



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive





# Introduction

## **Background:**

The 2002 Census of Population indicates that there were 48,395 older people (i.e. people aged > 65 years) in the HSE Northern Area, representing 9.93% of the overall population. The emerging changing demographic profile i.e. of an 'ageing' older people population, with over one in four older people living alone, together with increased life expectancies, present particular challenges for future service provision, particularly the maintenance of quality of life.

It is recognised that older people continue to have a zest for life, remain active, healthy and socially involved for longer, often with the support of statutory, non-statutory, voluntary and community groups. Emphasis is therefore on empowering older people in the promotion and maintenance of their own health and well-being in the community, supporting them to remain in their own homes and communities and anticipating their future needs.

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## Structure

On January 1<sup>st</sup> 2005, the HSE Northern Area was established under the Health Act 2004. In accordance with that Act, the HSE Northern Area undertook to exercise, on behalf of the HSE, 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 Area's Area, three Managers for Services for Older Persons are located at each Community Care Area and are responsible for the co-ordination and delivery of services for the elderly in their respective catchment area.

# Aims

The HSE Northern Area aims to support older people to remain at home in independence for as long as is possible, or where this is not possible, in an alternative residential setting. A range of services is provided in partnership with older people themselves, their families, carers, statutory, non-statutory, voluntary and community groups. The principles of person-centeredness and empowerment of service users underpin service delivery.

## Principles of Service Delivery

Services are provided in partnership with service users, their families and carers and a range of statutory, non-statutory, voluntary and community groups. A broad range of Primary, Community and Hospital based services are utilised.

### ***The following principles underpin our Areas 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 ageing 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 Area 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 from 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, HSE Northern Area Community Services, Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5100</p>	<p>Dublin North Central</p> <p>Area Administrator, HSE Northern Area Community Services, Westward House Russell Street, Dublin 1.</p> <p>Tel: 01 801 4600</p>
<p>Dublin North</p> <p>Area Administrator, HSE Northern Area Community Services, Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 816 4209</p>	<p>Customer Services Department Dr Steevens' Hospital, Dublin 8.</p> <p>Freephone: 1800 520 520 E-mail: <a href="mailto:customer.services@mailk.hse.ie">customer.services@mailk.hse.ie</a></p>

# Carer Support Service

## **General Description**

Health Area staff and voluntary organisations, funded by the HSE Northern Area, 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 HSE Northern Area include: -

- |                                                                                        |                   |
|----------------------------------------------------------------------------------------|-------------------|
| • Age Action Ireland,<br>30/31 Lower Camden Street, Dublin 2.                          | Tel: 01 475 6989  |
| • Carers Support Scheme<br>Baggot Street Community Hospital, Dublin 4.                 | Tel: 01 668 1577  |
| • Crosscare<br>The Red House, Clonliffe College, Dublin 4.                             | Tel: 01 836 0011  |
| • Alzheimer's Society, 43 North Thumberland Ave<br>Dun Laoghaire, Co Dublin.           | Tel: 01 284 6616  |
| • Seniors' Helpline, Finglas Day Care Centre, Kildonan Rd,<br>Finglas West, Dublin 11. | Tel: 1850 440 444 |

## **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 HSE Northern Area provides a Chiropody Service to eligible persons (medical card holders) to help maintain mobility in their old age.

## **Services Provided**

Three free visits per year to a Chiropodist of your choice, from the list of Chiropodists who have a contract with the HSE Northern Area, however, clients can avail of up to six visits per year with a letter from their G.P.

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**

<p>Dublin North West</p> <p>Area Administrator, HSE Northern Area Community Services, Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5100</p>	<p>Dublin North Central</p> <p>Area Administrator, HSE Northern Area Community Services, Westward House, Russell Street, Dublin 1.</p> <p>Tel: 01 801 4600</p>
<p>Dublin North</p> <p>Area Administrator, HSE Northern Area Community Services, Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 816 4209</p>	<p>Customer Services Department Dr Steevens' Hospital Dublin 8.</p> <p>Freephone: 1800 520 520 E-Mail: <a href="mailto:customer.services@mailk.hse.ie">customer.services@mailk.hse.ie</a></p>



# 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 HSE Northern Area, Community Services Rathdown Road, Dublin 7.  Tel: 01 882 5110	Dublin North Central  Occupational Therapy Manager, HSE Northern Area, Community Services, Westward House, Russell Street, Dublin 1.  Tel: 01 801 4600
Dublin North  Occupational Therapy Manager HSE Northern Area, Community Services Cromcastle Road, Coolock, Dublin 5.  Tel: 01 816 4292	

# 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, HSE Northern Area Community Services, Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5110</p>	<p>Dublin North Central</p> <p>Physiotherapy Manager, HSE Northern Area Community Services, Westward House Russell Street, Dublin 1.</p> <p>Tel: 01 801 4600</p>
<p>Dublin North</p> <p>Physiotherapy Manager, HSE Northern Area Community Services, Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 816 4287</p>	

# 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 Area 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**

<p>Dublin North West</p> <p>Director of Public Health Nursing, Community Services, Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5127</p>	<p>Dublin North Central</p> <p>Director of Public Health Nursing Community Services, Westward House Russell Street, Dublin 1.</p> <p>Tel: 01 801 4600</p>
<p>Dublin North</p> <p>Director of Public Health Nursing Community Services, Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 816 0337</p>	

# Complaints & Appeals

In each HSE Health Area, every service has complaints procedure in place, which is supported by a Central Complaints Department servicing the three HSE Health Areas. In each local Area, 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 acknowledged, and investigated thoroughly. You should receive a decision within four weeks where possible or you will be advised of 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 but 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 Areas.

