

Southern Health Board

Bord Sláinte An Deisce



AN INFORMATION GUIDE TO:

*Prepared in Accordance
with Section 15 of the
Freedom of Information
Act 1997*

4th Edition, January 2002

SOUTHERN HEALTH BOARD SERVICES

Southern Health Board
Bard Sîlânto An Ddeket



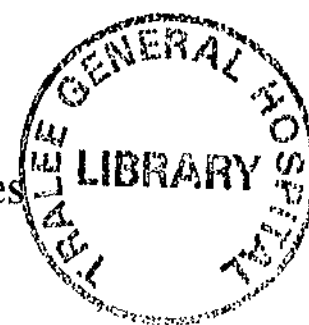
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An Information Guide to Southern Health Board Services



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A. INTRODUCTION

This manual has been prepared in accordance with the requirements of Section 15 and Section 16 of the Freedom of Information Act, (FOI Act) 1997.

A.1. Information Routinely Available

The Southern Health Board currently makes information routinely available to the public in relation to its functions, services and schemes. Such information will continue to be available informally without the need to use the FOI Act. This manual highlights, in relation to each of the Board's activities, where information on the services and schemes is available. The Southern Health Board operates a **Customer Information Centre** to help answer queries on any of the services or schemes provided by the Board, which can be contacted at 1850 742 000 for less than the cost of a local call from within the Southern Health Board region.

A.2. Freedom of Information Act (FOI) 1997

The FOI Act is designed to allow public access to information held by public bodies which is not routinely available through other sources. Access to information under the Act is subject to certain exemptions and involves specific procedures and time limits. This manual provides a guide to the structure of the Board in order to help you access information routinely and under the FOI Act. It is prepared in accordance with the publication requirements set out in Section 15 of the Act.

The FOI Act establishes three statutory rights:

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

The Act asserts the right of members of the public to obtain access to official information from public bodies which includes Government Departments, Local Authorities and Health Boards etc. to the greatest extent possible consistent with the public interest and the right to privacy of individuals.

A.3. General Overview of Section 15

Section 15 of the Freedom of Information Act requires this manual to state in relation to each public body, in this case the Southern Health Board, its structure and organisation, its functions, powers and duties, the services it provides and the procedures for accessing services by the public.

A.4. General Overview of Section 16

Section 16 of the Freedom of Information Act requires the Board to make its internal rules, guidelines and procedures in relation to the services and schemes available to the public.

In accordance with this section, the Southern Health Board has prepared a manual containing:

- Details of the services and schemes administered by the Board
- The Legislation governing the provision of the service or scheme
- The rules, policies, guidelines etc., used by the Board in making decisions with regard to these services and schemes
- Information regarding eligibility
- The appeals process
- The locations where further information can be obtained.

For access to this publication contact the Dept. of Consumer Relations & Communications, Southern Health Board, Wilton Road, Cork, Tel. No. 021 4923667, Fax No. 021 4923627.

B. THE SOUTHERN HEALTH BOARD

B.1 Description

The Southern Health Board is a team of committed people working together to provide excellent health and social services locally to the people of Cork and Kerry and certain specialist services regionally to the people of Munster. Southern Health Board services meet a complex range of needs and are provided from a diverse range of locations.

The Southern Health Board, with over 18,000 employees, is the largest employer in Munster and is operating with a budget in excess of £550m (€698m) for 2001.

B.2 Strategic Objectives:

The corporate objectives of the Southern Health Board as outlined in our Corporate Development Plan 2000-2003 are to:

- Create a consumer focussed organisation.
- Develop and shape our services in an integrated manner.
- Provide staff with the skills and supports to assist them in delivering a high quality of service to the consumer.
- Develop the health promoting role of the Southern Health Board through programmes that are targeted, effective and evidence based.
- Identify, target and reduce inequalities in health status.

B.3 Mission, Values and Vision

OUR MISSION (why we exist) "CARING For PEOPLE": is to provide health and personal social services to our public. It also involves caring for our colleagues through mutual respect and support.

OUR VALUES are at the heart of everything we do. They express how, individually and collectively, we treat each other and our patients/consumers.

Being true to our Values will ensure a customer focused and responsive organisation – a committed team working together in an organisation of which we are proud and in which the public has confidence.

OUR VISION is where we want our organisation to be, our goal. We want our public to be confident that our organisation is caring and responsive to their needs and provides services, which place them at the focal point:

"The Southern Health Board will improve the health and quality of life of the individuals and communities we serve"

Our Vision will be achieved by:

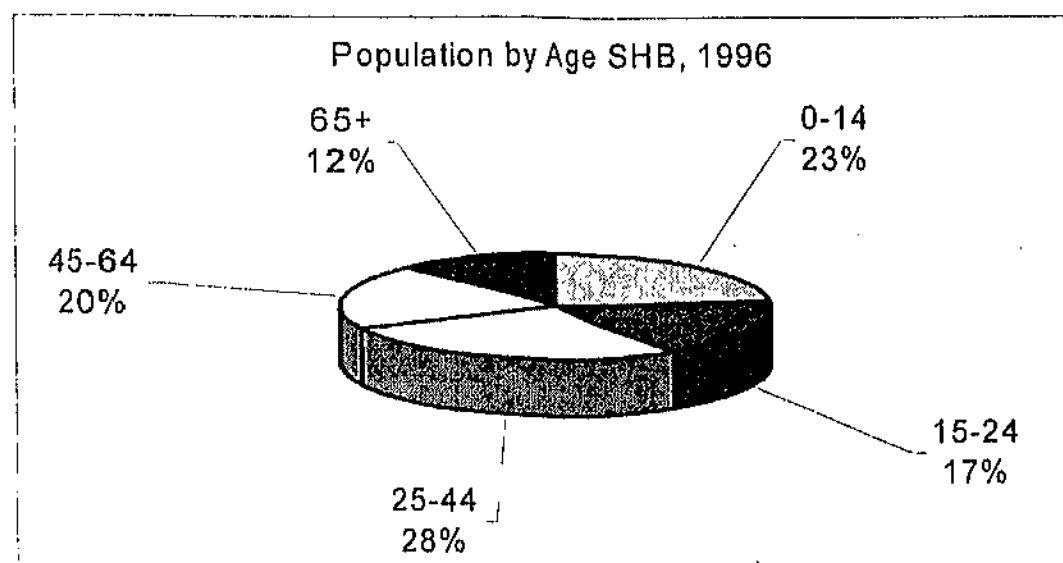
- *Providing an integrated, caring service to the public, based on changing needs, by a well-trained and courteous staff.*
- *Using the resources available in an equitable and responsible manner.*
- *Treating everyone in the manner we would like to be treated ourselves*
- *Recognising performance, encouraging feedback and striving to be an organisation of which we are proud and in which the public has confidence.*
- *Operating in accordance with our Values.*

B. 4 Area and Population

The Southern Health Board, comprising large urban and rural populations, covers the second largest area of any health board.

Population – 1996 Census

County Cork	293,323
Cork City	127,187
Sub-Total	420,510
Kerry	126,130
TOTAL	546,640

Population by age – 1996 Census

	0-14	15-24	25-44	45-64	65+
Number	128006	93596	150391	108520	66127
%	23.5	17.1	27.5	19.8	12.1

B. 5 Structure of the Organisation**Board Members**

There are 33 members of the Southern Health Board. The Board members meet on the first Monday of each month. Membership of the Board consists of locally elected representatives nominated by the local authorities in Cork and Kerry, representatives elected by the medical, dental, pharmaceutical and nursing professions, and ministerial nominees. The composition is as follows:

Southern Health Board (established under Health Act 1970)

33 members	Local Authorities	18
	Representatives of Professions	12
	Minister's Nominees	3

Membership as of June, 2001.**Chairman:** Cllr. Batt O'Keeffe**Vice Chairman:** Dr. Catherine Molloy**Cork Corporation**Cllr. B. Allen, T.D.
Ald. J. Dennehy, T.D.
Cllr. K. Lynch
Ald. N. O'Flynn, T.D.
Cllr. D. Wallace**Cork County Council**Cllr. S. Coveney, T.D.
Cllr. F. Crowley
Cllr. V. O'Callaghan
Cllr. T. O'Donovan
Cllr. B. O'Keeffe, T.D.
Cllr. K. O'Keeffe
Cllr. J. Sherlock**Kerry County Council**Cllr. M. Cahill
Cllr. T. Fleming
Cllr. M. Healy-Rae
Sen. D. Kiely
Cllr. B. O'Connell
Cllr. P. O'Donoghue**Members elected under Health Board {election of members} regulation 1972:****Registered Medical Practitioners
(Consultants)**Dr. C. Bredin, Mr. T.F. Buckley, Dr. M. Dineen
Mr. G. Mullan, Dr. T. O'Connor**Registered Medical Practitioners:
(General Practitioners & Public Health)**Dr. J. Brosnan, Dr. C. Molloy
Dr. C. Murphy**Registered Dentist:**

Dr. E.H. O'Flynn

Pharmacist:

Ms. T. Wilson-Downey

Registered General Nurse:

Ms. N. Geary

Registered Psychiatric Nurse:

Mr. D. Begley

**Members appointed by
The Minister for Health & Children:**Mr. D. Lyons, Mr. D. Moynihan, T.D.
Cllr. J. Healy-Rae, T.D.**Standing Committees**

Three Standing Committees have been established by the Southern Health Board and they have been assigned the role of:

- Considering and advising on such business as may be referred to them by the Board, or which they may wish to refer to the Board.
- Visiting and inspecting health care facilities within the respective programmes and considering reports from the Programme Managers on the current levels and range of services being provided.

Members of the Southern Health Board Standing Committees**General Hospitals Committee**Mr. T.F. Buckley (Chairman)
Cllr. F. Crowley
Ms. N. Geary
Cllr. D. Moynihan, T.D.
Cllr. V. O'Callaghan
Cllr. P. O'DonoghueCllr. J. Healy-Rae, T.D. (Vice Chairman)
Cllr. T. Fleming
Dr. C. Molloy
Mr. G. Mullan
Dr. T. O'Connor

Psychiatric Services Committee

Mr. D. Begley (Chairman)

Cllr. B. Allen T.D.

Dr. J. Brosnan

Dr. M. Dineen

Cllr. K. Lynch

Cllr. B. O'Keeffe, T.D.

Cllr. D. Kiely (Vice Chairman)

Dr. C. Bredin

Cllr. S. Coveney, T.D.

Cllr. M. Healy-Rae

Cllr. T. O'Donovan T.D.

Community Care Committee

Dr. C. Murphy (Chairman)

Cllr. M. Cahill

Cllr. B. O'Connell

Ald. N. O'Flynn, T.D.

Cllr. J. Sherlock

Ms. T. Wilson-Downey

Ald. J. Dennehy, T.D.

Mr. D. Lyons (Vice-Chairman)

Dr. E.H. O'Flynn

Cllr. K. O'Keeffe

Cllr. D. Wallace

Senior Management Structure

The Southern Health Board has recently implemented a new senior management structure, the key features of which are outlined below. The need for a new structure arises from changes in the external and internal environment. It is designed to maximise the potential for strategic development while ensuring that services are delivered at the highest possible standard throughout the region. (See Appendix F. 2)

Key features of new structure

- A two tiered senior management structure comprising of an Executive Team and a Corporate Development and Delivery Team. The Executive Team will comprise of five members, namely:
 - ♦ Chief Executive Officer
 - ♦ Director of Service Delivery
 - ♦ Director of Support Services
 - ♦ Director of Strategy and Planning
 - ♦ Director of Public Health.
- Developing the detailed structure of each of these departments is the responsibility of the relevant Director. The Corporate Development and Delivery Team will comprise of representatives from the management level immediately below that of the Executive Team.
- The Director of Finance will not be a member of the Executive Team but reports directly to the Chief Executive Officer.
- Creation of a number of new positions and teams within departments including
 - ♦ Director of Service Delivery
 - ♦ Director of Support Services
 - ♦ Director of Strategy and Planning [Enhanced Role]
 - ❖ Planning and Evaluation
 - ❖ Monitoring and Commissioning
 - ❖ Care Group and other specific plan development
 - ❖ Quality and Compliance
- Significant restructuring of the existing Strategy and Planning Department to reflect the increasing importance of the role of planning in assisting in the delivery of an integrated focused service. This will result in a new enhanced post of Director of Strategy and Planning being established.

C. SERVICE DIRECTORY - INTRODUCTION

This Directory outlines the services and schemes provided by the Southern Health Board. Details of how these services and schemes are administered, the eligibility criteria for accessing these services and schemes etc. may be obtained from the Southern Health Board's Information Guide to the Administration of Services and Schemes (Section 16 Manual).

Under the FOI Act, the Section 15 and 16 Manuals are required to be updated at least once every 3 years. Should you have any comments or suggestions as to how we may improve the next publication of these manuals and make them more "user-friendly", please contact:

Dept. of Consumer Relations & Communications
Southern Health Board, Wilton Road, Cork
Tel. No. 021 4923667 Fax No. 021 4923627
E-mail: consumerrelations@shb.ie

The following format has been used in outlining each service/scheme to facilitate you in accessing the information provided:

General Description
Services Provided
Access to Services
Contact Names & Addresses

Further details about any of the schemes or services in this directory may be obtained from the staff members listed in the Contact Names and Addresses sections. Some of the services have their own "In-House" Service Directory, which may also be obtained from these staff members.

Services in this directory are divided into the following broad categories:

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Corporate (Central) Services	9 to 22
Community Care Services/Schemes	23 to 72
Acute Hospital Services	73 to 86
Mental Health & Intellectual Disability Services	87 to 99

C.1. CORPORATE (CENTRAL) SERVICES

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Technical Services Department	18
Department of Public Health	18
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Chief Executive Officer

Mr. Seán Hurley

Office of the Chief Executive Officer

General Description

The Chief Executive Officer implements the policy of the Board. He is responsible for implementation of the Board's Service Plan and for ensuring that the annual expenditure does not exceed the allocation from the Minister for Health and Children. In addition, he has statutory responsibility to determine the eligibility of individuals for health services, and for the appointment, supervision and remuneration of staff.

Services Provided

The functions of the Department are:

- Administrative and secretarial assistance to the Chief Executive Officer (CEO).

Access to Corporate Headquarters

The Board's corporate headquarters at Wilton Road, Cork are open to the public from 9.00 a.m. to 5.00 p.m., Monday – Friday (excluding public holidays). Any person wishing to make an enquiry may do so at reception and will be assisted by one of the staff members of this department who will advise them of the procedures to be followed. Tel. No. 021 4545011, Fax No. 021 4545748.

Contact Name and Address:

Administrative Manager,
Southern Health Board, Wilton Road, Cork.
Tel. No. 021 4923603
Email: omahonye@shb.ie

Staff Officer,
Southern Health Board, Wilton Road, Cork.
Tel. No. 021 4923601
Email: collinse@shb.ie

Communications Department

Communications Manager – Norma Deasy

General Description

The role of the Communications Department is to co-ordinate internal and external communications. Internal Communications aims to keep staff fully abreast of developments in the Board. External communications keeps the Board's publics including media, politicians, customers, clients and the general public informed of developments in the Board.

Services Provided

Internal Communications

- Assistance to all staff with editing and publishing Southern Health Board publications
- Assistance to all staff in organising official events and launches
- Production the Southern Health Board's internal staff magazine *The Pulse*

External Communications

- Manage the Southern Health Board's public relations
- Co-ordinate responses to media queries
- Promote the Southern Health Board's activities and developments to the media
- Manage the content of the Southern Health Board's website
- Promote the Southern Health Board's campaigns on fostering, recruitment, public health issues etc.

Contact Name and Address:

Communications Manager, Southern Health Board, Wilton Road, Cork.

Tel: 021 4923733/6

Email: communications@shb.ie

Internal Audit Department

General Description

The Internal Audit Department provides an independent and objective appraisal service on the systems and procedures of the Board.

Services Provided

- Review all aspects of the Board's operations
- Identify risks
- Examine internal controls and procedures

Access to Services

The Internal Audit Department is a support function to the Board and does not provide direct services to the public.

Contact Name and Address:

Internal Auditor,

Southern Health Board, Wilton Road, Cork.

Tel. No. 021 4545011

Human Resource Department

Personnel Officer – Denis Fenton

The Personnel Department consists of the following:

- Recruitment
- Staff Relations
- Training & Development
- Occupational Health Department
- Employee Assistance Programme
- Irish Language Development Office/Oifig Forbartha Gaeilge

Recruitment

This section deals with the selection and recruitment of staff to a broad spectrum of posts in Medicine, Dentistry, Nursing, Allied Health Professions, Administration, Support Staff, Ambulance and Maintenance.

Services Provided

The principal services provided by this department include: -

- Selection and recruitment of staff
- Flexible working time applications
- Career breaks/Special leave applications
- Maternity leave applications

- Paternity leave applications
- Parental leave applications
- Force Majeure leave
- Transfer requests
- Removal expenses

Access to Services

- Telephone 021 4545011
- Fax 021 4345638
- Post Recruitment Dept.
Southern Health Board
Wilton
Cork
- E-mail recruitment@Southern Health Board.ie
- S.H.B. Website www.shb.ie
- By calling in person to Recruitment Department
- Internal circulars to staff
- Intranet site for staff

Contact Names and Addresses:

Section Officer,
Tel. No. 021 4923630
E-mail: moriartyb@shb.ie

Section Officer,
Tel. No. 021 4923651
E-mail: moynihanm2@shb.ie

Employee Relations Unit

Employee Relations comprises the following distinct areas:

Employee Relations

Temporary Service and Incremental Credit

Superannuation

Advisory Service to Line Managers

Employee Relations

This encompasses a wide area including the following:

- Negotiations
- Conditions of employment
- Labour legislation
- Interpretation of agreements and entitlements and advisory service regarding same.
- Grievance procedures
- Disciplinary procedures

Temporary Service and Incremental Credit

This can be divided into two areas:

- Payment for temporary service
- Incremental credit for temporary service

Superannuation

- Superannuation or 'the pension scheme' as it is referred to, is the method by which Health Board staff plan for retirement.

Advisory Service to Line Managers

- Updating Line Managers on best practice and new legislation

Services Provided

- Negotiations on conditions of employment with Staff Associations
- Promotion of harmonious working relations.
- Calculation of superannuation and retirement benefits.
- To support local line managers in their day to day activity.

Access to Services

- Staff can make verbal or written contact at any stage of the day Monday to Friday, 9a.m. to 5p.m. regarding such issues as retirement benefits, conditions of employment, etc.
- By visit to the Department with a prior arrangement/appointment.
- Follow-up is usually by written correspondence.
- Superannuation benefits are usually processed as near the date of retirement as possible.

Contact Names & Addresses:

Employee Relations Manager,
Staff Relations Department, Southern Health Board, Wilton Road, Cork.
Tel. No. 021 4923633/2
Email: erm@shb.ie

Senior Executive Officer,
Staff Relations Department, Southern Health Board, Wilton Road, Cork.
Tel. No. 021 4923633/1
Email: erm@shb.ie

Human Resource Development Service

General Description

- The HRD Service, which is entering a consolidation and development phase, is currently located within the Board's corporate personnel function.
- Co-ordinators for Manual Handling and Physical Intervention programmes are also assigned to this service.
- The Co-ordinator for Continuing Nurse Education and Training is currently associated with this service, liaises with HRD Manager and has reporting relationship to the Personnel Officer.

Services Provided

The function of the Service is to:

- Support the implementation of a Corporate Development Plan.
- Develop and implement a comprehensive Human Resource Development strategy.
- Manage, evaluate and review the delivery of quality training & development initiative.
- Provide consultation service pertaining to service development initiatives.
- Promote and support the professional development of staff across all services

Access to Services

- HRD Service is currently located at Southern Health Board, Wilton Road, Cork.
- Direct contact from staff members is both welcome and encouraged.
- HRD Policy is in the process of development and will be circulated widely.
- Training & Development Calendar will be developed outlining internal training initiatives and ongoing development programmes.

- Request forms are completed, reviewed by Line Managers and returned to HRD service for agreement. Process for review and criteria for agreement in development.

Contact Names and Address:

Manager

Human Resource Development Service, Southern Health Board, Wilton Road, Cork.

Tel. No. 021 4923740/3739/3738

Fax No. 021 4345638

Email: hrds@shb.ie

Occupational Health Department

General Description:

- The Occupational Health Department is located at Cork University Hospital and Tralee General Hospital. The department specialises in the provision of occupational health advice and services of the Board. The emphasis of the services provided is on the protection of employees from possible adverse effects of work.
- The Employee Assistance Programme is located in the Occupational Health Department, Cork University Hospital. The Employee Assistance Programme is a confidential counselling and referral service, designed to give staff members of the Southern Health Board a resource to contact for personal problems.

Services Provided

- **Occupational Health**
Immunisation of staff including hepatitis B, rubella, tetanus, BCG, influenza; health surveillance and biological monitoring; pre-employment health assessments; return to work assessments; sickness absence assessments; counselling; VDU assessments and vision screening; hazardous substance assessments; pulmonary function tests; food handler protocols; workplace inspections; first aid training; assessment of work related complaints; violent incident follow up; blood/body fluid exposure follow up; compliance with health and safety regulations; toxic substance in the workplace; ergonomics advice; advice on noise, radiation, first aid, travel health.

Contact Names and Address:

Dr. John Gallagher, Occupational Health Physician,

Occupational Health Department, Cork University Hospital, Wilton, Cork.

Tel. No. 021 4922288

Employee Assistance Programme

E.A.P. is a *confidential support, counselling and referral service*, and it is designed within the Southern Health Board organisation to give staff members/personnel a resource to contact for personal or work related issues. Making a positive connection with people is the essence of what we do, and the core of E.A.P. is empowering staff to help themselves.

Access to Services: -

Staff members of the Southern Health Board may access the Employee Assistance Programme by: -

- Self-referral
- Supervisor's referral
- Medical referral
- Occupational Health Physician
- Personnel Department referral

Confidentiality: -

The hallmark of the Southern Health Board Employee Assistance Programme is the confidential nature of the service. No information regarding an employee's participation in the E.A.P. is released without the written permission of the employee.

Contact Name and Address: -

Director, Employee Assistance Programme, Occupational Health Dept., Cork University Hospital, Wilton, Cork.

Tel. No.: - 021 4922019

Irish Language Development Office/Oifig Forbartha Gaeilge

Cur Síos Ginearálta

Bunaíodh an oifig seo i Mí an Mheithimh 2000 mar fhreagairt ar pholsaithe Rialtais agus ar pholsaithe Bhord Sláinte an Deiscirt. Tá roinnt mhaith tionscadal curtha i gcrích go dtí Senior Executive Officer, agus an-rath ar na tionscadail sin, i leith na Gaeilge agus i leith iomhá chorparáideach an Bhoird i dtéarmaí oiliúint fóirne, páipéarachais, comharthaí, láithreáin gréasáin Bhord Sláinte an Deiscirt agus i dtéarmaí na meán cumarsáide.

General Description

This office was established in the response to Government an Southern Health Board policy in June 2000 in order to support the development of the Irish language throughout Southern Health Board services. A number of very successful initiatives have been developed to date concerning the Irish language and the corporate identity of the Board in terms of professional development of staff, stationary, signage, the Southern Health Board website as well as the media.

Tá fáil ar an tseirbhís ar an: -

Access to service is by: - *Teileafón/Telephone*
Facs/Fax
Ríomhphost/E-mail

Bí i dteagmháil le/Contact person:

*Micheál Ó Coileáin, Oifigeach Forbartha Gaeilge/Irish Language Development Officer
4, Carrraig na Laoi, An Bóthar Iartharach, Corcaigh/4, Carriglee, Western Road, Cork
Teil./Tel.021 4279481 Facs./Fax 021 4279013
Ríomhphost/Email ocoileainm@eircom.net*

Finance Department

Director of Finance — Raymonde O'Sullivan

General Description

The Finance Department's primary responsibilities are:-

- To prepare budget estimates and evaluate on-going financial performance.
- To process payment of salaries and wages, all non-pay accounts and statutory allowances.
- To provide financial information and advice to support the planning, management and delivery of services.
- To produce the Board's Annual Financial Statements.

