840 9785
Beaumont Convalescent Home, Beaumont Road, Beaumont, Dublin 9.	Tel 01 837 9186
Bedford House Nursing Home, Church Street, Balbriggan, Co. Dublin.	Tel 01 841 2282
Brymore House Nursing Home, Thormanby Road, Howth, Co. Dublin.	Tel 01 832 6244
Clontarf Private Nursing Home, 5/6 Clontarf Road, Dublin 3.	Tel 01 833 5455
Churchview Nursing Home, 61 New Cabra Road, Phibsboro, Dublin 7.	Tel 01 868 0437
Elmhurst Nursing Home, Hampstead Avenue, Glasnevin, Dublin 9.	Tel 01 837 4444
Fingal House Nursing Home, Spiddal Hill, Seatown West, Swords, Co. Dublin.	Tel 01 840 1545
Garda Retirement Home, 476 Howth Road, Raheny, Dublin 5.	Tel: 01 831 1199
Howth Hill Lodge Nursing Home, Thormanby Road, Howth, Co. Dublin.	Tel 01 832 4137
La Verna Nursing Home, 30 Haddon Road, Clontarf, Dublin 3.	Tel 01 833 9879
Little Sisters of the Poor, Sybill Hill Road, Raheny, Dublin 5.	Tel 01 833 2308
Leas Cross Nursing Home, Leas Cross, Swords, Co. Dublin.	Tel 01 840 4966
Nazareth House Nursing Home, Malahide Road, Dublin 3.	Tel 01 833 8205
St. Gabriel's Nursing Home, Edenmore, Dublin 5.	Tel 01 847 4339
St. Patrick's Nursing Home, Baldoyle, Dublin 13.	Tel 01 839 1287
Sutton Nursing Home, 112 Dublin Road, Sutton, Dublin 13.	Tel 01 832 2212
Talbot Lodge Nursing Home, Kinsealy Lane, Kinsealy, Co. Dublin.	Tel 01 846 2115
St. Joseph's Nursing Home, Mountsackville, Chapelizod, Dublin 20.	Tel 01 821 3104
Tara Winthrop Nursing Home, Nevinstown Lane, Pinnock Hill, Swords, Co. Dublin.	Tel 01 807 9631

COMMUNITY OCCUPATIONAL THERAPY SERVICE

General Description

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

Services Provided

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

- Activities of daily living
- Adapting or modifying the home environment
- Use of enabling equipment and appliances
- Pressure management
- Cognitive assessment
- Advice to carers to facilitate the management of the client
- Positioning and seating
- Safety awareness
- Leisure or work
- Onward referral to Day Care, other therapies and services
- Any other intervention deemed necessary following assessment

Access to Services

Open referral system

Contact for Further Information

Dublin North West Occupational Therapy Manager Community Services Rathdown Road Dublin 7. Tel: 01 8825110	Dublin North Central Occupational Therapy Manager Community Services 193 Richmond Road Dublin 3. Tel: 01 8575400
Dublin North Occupational Therapy Manager Community Services Cromcastle Road Coolock Dublin 5. Tel: 01 8476122	

OPHTHALMIC SERVICES

General Description

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

Services Provided

- Sight Testing
- Supply of Spectacle Frames
- Supply of Lenses including Bi-Focals
- Repairs to Spectacles
- Contact Lenses or Tinted Lenses are supplied if required on medical grounds
- A Domiciliary service is available to persons who are unable to travel to the Optician's Surgery

Access to Services

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

OPHTHALMIC SERVICES cont.