## ***Contact for Further Information***

*Providing services for the  
HSE Northern Area  
HSE South Western Area  
HSE East Coast Area*

Director of Customer Services & Appeals  
Unit 1, Bridgecourt Office Park  
Walkinstown Avenue  
Dublin 12.

Tel: (01) 4609 300  
Fax: (01) 4609 320

Office of the Ombudsman  
18 Lower Leeson Street  
Dublin 2.

Tel: (01) 639 5600

# 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: 01 803 2000	Dublin North West  Social Work Department, Connolly Hospital, Blanchardstown, Dublin 15.  Tel: 01 821 3844
Dublin North  Social Work Department, Beaumont Hospital, Beaumont, Dublin 9.  Tel: 01 837 7755	Customer Services Department Dr Steevens' Hospital Dublin 8.  Freephone: 1800 520 520 E-mail: <a href="mailto:customer.services@mailk.hse.ie">customer.services@mailk.hse.ie</a>

# 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 HSE Northern Area 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**

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

### **Tel No**

01 868 6012

### **Dublin North Central**

Director of Nursing, St. Clare's Home, Griffith Ave. Ext., Dublin 9.  
Director of Nursing, Seanchara, St. Canice's Road, Ballygall, Dublin 9.  
Director of Nursing, St. Monica's Home, Belvedere Place, Dublin 1.

01 704 4222

01 837 3725

01 855 7523

### **Dublin North**

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

01 807 1240



# 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 HSE Northern Area 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

<p>Dublin North West</p> <p>Manager of Services for Older Personsm, HSE Northern Area, Community Services, Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5100</p>	<p>Dublin North Central</p> <p>Manager of Services for Older Persons HSE Northern Area, Community Services St. Clare's Home, Griffith Avenue Extension, Dublin 9.</p> <p>Tel: 01 704 4222</p>
<p>Dublin North</p> <p>Manager of Services for Older Persons HSE Northern Area , Community Services Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 816 0303</p>	<p>Customer Services Department Dr Steevens' Hospital Dublin 8.</p> <p>Freephone: 1800 520 520 E-mail: <a href="mailto:customer.services@mailk.hse.ie">customer.services@mailk.hse.ie</a></p>

# 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	Connolly 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.	01 837 7755
The Department of Medicine for Older Persons, Mater Hospital, Eccles Street, Dublin 7.	01 803 2000
Hospital Manager, Connolly Hospital, Blanchardstown, Dublin 15.	01 821 3844
Hospital Manager, St. Mary's Hospital, Phoenix Park, Dublin 7.	01 677 8132

# Dental Services

## **General Description**

Services are provided for medical cardholders under the dental treatment services scheme by general dental practitioners under contract to the Area and by HSE Area dental surgeons at local clinics. Special clinics can be arranged for medically compromised clients who need or would prefer consultation with our Areas Dentists on Area 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 Area 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 HSE Area clinics. Emergency clinics are available without appointment at health Area 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 HSE Northern Area:

Dublin North	Beaumont Hospital, Beaumont Road, Dublin 9.
Dublin North Central	Mater Misericordiae Hospital, Eccles Street, Dublin 7.
Dublin North West	Connolly 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 01 837 7755
The Department of Medicine for Older Persons Mater Hospital, Eccles Street, Dublin 7.	Tel: 01 803 2000
The Department of Medicine for Older Persons Connolly Hospital, Blanchardstown, Dublin 15.	Tel: 01 821 3844

# Drugs Payment Scheme

## General Description

This is a scheme that covers families and individuals for the cost of their prescribed medication. 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

<p>Dublin North West</p> <p>Area Administrator, HSE Northern Area Community Services, Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5100</p>	<p>Dublin North Central</p> <p>Area Administrator, HSE Northern Area Community Services, Westward House Russell Street, Dublin 1.</p> <p>Tel: 01 801 4600</p>
<p>Dublin North</p> <p>Area Administrator, HSE Northern Area Community Services, Cromcastle Road Coolock, Dublin 5.</p> <p>Tel: 01 816 4209</p>	<p>Customer Services Department Dr Steevens' Hospital Dublin 8.</p> <p>Freephone: 1800 520 520 E-mail: <a href="mailto:customer.services@mailk.hse.ie">customer.services@mailk.hse.ie</a></p>

# Extended Care in HSE Northern Area 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 HSE Northern Area 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**