Services Provided

- **Wages / Salaries Section:** is responsible for payment of all salaries and wages.
- **Accounts Section:** processes all payments, including general invoices, travel expenses, telephone refunds, withholding tax payments, drug refund schemes and statutory allowances. This Section also processes all Accident Report Forms and co-ordinates the Board's Insurance.
- **Capital/Credit Control Unit:** issues all paying orders processed by Accounts Section and monitors credit terms. This Section also monitors and balances the financial controls to ensure that accurate information is produced.
- **Management Accounts Section:** allocates the budgets and produces monthly reports indicating actual expenditure against budget.

Access to Services

- Current and retired staff members can make enquiries to the Payroll Section.
- Creditors of the Board and recipients of statutory allowances may make enquiries at Accounts Department regarding payment details.
- The general public has access to the Board's Annual Financial Statements.

Contact Names and Addresses:

Senior Executive Officer,
Control Section, Southern Health Board, Wilton Road, Cork
Tel. No. 021 4923690

Staff Officer,
Accounts Section, Southern Health Board, Wilton Road, Cork.
Tel. No. 021 4923700

Department of Consumer Relations

Customer Care Co-ordinator – Michael Lillis

General Description

The Department of Consumer Relations was established in 1999 and is combined with the Communications Department. The Departments overall responsibility is the development of a consumer-focused organisation in keeping with the Corporate Development Plan 2000 – 2003 and the implementation of the Freedom of Information Act 1997.

Services Provided

- Monitor and control the implementation of the Freedom of Information Act within the Southern Health Board.
- Responsible for the Board's Customer Information Centre (Tel. No. 1850 742 000).
- Assist in the development of publications on the Board's services.
- Develop and implement the Southern Health Board consumer feedback/complaints process.
- Develop Customer Service Desks.

Access

Direct access to the Department can be made in any of the following ways:

Contact Name & Address:

Customer Care Co-ordinator, Southern Health Board, Wilton Rd., Cork.
Tel. No. 021 4923667 Fax. No. 021 4923627

Email: consumerrelations@shb.ie

Customer Information Centre lo-call number: 1850 742 000

Capital Projects Office

Director of Capital Projects – Joe Casey

General Description

The Capital Projects Office is based at the Former Nurse's Home, Cork University Hospital. The Office is headed by the Director of Capital Projects, Mr Joe Casey who leads a multi-disciplinary team of project management, professional and administrative staff.

Services Provided

The Capital Projects Office is the Southern Health Board's management, administrative and co-ordinating centre for all major capital projects under the National Development Plan. The Projects Office acts to:

- Ensure quality of project brief, design and construction.
- Advance and sustain the progress of each project in accordance with the Board's proposals under the National Development Plan
- Ensure control of authority, costs and project schedule
- Ensure each new facility is equipped and commissioned successfully.

Access to Services

The services provided by the Capital Projects Office can be accessed by: -

- Project Team Members
- Design Team Members
- Representatives of Project End Users
- Department of Health & Children Officials involved in Capital Projects

Contact Details

Director of Capital Projects, Capital Projects Office, Former Nurse's Home, Cork University Hospital, Wilton Cork. Tel. No. 021 4922021

Email: caseyj@shb.ie

Management Services Department

Director of Management Services – Jack Somers

General Description

The Management Services Department is responsible for all aspects of Information Technology and Telecommunications. Its role includes:

- The development and implementation of computer systems to support the operation functioning of the Board.
- The processing and producing of pay and non-pay payments.
- Development of Management Information Systems.
- Support of all Telecommunications systems.

Services Provided

- Access to computerised information systems.
- Support and development of computer systems.
- Telecommunications.

Access to Services

- Access to information under Data Protection Act.
- External communication including internet.

Contact Name and Address:

Senior Systems Analyst,
Management Services Department, Southern Health Board, Wilton Road, Cork.
Tel. No. 021 4923750
Email: obriend@shb.ie

Technical Services Department

Technical Services Officer – Michael Murphy

General Description

- The Technical Services Department is based at the Board's Headquarters, Wilton Road, Cork and has maintenance units based locally.
- The Department is headed by the Technical Services Officer, who leads a multi-disciplinary team of professional and administrative staff.
- Local maintenance units are headed by a Maintenance Officer who leads a team of supervisors, craft, general and administrative staff.

Services Provided

The Department's activities span issues of development, maintenance and safety of the facilities and working environment occupied by the Health Board. The Department also handles the disposal and purchase of property on behalf of the Board. It co-ordinates energy management, waste management and the Board's Health and Safety programme.

Access to Services

The Department provides a technical support for the delivery of services by the Board and is therefore accessible to other staff of the Board only.

Contact Name and Address:

Technical Services Officer,
Southern Health Board, Unit 2A, South Ring Business Park, Kinsale Road, Cork.
Tel. No. 021 4927212
Email: murphym@shb.ie

Department of Public Health

Director of Public Health – Dr. Elizabeth Keane

General Description

- The Department of Health Strategy "Shaping a Healthier Future" advocates the orientation or re-shaping of health services so that improving people's health and quality of life becomes the primary focus of all our efforts.
- The Department of Public Health was established in 1995 with the appointment of a Director of Public Health followed by the appointment of Specialists in Public Health Medicine and support staff in 1996 to assist the Board with the task of implementation of the strategy.
- The role of the Department is to monitor the health of the people of the region, assess the need for services and evaluate services provided in terms of the health and social gain achieved by those who receive them.
- The Director of Public Health is also responsible for the Health Promotion Department.

Services Provided

The roles of the Department include:

- Measurement of Health status of the population
- Development of Health information systems
- Assessment of need for health care
- Surveillance, control and prevention of communicable disease
- Environmental epidemiology
- Health Promotion and disease prevention

Access to Services

The Public Health Department provides a regional service, members work with managers and professionals who are engaged in the planning and delivery of services in all areas of the Board. The Department also works with statutory and voluntary agencies whose work impacts on the health and social well being of the population.

Contact Name & Address:

Director of Public Health,
Sarsfield House, Sarsfield Road, Cork.
Tel. No. 4922691/4922692/4922693
Email: keanec@shb.ie

Health Promotion

General Description

- The overall aim of the Department is to secure incremental health and social gain through working with key statutory / voluntary agencies and community groups in addition to securing a progressive reorientation of health services in respect of Health Promotion.
- The role of the Department is to co-ordinate, monitor and implement a series of Health Promotion Initiatives in accordance with a locally developed Health Promotion Strategy for the Southern Health Board and accompanying Health Promotion Action Plan. The Department provides a Regional service. Members work with Managers and Professionals who are engaged in the planning and delivery of services throughout Cork and Kerry, which impact on Health Promotion as appropriate.

Services Provided

- To co-ordinate, monitor and implement a number of health promotion initiatives in accordance with the Health Promotion Strategy of the Southern Health Board and accompanying Action Plan.
- To act as a resource to key personnel in the Southern Health Board as well as in statutory and voluntary bodies throughout Cork and Kerry in the development of health promotion initiatives.

Access To Services

Access may be had by contacting the Department at the address listed below:

Contact Name & Address:

Health Promotion Officer,
Health Promotion Department, Eye, Ear and Throat Hospital, Western Rd., Cork.
Tel. No. 021 4923480
Email: murphyc@shb.ie

Department of Strategy and Planning

Director of Strategy & Planning – Ann Doherty

General Description

The Department of Strategy and Planning was established in January, 2000. This Department continues the work previously done by the Department of Population Health Management in relation to development of care group and service plans and management of the planning process.

The Department of Strategy and Planning builds on and complements the existing planning and strategy skills throughout the organisation by working closely with programme managers and line managers. Its focus is on the 'big picture' – the strategic development of the Southern Health Board.

Services Provided

Tracking the implementation of the Corporate Development Plan

Developing tools for agreeing and monitoring service level agreements with voluntary organisations

Facilitating the development of quality and best practice

Defining and communicating the care group planning process and strategies/plans to be developed (by Department of Strategy and Planning and line managers)

Facilitating the implementation of care group plans and national health strategies

Defining the Southern Health Board approach to implementation planning

Defining and communicating the principles underpinning integration

Beginning to develop a primary care strategy

Identifying and monitoring performance indicators and measures

Facilitating regular audits and reviews of Southern Health Board services

Contact Name and Address:

Director of Strategy & Planning,

Southern Health Board, Wilton Road, Cork,

Tel. No. 021 4545011/4923604

Email: dohertya@shb.ie

Materials Management Function

Regional Materials Manager -- John O'Donovan

General Description

The Materials Management function is responsible for the procurement and control of all goods and services for the Southern Health Board in accordance with EU Public Procurement, State Body Guidelines and internal procedures.

The responsibility for the function lies with the Regional Materials Manager. Local purchasing departments are based in the main acute hospitals and psychiatric hospitals.

The role of the function is to:

- Establish and maintain policies and procedures ensuring compliance with national and EU regulations and establish user groups where appropriate.
- Co-ordinate/control the Boards tendering and contracting requirements by extending procurement skills to all areas of non-pay expenditure involving the purchase of goods or services.
- Engage in performance monitoring of all key elements of material management.
- Provide a customer-orientated purchasing and supply service to users.
- Develop appropriate stock management practices and procedures.

Services Provided:

The services provided are at Central Contracts Department and local Supplies Departments based mainly in the Acute Hospitals and other locations throughout the Board.

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

Access to Services

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

Contact Name and Address:

Regional Materials Manager,
Southern Health Board, Eye, Ear and Throat Hospital, Western Road, Cork.
Tel. No. 021 4923570,
Fax No. 021 4923568,
Email: odonovanj@shb.ie



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C.2. COMMUNITY CARE SERVICES/SCHEMES

Adoption Services

This service will be of interest to the following care group(s)
Child & Family Care Group

General Description

The Adoption Department provides a varied range of services to single mothers: maternity services, foreign adoption assessment, tracing, post-adoption counselling, pre-adoption foster-care placements and meeting the requirements of the Adoptions Acts, 1952-1999.

Services Provided

- **Services to Single Mothers:** Hospital based pre and post birth counselling. Pre-adoptive foster placement.
- **Foreign Adoption Assessments:** As per the 1991 Foreign Adoption Act, this entails social workers carrying out a detailed "couple" assessment, with a one day information session. When the assessment report is completed, and all relevant references, medical certificates and P60s are on file, it is presented to the Southern Health Board when a declaration of suitability and eligibility is given by the Adoption Committee. The report then goes to the Adoption Board.
- **Fostering Service:** for pre-adoptive placements only. This is a short-term placement, post-birth and pre-adoption process.
- **Tracing:** this involves substantive inquiries, usually from a couple of sources for example - birth mothers, adopted child (likely to be an adult) or putative father, boarded out children.
 - Birth Mothers: interested in finding, identifying or just checking the existence of the babies, now much older and often adults, as to how they are. Some also want to set up contact.
 - The Adoptees: who may want to progress to meeting their birth parents after counselling, or want information about siblings, their whereabouts, status and progress.
 - Relatives seeking information regarding the above.
- **Counselling** - for all those involved in tracing, if they wish to meet.
- **The 1988 Adoption Act:** including application by foster parents to adopt children long-term in the care of the Health Board.
- **Extensive Referrals/Queries:** from couples on the waiting lists for Tracing and Foreign Adoptions regarding time frames, and other questions. Responding to information sought by the Adoption Board, U.K., Adoption and Social Services Agencies in Romania, Russia, etc. Re post-adoption home visits over three years and other relevant services.

Access to Services

Regarding any of the above services, access is by telephone or in writing, depending on the service required.

Contact Name & Address:
Senior Social Worker,
St. Finbarr's Hospital, Cork.
Tel. No. 021 4923121

Arbour House Treatment Centre

This Service will be of interest to the following care group(s)
Child & Family Care Group

General Description

Arbour House was established in 1984. An alcohol and drug free, non-residential, professional treatment centre, it is a free service to clients with addictions, their families and concerned persons.

The treatment programmes derive their philosophy and models of treatment from the Minnesota Model and the Therapeutic Community approach.

Services Provided

- **Consultant and Assessment Service** - individuals of all ages and their families who may have concerns about substance misuse or problem gambling can attend Arbour House for consultation and assessment. This consultation assessment and advisory service evaluates the impact of the substance misuse or problem gambling on the individual, his or her partner, family life and work.
- **Education Programme** for people living with active addiction - this seven week (16 hour) programme where clients acquire an understanding of the nature of addiction and how they can help themselves and the addicted person to deal with the problem. The programme involves (a) lectures, (b) video tape presentations and (c) group discussions.
- **Community Drug Teams and Student Assistance Programme** - as part of the Southern Health Board's Primary Prevention and Community Action Arbour House is actively participating in the setting up of Community Drug Teams and Student Assistance Programmes. Staff at Arbour House are also involved in addiction education programmes for various groups of professionals.
- **Employee Assistance Programmes** - Arbour House has a tradition of working with the public and private sectors in advising on the setting up of Employee Assistance Programmes.
- **Adult Treatment Programme** - this is a 15-week treatment programme based on the Minnesota Model of addiction and treatment and also the community alcohol approach. Clients attend Arbour House for approximately ten hours per week for group and individual therapy. Clients also attend the various fellowships such as Alcoholics Anonymous, Narcotics Anonymous, Gamblers Anonymous. Clients' families and concerned persons attend for conferences and supportive counselling. Following successful completion of this stage, clients attend once weekly for aftercare for a further six months. Individual counselling is also available. Successful completion of the programme is marked by a Graduation Ceremony.
- **Young Person's Programme** - This is a programme offered for adolescents and young adults. The programme is divided into two main phases, "intensive" and "re-entry". The intensive phase lasts for six months. Clients attend a highly structured five-day programme with organised weekend activities. In addition to individual and group therapy, multiple and individual family therapy is available, they also attend various fellowships such as Alcoholics Anonymous, Narcotics Anonymous, Gamblers Anonymous. The re-entry phase, which lasts for 12 months, is primarily concerned with assisting the young persons return to social, family and community life. The purpose of the programme is to bring about profound behavioural changes in the young person. Individual counselling is also available. Successful completion of the programme is marked by a Graduation Ceremony.

Access to Services

Arbour House accepts referrals from various sources:

- Clients and their family members.
- General Practitioners.
- Probation Services.
- Social Services.
- Hospital Services.

Please note that Arbour House does not provide Emergency Services.

Contact Names & Addresses:

Director,
Arbour House, St. Finbarr's Hospital, Douglas Road, Cork.
Tel. No. 021 4968933

Aural Services

This service will be of interest to the following care group(s)

Child & Family Care Group
Older Person Care Group
Mental Health Care Group

General Description

The Board makes aural treatment and aural appliances available for:

- Persons with full eligibility
- Children up to the age of 6 years in respect of defects discovered at child welfare clinics
- Pupils attending national schools in respect of defects noticed at school health examinations

Services Provided

The services provided at community level are as follows:

- Referral of children for treatment in respect of defects discovered at child welfare clinics and school health examinations.
- The supply of hearing aids to persons with eligibility for aural services

Access to Services

• **Child Services**

When defects are noticed at child welfare clinics or school health examinations the Area Medical Officer makes arrangements to refer children to:

- the Audiology Clinic at St. Finbarr's Hospital, Douglas Road, Cork for further testing or to the appropriate clinic/consultant if examination or treatment is required.
- a Hearing Aid clinic if a hearing aid is required. Hearing Aid Clinics are provided by the Southern Health Board within the region.

• **Adult Services**

Adults with hearing defects are referred by their GP to an Ear, Nose, & Throat (ENT) Clinic. They are referred from the ENT Clinic to a Hearing Aid Clinic if hearing aids are required. Hearing Aid Clinics are conducted by the Southern Health Board.

• **Supply and Repair of Hearing Aids**

Hearing aids prescribed for patients at a Hearing Aid Clinic are supplied directly to patients by the Southern Health Board. Minor repairs to damaged hearing aids are carried out at the clinics and major repairs are forwarded to the audiology Service, Northern Area Health Board, Dublin.

Contact Names & Addresses:

Cork City – North / South Lee: Staff Officer, Abbeycourt House, George's Quay, Cork.
Tel. No. 021 4965511.

North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30200.

West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21 722.

Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566.

Child & Adolescent Psychiatry Service

This service will be of interest to the following care group(s)

Child & Family Care Group
Physical & Sensory Disability Care Group
Mental Health Care Group

General Description

The purpose of the service is to provide a mental health service that is multi-disciplinary and facilitates the healthy development and well-being of children and adolescents and their families. The service is for children and adolescents (and their families/carers) who are experiencing

emotional, psychological or behavioural problems, the severity of which interferes with or threatens their ability to lead everyday lives. Age range 0-15 years is seen for assessment, once referral is made prior to 16th birthday. Expected waiting list time and priority status decision may influence referral acceptance determination. Some adolescents who have been assessed prior to their 16th birthday may continue to be offered a service up to their 18th birthday.

Services Provided

- To provide consultation, assessment, diagnosis and treatment of psychological and psychiatric disorders in childhood and adolescence.
- To provide a community-based service responsive to the needs of a designated Southern Health Board population with equal access to all, regardless of sex, race, income, social class or other social/demographic factors.
- To provide teaching and training of students in the multi-disciplinary team professions and also for related professions involved in the treatment and care of children, adolescents and their families.

Access to Services

Referrals to this service are accepted from the following:

- Medical Practitioners
- The following Southern Health Board professionals: - Social workers, speech and language therapists, psychologists. Referrals must be authorised by a professional of at least senior grade.
- Educational psychologists of the Department of Education and Science and psychologists working with those voluntary bodies in the catchment area of this department which do not have a psychiatric service. Referrals must be authorised by a professional of at least senior grade.

Non medical referrers are asked to liaise with a child's family doctor prior to making a referral. Written referral requests are required. Telephone referrals are accepted in urgent cases to be followed by a confirming letter. Telephone enquiries as to the suitability of a potential referral are encouraged.

Contact Name & Address:

Consultant Child & Adolescent Psychiatrist,
Department of Child & Adolescent Psychiatry, St. Finbarr's Hospital, Douglas Road, Cork.
Tel. No. 021 4923288

Child Health Service

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

The Child Health Service is provided by an Area Medical Officer (AMO) within a geographical area of the Board. The service is provided to two groups – preschool age children (Child Welfare Service) and school children (School Medical Service).

Services Provided

- Preschool age children (**Child Welfare Service**)
 - Provide information for child health monitoring and surveillance within the preschool age population.
 - Provide information and advice to parents regarding defects and diseases.
 - Provide health and healthy lifestyles education to parents and children.
- Services for school children (**School Medical Service**)
 - Screening of primary school children for physical, psychological and educational defects and referral for further assessment and treatment.

- Provide information for child health monitoring and surveillance within the primary school population.
 - Advise and deliver the Diphtheria/Tetanus/Pertussis/Polio booster to children
 - Advise and deliver the MMR to the primary school-going population.
 - Provide information and advise teachers, parents and children regarding defects and disease.
 - Provide health and healthy lifestyles education to teachers, parents and children.
- **Immunisation**
An Immunisation Service is provided by General Practitioners who hold a contract for this service with the Board.
 - Two vaccinations are given to babies at two, four and six months
 - A single injection (5 in 1) to protect against Diphtheria, Tetanus, Pertussis (whooping cough), Haemophilus Influenza Type B Disease and Polio
 - A single injection to protect against Meningococcal Group C disease
 - A further vaccination is given at fifteen months to protect against Measles, Mumps, and Rubella.

Access to Services

- **Child Welfare Service**

Child Welfare clinics are held in a number of Health centres and attended by a Public Health Nurse and an Area Medical Officer. Attendance is by appointment and referrals can be made through your local Public Health Nurse; your General Practitioner or by contacting the relevant Area Medical Officer's office for your area.

Any children with identified defects or problems are either monitored by the Area Medical Officer or referred to a specialist service e.g. Paediatric out-patient clinic at a General Hospital.

Child Development Clinics in North Cork, West Cork and Kerry are provided by Area Medical Officers and Public Health Nurses. Each Area Medical Officer provides this service within a designated geographical area. Parents and their children (who are in and around 9 months of age) are invited to attend Clinics by appointment. The children's physical and developmental levels and hearing and vision are checked at the clinics. A limited developmental service is available in Cork City and South Cork.

- **School Medical Service**

Each school is visited annually and all children in selected classes are offered an examination as follows:

Junior Infants	Vision screening Booster (2-in-1 & Polio) vaccination
1 st Class	Vision and hearing screening
6 th Class	Vision screening including colour and vision testing for boys MMR vaccination for both boys and girls

Children in other classes may be examined if requested by teacher or parent. A questionnaire and a consent form are sent to the parents of these children, prior to the examination.

Children who require psychological or educational assessments are also seen by the AMO and referred to the appropriate agency for testing.

Children with identified defects or problems are monitored by the AMO or referred to specialist services for assessment and/or treatment.

Parents are invited to attend if examination by the Area Medical Officer is considered necessary for their child. They will also be invited to attend when their children are due to get their vaccinations.

- **Immunisation**

All children are eligible to obtain this service which can be accessed through General Practitioners.

Meningitis C: - The aim is to administer this vaccine to everybody between 0 – 22 years within the next two years. Meningitis C was introduced in October, 2000. It is provided by the G.P.'s for pre-school children and first year college students. Special Meningococcal teams have been organised to administer it to school going children. It is obtained from the G.P. for everybody who does not fit into this category. It is being introduced on a phased basis with priority being given to those most at risk.

Contact Names & Addresses:

Cork City: - Senior A.M.O., Abbeycourt House, George's Quay, Cork.
Tel. No. 021 4965511.

North Cork: - Senior A.M.O., Gouldshill House, Mallow, Co. Cork.
Tel. No. 022 21484

West Cork: - Senior A.M.O., Hospital Grounds, Skibbereen, Co. Cork.
Tel. No. 028 21322

Kerry: - Senior A.M.O., 18-20 Denny Street, Tralee, Co. Kerry.
Tel. No. 066 7121566

Immunisation Co-ordinator North Cork Community Services, Mount Alvernia, Mallow, Co. Cork.
Tel. No. 022 30803

Chiropody/Podiatry Service

This service will be of interest to the following care group(s)

Older Persons Care Group
Physical & Sensory Disability Care Group
Mental Health Care Group

General Description

Southern Health Board Community Services has four full-time Chiropodists/Podiatrists based in Cork City providing a service to Cork City, North Cork, to Cork University Hospital (Diabetic Clinic only), St. Finbarr's Hospital, Our Lady's Hospital and St. Stephen's Hospital. In West Cork and Kerry the service is provided on a sessional basis.

The aim of the service is:

- To improve foot health awareness in the population overall.
- To maintain mobility and independence where this is restricted as a result of acute and chronic foot pain.
- To provide a service to the elderly, disabled and those who suffer from conditions such as diabetes, rheumatoid arthritis and who have poor circulation.
- To develop a strategy involving early intervention to prevent development of risk factors for diabetic foot disease.

Services Provided

- Pain management in the foot.
- Nail surgery.
- Verrucae Treatments
- Diabetic foot-care and continuous assessment.
- Preventative measures by use of customised orthotics.
- Foot-care and foot-wear advice.
- Foot Health Awareness programmes for individuals and groups.

Access to Services

- The service can be accessed on referral from GP's, Public Health Nurses and by other members of the Health Board staff or directly by contacting the local clinic.
- Clinic Appointments
Attendance at clinics is by appointment only. Clients are notified in advance of the date times.