Contact for Further Information

<p>Dublin North West</p> <p>Area Administrator Northern Area Health Board Community Services Rathdown Road Dublin 7.</p> <p>Tel: 01 8825100</p>	<p>Dublin North Central</p> <p>Area Administrator Northern Area Health Board Community Services 193 Richmond Road Dublin 3.</p> <p>Tel: 01 8575400</p>
<p>Dublin North</p> <p>Area Administrator Northern Area Health Board Community Services Cromcastle Road Coolock Dublin 5.</p> <p>Tel: 01 8164240</p>	<p>Customer Services Department Dr Steevens' Hospital Dublin 8</p> <p>Freephone: 1800 520 520 E-Mail: customer.services@erha.ie</p>

PALLIATIVE CARE

General Description

The Palliative Care Service aims to provide the highest possible quality of life for patients with a terminal illness following completion of the acute phase of their treatment. It means to treat the patient's physical symptoms while being attentive to emotional and spiritual issues. It also provides support to families and friends emotionally and psychologically from referral through bereavement in an attentive and non-intrusive way. This service relates to all age groups including older persons. Palliative Care facilities are provided by or on behalf of the Board at St. Francis Hospice, Raheny, Dublin 5.

In addition to the facilities provided by the Board, palliative care services are provided at Our Lady's Hospice, Harold's Cross, Dublin 6.

Services Provided

A full range of in-patient medical, nursing, para-medical, personal, spiritual, support and social services are available to patients in receipt of palliative care. These include a home care service provided by our home care team this includes routine visits seven days per week with out-of-hours visits. Day care is provided which includes multidisciplinary team assessment and treatment. *Charges for palliative care services may be levied in accordance with the Health (Charges for In-patient Services) Regulations, 1976/1987*

Access to Services (including Our Lady's Hospice, Harold's Cross)

Patients are referred by their: -

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

Contact for Further Information

St Francis Hospice, Raheny, Dublin 5. Telephone: 8327535

Fax: 8327635

COMMUNITY PHYSIOTHERAPY SERVICES

General Description

The purpose of the physiotherapy service is to maximise the individuals potential through assessment, intervention and education, in order to improve and maintain his/her mobility and independence. Thereby enhancing their quality of life.

The aims of the services are:

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

Services Provided

The Community Physiotherapist will:

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

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

Access to Services

Referrals to the Community Physiotherapy Services are accepted from:

General Practitioner
Public Health Nurse
Occupational Therapists
Hospital Consultants

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

COMMUNITY PHYSIOTHERAPY SERVICES cont.

Contact for Further Information

<p>Dublin North West</p> <p>Physiotherapy Manager Community Services Rathdown Road, Dublin 7.</p> <p>Tel: 01 8825110</p>	<p>Dublin North Central</p> <p>Physiotherapy Manager Community Services Richmond Road, Dublin 3.</p> <p>Tel: 01 8575400</p>
<p>Dublin North</p> <p>Physiotherapy Manager Community Services Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 8476122</p>	

PSYCHIATRY OF OLD AGE SERVICE

General Description

Psychiatry of Old Age is responsible for those older person who have developed functional psychiatric disorders such as depressions or dementia with behavioural or psychological problems for the first time over the age of 65 years. The Service consists of a multi-disciplinary team led by a Consultant Psychiatrist in the Psychiatry of Old Age and includes an Assistant Director of Nursing, Community Mental Health Nurses, para-medical and support staff. It has a full range of community and hospital facilities available. The objective of this service is to provide prompt assessment together with active treatment in the person's home, thereby causing minimal disruption to their life.

Services Provided *(The following services are available and are free of charge)*

This service is a community based service, following assessment in the older person's home, a treatment plan is drawn up consisting of the involvement of Community Mental Health Nursing services and/or attendance at a Day Hospital, depending on the severity of the illness. A Day Hospital Service is available in each area and is a key component in the service. Each provides treatment of mental health problems on an individual tailored care plan basis. This service is supported by access to acute care in a specialised unit where appropriate.

However, for such in-patient treatment, a charge may be levied in accordance with the *Health (Charges for In-Patient Services) Regulations 1976/1987*.

Access to Service

- Referrals to the service by the person's General Practitioner
- By consultant for patients in general hospitals at the time of referral.