	<b>Tel No</b>
Director of Nursing, Cuan Ros Community Unit for the Elderly & Ashgrove House, Navan Road, Dublin 7.	01 868 6012
Director of Nursing, Lusk Community Unit for the Elderly, Station Road, Lusk, Co. Dublin	01 807 1240
Director of Nursing, St. Mary's Hospital, Phoenix Park, Dublin 20.	01 677 8132
Director of Nursing, Claremont Services (Sean Chara, St. Clare's & Clarehaven) St. Canice's Road, Ballygall, Dublin 11.	01 837 3725
Director of Nursing, Connolly Hospital, Blanchardstown, Dublin 15.	01 821 3844
Director of Nursing, St. Monica's, Belvedere Place, Dublin 1.	01 855 7523

# FREEDOM OF INFORMATION

The Freedom of Information Acts confer on all persons the right to seek access to information held by public bodies, to the greatest extent possible, consistent with the public interest and the right to privacy. The Acts extend to both personal and non-personal records.

Every individual has the right:

- to seek access to records (personal or non-personal) held by a public body and
- to have inaccurate or misleading personal information amended, corrected, or deleted, subject to specific exemptions, having regard to the public interest and the right to privacy.

## ***Decisions***

Individuals who are affected by decisions of public bodies have the right to know the criteria used in making those decisions.

Decisions by public bodies are open to public scrutiny, thereby providing greater knowledge of the issues involved and public ownership and acceptance of decisions.

## ***Requests for access to information under the FOI Acts***

A request under the Acts must:

- be in writing
- specify the records required and the manner in which access is sought e.g. inspect the originals, obtain photocopies etc.
- be accompanied by the appropriate fee
- state that the request is being made under the Freedom of Information Acts.

## ***DATA PROTECTION ACTS 1988 AND 2003***

Data Protection (DP) is the safeguarding of the privacy rights of individuals (including staff) in relation to the processing of their personal data. The legal obligations of the DP Acts apply to both the private and public sectors. The Acts apply only to the personal information of living individuals.

Data Protection rights apply whether the personal data is held:

- in electronic format, i.e. on computer
- in a manual or paper based form.

### ***The Rules of the Data Protection Acts***

Personal data must be:

1. obtained and processed fairly
2. kept only for one or more specified, explicit and lawful purposes
3. used and disclosed only in ways compatible with these purposes
4. kept safe and secure
5. kept accurate, complete and up-to-date
6. adequate, relevant and not excessive
7. retained for no longer than is necessary
8. available for access by an individual requesting their data

### ***Requests for access to information under the DP Acts***

A request for access to records must:

- be in writing
- be accompanied by a fee
- specify the records required and the manner in which access is sought e.g. inspect the originals, obtain photocopies etc.
- state that the request is being made under the Data Protection Acts.

All access requests should be sent to:

Mrs. Fred Hegarty, FOI/DP Liaison Officer, HSE Northern Area, Unit 7, Swords Business Campus, Balheary Road, Swords, Co. Dublin.



# 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 HSE Northern Area, 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 HSE Northern Area, please go to the section on the General Medical Services Scheme.

**Contact for Further Information**

<p>Dublin North West</p> <p>Area Administrator, HSE Northern Area Community Services, Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5100</p>	<p>Dublin North Central</p> <p>Area Administrator, HSE Northern Area Community Services, Westward House Russell Street, Dublin 1.</p> <p>Tel: 01 801 4600</p>
<p>Dublin North</p> <p>Area Administrator, HSE Northern Area Community Services, Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 816 4209</p>	<p>Customer Services Department Dr Steevens’ Hospital Dublin 8.</p> <p>Freephone: 1800 520 520 E-mail: customer.services@mailk.hse.ie</p>

# Health Promotion

The Health Promotion Service runs a training programme for all HSE Northern Area 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 health Areas in the HSE 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 HSE Northern Area.

## ***Contact for Further Information***

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

Tel: 01 882 3400

# 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

<p>Dublin North West</p> <p>Director of Public Health Nursing HSE Northern Area, Community Services Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5127</p>	<p>Dublin North Central</p> <p>Director of Public Health Nursing HSE Northern Area, Community Services Westward House, Russell Street, Dublin 1.</p> <p>Tel: 01 801 4600</p>
<p>Dublin North</p> <p>Director of Public Health Nursing HSE Northern Area, Community Services Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 816 0337</p>	<p>Customer Services Department Dr Steevens' Hospital Dublin 8.</p> <p>Freephone: 1800 520 520 E-mail: <a href="mailto:customer.services@mailk.hse.ie">customer.services@mailk.hse.ie</a></p>

# 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)**

<b>Areas Covered</b>	<b>Address of Service Provider</b>	<b>Telephone Number</b>
<b>Blanchardstown and North Inner City</b>	C/O Roselawn Health Centre, Blanchardstown, Dublin 15.	01 821 2666 a.m.
<b>Finglas &amp; Dublin 11</b>	Finglas Home Help Service, C/O Wellmount Health Centre, Finglas, Dublin 11	01 856 7343 01 834 6911