Contact Name & Address:

Senior Chiropodist, Health & Welfare Centre, Grattan Street, Cork.
Tel. No. 021 4273089

Community Care Social Work Department

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description:

The Community Care Social Work Departments (CCSWD) are an intrinsic aspect of the Community Care Services to promote "the welfare of children in its area who are not receiving adequate care and protection" (Child Care Act, 1991). It works specifically with children whose health, welfare and development has been, or is believed to be, at risk of being avoidably impaired. The Department works together with other services in a co-ordinated approach to promote child welfare and to prevent and detect child abuse. In the first instance this work is supportive of the parents' and wider family's own efforts to provide for the welfare of their children.

Services Provided

- Identification of children or groups of children whose welfare is being avoidably impaired and to provide appropriate responses to promote their welfare.
- Work with the families of children whose welfare is in danger of being avoidably impaired. This takes the form of direct social work intervention, support and facilitating child and parental access to other child care and family support services.
- The investigation, assessment and ongoing monitoring of the welfare of children under the age of 18 years who are suspected of being or who have been, physically, sexually, or emotionally abused and/or neglected.
- Liaison with relevant and associated childcare professionals and agencies to ensure a multi-disciplinary approach to the investigation and management of child abuse cases and support of vulnerable families.
- Arrangements for the reception into care of children both through the voluntary consent of parents or through Court Orders when such intervention is required. Even when children must be received into care it is first investigated whether it is possible for them to be cared for in their extended family to preserve family continuity/contact and be minimally disruptive on the children's care and development.
- Application for Court Orders e.g. Care Orders (full, emergency and interim), Supervision Orders, Barring Orders, where legal remedies are deemed necessary to protect children.
- Support of fostering, relative or residential placements of children including care planning and reviews of care placements with all parties concerned. Facilitating contact between children in care and their birth families.
- Provision of accommodation and support to homeless teenagers, under the age of 18 years who do not require to be received into the care of the Health Board.
- To convene, chair and minute Child Protection Case Conferences in accordance with the Health Board Protocol.
- To provide ongoing training for Health Board staff in the Child Care area.

Access to Services

Ideally if a person has concerns about the care of children they should raise these concerns and their reasons with the parents and could suggest that assistance is available from the Public Health Nurse and CCSWD. It is always easier to intervene if the family concerned see the need for and *request* assistance rather than having an unsolicited visit concerning *alleged child abuse/neglect*. Where for any reason this is not possible and the concerned person wishes to advise the CCSWD of a concern relating to someone else whom they believe requires social work intervention, they can do so by (or in order of preference): -

1. Personally calling to the relevant area team. A duty social worker is available office hours to meet new families experiencing difficulties. It is preferable (though not necessary) to make an appointment.
2. Phoning the relevant area team and asking to speak with the duty social worker or if the family concerned is already receiving a service, to the allocated social worker.
3. Via the Gardaí: if there is a serious and immediate risk to a child, the Gardaí can intervene and will formally notify the CCSWD of the need for its intervention.
4. By letter, if they wish to record their concerns to the CCSWD in writing. Letters should be addressed to the relevant Area Team Leader. (see list below)

Contact Names & Addresses:

South Lee: Senior Social Worker, St. Finbarr's Hospital, Douglas Road, Cork.

Tel. No. 021 4312525

North Lee West: Senior Social Worker, Floor 3, Abbey Court House, George's Quay, Cork.

Tel. No. 021 4965511 Ext. 3855

North Lee East: Senior Social Worker, Floor 4, Abbey Court House, George's Quay, Cork.

Tel. No. 021 4965511 Ext. 3879

North Cork: Senior Social Worker, Gouldshill House, Mallow, Co. Cork.

Tel. No. 022 30200

West Cork: Senior Social Worker, Social Work Office, Hospital Grounds, Skibbereen, Co. Cork.

Tel. No. 028 21722

Kerry: Senior Social Worker, 20 Denny Street, Tralee, Co. Kerry.

Tel No. 066 7121566

Team Leader, Social Work Office, Southern Health Board, St. Margaret's Road, Killarney, Co. Kerry. Tel. No. 064 36030/36031

Community Occupational Therapy Service

This service will be of interest to the following care group(s)

Older Persons Care Group

Physical & Sensory Disability Care Group

General Description

- Domiciliary (home based) Occupational Therapy is designed to help people with a physical, psychological or social disability to achieve maximum independence in the activities of daily living. This, in a broad spectrum service, is open to all age groups. It services people with medical cards and long-term illness cards. An advisory role is provided to those not in these categories.
- The service is available to clients in their own home in the community services areas of North Lee, South Lee and Kerry.

Services Provided

- Resource Service - providing knowledge and skill to clients, carers, health professionals and the public on areas relevant to occupational therapy including aids, appliances and environmental design.
- Assessment/Treatment Services - providing occupational therapy assessment and/or treatment for the client.

- Health promotion.

Access to Services

- Access is by referral. Clients may be referred by their Public Health Nurse, GP, Consultant, family or self. Children must be referred by a doctor.
- Target Groups: - the service is directed mainly towards adults/children with a **disability** (permanent or temporary) who are not in a service which has access to an occupational therapist, elderly or infirm people with a reduced level of independence and people who need aids or appliances on a permanent or temporary basis.

Contact Names & Addresses:

Cork City: Senior Community Occupational Therapist, St. Finbarr's Hospital, Douglas Road, Cork.
Tel. No. 021 4319487

North Cork: Senior Community Occupational Therapist, North Cork Community Services, Mount Alvernia, Mallow, Co. Cork.
Tel. No. 022 20359/20356

West Cork: Senior Community Occupational Therapist, Community Welfare Office, Market Street, Skibbereen, Co. Cork.
Tel. No. 028 21047

Kerry: Senior Community Occupational Therapist, 18-20 Denny Street, Tralee, Co. Kerry.
Tel. No. 066 7121566

Community Ophthalmic Schemes

This service will be of interest to the following care group(s)

Child & Family Care Group
Older Persons Care Group
Physical & Sensory Disability Care Group
Mental Health Care Group

General Description

In 1999 contracts were negotiated between the Health Boards and the Association of Optometrists for the provision of:

- A) eye examinations by optometrists and
- B) spectacles and contact lenses by optometrists and dispensing opticians.

Contracts were also negotiated between the Health Boards and the IMO for the provision of:

- A) medical eye examinations and,
- B) spectacles and contact lenses by Ophthalmic Medical Practitioners.

Services Provided

The contracts provide for the provision of eye examinations, medical eye examinations, spectacles and contact lenses to eligible persons. The Primary Care Unit handles contract issues only. Operational matters are dealt with by the Local Area Community Care H.Q.

Access to Services

Contracts may be held by duly registered Optometrists, Opticians and Ophthalmic Medical Practitioners. Services are provided to medical cardholders who have their application approved by the Local Area Community Care H.Q.

Contact Names and Addresses

For Contractual Issues:

Liaison Officer, Primary Care Unit, 26 South Mall, Cork.
Tel. No. 021-4278432.

For Operational Issues:

Cork City – North/South Lee: Staff Officer, Abbeycourt House, George's Quay, Cork.
Tel. No. 021 4965511.

North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30217

West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722.

Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566.

Community Physiotherapy Service

This service will be of interest to the following care group(s)

Child & Family Care Group

Older Persons Care Group

Physical & Sensory Disability Care Group

General Description

The Community Physiotherapy Service aims to provide physiotherapy assessment, advice and/or treatment, outside of the acute hospital or specialist clinic setting. The service operates throughout Cork and Kerry in some of the following locations:

- Community Hospitals (in-patients and out-patients).
- Day Care Centres.
- Domiciliary (i.e. home based).
- Other locations as appropriate.

Services Provided

- Resource Service - providing knowledge and skill to carers, health professionals and the public on subjects relevant to physiotherapy (including relevant aids and appliances).
- Assessment/ Treatment Services - providing physiotherapy assessment and/or treatment in the most appropriate setting (e.g. out-patient clinic, day centre, etc.).
- Health Promotion.

Access to Services

Access to the Community Physiotherapy service is by referral only.

- Domiciliary/Day Care Centre-clients may be referred by a Doctor, Public Health Nurse or other Health Professional.
- Community Hospital/Out-patient Clinic-clients must be referred by a Doctor.

Please note access is primarily for Medical Card/Long Term Illness Card holders or terminally ill clients. Exemptions are dealt with on a needs basis as required.

Contact Names & Addresses:

Cork North/South Lee – Physiotherapy Manager, St. Finbarr's Hospital, Douglas Road, Cork.
Tel. No. 021 4923194.

North Cork – Physiotherapy Manager, Health Centre, O'Brien Street, Mallow, Co. Cork.
Tel. No. 022 21484/022 30294.

West Cork – Physiotherapy Manager, Physiotherapy Department, Bantry General Hospital, Bantry, Co. Cork. Tel. No. 027 50133.

Kerry – Physiotherapy Manager, Physiotherapy Department, Tralee General Hospital, Tralee, Co. Kerry. Tel. No. 066 7126222.

Community Psychology Services

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

Psychology services are provided by clinical psychologists based in three Community Care Service areas. These services provide appropriate assessment and therapy to children, adolescents and their families who present with a broad range of social and psychological problems. The psychology services' objectives operate within the framework of the Child Care Act (1991) which places a statutory obligation on Health Boards to promote the welfare of children (0-18 years) not receiving adequate care and protection.

Services Provided

- The role of the psychologist is to undertake a thorough assessment involving the child and his/her family or carers in order to plan a programme of psychological therapy appropriate to their needs. Assessment involves a number of interviews and may include the use of various psychological tests, i.e. intellectual, personality, behavioural. Intervention may involve working directly with the child/adolescent, with parents or carers, with the family, with teachers or a combination of these. The type of intervention will depend on the nature and extent of the problem and may include individual or group therapy, family support, crisis intervention, parent counselling and training in parenting skills. Psychologists also liaise closely with other Health Board professionals and are available for consultation, training and support.
- Types of Problems - Clinical Psychologists are trained to provide a comprehensive psychology service and to address a range of psychological problems. Some of these problems include:

Children:	Emotional problems
	Behavioural problems (home/school)
	Neglect, physical, emotional and sexual abuse
	School refusal
	Attachment/separation difficulties
	Loss/bereavement
	Adjustment problems
	Enuresis/encopresis
	Psychosomatic problems
	Specific language disorders
	Adolescents
	Generalised anxiety/phobias
	Depression
	Physical, emotional, sexual abuse
	Issues relating to sexuality
	Para-suicide/self-harm
	Eating disorders
	Solvent, drug, alcohol abuse
	Loss/bereavement

- In the Southern Health Board there is some geographical variation regarding the range of psychology services offered depending on the number of psychologists employed in each service and the provision of psychological services by other agencies.

Access to Services

- Referrals can be made by:
 - Health professionals
 - General Practitioners
 - Teachers/Schools
 - Parents/Carers

- A written referral is required. Standard referral forms are available from the services listed above. Services are provided on an appointment basis and clients receive written notification regarding the first appointment. Each service will have a waiting list in operation so it is important that referral agents provide detailed information regarding the nature of the problem in order to facilitate the prioritisation of new referrals.

Contact Names & Addresses:

Cork City: Senior Psychologist, Department of Child, Adolescent & Family Psychology, Health Centre, Grattan Street, Cork. Tel. No. 021 4273087.

North Cork: Senior Psychologist, Community Services, Mount Alvernia, Mallow, Co. Cork. Tel. No. 022 20361

West Cork: Senior Psychologist, Hibernian Building, 13/14 Main Street, Skibbereen, Co. Cork. Tel. No. 028 23141

Kerry: Senior Psychologist, Park House, 21 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7123400.

Child & Adolescent Psychiatry: - Senior Psychologist, Department of Child & Adolescent Psychiatry, St. Finbarr's Hospital, Douglas Road, Cork. Tel. No. 021 4923288.

Community Speech & Language Therapy Service

This service will be of interest to the following care group(s)

Child & Family Care Group

Older Persons Care Group

Physical & Sensory Disability Care Group

General Description

The Speech & Language Therapist assesses, diagnoses and manages those clients who present with communication disabilities. The service is available in all community services areas throughout Cork and Kerry and some of the main hospitals in both counties.

Services Provided

- Assessment - process to determine nature and severity of communication disability.
- Treatment - clinical management of client, liaison with others, onward referral.
- Education - provision of information through talks etc. about speech and language development and disorders to general public, under-graduate students and other professionals.

Access to Services

- Open referral system operates in community services, i.e. client or carer may self refer. Clients with voice disorders must have Ear, Nose & Throat referral. Other cases where known medical condition exists may require medical referral letter.

Contact Names & Addresses:

Cork-City North Lee: Principal Speech & Language Therapist, Eye, Ear & Throat Hospital, Western Road, Cork. Tel. No. 021 4923495

Cork-City South Lee: Principal Speech & Language Therapist, Clinic A, St. Finbarr's Hospital, Douglas Road, Cork. Tel. No. 021 4966555

North Cork: Principal Speech & Language Therapist, Health Centre, O'Brien Street, Mallow, Co. Cork. Tel. No. 022 21484.

West Cork: Senior Speech & Language Therapist, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722.

Kerry: Principal Speech & Language Therapist, Southern Health Board, Edward Court, Tralee, Co. Kerry. Tel. No. 066 7184961.

Community Welfare Services

This service will be of interest to the following care group(s)

Child & Family Care Group
Older Persons Care Group
Physical & Sensory Disability Care Group
Mental Health Care Group

General Description

- The Community Welfare Service is designed to help relieve social distress and where possible to prevent its reoccurrence by providing an important support role within the personal social service structure.
- There are two main aspects to the role of the Community Welfare Service:
 - income maintenance
 - welfare and information in the community.
- The service is provided by the Health Board's Community Welfare Officers and administrative staff, and supervised by the Superintendent Community Welfare Officers.

Services Provided

- **Financial Support:** is provided through the administration of the Supplementary Welfare Allowance Scheme. Types of payment include:
 - Basic Supplementary Welfare Allowance.
 - Rent and Mortgage Interest Supplements.
 - Diet and Heat Supplements.
 - Other Supplements, e.g. for necessary travel, budgeting.
 - Exceptional Needs Payments.
 - Back to School Clothing and Footwear.
 - Urgent Needs Payments.
- **Financial Assessment:** Investigating and reporting on the financial eligibility of people for the various health and welfare services administered by the Board, e.g.:
 - Medical Cards.
 - Nursing Home Subventions.
 - Blind Welfare Allowance.
 - Mobility Allowance.
 - Rehabilitation Maintenance Allowance.
 - Housing Aid for the Elderly.
 - Infectious Diseases Maintenance Allowance.
 - Outstanding Hospital Accounts.
- **Information and Advice:** Informing consumers of the health, welfare and other statutory services that are available and assisting them to avail of these services. In addition, information is provided on the services of the voluntary and community organisations in the area. Community Welfare Officers also give information talks to local community groups in their area.
- **Referrals:** As part of overall service provision, Community Welfare Officers act as referral agents to other service providers within the Board, such as Public Health Nurses, Social Workers and external agencies, such as the Department of Social, Community & Family Affairs and Local Authorities.
- **Advocacy:** This involves acting as an intermediary on behalf of customers with organisations such as other Government Departments, Local Authorities, Credit Unions, Lending Agencies and the E.S.B.
- **Budgeting:** Working in conjunction with the Money Advice and Budgeting Service (MABS) and other agencies, Community Welfare Officers provide a money management advice service, which utilises their knowledge and resources.

Access to Services

Each Community Welfare Officer is based in a main Health Centre in each district on a regular basis. Clinics are held in most Health Centres where people can call to discuss queries or make an application for any scheme or service operated by the Community Welfare Department.

Contact Names & Addresses:

South Lee East: Supt. Community Welfare Officer, **South Lee West,** Supt. Community Welfare Officer, Community Care Office, St. Finbarr's Hospital, Douglas Road, Cork. Tel. No. 021 4923116

North Lee East: Supt. Community Welfare Officer, **North Lee West/Supt.** Community Welfare Officer, Abbeycourt House, George's Quay, Cork. Tel. No. 021 4965511

North Cork: Superintendent Community Welfare Officer, Southern Health Board, Hibernian Way, Mallow, Co. Cork. Tel. No. 022 30208

West Cork: Superintendent Community Welfare Officer, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722.

Kerry: Superintendent Community Welfare Officer, 24 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566.

ISTS Project Manager: Community Care Office, St. Finbarr's Hospital, Douglas Road, Cork. Tel. No. 021 4923142

Community Work Service

This service will be of interest to the following care group(s)

Child & Family Care Group

Older Persons Care Group

Physical & Sensory Disability Care Group

General Description

The aim of the Community Work Service is to empower and enable local groups, organisations and local people to tackle the health and social issues with which they are concerned. It is concerned with improving the quality of life in the community through developing services in partnership with local people, voluntary organisations and other agencies. It also aims to integrate community development methods and principles into the development of appropriate community based services. There is a Community Work Department in each Community Services area of the Health Board.

Services Provided

Community Workers provide the following services to organisations in the voluntary and community sector in receipt of grant-aid from the Health Board, and to groups interested in developing services which are similar or ancillary to the Health Board. These organisations include care of the older person, family support services, pre-school services, women's groups, travellers groups and disability groups.

- Promoting health and well being of individuals and communities through a community development approach.
- Support and advice in the setting up of community based services by voluntary organisations.
- Community Workers enable and facilitate local communities and groups to identify their own needs with regards to the development and operation of services in the community. Support and training is offered on an on-going basis.
- Community Workers facilitate organisations in research, evaluation and the strategic planning and monitoring development of services.
- Information on grant-aid available from the Health Board under Section 65 of the Health Act 1953, and Section 10 of the Child Care Act 1991.
- Information on National Lottery funding administered by the Health Board.
- Liaison with the relevant administration section of each community services area with regards to applications for grant-aid.
- Information on funding opportunities from other relevant state agencies.

Access to Services

Community Workers can be contacted in each community services area at the local Community Services Headquarters.

Contact Name & Address:

North Lee: Principal Community Worker, Community Care Office, St. Finbarr's Hospital, Douglas Road, Cork. Tel. No. 021 4923136

South Lee: Principal Community Worker, Community Care Office, St. Finbarr's Hospital, Douglas Road, Cork. Tel. No. 021 4923136

North Cork: Principal Community Worker, Community Care Office, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30200

West Cork: Principal Community Worker, Community Care Office, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 021 40428

Kerry: Principal Community Worker, Community Care Office, 18 – 20 Denny St., Tralee, Co. Kerry. Tel. No. 066 7121566

Continuing Care Services – Community Hospitals & Welfare Homes

This service will be of interest to the following care group(s)

Older Persons Care Group

Community Hospitals*General Description*

There are 19 Community Hospitals in the Southern Health Board's region providing a wide range of services, primarily focusing on the needs of the Elderly.

Services provided

- Assessment and Rehabilitation
- Convalescent Care
- Continuing Care
- Respite Care
- Highly Dependent/ Terminally Ill Patients
- Day Care

Access to Services

- Admission/Discharge and Transfer arrangements are in accordance with local policies. Details can be obtained from the Matron of each Community Hospital.
- Charges are levied as per Health Board regulations and details of these can also be obtained from the Matron.
- For access to respite care contact the Matron.
- Referral to paramedical care can be arranged at local level.

Contact Names & Addresses:		
Cork		
Matron	Community Hospital	Telephone No.
Ms. C. McCann	Bandon	023 41403
Ms. B. Power	Castletownbere	027 70004
Ms. S. Murphy	Clonakilty	023 33205
Ms. R. Eviston	Dunmanway	023 45102
Ms. A. O'Connor	Fermoy	025 31300
Mr. J. Lenihan	Kanturk	029 50024

Ms. M. O'Donovan	Kinsale	021 4772202
Ms. M. Troy	Middleton	021 4631516
Ms. J. Healy	Macroom	026 41002
Ms. H. Kelleher	Millstreet	029 70003
Ms. M. O'Donovan	Schull	028 28120
Ms. P. O'Mahony	Skibbereen	028 21677
Ms. B. Rosney	Youghal	024-92106

Kerry		
Matron	Community Hospital	Telephone No.
Ms. N. Donnelly	Caherciveen	066 9472100
Ms. A. Cremin	Dingle	066 9151455
Ms. M. Fitzgerald	Kenmare	064 41088
Ms. K. Buckley	St. Columbanus	064 31018
Ms. J. Buckley	Killarney	064 31076
Ms. A. O'Connor	Listowel	068 21022

Welfare Homes

General Description

There are 2 Welfare Homes in the Southern Health Board.

Services provided

Institutional Care

Access to Services

- Admission/Discharge and Transfer arrangements are in accordance with local policies. Details can be obtained from the Matron of each Welfare Home.
- Charges are levied as per Health Board regulations and details of these can also be obtained from the Matron.
- For access to respite care contact the Matron.
- Referral to paramedical care can be arranged at local level.

Contact Names & Addresses:

Matron	Welfare Home	Telephone No.
Ms. B. Daly	Fermoy	025 31304
Ms. E. Grace	Youghal	024-92765

Co-ordination of Drug & Alcohol Services

This service will be of interest to the following care group(s)

Child & Family Care Group

Older Persons Care Group

General Description

The role of the Co-ordinator is to co-ordinate the planning and evaluation of services for persons involved with drug and alcohol misuse whether provided by the Board or the voluntary sector and to liaise closely with all service providers.

Services Provided

- The Co-ordinator does not provide any treatment of drug and alcohol services directly to the public but is involved in determining needs within the community and developing recommendations and services in the prevention and treatment of drug and alcohol misuse.

Kerry-

The Board currently operates a service in Tralee, which provides assessment and counselling at a local level to individuals and families concerned with alcohol and drug misuse.

Contact: - Senior Addiction Counsellor, 38, Ashe Street, Tralee, Co. Kerry.

Tel. No. 066 7123612

Fax No. 066 7123613

North Cork City

This service based in Church Street in the Northside of Cork City provides assessment and counselling services to individuals and families concerned with alcohol and drug misuse.

Contact: - Arbour House Treatment Centre, St. Finbarr's Hospital, Douglas Road, Cork.

Tel. No. 021 4968933

Information on additional service developments is available from the Co-ordinator.

Access to Services

As the Co-ordinator does not provide services directly to the public there is no access arrangement. However, considerable contact is maintained through liaison work with voluntary groups and the local Drugs Task Force.

Contact Names & Address:

Co-ordinator of Services for Substance and Alcohol Abuse

Community Care Offices, St. Finbarr's Hospital, Douglas Road, Cork. Tel. No. 021 4923135

Dental Services

This service will be of interest to the following care group(s)

Child & Family Care Group

Older Persons Care Group

Physical & Sensory Disability Care Group

Mental Health Care Group

General Description

The philosophy of the Dental Service is based on the principle of preventing Dental disease and treating established disease. Optimum fluoridation of public water supplies and oral health promotion are key prevention strategies employed within the Board's area.

Services Provided

Under the Dental Treatment Service Scheme, (D.T.S.S.), dental treatment is available to eligible medical card holders aged 16 years and over, from general dental practitioners participating in the D.T.S.S. A list of the names and addresses of these general dental practitioners is available on request from the Board's dental clinics.

Availability of Dental Services

Emergency Treatment:

- Pre-school children
- National school children
- Children attending private schools
- All secondary school children under 16 years of age

All children under 16 years of age are eligible for emergency dental treatment

Routine treatment

Routine dental treatment is provided to the following groups through the annual School Dental Inspection scheme.

- National school children in first, third and sixth classes

- Pupils in second year post-primary non fee-paying schools .

Children of medical card holders, under 16 years, are eligible for routine dental treatment on demand.

Access to Services

- Appointments through a participating DTSS Dentist.
- Appointments through Board's dental clinics.