Contact for Further Information

Area 6 & 7

Department of Psychiatry of Old Age, Mater Hospital, 61 Eccles Street, Dublin 7.
Tel: 01 860 0488

Area 8

Department of Psychiatry of Old Age, St. Ita's Hospital, Portrane, Co. Dublin.
Tel: 01 843 6337

PUBLIC HEALTH NURSING SERVICE

General Description

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

Services Provided

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

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

Access to Services

Referrals are accepted from a wide range of sources including:

- General Practitioners
- Hospitals Family Members
- Community Services Staff

Contact of Further Information

Dublin North West Director of Public Health Nursing Community Services Rathdown Road, Dublin 7. Tel: 01 8825127	Dublin North Central Director of Public Health Nursing Community Services 193 Richmond Road, Dublin 3. Tel: 01 8575400
Dublin North Director of Public Health Nursing Community Services Cromcastle Road, Coolock, Dublin 5. Tel: 01 8476122	

RAPID ACCESS CLINIC

General Description

This is a new service located at St Marys Hospital, Phoenix Park, Dublin 20. Its aim is to provide a hospital based review service for elderly patients who are too unwell to await a routine Out-Patient Department appointment but not sufficiently unwell to warrant admission, or a trip to the Casualty Department.

Services Provided

A full range of medical and nursing services to patients attending the Rapid Access Clinic.

Access to Services

- Through General Practitioner in the first instance
- Through the Mater Casualty Department
- Referral from the Consultant Physician in Medicine for Older Persons, Mater Hospital, Eccles Street, Dublin 7

Contact For Further Information

Hospital Manager St Marys Hospital Phoenix Park Dublin 20	Tel: (01) 677 78132
Department of Medicine for Older Persons Mater Hospital Eccles Street Dublin 7	Tel: (01) 803 2000

RESPITE/INTERMITTENT CARE

General Description

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

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

Services Provided

A full range of medical, nursing and para-medical services and social or personal services is available for older persons in receipt of respite or intermittent care, if required. Charges for Respite/Intermittent Care may be levied in accordance with the *Health (Charges for In-Patient Services) Regulations 1976/1987*.

Access to Services

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

- Application is made through the Social Worker in Departments of Medicine for Older Persons in Acute General Hospitals
- Application is made through General Practitioner
- Application is made through Public Health Nurse

Contact for Further Information

Director of Nursing, Cuan Ros Community Unit for the Elderly, Navan Road, Dublin 7.	01 8686012
Director of Nursing, Lusk Community Unit for the Elderly, Station Road, Lusk, Co. Dublin	01 8071240
Director of Nursing, St. Mary's Hospital, Phoenix Park, Dublin 20.	01 6778132
Director of Nursing, Claremont Services – Seanchara / St. Clare's Home, St. Canice's Road, Ballygall, Dublin 11.	01 8373725
Director of Nursing, St. Monica's Home, Belvedere Place, Dublin 1.	01 8557523
Hospital Manager, James Connolly Memorial Hospital, Blanchardstown, Dublin 15.	01 821 3844

SECONDARY REHABILITATION

General Description

Rehabilitation is provided to older persons, who have completed the acute phase of their treatment, but require further intensive rehabilitation over a planned period. The intensive Secondary Rehabilitation Programme is put in place for each patient by a multi-disciplinary team and is critical in allowing the patient attain the highest possible health gain so that he/she can return to his/her home in the community.

Services Provided

Secondary Rehabilitation services are available for patients recovering from a variety of medical complaints including stroke, hip/limb fracture, surgery or limb amputation.

A full range of medical, nursing, para-medical, social and personal support services are available to patients in receipt of secondary care rehabilitation. Secondary Care Rehabilitation Service is available at: -

- St Mary's Hospital, Phoenix Park, Dublin 20.

Access to Services

- Assessment in the appropriate Department of Medicine for Older Persons or
- Assessment in a Day Hospital
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- Access to this service is based on medical priority

Charges for Secondary/Rehabilitation Care may be levied in accordance with the *Health (Charges for In-Patient Services) Regulations 1976/1987*.

Contact for Further Information

Director of Nursing, St Mary's Hospital, Phoenix Park, Dublin 20.
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01 6778132