### **COMMUNITY SERVICES AREA 7 (DUBLIN NORTH CENTRAL)**

<b>Areas Covered</b>	<b>Address of Service Provider</b>	<b>Telephone Number</b>
<b>Marino, Fairview, Clontarf</b>	Marino/Fairview Home Help Service, Marino Health Centre, Marino, Dublin 3.	01 833 3544
<b>Ballymun, Glasnevin, Shanliss</b>	Home Help Services, Ballymun Health Centre, 7 Towers Shopping Centre, Ballymun, Dublin 11.	01 842 0011

## COMMUNITY SERVICES AREA 7 CONT.

<b>Areas Covered</b>	<b>Address of Service Provider</b>	<b>Telephone Number</b>
<b>Killester, Donnycarney, Beaumont</b>	Donnycarney Home Help Service, Killester Health Centre, Killester Avenue, Dublin 5.	01 831 3143
<b>North Clarence Street, North Strand, Summerhill</b>	Lourdes Day Care Centre, Sean McDermott Street, Dublin 1.	01 855 4381
	St. Francis Xavier Home Help Service, St. Francis Xavier Social Services Centre, 28 Upper Sherrard Street, Dublin 1.	01 874 0558
<b>East Wall, North Wall, North Strand (as far as five lamps)</b>	St. Laurence O' Toole, Home Help Service, East Wall Social Services Centre, Dublin 3.	01 874 3603
<b>Millmount Avenue, Drumcondra Road, Griffith Avenue, Mobhi Road</b>	Drumcondra Active Age Association, Home Help Service, 5 Walnut Park, Courtlands, Dublin 9.	01 837 3796
<b>Clontarf</b>	Clontarf Home Help Service, Vernon Avenue, Clontarf, Dublin 3.	01 833 7109

## COMMUNITY SERVICES AREA 8 (DUBLIN NORTH)

<b>Areas Covered</b>	<b>Address of Service Provider</b>	<b>Telephone Number</b>
<b>Swords, Balbriggan, Balrothery and part of the Naul</b>	Fingal Home Help Service, 7A Chapel Street, Balbriggan	01 849 6736
	Swords Health Centre, Swords	01 840 1886

## COMMUNITY SERVICES AREA 8 (DUBLIN NORTH) CONT.

<b>Areas Covered</b>	<b>Address of Service Provider</b>	<b>Telephone Number</b>
<b>Coolock, Darndale, Clonsaugh, Riverside, Belcamp, part of Artane (right side of road to Beaumont Hospital)</b>	Coolock/Darndale Home Help Service, Coolock Health Centre, Cromcastle Road, Coolock, Dublin 5.	01 847 8410
<b>Kilbarrack, Howth, Bayside, Sutton</b>	Home Care North East Bay, Kilbarrack Health Centre, Kilbarrack, Dublin 5.	01 839 5664
<b>Killester, Artane, Raheny, Edenmore</b>	KARE Social Services 2 Sybil Hill Road, Raheny, Dublin 5.	01 805 8430
<b>Skerries</b>	Skerries Home Help Organisation, Skerries Health Centre, Thomas Hand Street, Skerries, Co. Dublin.	01 849 4284

### Contact for Further Information

<p>Dublin North West</p> <p>Area Administrator HSE Northern Area, Community Services Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5100</p>	<p>Dublin North Central</p> <p>Area Administrator HSE Northern Area, Community Services Westward House, Russell Street, Dublin 1.</p> <p>Tel: 01 801 4600</p>
<p>Dublin North</p> <p>Area Administrator HSE Northern Area, Community Services Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 816 4209</p>	<p>Customer Services Department Dr Steevens' Hospital Dublin 8.</p> <p>Freephone: 1800 520 520 E-mail: <a href="mailto:customer.services@mailk.hse.ie">customer.services@mailk.hse.ie</a></p>

# 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 Emmet 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: <a href="mailto:customer.services@mailk.hse.ie">customer.services@mailk.hse.ie</a>
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# 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**

<p>Dublin North West – Community Care Area 6</p> <p>Manager of Services for Older Persons HSE Northern Area, Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5189</p>	<p>Dublin North Central – Community Care Area 7</p> <p>Manager of Services for Older Persons HSE Northern Area, St. Clare's Home Griffith Avenue Extension, Dublin 9.</p> <p>Tel: 01 704 4200</p>
<p>Dublin North – Community Care Area 8</p> <p>Manager of Services for Older Persons HSE Northern Area, Cromcastle Road Coolock, Dublin 9.</p> <p>Tel: 01 816 4240</p>	