Contact Names & Addresses:

North Lee: Principal Dental Surgeon, Grattan Street, Cork. Tel. No. 021 4273089

South Lee: Principal Dental Surgeon, St. Finbarr's Hospital, Douglas Road, Cork.
Tel. No. 021 4966359

North Cork: Principal Dental Surgeon, O'Brien Street, Mallow, Co. Cork. Tel. No. 022 30289

West Cork: Principal Dental Surgeon, General Hospital, Bantry, Co. Cork. Tel. No. 027 51795

Kerry: Principal Dental Surgeon, Moyderwell, Tralee, Co. Kerry. Tel. No. 066 7122912

Drugs Payment Scheme

This service will be of interest to the following care group(s)

Child & Family Care Group

Older Persons Care Group

Physical & Sensory Disability Care Group

Mental Health Care Group

General Description

Section 59 (2) of the Health Act, 1970 requires that the Southern Health Board helps financially, the person whose expenditure on prescribed drugs and medicines in relation to their requirements purchased from a retail pharmacist for a specified period exceeds a specified amount as determined by regulations.

Services Provided

A new Community Drug Scheme, the Drugs Payment Scheme, was introduced on 1st July, 1999. This new scheme replaced the former Drug Cost Subsidisation Scheme and Drug Refund Scheme.

Under this scheme an individual or family will only have to pay the first £42 (\$2.33) per month of the cost of prescribed medicines approved under this scheme. Medical Card holders are unaffected by the scheme.

For the purpose of this scheme, family members are husband/wife, or a man and woman who are not married to each other but are co-habiting as husband and wife and dependants under 18 years and those between the ages of 18 & 23 years who are not included on medical cards and who have no income of their own.

Access to Services

Residents of Cork and Kerry who are not Medical Card Holders and who wish to avail of the benefits of the new scheme must register with the Southern Health Board. Applicants must complete a registration form, which is available from local Health Board offices, pharmacies, doctors' surgeries and other health service outlets. Completed registration forms should be returned to appropriate Community Care Area Headquarters

Once the registration form has been processed each person named thereon will receive a plastic swipe card which they must present when having prescriptions filled at a community pharmacy. Pending the introduction of a facility whereby pharmacists can access a central database to confirm amounts already paid, all members of a family should use the same pharmacy throughout a month to obtain prescribed medication. Evidence in the form of receipts for dispensed items in a calendar

month must be presented to allow the pharmacist establish the amount, if any, to be paid by a family in that month. Credit for amounts in excess of £42 (53.33) paid in a calendar month by members of the same family can be claimed from a community pharmacy by presenting all receipts at the time of the next dispensing.

Where circumstances dictate that a family has to use a second pharmacy within the month up to £42 (€53.33) will also have to be paid to the second pharmacy. A refund of this amount can be claimed from the local Health Board Community Care Area Offices (listed below).

Contact Names & Addresses:

Cork City North Lee/ South Lee: Staff Officer, Abbeycourt House, George's Quay, Cork. Tel. No. 021 4965511.

North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30200.

West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722.

Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566.

E111 – Access to Emergency Services in other E.U. Countries

This service will be of interest to the following care group(s)

Child & Family Care Group

Older Persons Care Group

Physical & Sensory Disability Care Group

Mental Health Care Group

General Description

- Short-term visitors to another European Union (EU) or European Economic Area (EEA) member state, are entitled to urgent medical treatment on the same basis as residents of that country. It is essential, except in the case of the United Kingdom, to produce form E111, which should be obtained from Board before travelling. Persons intending to travel should also obtain information (available from the Board's staff listed under Contact Names and Addresses below), regarding the emergency medical services provided in the country, or countries, which they intend to visit.
- Visitors to non-EU and non-EEA countries should arrange appropriate private medical insurance cover.
- Information on Form E112 (Assistance towards the cost of Medical Treatment outside the State Scheme) is included in the Acute Hospital Services section (see page 84).

Service Provided

Access to Emergency Health Services in other EU/EEA Countries.

Access to Service

An E111 may be obtained by calling to one of the Community Care Area Headquarters and completing the necessary form.

Contact Names and Addresses:

Cork City & South Cork: Clerical Officer, Abbeycourt House, George's Quay, Cork. Tel.No. 021 4965511.

North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30239

West Cork: Clerical Officer, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722.

Kerry: Staff Officer, Community Care Office, 19 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566

Environmental Health Services.

General Description

Environmental health personnel fulfil duties under listed legislation. Their role includes preventative and promotional measures to protect the health of the population through food and environmental health controls.

Services Provided

The principal functions are grouped as follows:

Food Control:

- Inspection, examination and verification of food controls within food premises.
- Monitoring of bacteriological and compositional quality of the regional food supply and water supplies within food premises.
- Registration and licensing of various classes of food premises.
- Assessment of compliance of food supply with food additive and labelling legislation.
- Investigation of complaints of unfit food and food borne illness.
- Provision of food hygiene education courses to various classes of food enterprises.
- Provision of certification to ships under International Health Regulations.
- Inspection of food imports.
- Monitoring of shellfish supplies.
- Liaison with other food control agencies.

Environmental Health Control:

- Pest control - advisory and legislative control.
- Licensing of premises selling listed poisons.
- Monitoring of smoking controls in public places and enforcement of tobacco legislation.
- Sampling of private water supplies, advisory service on remedial works.
- Investigation of environmental health complaints, liaisons with Local Authorities.
- Monitoring of fluoridated public water supply.

Community Services Multi-Disciplinary Functions:

- Housing Aids for the elderly assessment and approval of remedial works and grants.
- Nursing Home inspections.
- Pre-school inspections.

Access to Services

Food Safety: The public may make complaints to Environmental Health Officers (EHOs) regarding hygiene and safety aspects of food and food service.

Food Businesses: Clients planning to open food businesses may seek advice from EHOs on legislation controls.

Hygiene Education: Clients requiring hygiene education for food workers may contact EHOs regarding the availability of food hygiene courses.

Ships Agents: Ships agents requiring certification under International Health Regulations may contact Principal EHOs at their offices.

Food Control Agencies: Other Food Control Agencies may contact Principal EHOs at their offices.

Environmental Health: Complaints of non-compliance with Tobacco Regulations may be made to EHOs. Advice on suitability of private waters may be sought from EHOs.

Fees: Fees are charged for ships inspections, water testing, Public Analyst's reports, registration, licensing of food businesses and food hygiene courses.

Complaints: All complaints received from the public are investigated. Reports may be issued to the complainant subject to Environmental Health legislative confidentiality constraints.

Contact Names & Addresses:

North Lee: Principal EHO, 26, South Mall, Cork. Tel. No. 021 4921802.

South Lee: Principal EHO, Abbeycourt House, George's Quay, Cork. Tel. No. 021 4965511.

North Cork: Principal EHO, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30246.

West Cork: Principal EHO, Hibernian Building, 14 North Street, Skibbereen, Co. Cork.
Tel. No. 028 40489/40490

Kerry: Principal EHO, 6-8 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7120300.

Family Centre - Child Sexual Abuse Assessment Unit

This service will be of interest to the following care group(s)
Child & Family Care Group

General Description

The Assessment Unit for Child Sexual Abuse in the Southern Health Board is located in the Family Centre, St. Finbarr's Hospital, Douglas Road, Cork. It was established in 1988. The staff of the Unit is multi-disciplinary, consisting of medical, social work, nursing and secretarial personnel.

Services Provided

- **Assessments:** The Family Centre provides an assessment service for children referred because of concerns or allegations of sexual abuse. The assessments are carried out by medical and social work staff.
- **Consultative Service** to other professionals in the area of Child Protection: Liaison with area Social Work Teams, Medical Practitioners, Child Care Workers and the general public. Liaison with the Gardaí. Attendance at Court.
- **Training and Education in Child Sexual Abuse:** Training and Education of Social Workers and Social Work Students. Lectures/Clinical teaching with trained GP's/ Medical students. Preparation and training of foster parent groups. Lectures/ Seminars with voluntary agencies involved in Child Care.

Access to Services

Referrals to the service are via the Southern Health Board's Social Work Departments.

Contact Name & Address:

Manager,
Family Centre, St. Finbarr's Hospital, Douglas Road, Cork.
Tel. No. 021 4923302.

Food Microbiology Laboratory

General Description

The Food Microbiology Laboratory at St. Finbarr's Hospital, Douglas Road, Cork serves the Cork and Kerry area and includes providing services for some local authorities within that area, i.e. Cork County Council and Kerry County Council.

Services Provided

- Microbiological testing of foodstuffs to include milks, foods and waters.
- Testing of water samples for the public.
- Information on significance of test results.

Access to Services

- The public may submit water samples directly to the Food Microbiology Laboratory at St. Finbarr's Hospital for testing.
- Sample bottles and instructions can be obtained from the Laboratory prior to submitting a sample for testing.
- Instructions include the correct procedure to follow when taking a water sample in order to minimise the risk of introducing contamination into the sample.
- Days and times of acceptance of samples are Monday-Thursday, 9.00 a.m. - 3.30 p.m.
- The current fee is £15 (19.05) and must accompany the sample.
- One follow-up sample is tested free of charge.
- Request form appropriately filled must accompany the sample.
- A contact telephone number is requested so that a verbal report can be given if necessary.
- A written report is sent to the client on completion of tests.
- Any queries of a technical nature will be answered by the Technical Manager.
- The Laboratory accepts samples of foodstuffs for microbiological testing from the Boards' Environmental Health Officers only.

Contact Names & Address:

Technical Manager, Food Microbiology Laboratory, St. Finbarr's Hospital, Douglas Road, Cork.
Tel. No. 021 4966555.

Fostering Resource Unit

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

Current Brief:

Recruit, assess, train and support foster carers.

Recruit, assess, train and support relative carers.

In the case of teenage placements, the foster child will have on-going support from the Fostering Resource Unit.

Services Provided

A register of all approved foster/relative carers.

Information to area teams on appropriate placement of children.

Attend reviews, case conferences on children in care.

Link to foster/relative carers.

Access to Services

All enquiries from prospective foster carers can be made for the city areas through The Secretary, Fostering Resource Unit, St. Finbarr's Hospital, Douglas Road, Cork. Tel. No. 021 4312848.

Fax: 021 4312960

North Cork: Fostering Social Worker, Tel. No. 022 21484

West Cork: Fostering Social Worker, Tel. No. 028 21722

Enquiries about the placement of foster children can also be made by Social Work teams to the above numbers or through our afternoon duty system.

Information for prospective foster carers can be obtained from our fostering book.

Contact Name and Address:

Senior Social Worker, Fostering Resource Unit, St. Finbarr's Hospital, Douglas Road, Cork.

Tel: No. 021 4312848

Senior Social Worker, Fostering Services, 6, Denny Street, Tralee, Co. Kerry. Tel: No. 066 7120300

General Medical Services Scheme

This service will be of interest to the following care group(s)

Child & Family Care Group
Older Persons Care Group
Physical & Sensory Care Group
Mental Health Care Group

General Description

The purpose of the scheme is to provide persons who are unable, without undue hardship, to arrange General Practitioner Medical and Surgical Services for themselves and their dependants.

Services Provided

• **Medical Services**

The general practitioners provide the following services free of charge for all eligible persons on their panel of patients:

- Consultation services at their surgeries or at patients' homes, as the circumstances require.
- Proper and necessary treatment of a kind normally undertaken by a General Practitioner.
- Family Planning service including information and advice on natural methods of Family Planning, on barrier methods of contraception, on oral contraceptives and on I.U.C.D.s
- Furnishing medical certificates in respect of any illness noticed during examination, which is reasonably required by the patient, or the parent in the case of a child.
- Prescribing drugs, medicines and appliances.
- Dispensing drugs/medicines for patients who opt for this service, in cases where the Practitioner has only one centre of practice and it is three miles or more from the nearest retail pharmacist.

• **Choice of Practitioner**

Eligible persons are entitled to choose, from the panel of participating medical practitioners, the practitioners they wish to provide services, subject to the following conditions:

- The medical practitioner selected must have his/her main centre of practice within 7 miles from the applicant's home. This condition does not apply however in certain individual cases, such as where there is no participating practitioner with his/her main centre of practice within 7 miles of applicant.
- The number of eligible persons on the practitioner's approved panel of patients must not already exceed 2,000. In exceptional circumstances the Board, in consultation with the organised medical professions, may decide not to apply this limit.
- The practitioner agrees to accept the applicant for inclusion on his/her panel of patients.

• **Change of Medical Practitioner**

- A patient wishing to transfer from the panel of one General Practitioner to another can do so by completing a transfer application form, provided that the General Practitioner to whom the transfer is required is willing to accept the patient on his/her panel and signs the application form to this effect.

• **Temporary Residents**

- Eligible persons who move temporarily and are residents in an area not served by their own practitioners are entitled to receive all the services available under the scheme from any practitioner in the area participating in the scheme.
- If the move extends to more than 3 months then residence in the area is no longer regarded as temporary, and they should apply for a medical card or a change of doctor as appropriate.

• **Emergency Treatment**

- All practitioners are required within reason to provide emergency services for cases arising from accidents or otherwise, for eligible persons who are not on their panel. This applies

only, however, when such persons' own practitioners are not available to provide the services.

Access to Services

- Applicants should complete:
 - An application form and have it signed by the doctor of choice.
 - A financial assessment form.
- Both forms should be sent to the local Community Welfare Officer, together with the documentation specified on the forms.
- The Community Welfare Officer completes a financial assessment report and makes a recommendation with regard to eligibility.
- If the application is approved, a medical card is issued and the General Practitioner is notified to include the applicant on his/her panel.

Contact Names & Addresses:

South Lee: Superintendent CWO, St Finbarr's Hospital, Douglas Road, Cork.
Tel. No. 021 4966555.

North Lee: Superintendent CWO, Abbeycourt House, George's Quay, Cork. Tel. No. 021 4965511.

North Cork: Superintendent CWO, Hibernian Way, Mallow, Co. Cork. Tel. No. 022 30200.

West Cork: Superintendent CWO, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722.

Kerry: Superintendent CWO, Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566.

Grants to Voluntary Organisations

This service will be of interest to the following care group(s)

Child & Family Care Group

Older Persons Care Group

Physical & Sensory Care Group

Mental Health Care Group

General Description

Funds are made available each year which the Board uses to assist Voluntary Organisations in its area who perform work of a similar or ancillary nature to the services being provided by the Board.

Services Provided

- Cash grants are paid to these organisations either as once-off grants or on an on-going basis to offset expenses.
- The Board also employs Community Workers who advise and assist Voluntary Organisations. Community Workers work closely with community groups assisting them in analysing their needs and helping to generate local support and setting up organisational structures.

Access to Services

An application form is available from Community Care Services Area Headquarters.

Contact Names & Addresses:

Cork City North/South Lee: Staff Officer, Abbeycourt House, George's Quay, Cork.
Tel. No. 021 4965511.

North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30247.

West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722.

Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566.

Hardship Scheme

This service will be of interest to the following care group(s)

Child & Family Care Group
Older Persons Care Group
Physical & Sensory Care Group
Mental Health Care Group

General Description

Assistance in relation to the provision of prescribed items to needy cases.

Services Provided

In the case of medical card holders, consideration is given to the provision of prescribed items that are not available under the General Medical Services Scheme.

Access to Services

Applications are processed in the case of both the applicant's financial circumstances and the medical necessity for the supply of the items.

Contact Names & Addresses:

Cork City: Senior Area Medical Officer, Abbeycourt House, George's Quay, Cork.
Tel. No. 021 4965511.

North Cork: Senior Area Medical Officer, Gouldshill House, Mallow, Co. Cork.
Tel. No. 022 30255.

West Cork: Senior Area Medical Officer, Hospital Grounds, Skibbereen, Co. Cork.
Tel. No. 028 21722.

Kerry: Senior Area Medical Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566.

Infectious Diseases Surveillance

This service will be of interest to the following care group(s)

Child & Family Care Group
Older Persons Care Group
Physical & Sensory Care Group
Mental Health Care Group

General Description

Area Medical Officers (AMOs) have a role in the surveillance of infectious diseases.

Services Provided

- A surveillance service is provided for the following notifiable diseases:-
 - Meningitis
 - Measles
 - Mumps
 - Hepatitis A
 - Pertussis (Whooping Cough)
 - Gastro-enteritis – E. Coli, Salmonella, Cryptosporidium, Campylobacter, Shigella
 - Tuberculosis

Access to Services

- Each case is investigated by an Area Medical Officer and contact tracing carried out as appropriate.
- In respect of a case of Tuberculosis contacts of cases are invited to attend outlying clinics for screening.
- A contact tracing service is initiated in:

Chest Clinic, St. Finbarr's Hospital, Douglas Road, Cork.
 Gouldshill House, Mallow, Co. Cork.
 Community Care Offices, Skibbereen, Co. Cork.
 Denny Street, Tralee, Co. Kerry.

Contact Names & Addresses:

Cork City: Senior A.M.O., Abbeycourt House, George's Quay, Cork. Tel. No. 021 4965511.
North Cork: Senior A.M.O. Gouldshill House, Mallow, Co. Cork. Tel. No. 022 21484
West Cork: Senior A.M.O., Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21322
Kerry: Senior A.M.O., 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566

Liberty Street House – Services for Young People Out of Home

This service will be of interest to the following care group(s)

Child & Family Care Groups
 Mental Health Care Group

General Description

Liberty Street House (L.S.H.) endeavours to meet the needs of young people who are out of home by providing a comprehensive range of services in partnership with voluntary and statutory agencies. We aim to assist young people who are out of home to move out of homelessness - facilitating and supporting their return home where appropriate. Supporting the transition into sustainable accommodation, self sufficiency and independent living as appropriate to each young person's ability and need, with high, medium and low supports as necessary. Liberty Street House provides a service to the six Health Board Area Social Work Teams.

Services Provided

Liberty Street House (L.S.H.), formerly the Homeless Adolescent Unit, is in operation since 1995 and endeavours to meet the needs of young people and to fulfil the Southern Health Board's responsibilities under Section 5 of the Child care Act, 1991. Services provided are as follows: -

- (a) Assessment – including accommodation needs, family background, social history, behavioural problems, emotional needs, history of care and life events.
- (b) Direct work with young people out of home, those at risk of being so and their families – in line with the care plan devised for the young person
- (c) Consultation service to Social Workers in the Southern Health Board in relation to the issue of people out of home
- (d) Co-working cases with the Area Social Worker
- (e) Interagency liaison and networking with community based services
- (f) Service development/planning to ensure a comprehensive service delivery
- (g) Statistical analysis – assisting in measuring the extent of the problem and in planning the services required

An increasing number of services and disciplines are incorporated within the structure of Liberty Street House. The team currently consists of Social Workers and Community Child Care Workers, a Public Health is being recruited. The following allied services can be accessed through Liberty Street House: -

Adolescent Sexual Health Team – a multidisciplinary team with a target group including young people involved in prostitution and girls who are out of home and pregnant. Promotion of Sexual Health amongst identified at risk groups.

Domestic Violence Social Worker – provides direct social work intervention for women who are or have been experiencing domestic violence. Engages with area teams where domestic violence is a factor in child protection cases. Provides advice and information on domestic violence matters.

Aftercare Research – a research and implementation officer has completed research on procedures, protocols and structure required for delivery of a quality service, and has outlined a clear programme for the support of young people in need.

Child Care Worker – researching the establishment of a Health/youth Café

Unaccompanied Minor Asylum Seekers – the social worker has drawn up a policy for dealing with separated children seeking asylum. Assessment of needs with regard to accommodation, education, training, religion and culture.

Service Development

Pathways – opened in August 2001, provides emergency residential care, respite care, outreach and aftercare support to young boys aged 14 – 17 years.

Supported Accommodation Scheme – scheme involves a young person residing in a family home where they would have their own room and access to cooking and laundry facilities.

Parkview – The purpose of this service would be to provide homeless young people with an opportunity to live in semi-independent accommodation. The Board is currently finalising the lease of a facility suitable for this purpose.

Access to Services

The Duty Social Worker is contactable is available each day between 9.30 a.m. and 4.30 p.m. at 087 2995998. All other allied services can be accessed through this number.

Principle Social Worker,

Liberty Street House, 18 Liberty Street, Cork. Tel. No. 021 4270642

Long-Term Illness Scheme

This service will be of interest to the following care group(s)

Child & Family Care Group

Older Persons Care Group

Physical & Sensory Care Group

Mental Health Care Group

General Description

Section 59 (3) of the Health Act, 1970 allows for persons who are not holders of a medical card or a drugs refund card and who suffer from a condition that is designated as a long-term illness to obtain prescribed drugs, medicines and medical and surgical appliances, in relation to that condition, free of charge.

Services Provided

Persons suffering from any of the following long-term illnesses - mental handicap, mental illness (for persons under 16 years only), phenylketonuria, cystic fibrosis, spina bifida, hydrocephalus, haemophilia, cerebral palsy, epilepsy, diabetes mellitus and diabetes insipidus, parkinsonism, multiple sclerosis, acute leukaemia and muscular dystrophies - may seek inclusion in this scheme and, if eligible, will be issued with a Long-Term Illness Scheme Booklet and provided free of charge with drugs and medicines and medical and surgical appliances which are prescribed for the treatment of that particular illness.

Access to Services

Application forms are available from the Southern Health Board – to be completed by the applicant and the General Practitioner. The GP is required to certify the condition for which the applicant is seeking cover. He/she must also state the current medical requirements together with the dosage and quantities needed. A numbered authorisation card will then be issued to the applicant showing the long-term illness for which appropriate medication may be supplied. The card must then be presented to the patient's GP to have the prescription entered thereon. This is then presented to the Pharmacist when the patient wishes to have his/her medication dispensed.

Contact Names & Addresses:

Cork: Staff Officer, Abbeycourt House, George's Quay, Cork. Tel. No. 021 4965511.

Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566.

Maternity and Infant Scheme (including Home Birth Grants Service)

This service will be of interest to the following care group(s)
Child & Family Care Group

General Description

Under Section 62 of the Health Act 1970 women are entitled to medical, surgical and midwifery services in respect of motherhood.

Services Provided

- General Practitioner Services - at least seven ante-natal examinations including the taking of any specimens required plus one post-natal examination at two weeks for the mother and an examination one at six-weeks for mother and infant.
- Hospital Services - a woman is entitled to free hospital treatment for all care required in connection with her pregnancy.
- Home Births - The Southern Health Board currently running a pilot project for Domiciliary Midwifery for Cork City and County. This pilot study will run for a period of two years and for this duration the Board has engaged the services of seven independent midwives to provide midwifery services to expectant mother who wish to have their babies at home. This is a free service to the mother and the Southern Health Board will pay the midwife directly. Although the area to be piloted with this new service is Cork City and County the same criteria and conditions will apply to home births in Kerry.

Access to Services

- An application form is available at Community Care Area Headquarters (See page 109 for Headquarters Addresses) and General Practitioner's Surgeries. The application form is completed by the expectant mother and is signed by the contracting GP of her choice who has an agreement with the Board to provide such services.
- An information leaflet for parents choosing a *home birth* is available from the Co-ordinator of Domiciliary Midwifery. An application for Domiciliary Midwifery Services is completed by the expectant mother and signed by the contracting midwife of her choice who has an agreement with the Board to provide such services.

Contact Names & Addresses:

Cork City: Staff Officer, Abbeycourt House, George's Quay, Cork. Tel. No. 021 4965511.
North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30202.
West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722.
Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566.
Home Births: Jo Delaney, Co-ordinator of Domiciliary Midwifery, Abbeycourt House, George's Quay, Cork. Tel. No. 021 4923935 / 087 2889499

Mayfield Neighbourhood Youth Project

This service will be of interest to the following care group(s)
Child & Family Care Group

General Description

The Neighbourhood Youth Project was set up by the Department of Health in 1978 and was based on a recommendation of the Task Force on Child-care Services, in their interim report published in 1975. The current legal framework under which the Project works is the Child Care Act 1991, Part 2 Section (ii).