# 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)**

<b>Area (Parish/District) Covered</b>	<b>Address of Service Provider</b>	<b>Telephone Number</b>
<b>Finglas</b>	58 Cappagh Avenue, Finglas, Dublin 11.	01 834 4363
<b>St. Helena's Senior Citizens</b>	15 Valley Park, Finglas South, Dublin 11	01 836 2051
<b>St. Bricin's Senior Citizens</b>	St. Bricin's Court, Dublin 7.	01 677 7760
<b>Christ the King Centre</b>	28 Offaly Road, Cabra, Dublin 7.	01 838 9773
<b>St. Canice's – Support Meals on Wheels</b>	22 McKee Road, Finglas, Dublin 11.	01 864 2205
<b>Clareville Senior Citizens</b>	37 Clareville Court, Dublin 11.	01 830 3791
<b>Sancta Maria Day Centre</b>	Kilkiernan Road, Cabra West, Dublin 11.	01 838 2068 01 838 2725
<b>Convent View Old Folks</b>	Convent View Crescent, Cabra West, Dublin 7.	01 838 3690
<b>St. Joseph's Senior Citizens</b>	St. Peter's Court, C/O 15 Kenmare Park, Dublin 7.	01 830 0169
<b>Dunard Senior Citizens</b>	Dunard Court, Dublin 7.	01 838 6200
<b>St. Peter's</b>	4 New Cabra Road, Dublin 7.	01 838 9794
<b>Aughrim Court Senior Citizens</b>	Aughrim Court, Dublin 7.	N/A

## Dublin North Central (Community Services Area 7) cont.

<b>Area (Parish/District) Covered</b>	<b>Address of Service Provider</b>	<b>Telephone Number</b>
<b>Ballybough Court Management Committee</b>	10 Ossary Road, North Strand, Dublin 3.	01 855 4381
<b>Brendan Behan Court</b>	60 Leinster Avenue, Dublin 3.	N/A
<b>Ballymun Old Folks Group</b>	5 Termon Court, Poppintree, Dublin 11.	01 842 9072
<b>Coultry Gardens Senior Citizens Committee</b>	24 Coultry Gardens, Ballymun, Dublin 11.	01 842 3348
<b>Dominican Day Care Centre</b>	31 Upper Dominic Street, Dublin 1.	01 830 5340
<b>Donnycarney/Beaumont Social Services</b>	251 Elm Mount Avenue, Beaumont, Dublin 9.	01 831 9783
<b>Drumcondra Active Age Association</b>	117 Walsh Road, Drumcondra, Dublin 9.	01 837 8256
<b>East Wall Day Care Centre</b>	St. Mary's Road, East Wall, Dublin 3.	01 874 3603
<b>Glasnevin Parish Old Folks Meals Committee</b>	169 Botanic Avenue, Glasnevin, Dublin 9.	01 837 4493
<b>Iona Parish Meals on Wheels (Gardiner Street)</b>	C/O St. Martin's Food Centre, 3 Belvedere Court, Dublin 1.	01 874 5893
<b>Iona Parish Meals on Wheels</b>	St. Mary's Road, East Wall, Dublin 3.	01 874 3603
<b>Linx Project</b>	29/30 Sandyhill Gardens, Ballymun, Dublin 11.	01 842 2426
<b>Our Lady of Lourdes Day Care Centre</b>	Lower Sean McDermott Street, Dublin 1.	01 855 4381

### Dublin North Central (Community Services Area 7) cont.

<b>Area (Parish/District) Covered</b>	<b>Address of Service Provider</b>	<b>Telephone Number</b>
<b>Marino Parish Council</b>	37 Griffith Avenue, Dublin 9.	01 833 1454
<b>Marino Parish Council</b>	99 St. Declan's Road, Marino, Dublin 3.	01 833 1454
<b>Our Lady of Victories Senior Citizens Groups</b>	10 Albert College Park, Glasnevin, Dublin 11.	01 837 5887
<b>St. Anthony's House</b>	Church Road, Clontarf, Dublin 3.	01 833 5300
<b>St. John's Court Senior Citizens Committee</b>	Malahide Road, Dublin 3.	N/A
<b>St. Laurence O' Toole</b>	Oriel Street, North Wall, Dublin 1.	01 830 5340
<b>St. Martin's Food Centre</b>	3 Belvedere Court, Dublin 1.	01 874 5893
<b>St. Gabriel's Meals on Wheels</b>	St. Gabriel's Road, Clontarf, Dublin 3.	01 833 4755
<b>Whitehall Social Services Council</b>	Collins Avenue, Dublin 9.	01 874 3603
<b>Thorndale Court Social Services Citizens</b>	198 Gracepark Road, Dublin 9.	N/A

### Dublin North (Community Services Area 8)

<b>Area (Parish/District) Covered</b>	<b>Address of Service Provider</b>	<b>Telephone Number</b>
<b>Balbriggan Meals on Wheels</b>	21 Craoibhin Park, Balbriggan, Co. Dublin.	01 841 2468

### Dublin North (Community Services Area 8) cont.

<b>Area (Parish/District) Covered</b>	<b>Address of Service Provider</b>	<b>Telephone Number</b>
<b>Bayside Meals on Wheels</b>	37 Bayside Park, Bayside, Dublin 13.	01 832 4619
<b>Garristown Meals on Wheels</b>	Nutstown, Garristown, Co. Dublin.	01 835 4619
<b>Glin Court Day Care Centre</b>	48 Clonsaugh Walk, Coolock, Dublin 5.	01 848 0937
<b>Holy Trinity Meals on Wheels</b>	14 Holywell Crescent, Donaghmede, Dublin 5.	01 847 0854
<b>Howth &amp; District Geriatric Ass.</b>	Kilrock House, Howth, Co. Dublin.	01 839 6019
<b>Kilbarrack Social Services Centre</b>	1 Greendale Avenue, Kilbarrack, Dublin 5.	01 832 6019
<b>Kilbarron Court</b>	44 Castletimon Avenue, Coolock, Dublin 5.	01 847 1529
<b>Lismeen Day Care Centre</b>	Lismeen Grove, Coolock, Dublin 5.	01 848 0937
<b>Lusk Meals on Wheels</b>	3 Main Street, Lusk, Co. Dublin.	01 843 8868
<b>Malahide &amp; District Meals on Wheels</b>	28 Chalfont Avenue, Malahide, Co. Dublin.	01 845 1490
<b>KARE Social Services</b>	2 Sybil Hill Road, Raheny, Dublin 5	01 805 8433
<b>Rush Meals on Wheels</b>	50 Kenure Park, Rush, Co. Dublin.	01 843 7292
<b>Skerries Meals on Wheels</b>	36 Downside, Skerries, Co. Dublin.	01 849 1367
<b>St. Luke's Senior Citizens</b>	St. Luke's Social Centre, Kilmore West, Kilmore, Dublin 5.	01 847 2302
<b>St. Thomas Special School</b>	Clonsaugh, Coolock, Dublin 5.	01 848 2777
<b>Swords &amp; District Meals on Wheels</b>	5 Highfield Crescent, Swords, Co. Dublin.	01 840 5870

**Contact for Further Information**

<p>Dublin North West</p> <p>Manager of Services for Older Persons HSE Northern Area, Community Services Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5189</p>	<p>Dublin North Central</p> <p>Manager of Services for Older Persons HSE Northern Area, Community Services St. Clare's Home, Griffith Avenue Extension, Dublin 9.</p> <p>Tel: 01 704 4222</p>
<p>Dublin North</p> <p>Manager of Services for Older Persons HSE Northern Area, Community Services Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 816 0303</p>	<p>Customer Services Department Dr Steevens' Hospital Dublin 8.</p> <p>Freephone: 1800 520 520 E-mail: <a href="mailto:customer.services@mailk.hse.ie">customer.services@mailk.hse.ie</a></p>

# Medical and Surgical Appliances Scheme

## **General Description**

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

## **Services Provided**

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

Appliances are generally issued on loan. These appliances remain the property of the HSE and are returnable to the HSE 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**

<p>Dublin North West</p> <p>Area Administrator HSE Northern Area, Community Services Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5100</p>	<p>Dublin North Central</p> <p>Area Administrator HSE Northern Area, Community Services Westward House, Russell Street, Dublin 1.</p> <p>Tel: 01 801 4600</p>
<p>Dublin North</p> <p>Area Administrator HSE Northern Area, Community Services Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 816 4209</p>	<p>Customer Services Department Dr Steevens' Hospital Dublin 8.</p> <p>Freephone: 1800 520 520 E-mail: <a href="mailto:customer.services@mailk.hse.ie">customer.services@mailk.hse.ie</a></p>

# 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 Warfarin 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  
HSE Northern Area, St Mary's Hospital,  
Phoenix Park, Dublin 20  
Tel: 01 677 8132

# Nursing Home Inspectorate

There has been a significant increase in the number of private Nursing Homes within the HSE Northern Area in recent years. At present there are thirty Nursing Homes with a resident population in excess of seventeen hundred varying in size from twenty-six residents to a potential one hundred and eleven residents. The newly structured Nursing Home Inspectorate is located on the Third Floor, Administration Building, St. Mary's Hospital. The sitting of the Inspectorate Team in St. Mary's was to coincide with the other elements of the Nursing Home Section, i.e. registration, finance etc.

The primary function of the Inspectorate is to inspect Private Nursing Homes to ensure that there is a high standard of care afforded to the residents and that all aspects of the Nursing Home legislation is complied with. The dedicated Inspectorate Team has a focus on quality care and risk evaluation with continuity and consistent approach. The team comprises at present of medical / nursing personnel supported by specialist staff as required.



# 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 HSE must be satisfied that there is no option but to admit to nursing home care.