The children and young people who attend the Project all live in the Mayfield area. They need help to deal with issues arising from social disadvantage and marginalisation. These issues include behavioural difficulties, low self-esteem, abuse, bullying, family relationships and early school

leaving. In recent years, the referral of younger children needing individual attention continues to be more evident.

Services Provided

- Group work, both in the project and local schools (10 years plus)
- Family work.
- Individual work.
- Work with children in care and on a pre and after care basis.
- Open House – Youth Club sessions for three different age groups, (5-18 years)
- Community liaison and links with other relevant agencies. The fact that staff are professional social workers facilitates this co-operative approach
- Summer Programme - swimming and sports in Mayfield Sports Complex.
- Residential weekends in Coolea.

Access to Services

Referrals are made by the following: -

1. School
2. Child-care social work
3. Probation and after care service
4. Gardaí
5. Parents and children themselves

Contact Names & Address:

Project Leader,

NYP, Knockmahon House, Old Youghal Road, Mayfield, Cork.

Tel. No. 021 4501674

Fax No. 021 4509428

Medical and Surgical Aids and Appliances

This service will be of interest to the following care group(s)

Older Persons Care Group

Physical & Sensory Disability Care Group

General Description

The Board makes available free of charge Medical and Surgical aids and appliances on a short-term or permanent basis to persons who require them due to disability, infirmity or illness. Medical Card holders, persons suffering from scheduled long-term illnesses, persons covered under the Health (Amendment) Act 1996 and persons for whom the provision of appliances would cause undue hardship can apply.

Services Provided

The Board provides an assessment service for the purpose of assessing the needs of persons requiring appliances and advising on the most suitable type for each individual. All aids and appliances must be recommended by a health care professional. All applications are prioritised according to need. Waiting lists for appliances are operated when available resources are insufficient to meet the demand.

Access to Services

Applications for appliances are initiated through the local Public Health Nurse or General Practitioner or other Health Care Professionals.

Contact Names & Addresses:

Cork City North Lee/ South Lee: Staff Officer, Abbeycourt House, George's Quay, Cork.

Tel. No. 021 965511.

North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 31876.

West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722.

Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566.

Pre-Schools Office

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

The Pre-School Service Department is responsible for implementing the legislation contained in the Child Care (Pre-School Services) Regulations 1996 and Explanatory Guide to Requirements and Procedures for Notification and Inspection. These regulations prescribe the measures which must be in place to meet the requirements of Part VII of the Child Care Act 1991.

Services Provided

- The supervision and inspection by Pre-School Inspection Teams of all pre-school services, i.e. any pre-school, play group, day nursery, crèche, day care, some childminders or other similar services which cater for pre-school children, included those grant-aided by the Health Boards.
- The Board's staff, in the course of inspections, secure the health, safety & welfare and promote the development of pre-school children attending the pre-school services.
- Collection and seeking out of notifications from pre-school providers in accordance with the procedures for notification.
- Providing information and advising pre-school service providers in relation to the Regulations etc.
- Providing information to interested persons.
- Recording of complaints and investigation of same by the Pre-School Inspection Teams.
- Liaise and meet with representatives of National Pre-School Organisations.
- Liaise and meet with representatives of the Department of Health & Children and Pre-School Officers in other Health Boards, regarding the implementation of the regulations.

Access to Services

- An information service is provided to interested persons by contacting or calling to the Pre-Schools Office, based in Abbeycourt House, George's Quay, Cork.
- Notification Forms can be obtained by contacting the Pre-Schools Office, based in Abbeycourt House, George's Quay, Cork.
- The Pre-School Inspection Teams are available to provide advice and inspect premises following receipt of completed notifications.
- A formal complaints recording procedure is in place for recording complaints received in writing, per telephone call or by calling to one of the pre-school staff. We advise and encourage complainants to give their own details.

Contact Names & Addresses:

Child Care Manager with overall responsibility for pre-school services:

Child Care Manager, Southern Health Board, Hibernian Building, Skibbereen, Co. Cork.

Tel. No. 028 23141

Fax. 028 23172

Pre-School's Officer:

Staff Officer, Child Care Manager's Department, Hibernian Way, Mallow, Co. Cork.

Tel. No. 022 30263

Fax 022 30269

Pre-School's Office:

Clerical Officer, Floor 2, Abbeycourt House, George's Quay, Cork.

Tel. No. 021 4923884

Fax. 021 4963953

North Lee /South Lee Area

Public Health Nurse, Environmental Health Officer, Clerical Officer

Floor 2, Abbeycourt House, George's Quay, Cork. Tel. No. 021 4923975

North Cork Area

Public Health Nurse, Environmental Health Officer, Clerical Officer
Hibernian Way, Mallow, Co. Cork. Tel. No. 022 30264

West Cork Area

Public Health Nurse, Environmental Health Officer, Clerical Officer
Hibernian Building, 14 Main Street, Skibbereen, Co. Cork. Tel. No. 028 23141

Kerry Area

Public Health Nurse, Environmental Health Officer, Clerical Officer
6/8 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7120300 Fax 066 7181480

Primary Care Unit

General Description

The General Practitioner (GP) Unit was established in 1993 to foster the development of General Practice, as set out in the document 'The Future of General Practice in Ireland'; which was agreed between the I.M.O. and the Department of Health in 1992. With the addition of Pharmacy Contracts, the Unit was renamed the **Primary Care Unit**. The Administrator of the Unit also has responsibility for contractual issues relating to the Dental Treatment Services Scheme, (see page 41), the High-Tech Medicines scheme (see page 56), Health Amendment Act 1996-Hepatitis C Community Services (see page 56), Palliative Care (see page 57), and responsibility for contractual issues relating to the Community Ophthalmic Services Scheme (see page 33).

Services Provided

- Liaising with General Practitioners-participating GPs enter into a contract with the Board to provide services for medical card holders and their dependants. This is known as the General Medical Services Scheme (see page 47).
- Advising and supporting General Practitioners in relation to prescribing.
- Setting and raising standards regarding their premises and clinical records.
- Ensuring that rostering and out-of-hours arrangements are adequate.
- Liaising with Pharmacists regarding Contracts and High-Tech Medicine Scheme.

Access to Services

This Unit deals mainly with General Practitioners, Pharmacists and Private Dentists. Queries/complaints from the public may be sent to the Administrator.

Contact Name & Address:

Administrator, Primary Care Unit, 26 South Mall, Cork. Tel. No. 021 4278432

Community Pharmacy Contractor Agreement

General Description

A new contract for the provision of all community pharmacy services was implemented in October 1996.

Services Provided

The contract provides a major new emphasis on the professional role of the pharmacist. It also sets out in the context of the patient/pharmacist relationship, new standards in the quality of community pharmacy services expected. The contract also provides for enhanced accountability by all parties to this agreement, in the dispensing of medicines under all publicly funded schemes.

Access to Services

- On receipt of an application for a pharmacy contract, the Chief Executive Officer is obliged to publish a notice in the daily newspapers indicating the proposed catchment area and that he will consider any observations made on the application within a two month period.

- The Chief Executive Officer is obliged to establish an assessment board whose function is to examine the application and make a recommendation to the CEO.

Contact Name & Address:

Administrator, Primary Care Unit, 26 South Mall, Cork. Tel. No. 021 4278432

Health (Amendment) Act 1996 - Hepatitis C Community Services

This service will be of interest to the following care group(s)

Child & Family Care Group
Older Persons Care Group
Physical & Sensory Disability Care Group
Mental Health Care Group

General Description

The Board provides a range of community services to persons who contracted Hepatitis C directly or indirectly from Human Immunoglobulin Anti-D or any blood or other blood product administered within the State.

Services Provided

- GP Services
- Drugs & Medicines
- Dental Treatment
- Ophthalmic Services
- Aural Services
- Counselling
- Home Support Services
- Public Health Nursing Services
- Medical and Surgical Appliances

Access to Services

To access services persons must hold a Services Card issued under the Health (Amendment) Act 1996.

Contact Name & Address:

Administrator, Primary Care Unit, 26 South Mall, Cork.
Tel. No. 021- 4923940/4278434.

High -Tech Medicines Scheme

This service will be of interest to the following care group(s)

Child & Family Care Group
Older Persons Care Group
Physical & Sensory Disability Care Group
Mental Health Care Group

General Description

Arrangements were introduced in October 1996 for the supply and dispensing of high-tech medicinal products through community (retail) pharmacies. The new arrangements are designed to provide an accessible and quality community based service to patients, ensuring the active professional involvement of community pharmacists in the dispensing of high-tech medicines.

Services Provided

- The patient nominates a community pharmacy from which he/she wishes to obtain high-tech medicines. Health Boards have designated officers who have specific responsibility for liaising between hospitals, health boards and community pharmacists in the operation of this scheme.
- The Department of Health and Children and the Pharmaceutical Contractors' Committee review the list of medicinal products on a regular basis.
- The community pharmacist claims a patient care fee from the G.M.S. (Payments) Board.

Access to Services

Access is for all persons prescribed a High -Tech Drug by a medical consultant.

Contact Name & Address:

Administrator, Primary Care Unit, 26 South Mall, Cork. Tel. No. 021 4278432

Palliative Care

This service will be of interest to the following care group(s)

Older Persons Care Group

Physical & Sensory Disability Care Group

General Description

A national programme whereby GPs provide domiciliary care for the final phase of a terminal illness. The Scheme applies to medical card and non-medical card holders alike. Eligible persons are those suffering from cancer or diseases of the nervous system.

Access to Services

In order to participate in the scheme, GPs apply to the Board in respect of each individual case. A fee of £100 (126.97) is payable for each application approved. Approval is subject to budgetary constraints.

Contact Name & Address:

Administrator, Primary Care Unit, 26 South Mall, Cork. Tel. No. 021 4278432

Public Analyst's Laboratory

General Description

The Southern Region Public Analyst's Laboratory supplies an analytical service to the functional areas of the Southern and South Eastern Health Boards. It is a designated Official Laboratory to monitor foods ensuring compliance with National and European Legislation, particularly an analysis of additives and contaminants. The Laboratory is accredited by the Irish National Accreditation Board as a Chemical Testing Laboratory, in accordance with the agreed scope of testing. The Administration procedures of the Laboratory are outlined in the Quality Manual, required by I.N.A.B. The Public Analyst's Laboratory is located at St. Finbarr's Hospital, Douglas Road, Cork. Members of the public have access to the laboratory service on payment of the appropriate fee.

Services Provided

The main areas of analysis are (a) food and (b) water.

Access to Services

Members of the public can make enquiries by telephone, by calling to the Laboratory, or by writing to the contact name listed below. Supplementary information and advice, when relevant, will be provided to clients, regarding samples submitted by themselves. A fee may be necessary to provide access to some sample results, where a fee would be due for analyses carried out by the Laboratory.

Contact Name & Address:

Public Analyst, Public Analyst's Laboratory, St. Finbarr's Hospital, Douglas Road, Cork.
Tel. No. 021 4923245.

Public Health Nursing (including Home Help service)

This service will be of interest to the following care group(s)

Child & Family Care Group
Older Persons Care Group
Physical & Sensory Disability Care Group

General Description

Public Health Nursing aims to promote and maintain holistic health by empowering individuals to achieve their maximum potential of physical, social and emotional well being.

Services Provided

- Public Health Nursing Peri Natal and Post Natal Service
- Child Health Promotion Service
- Child Health Surveillance from Birth to School Age
- Child Care and Protection Service
- Child Care Development Screening
- Immunisation Programme/Promotion
- School Health Service
- Community Nursing Service
- Care for dying patients at home
- Community Public Health Nursing Twilight Nursing Service
- Community Health promotion
- Aids & Appliances – assessment and supply
- Weekend planned essential nursing
- Day Care Services
- Respite Care
- Care and support for carers at home
- Continence promotion
- Audiology service
- Immunisation service is provided in schools and the Public Health Nurse identifies client promoting group uptake to reach target levels and follow up of defaulters.
- **Home Help Service:**
 - The Home Help service is a support service to enable persons to be maintained in their own home.
 - It is provided mainly for elderly and incapacitated persons and to a lesser extent to young chronic sick and families with special needs.
 - A Home Help is assigned to provide service for an approved applicant for a specified number of hours each week.
 - The nature and level of service depends on the person's physical and social needs.
 - Normally help is given in the performance of ordinary household tasks and is of a non-nursing and non-medical nature.
 - In some circumstances a meal and/or laundry service may be provided as an alternative to Home Help.
- **Meals-on-Wheels Service:**
 - Local Voluntary Meal-on-Wheels Organisations supply meals to the Elderly in their own homes.

Access to Services

- All newborn babies are referred by the midwife and are automatically visited by the Public Health Nurse (PHN). For direct access to any of the above services, contact the Public Health Nurse at your local Health Centre, or the assistant Director of Public Health Nursing or the Director of Public Health Nursing for the area. Referrals are also accepted from hospitals, GPs, voluntary agencies, public and private bodies and other disciplines.
- Access to Home Help Services may be obtained through the Public Health Nursing Service.
- Information on accessing the Meals-on Wheels Service may also be obtained through the Public Health Nursing Service.
- Community Nursing, Public Health Nursing Services and auxiliary services can be accessed through Community Care Nursing Department.

Contact Names & Addresses:

Cork City/South Lee, Director of Public Health Nursing, Abbeycourt House, George's Quay, Cork.
Tel. No. 021 4965511

Cork City/North Lee, Director of Public Health Nursing, Abbeycourt House, George's Quay, Cork.
Tel. No. 021 4965511

North Cork, Director of Public Health Nursing, Gouldshill House, Mallow, Co. Cork.
Tel. No. 022 21484

West Cork, Director of Public Health Nursing, Hospital Grounds, Skibhereen, Co. Cork.
Tel. No. 028 21722.

Kerry: - Director of Public Health Nursing, Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566.

Registration Office

This service will be of interest to the following care group(s)

Child & Family Care Group
Older Persons Care Group
Physical & Sensory Disability Care Group
Mental Health Care Group

General Description

Services are provided in accordance with the Registration Acts and Regulations of Births, Deaths and Marriages.

Services Provided

- Registration of Births including Stillbirths, Deaths, Marriages and Late Registrations.
- Processing of three month Notification to the Registrar of Intention to Marry.
- Issue of certificates of Births, Deaths, Marriages and Late Registrations.
- Searches through the Registers at appointed times.
- Civil marriages.
- Information for use in the compilation of vital statistics.

Access to Services

Full Certificates for Births, Deaths and Marriages are £5.50 (€6.98). For social welfare purposes they are £0.70 (€0.89) with a letter from the Social Welfare Department accompanying the application. Searches through the Registers by the public are £6.00 (€7.62) per person per day.

Contact Names & Addresses:

Cork City & South Cork: - Superintendent Registrar of Births, Deaths & Marriages, Registrar of Marriages for the District of Cork, Adelaide Court, Adelaide Street, Cork.

Tel. No. 021 4275126. Monday - Friday, 9.15 a.m. - 12.45 p.m. and 2.00 p.m. - 4.00 p.m.

North Cork: - Superintendent Registrar of Births, Deaths & Marriages, County Council Offices, Annabella, Mallow, Co. Cork. Tel. No. 022 50230. Mon, Tues, Thurs & Fri., 9.30 a.m. to 12.00 noon.

West Cork: - Superintendent Registrar of Births, Deaths & Marriages, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 23140. Tues, Thurs & Fri., 10.00 a.m. to 12.30 p.m.

Kerry: - Superintendent Registrar of Births, Deaths & Marriages, Registrar of Marriages for Kerry, St. Columbanus Home, Killarney, Co. Kerry. Tel. No. 064 -32251. Monday to Friday, 10.00 a.m. to 1.15 p.m. and 2.30 p.m. to 4.00 p.m.

Rehabilitation Training/Workshop Capitation Payments

This service will be of interest to the following care group(s)
Physical & Sensory Disability Care Group

General Description

Section 68 of the Health Act 1970 enables Health Boards to make available a service for the training of disabled persons for employment suitable to their condition of health and for the making of arrangements with employers for placing disabled persons in suitable employment. Training fees are paid to approved training and workshop facilities, which provide services for disabled persons.

Services Provided

Payment to approved training facilities on a monthly basis of the nationally agreed capitation rates, currently £1,339.00 (€1,700.18) per annum per placement to training facilities and £1,217.00 (€1,545.27) per annum to approved workshops.

Access to Service

Access to life and Work Skills training courses for people with disabilities can be arranged by contacting the training centres in your locality. During 2001 the Southern Health Board will be establishing a guidance service to assist people to select the programme most suitable to their needs. If you are seeking access to employment /training for employment, contact the employment service at FÁS.

Contact Names & Addresses:

Cork City North/South Lee: Staff Officer, Abbeycourt House, George's Quay, Cork.
Tel. No. 021 4965511.

North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30217.

West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722.

Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566.

Social Work Student Unit

This service will be of interest to the following care group(s)
Child & Family Care Group

General Description

The Southern Health Board Social Work Student Unit was established in 1993 with the appointment of a Student Unit Co-ordinator at a Senior Social Worker level. The Student Unit is a partnership venture between the Southern Health Board and University College Cork (Department of Applied Social Studies). A Library for students and staff is also attached to this unit.

Services Provided

- The Social Work Student Unit aims at providing excellence in the integrative practice training for future social work professionals. Students come on three month placements from September to December and from January to April. All students coming on placement are required to have prior Garda clearance. The efficient and effective functioning of the Social Work Student Unit depends greatly on the good will and the participation of all the teams/units wherein social work practice is operational throughout the Community Services area.

- A Library service is available to students and staff.

Access to Services

- Students coming on placement are pursuing either of two courses:-
 - **BSW Course** - primarily providing access to social work training to mature students and persons coming for allied professions.
 - **MSW Course** - caters for students who have already completed the B. Soc. Sc. or its equivalent.
- The satisfactory and successful completion of either course leads to the NQSW - National Professional Qualification to practice as a Social Worker.
- The Library is accessible to Board Staff only. It was set up in conjunction with U.C.C. through the Department of Applied Social Studies and has close links with Boole Library, U.C.C. The Library is located on Floor 2, Abbeycourt House, George's Quay, Cork. Present opening hours are Tuesday mornings from 10.00a.m to 12.00 noon and Wednesday afternoons from 2.00p.m to 4.00p.m.

Contact Names & Address:

Social Worker, Floor 2, Abbeycourt House, George's Quay, Cork

Tel. No. 021 4965511, Ext. 3826/ 3918

Fax No. 021 4923966

Special Housing Aid for the Elderly

This service will be of interest to the following care group(s)

Older Persons Care Group

General Description

The Southern Health Board may arrange for the carrying out of an approved scheme of works where an application is received from, or on behalf of an elderly person living alone in unsanitary or unfit conditions.

Services Provided

The primary aim of works done under this Scheme is to render a house occupied by the elderly weatherproof and comfortable for the occupants. Repairs to a chimney or fireplace, the provision of water and sewerage facilities, minor roof repairs and attention to doors and windows to guard against attacks may be considered under the Scheme.

Access to Service

- An application for this special aid can be made to the Southern Health Board by the occupant of the premises requiring improvement or by any person (e.g. voluntary body, relative, doctor, priest, public health nurse, etc.) on their behalf. Where an application is made on this basis an Environmental Health Officer from the Southern Health Board will contact the occupant or the person acting for him/her to assess the case. If the application is approved, arrangements can then be made to have the work carried out.
- Applicants qualifying for other statutory grants (e.g. Disabled Persons Grants, Essential Repairs Grants – these grants are organised by the Department of the Environment) will not normally be included in the Scheme. Repairs to local authority houses are also not normally included in the scheme.
- Application forms are available from Community Care Services Area headquarters. Application forms should be completed by the occupant or person acting on their behalf. An estimate for the proposed works from a registered builder should accompany the application.

- Having examined the applications, the Southern Health Board will approve certain works and notify the applicant of their decision. The final decision as to who qualifies and the value of the works to be aided under the programme rests with the Southern Health Board in all cases. Works should not under any circumstances be commenced or a contract entered into prior to the receipt of written approval.

Contact Names & Addresses:

North Lee: - Administrative Officer, 26 South Mall, Cork. Tel. No. 021 4921804
South Lee: Staff Officer, Abbeycourt House, George's Quay, Cork. Tel. No. 021 4965511
North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30246
West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722
Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566

Transport Arrangements for People Attending Rehabilitation Training/Workshops

This service will be of interest to the following care group(s)

Physical & Sensory Disability Care Group

General Description

The Health Board may provide or assist in the provision of transport for disabled persons who are precluded from using public transport and who would otherwise be unable to attend at a workshop or Rehabilitation training facility suitable to their needs.

Service Provided

Transport free of charge to the facility or a contribution towards the cost involved.

Access to Service

Access to the service by the management of the Training Centre in consultation with the Southern Health Board.

Contact Names & Addresses:

Cork City North/South Lee: Staff Officer, Abbeycourt House, George's Quay, Cork.
 Tel. No. 021 4965511
North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30217
West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722
Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566

Child Residential Services

Cork

Gleann Álainn, St. Stephen's Hospital, Sarsfields Court, Glanmire, Co. Cork.

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

Gleann Álainn is a special care residential unit, for five teenage girls, located on the grounds of St. Stephen's Hospital in Sarsfields Court, Glanmire, Co. Cork.

Services Provided

Gleann Álainn provides a controlled therapeutic living environment for girls aged between their 12th and 16th birthday on admission. The overall objective is to enable the children in the Board's care to move to open care situations. The Unit aims to **do this by:**

- Providing an environment that is caring, secure, safe and conducive to learning.

- Helping to develop in each young person a sense of self-esteem, self-discipline and respect for others.
- Attempting to meet the physical, emotional, social and educational/training needs of the child in its care.
- Implementing each child's placement plan.

As Gleann Álainn is a controlled unit, education is provided on campus. Depending on the child's educational record and their ability, she may pursue the Junior Certificate or the N.C.V.A. programme or a combination of both.

Access to Services

Admission to the Unit is by application for wardship proceedings by the Southern Health Board to the Circuit Court/ High Court. A Social Work Department wishing to make a referral should make an application in writing to the Unit Manager with supporting documentation. The Admissions Committee will consider the referral and the relevant Social Work Department will be informed in writing of the outcome of this meeting. Should a referral be deemed appropriate, and should a place be available, the Social Work Department should contact their legal department to initiate wardship proceedings.

Contact Name & Address:

Unit Manager,
Gleann Álainn, St. Stephen's Hospital, Sarsfields Court, Glanmire, Co. Cork. Tel. No. 021 4822509

Loughmahon Girls Residential Service

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

Loughmahon Girls Residential home is a short to medium stay therapeutic residential home for up to eight young girls based in Loughmahon, Cork. The central ethos of the Home is to offer each young girl an emotional, secure living environment while helping them to work on their identified needs.

Services Provided

- Loughmahon aims to provide an environment that is caring, safe and conducive to learning.
- Helping each young girl to develop a sense of self-esteem, self-discipline and respect for others.
- Providing opportunities for the physical, social, emotional, educational, and spiritual needs of girls in our care.
- Implementing each young girl's placement needs.

Access to Service

Loughmahon Girl's Residential Home is accessed through referrals for Southern Health Board's Social Work Developments Cork and Kerry.

Contact Names and Addresses:

Unit Manager,
Girl's Residential Unit, Southern Health Board, Loughmahon, Mahon, Cork. Tel. No. 021 4350034
Fax 021 4350037

Mount St. Joseph's Children's Home, Passage West, Cork.

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

Mount St. Joseph's provides medium term residential care for 12 children, boys and girls aged 10 – 18 years.

Services Provided

Mount St. Joseph's provides a structured caring and supportive environment for those children who require to be looked after outside their family home.

The principles of care are rooted in a profound respect for the dignity of each child/young person.

Our central tasks include a holistic approach and seeks to realise the intellectual, spiritual, cultural, emotional, social and physical potential of each child who cannot have such needs met within their own family home.

We provide a programme of care that seeks to prepare children and young people for return to their family home, placement in foster care or in independent living as appropriate.

Each child has a Placement Plan, which refers to the direct care provided to the child in the centre and is informed by the Care Plan.

Access to Services

The service is accessed through referrals from the Southern Health Board's Social Work Departments in Cork and Kerry. Admission to the Unit is by referral process through an Admissions/Discharge Committee.

Contact Name & Address:

Unit Manager,

Mount St. Joseph's Children's Home, Passage West, Cork.

Tel. No. 021 4841805

Fax No. 021 4863273

Pathways (Homeless Boys Service), 92 Ballyhooley Road, St. Luke's Cross, Cork.

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

Pathways is a service established by the Southern Health Board for the purpose of providing emergency, short-term residential care (up to six months) and aftercare support to adolescent boys (14 – 17 years of age) who find themselves, for various reasons, as homeless, or at risk from homelessness.

Services Provided

- Provide care in a professional, child-centred, holistic manner.
- Provides emergency and short-term residential care.
- Attempts to meet the emotional, physical, social, educational/training and spiritual needs of the young person.
- Engage pro-actively in the particular care plan for each young person – work from a multidisciplinary approach to support each young person to be (1) reintegrated back home (2) live independently (3) find alternative accommodation.
- A general assessment is completed by staff after 6 – 8 weeks to address the ongoing needs of the young person, the difficulties they may be experiencing and how these can be best addressed.
- An aftercare plan is developed with a view to Pathways providing outreach support when the young person leaves Pathways

Access to Services

Pathways is accessed through referrals from Liberty Street House Services (see page 50). Gardai may make an emergency referral.

Contact Name & Address:

Unit Manager,
Pathways, 92 Ballyhooley Road, St. Luke's Cross, Cork.
Tel. No. 021 4507214/4507050 Fax No. 021 4507315

Prospect Lodge, Shanakiel, Cork

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

Prospect Lodge is a short to medium stay residential therapeutic unit for up to five adolescent boys, based in Shanakiel, Cork. The central ethos of the Unit is to offer each young person an emotionally secure living environment while helping him to work on his identified needs.

Services Provided

Prospect Lodge aims to do this by:

- Providing an environment that is caring, secure, safe and conducive to learning.
- Helping to develop in each young person a sense of self-esteem, self-discipline and respect for others.
- Meeting the physical, emotional, social and educational/training needs of young people in its care.
- Implementing each young person's individual placement needs.

Access to Services

The service is accessed through referrals from the Southern Health Board's Social Work Departments.

Contact Name & Address:

Unit Manager,
Prospect Lodge, Shanakiel, Cork.
Tel. No. 021 4302300/4300477 Fax No. 021 4300472.

St. Joseph's Residential Centre, 23/24 Aldworth Heights, Mallow, Co. Cork.

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

St. Joseph's Residential Centre provides residential care within two community based houses catering for five residents. Our multi-disciplinary Staff Team is comprised of a Unit Manager, Deputy Manager, eighteen Care Staff and ancillary staff.

St. Joseph's offers the following forms of mainstream care: -

- Co-educational placements for young boys and girls, 13 – 17 years
- Short-term care up to six months
- Medium-term care up to two years
- Shared care – with families/foster care

Services Provided

It is the aim of our programme to provide therapeutic interventions informed by the multi-disciplinary direction of Social Workers, Psychologists, Psychiatrists and other professionals with a view to challenging maladaptive and anti-social behaviour and patterns.

St. Joseph's Residential Centre is a community based residential programme of care which aims to address the primary issues resulting in placement into care. It is our aim to re-integrate a young person within his/her family where at all possible, thus respecting the integrity of the family.

St. Joseph's Staff work in close collaboration with the young person, their families, schools and professionals from multi-disciplinary backgrounds towards the realisation of each young person's potential. Through individual care and placement planning, each young person is encouraged to actively participate in achieving their personal goals.

Access to Services

Admission to St. Joseph's Residential Centre is via referrals from the Southern Health Board's Social Work Department. A centralised referral service is currently in developmental stages. An admission panel will consider referrals for the Southern Health Board Social Work Department, upon receipt of a completed referral package.

Contact Name & Address:

Unit Manager,
St. Joseph's Residential Centre, 23/24 Aldworth Heights, Mallow, Co. Cork.
Tel. No. 022 51194

Treeview Residential Home, Rushbrooke, Cobh, Co. Cork.

This service will be of interest to the following care group(s)
Child & Family Care Group

General Description

Treeview House is a short to medium stay residential facility for up to ten children. The Unit caters for a mixed gender population aged between 8 – 12.

Services Provided

The ethos of the Unit is to provide a structured caring and supportive environment for those children who require to be looked after outside their family home.

The Unit aims to do this by: -

- Providing a safe and secure home environment, which is conducive to learning.
- Identifying each child's physical, emotional, social, educational and spiritual needs; respecting their rights and planning their future together with them.
- Providing opportunities, which will encourage and enable the child to achieve their full potential by developing a sense of competency and security.
- Implementing each child's Care/Placement plan.

Access to Services

The service is accessed through referrals from the Southern Health Board's Social Work Department's Cork and Kerry. Admission to the Unit is by referral process through an Admissions/Discharge Committee.

Contact Name & Address:

Unit Manager,
Treeview Residential Home, Rushbrooke, Cobh, Co. Cork.
Tel. No. 021 4811664 Fax No. 021 4811516

Kerry

Áirne Villa Assessment & Resource Unit, Rock Road, Killarney, Co. Kerry

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

Áirne Villa is an eight-bedded unit, providing services for a mixed client group aged from eight to eighteen years.

Services Provided

- Assessment of children/young people
- Respite care
- Emergency care
- Family support services

Breakdown of Placements

- 4 Assessment beds
- 2 Respite beds
- 2 Emergency beds
- At Áirne Villa we work towards providing safe and compassionate services, respecting those we work with, and empowering them to achieve their potential for personal fulfilment.
- We value and respect the uniqueness of each individual and each family and our services will be delivered in a manner, which recognises and responds to their particular needs.
- Delivery of our services at Áirne Villa will be an inclusive and collaborative process, involving team, child, family and other professionals.

Access to Services

Assessment and respite referrals shall only be accepted from Southern Health Board Child Protection Social Work Teams.

Emergency referrals are accepted from Southern Health Board Child Protection Social Work Teams and the Gardaí.

Contact Name & Address:

Unit Manager,

Áirne Villa Assessment & Resource Unit, Rock Road, Killarney, Co. Kerry

Tel. No. 064 37739

Deenagh House, Port Road, Killarney, Co. Kerry. (See page 69 for contact details)

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

Deenagh House was opened in 1993. The Unit is a short to medium stay (i.e., 6 months to 2 years) therapeutic residential home for six boys/girls in the 8 – 18 age group. The central ethos of the Unit is to offer each young child/person an emotional, secure living environment while helping them to work on their identified needs. Referrals are accepted for children in the 8 – 11 age range.

The Unit recognises and respects that each young child/person is a unique individual. The Unit strives to understand the needs and perceptions of these children/young people so that we can effectively advocate on their behalf. The Unit will encourage and empower each individual to take control of their lives with confidence and responsibility.

The Unit recognises the importance that a child's family has in their lives. The Unit will strive at all times to maintain family contact in accordance with the wishes of the child.

Services Provided

- Deenagh House aims to provide an environment that is caring, safe and conducive to learning.
- Helping each child/young person to develop a sense of self-esteem, self-discipline and respect for others.
- Providing opportunities for the physical, social, emotional, educational and spiritual needs of the children/young people in our care.

23 Woodlee, Monavalley, Tralee, Co. Kerry. (See page 69 for contact details)

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

23 Woodlee was opened in 1993. The Centre provides care for up to five teenage girls in the 12 – 18 age group. At present the Unit offers short to medium term care (i.e., 0 to 2 years). Referrals are accepted for young people in the 12 - 17 age group who for a variety of reasons are not able to live at home. The Unit at present does not provide emergency placements or a service for wheelchair users. The central ethos of the Unit is to offer each young girl an emotional, secure living environment while helping them to work on their identified needs.

The Unit recognises and respects that each young girl is a unique individual. The Unit strives to understand the needs and perceptions of these girls so that we can effectively advocate on their behalf. The Unit will encourage and empower each individual to take control of their lives with confidence and responsibility.

The Unit recognises the importance that a child's family has in their lives. The Unit will strive at all times to maintain family contact in accordance with the wishes of the child.

Services Provided

- 23 Woodlee aims to provide an environment that is caring, safe and conducive to learning.
- Helping each child/young person to develop a sense of self-esteem, self-discipline and respect for others.
- Providing opportunities for the physical, social, emotional, educational and spiritual needs of the children/young people in our care.

See page 69 for contact details

24 Westcourt, Caherslee, Tralee, Co. Kerry.

This service will be of interest to the following care group(s)

Child & Family Care Group

General Description

Westcourt young people's Residential Centre opened in 1993. The centre provides care for residents between 8 and 12 years of age. The aim of the centre is to provide care for five male teenagers between the ages of 13 – 18 years of age. The central ethos of the Unit is to offer each young child/person an emotional, secure living environment while helping them to work on their identified needs. Referrals are accepted for children in the 8 – 11 age range.

The Unit recognises and respects that each young child/person is a unique individual. The Unit strives to understand the needs and perceptions of these children/young people so that we can effectively advocate on their behalf. The Unit will encourage and empower each individual to take control of their lives with confidence and responsibility.

The Unit recognises the importance that a child's family has in their lives. The Unit will strive at all times to maintain family contact in accordance with the wishes of the child.

Services Provided

- 24 Westcourt aims to provide an environment that is caring, safe and conducive to learning.
- Helping each child/young person to develop a sense of self-esteem, self-discipline and respect for others.
- Providing opportunities for the physical, social, emotional, educational and spiritual needs of the children/young people in our care.

Contact Name & Address:

Manager,
Kerry Residential Child Care Services, 57 High Street, Killarney, Co. Kerry.
Tel. No. 064 36283 Fax No. 064 36272

Allowances

Blind Welfare Allowance

This service will be of interest to the following care group(s)

Older Persons Care Group
Physical & Sensory Disability Care Group
Mental Health Care Group

General Description

The Blind Welfare Allowance is payable to persons who are certified and registered as blind. The statutory authority is the Blind Persons Act 1920.

Services Provided

A cash allowance is payable monthly by way of a cheque posted to the recipient's home. The allowance is normally paid to a blind person who is receiving the Blind Pension or the Old Age Pension and is subject to a means test. The present maximum rate is £26.50 (€33.65) per week.

Access to Services

Application should be made to the Community Care Services Area Headquarters.

Contact Names & Addresses:

Cork City North/South Lee: Staff Officer, Abbeycourt House, George's Quay, Cork.
Tel. No. 021 4965511

North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30217

West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722

Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566

Continuing Care Services - Nursing Homes - Subvention & Registration

This service will be of interest to the following care group(s)

Older Persons Care Group

General Description

Subvention: This is a payment made by the Health Board in certain circumstances towards the cost of private nursing home care for dependant persons. Persons making an application for a subvention towards the cost of such care will have to be (a) sufficiently dependent to require maintenance in a nursing home and (b) be unable to pay any or part of the cost of maintenance in a nursing home.

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

Registration: Nursing Homes are required to be registered by the Board in accordance with the Nursing Homes Act 1990 and the Nursing Homes (Care and Welfare) Regulation 1993 and Nursing Homes (Fees) Regulations, 1993. To fulfil the criteria of the registration procedure Nursing Homes are inspected by an Inspection Team which is chaired by a Senior Area Medical Officer.

Services Provided

- **Subvention:** An assessment of the applicant's dependency is carried out and the maximum rates of Subvention payable are as follows (*with effect from 1st April 2001*):

- Maximum Dependency	£150.00 (€190.46) per week
- High Dependency	£120.00 (€152.37) per week
- Medium Dependency	£90.00 (€114.28) per week

The actual rate of the subvention paid will depend on the degree of nursing care required which will be assessed on an individual basis. The personal income and assets/savings of the applicant and that of his/her spouse or partner will also be taken into consideration in deciding the amount of subvention required.

- For members of religious orders, financial assessment will relate to personal income or assets.
- Subvention may be refused:
 - If the applicant is assessed as not requiring maintenance in a nursing home or the applicant has assets of more than £26,000 (€33,013.19) excluding his/her principal residence.
 - If applicant's principal residence (where assessable) is valued at £75,000 (€95,230.36) or more and if their annual income is £5,000 (€6,348.69) or more.

Applicant's principal residence is assessable if it is not occupied by spouse/children under 21 years or relative in receipt of Disabled Persons Maintenance Allowance, Blind Pension, Disability Benefit, Invalidity Pension or Old Age Pension.

Registration: Inspections are carried out and advice is given regarding qualification of Nursing Homes for registration. All homes where more than two dependant persons are cared for must be registered with the Health Board. A certificate of Registration must be displayed in a public place in each registered Nursing Home.

Access to Services

- Applications must be made on the approved form, in advance of admission to the nursing home (See page 114 for list of approved Nursing Homes). Application forms are available from the address below.
- Admissions in emergency circumstances where the Board is satisfied that there is no option but to admit to nursing home care.
- A Nursing Home can apply to the Board for registration.

Contact Address:

Continuing Care Services, Southern Health Board, Floor 5, South Mall, Cork.
Tel. No. 021 4277294 /4277318/4921842/4921845

Disabled Persons Rehabilitation Allowance

This service will be of interest to the following care group(s)
Physical & Sensory Disability Care Group

General Description

Section 59 of the Health Act, 1970 and the Disabled Persons (Rehabilitation) Regulations 1973 provides for the payment of an allowance in respect of lodgings to disabled persons over the age of 16 years who are undergoing Rehabilitation training away from home. The allowance is payable in

addition to Disability Allowance which is administered by the Department of Social, Community and Family Affairs.

Services Provided

Maximum rate of allowance as and from 1 April 2001 is £18.20 (€23.11) per week, paid fortnightly in arrears.

Access to Service

Access to this service is through the National Rehabilitation Board, which is the agency charged with the assessment training and placement of disabled persons and which makes an application and recommendation in each case. As the National Rehabilitation Board, will cease to exist during the year 2000 new structures will be put in place by the Health Boards to facilitate ongoing access to this service.

Contact Names & Addresses:

Cork City North/South Lee: Staff Officer, Abbeycourt House, George's Quay, Cork.
Tel. No. 021 4965511

North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30217

West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722

Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566

Domiciliary Care Allowance

This service will be of interest to the following care group(s)
Physical & Sensory Disability Care Group

General Description

Domiciliary Care Allowance is a monthly allowance paid to parents (usually the mother) or Guardian of a child between the age of 0-16 years who has a physical or mental disability so severe that they require care or supervision.

Services Provided

The allowance is paid by cheque on a monthly basis. The current rate (1st April, 2001) is £129.40 (€164.30) per month

Access to Services

An application form is available from Community Care Area Headquarters.

Contact Names & Addresses:

Cork City North /South Lee: Staff Officer, Abbeycourt House, George's Quay, Cork.
Tel. No. 021 4965511

North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30217

West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722

Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566

Mobility Allowance

This service will be of interest to the following care group(s)
Physical & Sensory Disability Care Group

General Description

The Mobility Allowance is a cash allowance paid monthly to certain severely disabled people, as authorised by Minister for Health's circular 15/79 dated 8 August 1979.

Services Provided

Maximum rate of allowance as and from 1 April 2001 is £90.00 (€114.28) per month. Payment is made a month in arrears, e.g. payment for January is issued during the month of February.

Access to Services

Application forms are available from local Health Board Offices, i.e. Community Welfare Officers and local Area Headquarters. Completed application form must be countersigned by the applicant's General Practitioner in certification that the applicant meets the medical criteria for the allowance.

Contact Names & Addresses:

Cork City: Staff Officer, Floor 4, Abbeycourt House, George's Quay, Cork. Tel. No. 021 4965511

North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30217

West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722

Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566

Motorised Transport Grant

This service will be of interest to the following care group(s)

Physical & Sensory Disability Care Group

General Description

Payment of grant towards the purchase and adaptation of cars to severely disabled persons under certain conditions.

Services Provided

Subject to means test, a grant of up to 75% of the cost of motorised transport may be paid up to maximum current grant. As and from 1 April 2001, the maximum grant is £3,300.00 (€4,190.14).

Access to Services

- Application forms and details of eligibility criteria are available from local Health Board offices, i.e. Community Welfare Officers and local Area Headquarters. Applicant should give details of existing or prospective employment and include:
 - Certificate from Doctor that disability impedes applicant from using public transport.
 - A receipted invoice for the car purchased.
 - Certificate of Road Worthiness from recognised dealer if car purchased is second hand.
 - Drivers licence.
 - Insurance certificate.
 - Tax book.

Contact Names & Addresses:

Cork City North/South Lee: Staff Officer, Abbeycourt House, George's Quay, Cork.

Tel. No. 021 965511

North Cork: Administrator, Gouldshill House, Mallow, Co. Cork. Tel. No. 022 30200

West Cork: Administrator, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21722

Kerry: Staff Officer, 18-20 Denny Street, Tralee, Co. Kerry. Tel. No. 066 7121566

Supplementary Welfare Allowance

This service will be of interest to the following care group(s)

Child & Family Care Group

Older Person Care Group

Physical & Sensory Disability Care Group

Mental Health Care Group

For further details of this allowance, please refer to Community Welfare Services (see page 37).

C. 3. ACUTE HOSPITAL SERVICES

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Acute Hospital Services

General Description

The Southern Health Board provides Acute Hospital services on an in-patient, out-patient, 5-day and day care basis, as appropriate, in the following locations:

Cork University Hospital (CUH)
Wilton, Cork. Tel. No. 021 4546400

St. Finbarr's Hospital (SFH)
Douglas Road, Cork. Tel. No. 021 4966555

Erinville Hospital
Western Road, Cork. Tel. No. 021 4275211

St. Mary's Orthopaedic Hospital (SMOH)
Gurranebraher, Cork. Tel. No. 021 4303264/4394016

Mallow General Hospital (MGH)
Mallow, Co. Cork. Tel. No. 022 21251

Bantry General Hospital (BGH)
Bantry, Co. Cork. Tel. No. 027 50133

Tralee General Hospital (TGH)
Tralee, Co. Kerry. Tel. No. 066 7126222

The day to day operational issues in the Acute Hospitals are overseen by:

- Deputy General Managers
- Directors of Nursing/Matronas
- Hospital Administrators
- Nurse/Service Managers
- Support Service Managers
- Line Managers and Heads of Departments.

(See page 117 & 119 for list of CUH's and TGH's Heads of Departments)

(See page 86 for Contact Names & Addresses other than CUH and TGH.)

Cork University Hospital (CUH)

Cork University Hospital, previously known as Cork Regional Hospital, is the principal teaching hospital attached to University College Cork - the Medical School in Cork City. It has 553 beds and is managed by the Southern Health Board. Cork University Hospital operates as part of a city-wide group of hospitals including St. Finbarr's Hospital, Erinville Hospital and St. Mary's Orthopaedic Hospital. The Management Team at Cork University Hospital is also responsible for Mallow General Hospital. Staff from this hospital group also provide clinics at other hospital locations both within and outside the Board's immediate areas of Counties Cork and Kerry.

The annual budget for the Cork University Hospital Group exceeds £80m (101,580,000) of which 75% constitutes pay costs and the balance non-pay. Cork University is the only Level 1 trauma centre for the Republic of Ireland - an accreditation given because of the very wide range of specialities delivered by the hospital. The University Hospital treats 30,000 in-patients per annum and well over 100,000 out-patient attendances annually. One of two undergraduate schools for dentists in the Republic of Ireland is located in the grounds of Cork University Hospital. This facility was transferred to this site in the 1980's from the North Charitable Infirmary. The Dental

School is run by University College Cork with qualifications conferred by the National University of Ireland.

Five of the hospitals form Cork University Hospital and Associated Hospitals Group, namely Cork University Hospital, St. Finbarr's Hospital, St. Mary's Orthopaedic Hospital, Erinville Hospital and Mallow General Hospital.

An **Executive Management Board** was set up in 1997 for this Group (excluding Mallow General Hospital which comes under the management of Mr T. McNamara, General Manager, CUH & Associated Hospitals Group) and consists of:

General Manager: -	Mr. Tony McNamara
Director of Nursing: -	Ms. Kay O'Sullivan
Medical Consultants: -	Dr. Mary Horgan
	Dr. Bartley Cryan
	Dr. Eamonn Kiely

The objectives of the Executive Management Board are to:

- Provide direction and leadership.
- Develop and implement the appropriate policies.
- Develop and implement an annual plan.
- Allocate and manage the CUH Group budget.
- Improve the profile and public perception of the CUH Group

St. Finbarr's Hospital

- St. Finbarr's Hospital comprises of a group of separate buildings spread over a 26 acre site. The original buildings date from the 1830's. Further blocks were added in the 1950's and the elderly rehabilitation wards were purpose-built in the 1970's.
- The hospital has 144 beds in use, accommodating the following specialities:
 - Services for the Elderly
 - Maternity Services
 - Children's Services
 - Psychiatric Services, including Services for the Elderly Mentally Infirm
 - Community Care Services
 - Young Chronic Sick Unit
 - Tuberculosis Unit

Erinville Hospital

- The hospital has a long history of caring for women and their families: the first lying-in hospital opened in 1779 and has been operating on its present site since 1898.
- As well as maternity and neo-natal services the Erinville Hospital also provides a pregnancy related gynaecological service, as well as infertility, uro-gynaecological and child health services.

Maternity Services at Erinville and St. Finbarr's Hospitals

- Erinville and St. Finbarr's Hospitals serve Cork City and County, parts of Kerry and some outlying counties. They provide obstetric care to women and paediatric care to new-born babies.

- The service is consultant-led upon referral from GPs and caters for ante-natal, intra-partum and post-partum care with specialised follow-up care for infants, led by Consultants in Neonatology and in Paediatrics.
- While presently on separate sites, plans are at an advanced stage for amalgamation of the two units in a purpose-built maternity unit at Cork University Hospital.
- Services provided at the two units include:
 - Ante-natal and post-natal clinics
 - Miscarriage clinics
 - Paediatric follow-up clinics
 - Midwives clinics
 - Gynaecology clinics
 - Colposcopy clinics (cervical examination) at St. Finbarr's Hospital
 - Liaison Public Health Nurse Service
 - Maternity Social Work Service
- The Southern Health Board College of Midwifery is located at St. Finbarr's Hospital. Clinical placement of students is divided between St. Finbarr's and Erinville Hospitals.

St. Mary's Orthopaedic Hospital (SMOH)

- St. Mary's Orthopaedic Hospital is a 125 bedded hospital. It is divided into 5 Block Units plus an Operating Theatre complex.
- It provides Orthopaedic Services for persons requiring joint replacement and other complex elective orthopaedic surgery. Joint replacement, arthroscopic surgery, minor orthopaedic procedures and plastic procedures are performed in the Theatre complex.
- SMOH provides in-patient services for post-trauma patients transferred from Cork University Hospital. It also provides a service for Plastic Surgery and caters for clients from other Health Board regions.

Mallow General Hospital (MGH)

- Mallow General Hospital is a 77- bedded acute hospital, an additional 5 beds are available to deal with medical and surgical day cases.
- It provides the following services:
 - Acute Medical and Surgical facilities including Ear, Nose & Throat Surgery.
 - Accident & Emergency Services – 24hr Accident & Emergency Department with an Ambulance base and helipad.
 - Out-patients Services
 - Physiotherapy Services
 - Laboratory Services
 - X-ray Services
- It serves a population of approximately 75,000 people, mainly in the North Cork and South Limerick areas. This hospital comes under the management of Mr. T. McNamara, General Manager, Cork University Hospital.