## Contact for Further Information

Manager  Nursing Homes Section, HSE Northern Area, St. Mary's Hospital, Phoenix Park, Dublin 20.  Tel. 01 623 4370 Fax 01 623 4301	Customer Services Department Dr Steevens' Hospital Dublin 8.  Freephone: 1800 520 520 E-mail: <a href="mailto:customer.services@mailk.hse.ie">customer.services@mailk.hse.ie</a>
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### ***List of Private Registered Nursing Homes within the HSE Northern Area***

Alzheimer's Care Centre, Highfield Hospital, Swords Road, Dublin 9.	Tel 01 837 4444
Beechlaw 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
Beechtree Nursing Home, Murragh House, Oldtown, Co. Dublin.	Tel 01 843 3634
Benevin Lodge Nursing Home, Benevin Road, Glasnevin, Dublin 11.	Tel 01 864 8577
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
St. Doolagh's Nursing Home, Malahide Road, Balgriffin, Dublin 17.	Tel 01 847 7950
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
Newpark Nursing Home, The Ward, St. Margaret's, Co. Dublin.	Tel 01 864 3465
Nazareth House Nursing Home, Malahide Road, Dublin 3.	Tel 01 833 8205
Rush Nursing Home, St. Maur's Road, Rush, North County Dublin.	Tel 01 870 9684
Shrewsbury Nursing Home, 164 Clonliffe Road, Dublin 3.	Tel 01 837 0680
St. Gabriel's Nursing Home, Edenmore, Dublin 5.	Tel 01 847 4339
St. Margaret's Nursing Home, Tober Road, St. Margaret's, Co. Dublin.	Tel 01 840 8329
St. Monica's Nursing Home, Belvedere Place, Dublin 1.	Tel 01 855 7523
St. Pappin's Nursing Home, Ballymun Road, Ballymun, Dublin 11.	Tel 086 1706842

***List of Private Registered Nursing Homes within the HSE Northern Area***

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
Tender Loving Care Nursing Home, Santry Demise, Santry, Dublin 9.	Tel 01 864 8577

# 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 HSE Northern Area, 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 to 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 HSE Northern Area, Community Services Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5100</p>	<p>Dublin North Central</p> <p>Area Administrator HSE Northern Area, Community Services Westward House, Russell Street, Dublin 1.</p> <p>Tel: 01 801 4600</p>
<p>Dublin North</p> <p>Area Administrator HSE Northern Area, Community Services Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 816 4209</p>	<p>Customer Services Department Dr Steevens' Hospital Dublin 8.</p> <p>Freephone: 1800 520 520 E-mail: <a href="mailto:customer.services@mailk.hse.ie">customer.services@mailk.hse.ie</a></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 Area at St. Francis Hospice, Raheny, Dublin 5. In addition to the facilities provided by the Area, 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: -

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

## **Contact for Further Information**

**St Francis Hospice, Raheny, Dublin 5. Telephone: 832 7535**

**Fax: 832 7635**

# Primary Care Re-Imbursement Service

## **General Description**

Under the Primary Care Re-imbursement Service persons are issued with medical cards for themselves and their dependants providing they satisfy a means test.

Persons aged 16 years to 25 years dependent on their parents will not be entitled to a medical card unless their parents are eligible to hold a medical card.

Persons with no income other than:-

- a) Old Age non-contributory pension (maximum)
- b) Deserted Wife's Allowance
- c) Infectious Diseases (Maintenance) Allowance
- d) Disability Allowance
- e) Lone Parent's Allowance (maximum)
- f) Single Woman's Allowance (maximum)
- g) Widow's (non-contributory) Allowance (maximum)
- h) Orphan's (non-contributory) Allowance (maximum)
- i) Blind (non-contributory) Allowance (maximum)
- j) Supplementary Welfare Allowance

Will be regarded as being eligible for a medical card. Other cases are dealt with individually on merit.

Note: All persons aged 70 years and over are entitled to apply and be issued with a medical card regardless of income. This medical card, which is not means tested covers the applicant only and does not cover dependents.

### ***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)
- Meals on Wheels Service (may require a contribution)

### ***Access to Services***

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

### ***Contact for Further Information***

Dublin North West  Medical Cards Section HSE Northern Area, Community Services Rathdown Road, Dublin 7.  Tel: 01 882 5100	Dublin North Central  Medical Cards Section HSE Northern Area, Community Services Westward House, Russell Street, Dublin 1.  Tel: 01 801 4600
Dublin North  Medical Cards Section HSE Northern Area, Community Services Northside Civic Centre, Bunratty Road, Coolock, Dublin 5.  Tel: 01 866 1400 / 01	Customer Services Department Dr Steevens' Hospital Dublin 8.  Freephone: 1800 520 520 E-mail: customer.services@mailk.hse.ie

\*(See sections on Dental and Ophthalmic services)



# Psychiatry of Old Age Service

## **General Description**

Psychiatry of Old Age is responsible for those older persons 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 for Further Information**

<p>Dublin North West</p> <p>Director of Public Health Nursing HSE Northern Area, Community Services Rathdown Road, Dublin 7.</p> <p>Tel: 01 882 5127</p>	<p>Dublin North Central</p> <p>Director of Public Health Nursing HSE Northern Area, Community Services Westward House, Russell Street, Dublin 1.</p> <p>Tel: 01 801 4600</p>
<p>Dublin North</p> <p>Director of Public Health Nursing HSE Northern Area, Community Services Cromcastle Road, Coolock, Dublin 5.</p> <p>Tel: 01 816 0337</p>	

# 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	Department of Medicine for Older Persons
St Marys Hospital Phoenix Park Dublin 20.	Mater Hospital Eccles Street Dublin 7.
Tel: (01) 677 8132	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.	Tel: 01 868 6012
Director of Nursing, Lusk Community Unit for the Elderly, Station Road, Lusk, Co. Dublin.	Tel: 01 807 1240
Director of Nursing, St. Mary's Hospital, Phoenix Park, Dublin 20.	Tel: 01 677 8132
Director of Nursing, Claremont Services – Seanchara / St. Clare's Home, St. Canice's Road, Ballygall, Dublin 11.	Tel: 01 837 3725
Director of Nursing, St. Monica's Home, Belvedere Place, Dublin 1.	Tel: 01 855 7523
Hospital Manager, Connolly Hospital, Blanchardstown, Dublin 15.	Tel: 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.

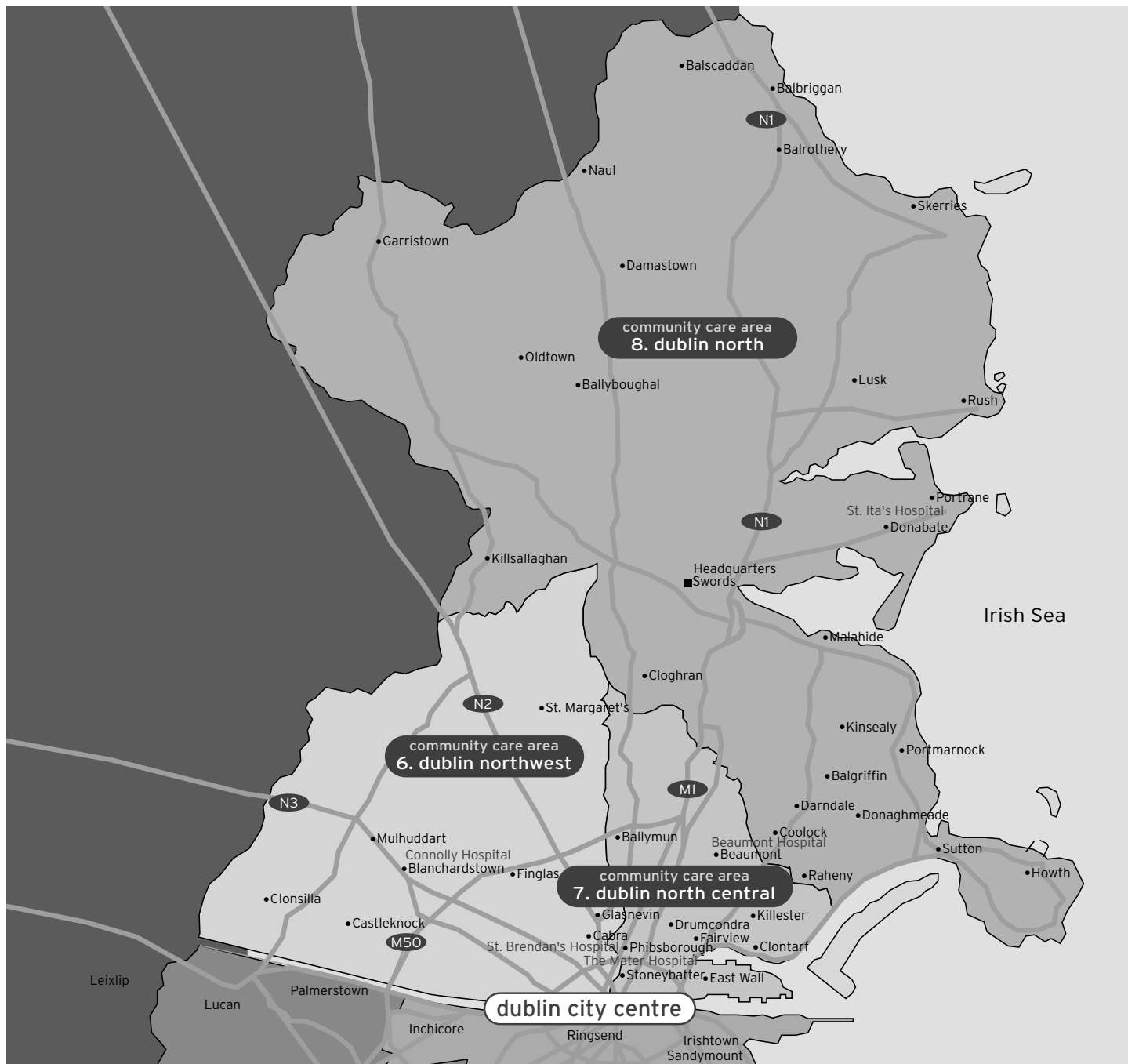
## **Access to Services**

- Assessment in the appropriate Department of Medicine for Older Persons or
- Assessment in a Day Hospital
- 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.  
Tel: 01 677 8132







providing health and social services to people of dublin city, north of liffey and county fingal