Bantry General Hospital (BGH)

- Bantry General Hospital is an acute hospital with 110 beds, which meets the needs of the community in the West Cork area.
- The hospital treats both public and private acute medical and surgical patients. It also has:
 - Coronary and Intensive Care
 - Respite and Care of the Elderly
 - Casualty Service
 - Day Case Service
 - Out-patient Clinic Service with Medical, Nursing and Allied Health Services input.

Tralee General Hospital (TGH)

- Tralee General Hospital is an acute hospital facility for both public and private patients, providing routine and emergency medical services mainly, but not exclusively, for the population of County Kerry.
- Tralee General Hospital has 369 beds and provides the following services:
 - General Medicine
 - Medicine for the Elderly
 - General Surgery
 - Orthopaedics
 - Obstetrics & Gynaecology
 - Ear, Nose & Throat
 - Psychiatry
 - Paediatrics
 - In/Out-patient Clinic Services with Medical, Nursing and Allied Health Services input.
- It also provides Long-Stay Extended Care Services and Respite Services for the Elderly. This latter service is as arranged by the Public Health Nursing Service.
- The hospital provides a wide-range of in-patient and out-patient services under the clinical supervision of consultants who include visiting consultants from Cork University Hospital, Mercy and Community Services (Ophthalmic).

Information booklets, which outline in more detail the services available at each hospital, may be obtained on request by contacting the hospitals.

Acute Hospital Services Provided

The services provided in the Board's Acute Hospitals are many and varied. They can be broadly categorised into four main headings:

- Medical Services
- Nursing Services
- Allied Health Services
- Support/Non-Clinical and Other Services

Medical Services

The Acute Hospital Services of the Southern Health Board provide services in the following specialities

Accident & Emergency Service

This service provides care for victims of accidents and emergencies and support for their families. It offers specialised care from a multi-disciplinary group of services. At CUH 50,000 patients per annum are seen. The department is also a National Centre for Maritime Emergency Services.

Anaesthetics

This department provides pre-operative, intra-operative and post-operative management of patients requiring anaesthesia for surgery. It also provides an acute and chronic pain service. The National Malignant Hyperthermia Investigation Unit is based at C.U.H.

Cardio-Thoracic Surgery:

This department deals with heart problems both medical and surgical.

Dental and Oral Surgery:

This speciality deals with the diagnosis and treatment of diseases and defects of the oral and facial region. It encompasses dental surgery, oral surgery and facial surgery.

Dermatology:

This department specialises in the diagnoses and treatment of skin disorders.

Diabetology:

This speciality involves the treatment of diabetes.

Ear, Nose & Throat:

This speciality involves the treatment of conditions relating to the Ear, Nose and Throat.

Endocrinology:

This speciality deals with the study of the glandular system and hormones.

Gastroenterology:

This service specialises in the study of the stomach/intestines & their diseases.

General Medicine:

This service encompasses all the medical specialities such as Cardiology, Rheumatology, Endocrinology, etc.

General Surgery:

This service involves the treatment of diseases, injuries and deformities by manual and operative methods.

Geriatrics & Medicine for the Elderly:

This branch of medicine concentrates on the diagnosis (incorporating Clinical Age assessment) and treatment of age-related problems.

Haematology

This speciality involves the study of blood disorders and the treatment of same.

Hepatology:

This speciality provides care for patients infected by the Hepatitis C virus.

Infectious Diseases:

This speciality involves the diagnosis and treatment of infectious diseases.

Neonatology

This speciality is concerned with the diagnosis and treatment of disorders of the new-born infant.

Nephrology

This department deals with Renal (kidney) problems.

(Clinical) Neurophysiology/Neurology:

This speciality deals with the Nervous System and its diseases.

Neurosurgery:

This speciality deals with injuries and diseases of the brain, spine etc.

Obstetrics/Gynaecology:

These specialities are concerned with the management of pregnancy and childbirth and the treatment of conditions and diseases of reproductive organs in women.

Oncology (Cancer)/Radiotherapy Services:

This service for the treatment of patients with cancer works closely with the palliative care service. Treatment is given on an in-patient & out-patient basis.

Ophthalmology:

This speciality is concerned with the study of the physiology, anatomy and pathology of the eye.

Orthopaedics

This branch of medicine is devoted to the study and treatment of the skeletal system, its joints, muscles and associated structures.

Paediatrics:

This branch of medicine is concerned with the development and care of children. Its specialities are the particular diseases of children and their treatment and prevention. Specialist clinics, as follows, are held for children:

- Cystic Fibrosis
- Paediatric Diabetes
- Cardiac Problems
- Spina Bifida/Orthopaedic Paediatrics
- Cleft Lip & Palate
- Asthma

Pain Relief Clinic:

This clinic specialises in the treatment and control of pain under the supervision of a Consultant Anaesthetist.

Palliative Care:

This is the continuing active total care of patients and their families by a multi-professional team at a time when the medical expectation is not to cure and the primary aim of treatment is to prolong life. The goal of palliative care is the highest possible quality of life for both patient and family. Palliative care responds to physical, psychological, social & spiritual needs. Where necessary, it extends to support in bereavement.

Pathology

This speciality involves diagnosing, monitoring, and controlling diseases in association with other specialities.

Plastic Surgery/Burns:

Plastic Surgery is a speciality that deals mainly with soft tissue trauma and re-construction. This includes the initial treatment of most hand, leg and facial injuries, and occasionally secondary re-constructive procedures. This may involve micro-surgical operations, which are of long duration and labour intensive. Plastic Surgery is also involved in the treatment of congenital deformities such as cleft lips and palates, hypospadias and congenital hand anomalies. The excision of cutaneous malignancies and the re-construction of any secondary defect are also performed. Plastic Surgeons

re-construct breast deformities following mastectomy, and occasionally perform, other anaesthetic procedures such as breast reduction surgery, rhinoplasty and prominent ears.

- As part of the service, there is a designated Burns Unit in Cork University Hospital.
- Plastic Dressing Clinics.
- Cleft lip and palate clinics.

Psychiatry:

This branch of medicine deals with causes, treatment and prevention of mental, emotional and behavioural disorders.

Radiology:

This branch of medicine is concerned with radioactive substances and using techniques of visualisation for the diagnosis and treatment of disease using any of the various sources of x-rays including specialist scanning/imaging services e.g. Ultrasound; Barium; C.T.; Nuclear Medicine; Neuro-Vascular Angiography; I.V.P.

Respiratory Medicine:

This branch of medicine is concerned with the diagnosis and treatment of chest/lungs/breathing problems.

Rheumatology:

This speciality involves the care of patients with Arthritis, back pain, Lupus disease and related conditions. It also involves a Juvenile Paediatric Rheumatology service, research in Osteoporosis and bone-density testing.

Urology:

This branch of medicine is concerned with the study of the anatomy and the care of the urinary tract in men & women.

Vascular Surgery:

This speciality deals with treatment of conditions pertaining to blood vessels.

Nursing Services

The mission of the nursing staff is to provide 24-hour quality nursing care in a compassionate manner ever mindful of the dignity and individuality of each patient and family. This means delivering care based on up-to-date nursing knowledge. The promotion of self-care and education of the patient are a key nursing function towards the achievement of well being. Nursing roles and responsibilities are defined for those nurses involved in nursing management, nursing education and in nursing practice.

Specialist Nursing Services are provided in the following clinical care areas:

- Breast Care
- C.A.P.D. (Continuous Ambulatory Peritoneal Dialysis)
- Clinical Haematology
- Coloproctology
- Cystic Fibrosis
- Diabetics
- Hepatology
- Infection Control
- Intreavenous Care
- Oncology
- Pain Control
- Palliative Care

- Renal Counselling
- Stomatherapy
- Urodynamics

Allied Health Services

Department of Audiological Science

This department provides a programme for new-born hearing screening, evaluates hearing for patients of all ages, offers electro-physiological tests of balance and ear function and provides guidance and recommendations for those with hearing loss and tinnitus.

Chiropody Service:

This service deals with problems of the feet, primarily for patients with Diabetes and elderly patients.

Clinical Nutritionists/Dieticians:

Dieticians/Nutritionists are trained in the use of scientific principles of nutrition in health and disease. The aim of treatment is to cure or alleviate the patient's condition by dietary means and/or to support the patient nutritionally while undergoing other treatments or investigations. Working with families and other carers is often integral to the process.

E.C.H.O./E.C.G. :

This department, as part of the Cardiology Diagnostic service, specialises in echocardiographs & electrocardiographs

E.E.G./Clinical Neurophysiology Service:

Under the direction of the Clinical Neurophysiologist, the technology staff in this department carry out both routine and non-routine E.E.G., E.P., surface E.M.G. recording, E.M.G. and nerve conduction studies. They also organise and provide a video telemetry E.E.G. monitoring service.

Occupational Therapy:

This service provides treatment for physical & psychological conditions through the medium of specifically selected activity to provide optimum independence in all areas of living. The purpose of Occupational Therapy is to maximise the fit between what the individual wants and needs to do and his/her ability to achieve this whenever illness, ageing or accident has disrupted his/her life.

Orthoptic Service :

This clinic specialises in the correction of visual axes of the eye. Orthoptists are specially trained in the diagnosis and non-surgical treatment of children and adults with squints.

Pathology Service:

The Pathology Department (Laboratory Services) diagnose, monitor and control diseases in association with the medical profession. The department provides services for in-patients, out-patients & GPs. Departments within the Laboratory Service include:

Histology: This department is concerned with the examination, both naked eye and microscopic, of tissues and cells for diagnostic and screening purposes. This laboratory provides a service in all aspects of general histopathology and includes

Neuropathology: which is the examination of nervous tissue.

Cytopathology: which is the study of individual cells and small amounts of tissue from all systems including a smear screening service for the detection of pre-cancerous conditions of the cervix.

Electron microscope: where minute amounts of tissue are examined under a powerful microscope.

Immunopathology: which refers mainly to the detection of antigens and antibodies in tissues and individual cells.

Auto-immune serology: concerned with the analysis of sera for various auto-antibodies.

The department also provides an autopsy service. The service is provided by consultant histopathologists, non-consultant hospital doctors, technical staff and secretarial personnel.

Microbiology: The Microbiology (Bacteriology) department is concerned with the isolation and identification of micro-organisms such as bacteria, fungi, and parasites. These organisms can then be tested against a range of antibiotics to determine which will be best for treating the patient. Where micro-organisms can be difficult to isolate or grow (e.g. viruses) then a blood sample could be tested for antibodies to specific organisms.

Haematology: This department deals with:

Analysis of blood samples for quantitative and qualitative abnormalities of its cellular constitution.

Laboratory investigations into abnormalities found, e.g. Haematinic assays, haemaglobinopathy investigation, red cell enzymes etc.

Analysis of plasma for defects in coagulation and anti-coagulation pathways both hereditary and acquired.

The operation of the hospital blood bank, and ante-natal blood group investigation.

Bone marrow and peripheral blood stem cell transplantation.

Diabetes monitoring.

Biochemistry: To assay a large number of constituents in body fluids (mainly blood and urine) in order to aid diagnosis and monitor treatment. These include:

Routine Clinical Chemistry e.g. cardiac, liver function tests, glucose, etc.

Lipid analysis e.g. cholesterol, triglyceride, lipoprotein, etc.

Hormone analysis e.g. thyroid function, infertility tests, etc.

Specific proteins e.g. immunoglobulin, acute phase proteins, etc.

Therapeutic drug monitoring e.g. Digoxin, etc.

Allergy

Blood Bank: This department is responsible for serologic testing, together with collecting, processing and storing blood to be used for transfusion and other purposes.

Pharmacy:

The pharmacy provides drugs and drug information to the wards and departments of the hospital. This department has full control over procurement, storage and dispensing of all pharmaceutical products for all in-patients & some categories of out-patients, the main aim being to promote the safe, effective & economical use of drugs.

Phlebotomy:

This service deals with the taking of blood samples for analysis by the laboratories.

Physiotherapy:

This service adopts a physical approach to rehabilitation techniques that aim to maintain or regain a client's optimum level of physical, mental & emotional well-being as well as preventing or delaying the onset of illness or disability. Physiotherapy can input into any condition that compromises physical capability e.g. neuromuscular, musculo-skeletal, cardiovascular & respiratory conditions, developmental abnormalities plus maternity services & incontinence problems. The service is provided on both an in-patient and out-patient basis.

Pulmonary Function Unit:

This department performs pulmonary function testing (PFT), which is a technique that measures lung function.

Social Work Services

Medical Social Work:

Medical Social Workers provide a service to patients and their families where illness and medical care/treatment are complicated by social & emotional problems.

Maternity & Paediatric Social Work:

The Maternity & Paediatric Social Worker provides a service from antenatal stage to post delivery offering counselling, support, advocacy, practical assistance, information and mediation. There is a particular focus on the under 18 age group.

This service is available to both the Erinville Hospital and St Finbarr's Hospital (Maternity Unit).

Speech & Language Therapy Department:

This department provides a comprehensive service on an in-patient and out-patient basis for varied speech & language difficulties including Cleft Lip & Palate and Velopharyngeal anomalies. The therapists assess, diagnose and manage children or adults who present with a communication and/or developmental or acquired swallowing difficulty with their main focus being the bringing about of positive gain in both communicative and social well-being. The Department of Speech & Language Therapy at C.U.H. supplies a service to:

Cork University Hospital: Children & adults (In-patients & Out-patients).

St. Finbarr's Hospital: Service to the elderly

Mallow General Hospital

Erinville Hospital

X-Ray Department/Radiology:

Services are provided for in-patients, out-patients and those referred from GPs (by appointment only) & from other hospitals. General radiography & specialist services (in some hospitals) are available with 24-hour on-call service for A&E and in-patients.

Support/Non-Clinical and Other Services

Administration Department:

The Administration Departments provide clerical and administrative support in the following areas, as appropriate to each hospital:

- General Administration Office including Payroll & Accounts Department.
- General Manager & Deputy General Manager's Office, including support for the Executive Management Board.
- Nursing Administration including clerical support for the Matrons/Directors of Nursing.
- Non-consultant doctors/Medical Recruitment/Personnel Department.
- Complaints/Risk Management Department.
- Switchboard provides a 24-hour service, 7 days a week, for both incoming and outgoing calls.
- The Supplies Department provides a professional material-management service to the hospitals. All supplies are purchased & stored in this department. Service contracts for medical and other equipment are negotiated. In some cases, a stationery and photocopying facility for users is provided.

The Administration Department also administers the Assistance towards the cost of Medical Treatment outside the State Scheme:

Assistance towards the cost of Medical Treatment outside the State Scheme

General Description

Provision of assistance towards the cost of medical treatment outside the State for persons requiring services that are not available in the Republic of Ireland. The applicant must normally reside in the Southern Health Board area (Cork City, Cork County and County Kerry).

Services Provided

Assessment of each application in accordance with EU and Department of Health and Children procedures. Giving of advice, facilitation and issue of documentation as appropriate in each case.

Access to Services

- Subject to the assessment procedure (as mentioned above), the service is open to all, irrespective of eligibility under the Health Acts or public/private status in this country.
- The patient applies to the Board by completing an "application form for assistance towards the costs of medical treatment outside the state" and submits it to the Board together with a letter from the referring hospital consultant.

Contact Name and Address

Staff Officer, Administration Department, Cork University Hospital, Wilton, Cork.
Tel. No. 021 4922026

Ambulance Service

The primary role of the Ambulance Service is to provide pre-hospital emergency care and transport for the sick and injured. It provides the Health Board's primary response in major emergencies.

The Ambulance Service also provides a routine transport service for non-emergency inter-hospital transfers and clinics.

The overall management of the Ambulance Service is the responsibility of the Chief Ambulance Officer. Additionally, there are two Ambulance Transport Supervisors, one Deputy Transport Supervisor, one Training Officer, and Administrative Officer and eight Leading Ambulance Controllers.

There are two ambulance control centres based at Cork University Hospital and Tralee General Hospital with ambulance bases at:

Cork City:	Cork University Hospital, St. Finbarr's Hospital and St. Mary's Orthopaedic Hospital.
Cork County:	Macroom, Mallow, Middleton, Clonakilty, Skibbereen, Castletownbere, Bantry, Kanturk, Millstreet, Fermoy and Youghal
Kerry:	Tralee, Kenmare, Killarney, Dingle, Caherciveen and Listowel.

Chaplaincy Service

Chaplains are attached to the hospitals on a full-time or part-time basis for Roman Catholic services. Chaplains for other denominations are available as required/requested.

CSSD Service

This department produces all of the sterile packs and other sterile items used throughout the hospital e.g. gloves, needles, syringes, catheter packs etc. Equipment for sterilising in the department includes an Ethylene Oxide Steriliser, a Disinfector, washing machines & dryers and Autoclaves. The aim of the department is to provide cost-effective, guaranteed sterility of their products.

Maintenance Department

This department provides continuous daily maintenance both inside and on the grounds of the hospitals. The staff are also involved in the upgrading of wards and departments on an on-going basis. A 24-hour on-call service is available. A Maintenance Officer, with the support of engineering staff from the Board's headquarters, heads this Department.

Medical Library

The library is run by U.C.C. at Cork University Hospital and provides access to a broad range of Medical and Nursing books, journals etc. This is an "in-house" service and is not open to the public. A library is also located at Tralee General Hospital for the convenience of the Board's staff.

Medical Records/Patient Services Department

The staff in this department provides support for the issue, storage and retrieval of patients' medical records for:

- Out-patients' clinics
- In-patient services on a 7-day week basis
- Research & teaching
- Audit of services
- Hospital In-Patient Enquiry System (H.I.P.E.)

Reception, typing and clinical support services are also provided for the Out-patients clinics, Medical Teams, Admission Areas, Radiology, Accident & Emergency Department, Laboratories, Ward Clerking, Social Work Department, Ophthalmic Unit, Patient Records Library and Central Appointments Department.

Attendant/Housekeeping Service: this service's responsibilities include general cleaning duties throughout the hospital to create a hygienic & safe environment for patients, staff and visitors throughout the hospitals.

Catering Service: this service provides a catering service to in-patients, out-patients, hospital staff and visitors. The catering staff have two main areas of responsibility:

- The kitchen staff process food and supervise the distribution of meals to wards.
- They are also responsible for the provision of food to the out-patient cafeteria and the main hospital canteen.

Linen Service: this service is responsible for the distribution of linen throughout the hospital. A repair service, the upkeep of screens and curtains, and "special" requirements for theatres/physiotherapy are all made & supplied by this department.

Portering Service: provides a service to all hospital wards, theatres, out-patients and other departments as the need arises, including transportation of patients. Ad hoc duties are provided by House Portering staff such as the collection of linen, waste, carrying of equipment etc.

Post Service: this service is responsible for the sorting and co-ordination of the collection and delivery of all post, parcels and flowers within the hospital.

Security Service: this service provides routine patrols to protect staff, patients and property, investigate theft and violent disturbance in conjunction with the Gardaí and perform traffic duties.

Access to Acute Hospital Services

Patients can access services by:

- Referral by General Practitioner/Family Doctor to, for example, Out-patients Department and Accident & Emergency Department for emergency admission.
- Self-referral - Accident & Emergency service only.
- Referral from Out-patient Clinics.
- Referral from other hospitals.
- Referral from Consultant's private rooms.

Contact Names and Addresses for the Acute Hospital Services

Cork University Hospital, Wilton, Cork

Tel. No. 021 4546400

See page 117 for list of Cork University Hospital's Heads of Departments

Ms. Clare MacGabhann, Matron

Mr. Margaret Garvey, Hospital Administrator

St. Finbarr's Hospital, Douglas Road, Cork

Tel. No. 021 4966555

Ms. Geraldine Keohane, Matron

Ms. Cathleen Bowen, Hospital Administrator

Erinville Hospital, Western Road, Cork. Tel. No. 021 4275211

Ms. Margaret Ryder, Matron

Mr. Donal Murphy, Hospital Administrator

St. Mary's Orthopaedic Hospital

Gurranebraher, Cork. Tel. No. 021 4303264/4394016

Ms. Breda Cronin, Matron

Ms. Eleanor O'Donovan, Administrator

Bantry General Hospital

Bantry, Co Cork. Tel. No. 027 50133

Tralee General Hospital

Tralee, Co. Kerry. Tel. No. 066 7126222

See page 119 for list of Tralee General Hospital's Heads of Departments.

Ms. Mary Owens, Matron

Ms. Sharon O'Mahony, Hospital Administrator

Mallow General Hospital

Mallow, Co. Cork. Tel. No. 022 21251

C.4. MENTAL HEALTH & DISABILITY SERVICES

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INTRODUCTION

General Description

The aim of the Board's Mental Health Service is to meet the specific needs of persons suffering from mental illness in an appropriate and high-quality care setting, and to provide them with the opportunity to maximise their potential in personal, social and economic terms.

Guided by the recommendations contained in the report "Planning for the Future" and the concepts and principles contained in the Strategy document "Shaping a Healthier Future", the Board is restructuring the provision of services for the mentally ill through the ongoing development of our existing hospital based services and the introduction of new community based services.

The North Lee catchment area serves a population of approximately 145,522 and is divided into five sectors as follows:

Sector	Population
Macroom/Blarney	29,802
City North West	30,432
Midleton/Youghal	27,936
Cobh/Glenville	30,017
City North East	26,335

The population of the South Lee catchment area is approximately 156,430 and is divided into five sectors as follows:

Sector	Population
City South West	27,134
City South East	28,390
Douglas/Carrigaline	38,444
Bandon/Kinsale	26,066
Bishopstown/Ballincollig	36,396

The population of the North Cork catchment area is approximately 71,234 and is divided into three sectors as follows:

Sector	Population
Kanturk	21,951
Mallow	25,405
Fermoy	23,878

The population of the West Cork catchment area is approximately 44,874 and is divided into two sectors as follows:

Sector	Population
Bantry/Castletownbere/Schull/Dunmanway/Skibbereen	26,378
Clonakilty	18,496

The Kerry catchment area serves a population of approximately 126,130 and is divided into four sectors as follows:

Sector	Population
Listowel	21,195
Tralee East/Dingle	33,226
Killarney West/Tralee West	37,319
Caherciveen/Killarney East/Kenmare	34,390

Services are provided through multi-disciplinary teams headed by a Clinical Director/Consultant Psychiatrist and includes Nursing staff, Clinical Psychologists, Social Workers and Occupational Therapists. Each sector has access to training centre facilities, alcoholism counselling services, Alzheimer's/Dementia services within its catchment area.

Mental Health Services Provided

- Acute Hospital Care
- Community Based Residences – Hostels (High, Medium and Low support), houses etc.
- Long Stay Residential Care / Continuing Care Units.
- Out-patient Clinics – Medical, Nursing, Psychological, Social Work Services.
- Community Services – Day Care Centre/Mental Health Centre, Day Hospital, Home visits.
- Services for Elderly Mentally Infirm – Dementia services and Services for Alzheimer's sufferers.
- Training Centres providing training in catering, carpentry, woodwork, horticulture, literacy/numeracy, computer skills and sheltered workshops for rehabilitation patients.

Contact Names and Addresses

Cork City-North/South Lee

Senior Executive Officer, Our Lady's Hospital, Shanakiel, Cork.
Tel. No. 021 4541901

North Cork:

Senior Executive Officer, St. Stephen's Hospital, Sarsfield's Court, Glanmire, Co. Cork.
Tel. No. 021 4821411

West Cork:

Senior Executive Officer, Hibernian Buildings, 13-14, Main Street, Skibbereen, Co. Cork
Tel. No. 028 23141

Kerry:

Senior Executive Officer, Killarden House, Rathass, Tralee, Co. Kerry.
Tel. No. 066 7120006

Acute Hospital Care

Patients admitted to the acute hospital service in Mental Health facilities of the Health Board must be in accordance with the Mental Treatment Act 1945 as:

- Voluntary patients
- Non-Voluntary patients:
 - Temporary patient
 - Person of Unsound Mind

Voluntary Patients

These are persons who enter the Mental Health hospital of their own free will. Voluntary Medical Card patients are entitled to services free of charge. Persons under 16 years in this category must have a GP referral letter written within the previous 7 days and a patient/guardian must sign the admission form.

Voluntary patients must give 72 hours notice when they wish to discharge themselves from hospital.

Non-Voluntary Patients

Clients who are unwilling or unable to accept treatment and require treatment are admitted in one of the following categories:

Temporary patient

This category is used when it is believed that the patient requires for their recovery not more than six months.

An application for admission must be made by a relative or some other recognised person and signed by a medical practitioner and also signed by a hospital medical officer.

Person of Unsound Mind

This category is used when it is believed that the patient requires for their recovery more than six months treatment. An application for admission can be made by a relative or in the absence of a relative, any other person, such as a Community Welfare Officer or a Garda Officer. The application must be signed by a Medical Practitioner and the Hospital Medical Officer.

The Board provides acute hospital care for the mentally ill at the following locations:

Ward GF, Acute Psychiatric Unit, Cork University Hospital, Wilton, Cork.
Tel. No. 021 4922585/4922580

Admissions Unit, St. Stephen's Hospital, Glanmire, Co. Cork
Tel. No. 021 4821411

St. Michael's Unit, Mercy Hospital, Cork
Tel. No. 021 4271971

Acute Psychiatric Unit, Bantry General Hospital, Bantry, Co. Cork
Tel. No. 027 52030

Acute Psychiatric Unit, Tralee General Hospital, Tralee, Co. Kerry
Tel. No. 066 7126222

Each Acute Unit is in the charge of a Clinical Director and provides a range of services through a multi-disciplinary team headed by a Consultant Psychiatrist.

Services Provided

A full range of medical, nursing, clinical psychological, social and personal services are available:

Clinical Psychiatry	Recreational Therapy	Dental
Pathology	Chiropody	Chaplain
Speech/Language Therapy	Hairdressing	Physiotherapy
Continence Promotion	Dietary	Optical
Occupational Therapy	Social Work	Pharmacy
Radiology		

Access to Acute Mental Health Services

Patients admitted to residential care in Mental Health facilities of the Board must be admitted in accordance with the Mental Treatment Act 1945 as:

- Voluntary patients
- Non-Voluntary patients:
 - Temporary patient
 - Person of Unsound Mind

In normal circumstances, access to Mental Health services is only on referral through a patient's General Practitioner. Following referral, the person will be assessed in relation to their clinical needs and offered treatment as appropriate in the various services outlined above.

Charges for Acute Psychiatric Hospital care are similar to those applying to Acute General Hospital care:

- **Category 1 eligibility** applies to persons who are given a medical card, if they satisfy a means test based on personal income. The entitlements included in this category are all in-patient public hospital services in public wards including consultant services and all out-patient public hospital services. After 30 days charges will apply under the Health (Charges for In-patients) Services (Amendment) Regulations 1987.
- **Category 2 eligibility** relates to persons who do not qualify for a medical card. The entitlements are as for Category 1 above, but subject to certain charges – see Health In / Out-Patient charges Amendment Regulations 1997 and after 30 days, charges will apply under the Health (Charges for In-patients) Services (Amendment) Regulations 1987.

Clinical Psychology Services*General Description*

The Psychology team is an integral part of the Adult Mental Health Services. It operates as part of the multidisciplinary team across in-patient and out-patient and community based services.

Services provided

Psychological based assessment and intervention for individuals and families aged 18 years and over.

Access to services

Access to the service is through referral by a medical consultant, general practitioner, or other member of the multidisciplinary team.

Location and contact details

North Lee: - The Clinical Psychology service is primarily based in St. Michael's Unit with a community based service in each of the sectors: - Middleton, Macroom and Blackpool.

Senior Clinical Psychologist, St. Michael's Unit, Mercy Hospital, Cork. Tel. No.: 021 4271971

South Lee: - The Clinical Psychology service is based at Cork University Hospital, the service is provided at a number of locations, incorporating in-patient and community based services. A liaison service is also provided to the general medical wards in Cork University Hospital.

Secretary at Professorial Psychiatric Unit, Cork University Hospital, Wilton, Cork.

Tel. No. 021 4922009, Fax No. 021 4922831

North Cork: - The Clinical Psychology service is primarily based in St. Stephen's Hospital with a community based service in each of the sectors: - Mallow, Fermoy and Newmarket.

Senior Clinical Psychologist, St. Stephen's Hospital, Glanmire, Co. Cork. Tel. No. 021 4821411

West Cork: - The Clinical Psychology service is based in the Acute Psychiatric Unit in Bantry General Hospital.

Clinical Psychologist, Bantry General Hospital, Bantry, Co. Cork. Tel. No. 027 52970

North Cork: - The Clinical Psychology service is primarily based in the Acute Psychiatric Unit in Tralee General Hospital.

Senior Clinical Psychologist, Tralee General Hospital, Tralee, Co. Kerry. Tel. No. 066 7126222

Community Based Residences

General Description

In general, residential facilities are required for those persons who, for various reasons, cannot live in their own homes. The types of residences are as follows:

- **High Support:**

These units, with 24-hour nursing care, provide accommodation for long-stay patients discharged under the Mental Treatment Act and new long stay patients. Long-stay care is thus provided in the community as an alternative to long stay care in a psychiatric hospital.

- **Medium / Low Support:**

Medium and Low Support Hostel places are provided in Units for long-stay patients with low dependency level in the community. The psychiatric nurse visits the patients regularly.

Services Provided

Access to:

- Out-Patient Clinics
- GMS Cardholders - GP services etc.
- Day Facilities
- Training Workshops

Access to Community Based Services

- In normal circumstances, access to Mental Health services is only on referral through a patient's General Practitioner. Following referral, the person will be assessed in relation to their clinical needs and offered treatment as appropriate in the various services outlined above.
- A charge is made on all clients for rent, food, etc.

For Contact Names and Addresses please refer to page no. 89.

Long-Stay Residential Care/ Continuing Care Units

General Description

Each unit is in the charge of a Clinical Director and provides a range of services through multi-disciplinary teams headed by a Consultant Psychiatrist and including Nursing staff, Clinical Psychologist, Social Worker and Occupational Therapist. Clients are assessed for clinical needs and referred to the appropriate setting for the care required.

Access to Residential Care Services

Patients admitted, in accordance with the Mental Treatment Act 1945, to Residential Care in Mental Health facilities of the Health Board must be admitted as:

- Voluntary patients
- Non-Voluntary patients:
 - Temporary patient
 - Person of Unsound Mind

In normal circumstances, access to Mental Health services is only on referral through a patient's General Practitioner. Following referral, the person will be assessed in relation to their clinical needs and offered treatment as appropriate in the various services outlined above. Long-Stay clients are charged a maintenance charge after thirty days in care in accordance with the Health (Charges for In-Patients) Services (Amendment) Regulations 1987.

For Contact Names and Addresses

Please refer to page no. 89.

Out-Patient Clinics

General Description

Patients discharged from institutional care to the community or referred by General Practitioners are routinely assigned out-patient appointments for follow-up attention in the area of medical, nursing, psychology, social work and substance misuse counselling.

Services Provided

These include medical, nursing, social work, psychology and physiotherapy.

Access to Out-patient Services

- In order to access Mental Health services, a person must be referred to their local sector Consultant Psychiatrist either by their General Practitioner or make direct contact. At this stage the individual will be assessed in relation to their clinical need to be treated in any of the service areas outlined earlier.

For Contact Names & Addresses

Please refer to page no. 89 or the appropriate centre from the following list.

North Lee Catchment Area:

Cobh Health Centre, Cobh, Co. Cork. Tel. No. 021 4811270
 Day Hospital, St. Mary's Orthopaedic Hospital, Gurranebraher, Cork. Tel. No. 021 4303264
 Gougane Barra House, Western Road, Cork. Tel. No. 021 4508661
 Midleton Day Centre, Midleton, Co. Cork. Tel. No. 021 4631751
 St. Coleman's House, Macroom, Co. Cork. Tel. No. 026 42201
 Youghal Health Centre, Youghal, Co. Cork. Tel. No. 024-92308

South Lee Catchment Area:

Kinsale District Hospital, Kinsale, Co. Cork. Tel. No. 021 4772202
 Outpatients Department, Cork University Hospital, Wilton, Cork. Tel. No. 021 4546400
 Ravenscourt Day Hospital, St. Finbarr's Hospital, Cork. Tel. No. 021 4923247
 Watergate Day Centre, Ardán, Bandon, Co. Cork. Tel. No. 023 44590

North Cork Catchment Area:

Charleville Community Centre, Charleville, Co. Cork. Tel. No. 063-21288
 Fermoy Community Youth Centre, Ashe Quay, Fermoy, Co. Cork. Tel. No. 025 32042
 Kanturk Health and Welfare Centre, Kanturk, Co. Cork. Tel. No. 029 50182
 Mallow General Hospital, Mallow, Co. Cork. Tel. No. 022 21251
 Mallow Health and Welfare Centre, O'Brien Street, Mallow, Co. Cork. Tel. No. 022 21484

West Cork Catchment Area:

Bantry General Hospital. Tel. No. 027 50133
 Castletownbere Health Centre. Tel. No. 027 70737
 Clonakilty Health Centre. Tel. No. 023 33228
 Dunmanway Health Centre. Tel. No. 023 45255
 Schull Community Hospital. Tel. No. 028 28120
 Skibbereen Health Centre. Tel. No. 028 21722

Kerry Catchment Area:

Caherciveen Health Centre. Tel. No. 066 9472266
 Dingle District Hospital. Tel. No. 066 9151455
 Kenmare Health Centre. Tel. No. 064 41042
 Killarney Health Centre. Tel. No. 064 31408
 Listowel District Hospital. Tel. No. 068 21022
 Tralee General Hospital. Tel. No. 066 7126222

Community Services – Day Care Centres, Mental Health Centres, Day Hospitals, Home Visits

General Description

The objective of Day Care is to provide treatment and care of an appropriate kind and in the required amount and frequency for the mentally ill, without admission to hospital. Patient care at a day facility may include a planned treatment programme on an individual or group basis, as appropriate.

Services Provided

The range of services may include:

Assessment and diagnosis, medication, recreational therapy, psychotherapy-individual and group, social support and care, household management skills and arts and crafts, depending on the area being served.

Access to Community Based Services

- In normal circumstances, access to Mental Health services is only on referral through a patient's General Practitioner. Following referral, the person will be assessed in relation to their clinical needs and offered treatment as appropriate in the various services outlined above.

For Contact Names and Addresses

Please refer to page no. 89 or the appropriate centre from the following list.

North Lee Catchment Area:

Day Hospital, St. Mary's Orthopaedic Hospital, Gurranebraher, Cork. Tel. No. 021 303264
Owenacurra Day Centre and Day Hospital, Grounds of Midleton District Hospital, Co. Cork.
Tel. No. 021 4631751

South Lee Catchment Area:

Ravenscourt Day Hospital, St. Finbarr's Hospital, Douglas Road, Cork. Tel. No. 021 4923247
Watergate Mental Health Day Centre, Ardán, Bandon, Co. Cork. Tel. No. 023 44590

North Cork Catchment Area:

Day Hospital, St. Stephen's Hospital, Glanmire, Co. Cork. Tel. No. 021 4821411
Duhallow Day Centre, Kanturk, Co. Cork. Tel. No. 029 51103
Mitchelstown Day Centre, Co. Cork. Tel. No. 025 84530
Norwood, West End, Mallow, Co. Cork. Tel. No. 022 43846
Recreation Centre, St. Stephen's Hospital, Glanmire, Co. Cork. Tel. No. 021 4821411

West Cork Catchment Area:

Perrott House, Hospital Grounds, Skibbereen, Co. Cork. Tel. No. 028 21384
1 Droumleigh Close, Bantry, Co. Cork (Day/Activity Centre). Tel. No. 027 51857
Hospital Grounds, Castletownbere, Co. Cork. Tel. No. 027 70737

Kerry Catchment Area:

Caherina House, Day Hospital, Strand Street, Tralee, Co. Kerry. Tel. No. 066 7123278
Dingle Day Centre, St. Elizabeth's Hospital, Dingle, Co. Kerry. Tel. No. 066 9151632
Feartha View House, Day Centre, Caherciveen, Co. Kerry. Tel. No. 066 9472253
Killarden House, Rathass, Tralee, Co. Kerry. Tel. No. 066 7120006/7128433
Lantern Lodge, Day Centre, New Road, Killarney, Co. Kerry. Tel. No. 064 33809
Leewood House, Day Hospital, Countess Road, Killarney, Co. Kerry. Tel. No. 064 35563
Senan House, Day Hospital, Grenville Road, Listowel, Co. Kerry. Tel. No. 068 22343
Teach Iosagán, Day Centre, Rathmore, Co. Kerry. Tel. No. 064 58445

Services for the Elderly Mentally Infirm – Dementia/Alzheimers Sufferers

General Description

A 27-bed Unit is provided at St. Stephen's Hospital, Glanmire, Co. Cork, with Respite Services also provided.

Services Provided

- Medical and Nursing Services
- Activation Programmes
- Respite and Out Reach Services (in some institutions)

Access to Services

- In normal circumstances, access to Mental Health services is only on referral through a patient's General Practitioner. Following referral, the person will be assessed in relation to their clinical needs and offered treatment as appropriate in the various services outlined above.

Long-Stay clients are charged a maintenance charge after thirty days in care, in accordance with the Health (Charges for In-Patients) Services (Amendment) Regulations 1987.

For Contact Names and Addresses

Please refer to page no. 89

Mount Alvernia Hospital: - Long stay residential unit, which caters mainly for the psycho-geriatric patients. Access to this service is via the Clinical Director of the North Cork Mental Health Services. Contact Matron, Mount Alvernia Hospital, Mallow, Co. Cork, for further information, Tel. No. 022 21405.

Training Centres*General Description*

Training centres play an essential role in the Board's policy on Rehabilitation by responding to the increasing demand for Community based services which enable people with disabilities to participate in a training regime which is both stimulating and rewarding. Training centres are located throughout the Board's catchment areas European Regional Development Funds (Capital) and European Funds have facilitated the implementation of successful training programmes for clients with varying disabilities.

Services Provided

- **Training:** may include woodwork, catering, social skills, upholstery, needlework, computers, literacy, numeracy, desktop publishing, horticulture and picture framing.
- **Rehabilitation:** skills of independent living, e.g. money management, laundry, flat maintenance, use of transport and communication facilities.
- **Sheltered Work:** subcontract work for local firms, supervised by Health Board staff.

Access to Training Centre Services

The majority of attendees are referred from the other Mental Health facilities of the Board and have psychiatric disabilities. Referral of clients with Mild Mental Handicap, Physical Disability and Cerebral Palsy are also accepted through General Practitioners, and through the National Rehabilitation Board. Access is based on clinical needs and there is no charge. A Training Allowance is paid to all clients, £10(12.70)-£20(25.39) per week, in addition to Social Welfare entitlements. As the National Rehabilitation Board will cease to exist during the year 2000, new structures will be put in place by the Southern Health Board to facilitate ongoing access to this service

For Contact Names and Addresses

Please refer to page No. 89 or the appropriate area from the following list.

North Lee Catchment Area:

Killeen Workshop, Our Lady's Hospital, Shanakiel, Cork. Tel. No. 021 4923417/4923468

South Lee Catchment Area:

Killeen Workshop, Our Lady's Hospital, Shanakiel, Cork. Tel. No. 021 4923417/4923468

North Cork Catchment Area:

Killeen Workshop, Our Lady's Hospital, Shanakiel, Cork. Tel. No. 021 4923417/4923468

West Cork Catchment Area:

Killeen Workshop, Our Lady's Hospital, Shanakiel, Cork. Tel. No. 021 4923417/4923468

Sheltered Workshop, Bantry, Co. Cork. Tel. No. 027 50114

Kerry Catchment Area:

Coolgraine Vocational Training Centre, St. Margaret's Road, Killarney, Co. Kerry.

Tel. No. 064 31022/70707

Iveragh Training Centre, Caherciveen, Co. Kerry. Tel. No. 066 9472253

Ross Products, Sheltered Workshop, Killarney, Co. Kerry. Tel. No. 064 31009

Intellectual Disability Services

General Description:

- The objective of the Intellectual Disability Service is to develop the person with mental handicap to the maximum of his/her potential. Services are being developed in line with the recommendations of the review group on Mental Handicap Services, "Needs and Abilities" (1990) and as outlined in the National Health Strategy 1994.
- The Health Board as statutory authority has responsibility for the provision, development and co-ordination of services to persons with intellectual disability in the region. In the Southern Health Board area, as in other Health Board areas, there is a long tradition of voluntary service provision and the role of the voluntary sector in services to persons with intellectual disability is fully acknowledged by the Health Board. The Health Board responsibilities in respect of this service are fulfilled by the provision of services directly by the Board but also to a very significant extent by the funding of 11 voluntary agencies to provide such services on our behalf.
- A formal regional, planning and consultative process is in place involving the Board and all the agencies. This structure ensures that there is a partnership between the service providers with the aim of providing a planned and developed, quality driven service, focused on the needs of individuals at local level.

Services Provided

The services which are provided cover a broad spectrum including:

- Five and seven day residential places
- Day Care places
- Vocational training and work opportunities
- Sheltered Workshop places
- Supported employment
- Activation Centre/Adult Day Centre
- Pre-school Services
- Child Education and Development Centres
- Home Support Service
- Respite Care
- Consultant Psychiatric Service
- Psychology
- Occupational Therapy
- Social Work
- Physiotherapy
- Community Nurse Service
- Complaints

If you wish to have more information on the above services and where they are provided please contact:

Disability Services Department, Southern Health Board, Wilton Road, Cork.
Tel. No. 021 4923748/4923747

Access to Intellectual Disability Services

Access to Intellectual Disability Service can be made by contacting the individual service providers directly i.e. the Voluntary Agencies and Southern Health Board centres, by GP, Consultant or other medical and paramedical staff referrals.

Contact Names & Addresses Intellectual Disability Services

Southern Health Board	Location	Administrator	Tel. No.:
Disability Services Department	SHB Offices, Wilton Road, Cork.	Ms. G. O'Keeffe Senior Executive Officer	021 4545011/ 4923748
St. Raphael's Centre	Youghal, Co. Cork.	Ms. A. O'Loughlin Director of Centre	024-92422
Grove House Centre	St. Mary's Orthopaedic Hospital, Gurranebraher, Cork.	Mr. D. Smyth Chief Nursing Officer	021 4303264
Voluntary Agencies	Location	Chief Executive Administrator	Tel. No.:
Brothers of Charity	Lota, Glanmire, Co. Cork.	Ms. Una Nagle Director of Services	021 1821012
Charleville & District Assoc. for the Handicapped	Baker's Road, Charleville, Co. Cork.	Mr. C. Counihan Administrator	063 89252
Co-Action West Cork	St. Joseph's Workshop, Slip, Bantry, Co. Cork.	Mr. G. Reaney Chief Executive	027 50114
COPE Foundation	Bonnington, Montenotte, Cork.	Ms. M. Nash Chief Executive	021 4507131
Cork Association for Autism	61, Oliver Plunkett Street, Cork.	Mr. J. McGrath	021 4271808
L'Arche	Le Cheile, Togher, Cork.	Mr. N. Horgan Director	021 4318880
St. Patrick's Centre	Upton, Co. Cork.	Ms. M. Cahill Director	021 4775202
St. Vincent's Centre	St. Mary's Road, Cork.	Mr. F. Stevens Administrator	021 4391333
St. John of God Services	Breannan Enterprises, Monavalley, Tralee, Co. Kerry.	Mr. K. Ryan Director of Services	066 7124856
Kerry Parents & Friends Association	The Old Monastery, Port Road, Killarney, Co. Kerry.	Mr. T. Darnody Chief Executive	064 32742
St. Mary of the Angels	Beaufort, Killarney, Co. Kerry.	Sr. C. Sheils Director	064 44133

Details of the current service provision in respect of each of these agencies is included in the Southern Health Board's "Services to Persons with a Mental Handicap Development Plan 1997 – 2001."

Physical & Sensory Disability Services

General Description:

- The objective of the Physical & Sensory Disability Services is to provide health & personal social services for people with a physical and/or sensory disability to enhance their health and quality of life.
- It also aims to continue working in partnership with the voluntary sector through the Regional Co-ordinating Committee to implement the recommendations of the report of the Review Group on Health & Personal Social Services for people with physical & sensory disabilities – "Towards an Independent Future".
- The Health Board as a statutory authority has responsibility for the provision, development and co-ordination of services to persons with physical and/or sensory disabilities in the region. In the Southern Health Board area, as in other Health Board areas, there is a long tradition of voluntary service provision and the role of the voluntary sector in services to persons with a physical and/or sensory disability is fully acknowledged by the Health Board. The Health Board responsibilities in respect of this service are fulfilled by the provision of services directly by the Board but also to a very significant extent by the funding of voluntary agencies to provide such services on our behalf.

Services Provided

The services which are provided cover a broad spectrum including:

- Residential places
- Day Care places
- Vocational training and work opportunities
- Sheltered Workshop places
- Supported employment
- Activation Centre/Adult Day Centre
- Pre-school Services
- Home Support Service
- Respite Care
- Psychology
- Occupational Therapy
- Social Work
- Physiotherapy
- Community Nurse Service
- Complaints

If you wish to have more information on the above services and where they are provided please contact:

Disability Services Department, Southern Health Board, Wilton Road, Cork.
Tel. No. 021 4923747/4923748

Access to Physical & Sensory Disability Services

Access to Physical & Sensory Disability Services can be made by contacting the individual service providers directly i.e. the Voluntary Agencies and Southern Health Board centres, by GP, Consultant or other medical and paramedical staff referrals.

Southern Health Board	Location	Administrator	Tel. No.:
Disability Services Department	SHB Offices, Wilton Road, Cork.	Ms. G O'Keeffe Senior Executive Officer	021 4545011/ 4923748
Voluntary Agencies	Location	Chief Executive / Administrator	Tel. No.:
Abode Hostel & Day Centre	Mahon, Blackrock, Cork.	Ms. Claire Brazil Manager	021 4357606
Centre for Independent Living	Sunbeam Business Park, Millfield, Old Mallow Road, Cork.	Ms. Nicola Meacle, Programme Manager	021 4391570
Headway Ireland The National Head Injuries Association	Unit 12 West Link Business Park, Doughcloyne, Togher, Cork.	Ms. Liz Owens, Regional Co-ordinator	021 4346148
M.S. Society of Ireland	Regional Office, North Quay House, Popes Quay, Cork.	Ms. Carmel Coghlan, Community Worker	021 4300001
People with Disabilities in Ireland	41 Penrose Wharf, Penrose Quay, Cork.	Mr. Liam Dowling, Hon. Sec. Ms. Elizabeth Fenton, Chairperson	021 4551986
Kerry Network of People with Disabilities in Ireland	James Street, Tralee, Co. Kerry.	Ms. Jacqui Browne, Chairperson	066 7180611
Enable Ireland	Lavanagh Centre, Ballintemple, Cork.	Ms. Theresa Compagno, Regional Director of Services	021 4294803
Cheshire Foundation	St. Laurence Cheshire Home, Lota Park, Glanmire, Co. Cork.	Mr. T. Datson, Service Manager	021 4822192
	Kerry Cheshire, St. Margaret's Road, Killarney, Co. Kerry.	Ms. M. Moloney, Manager	064 35606
National Association for the Deaf	35 North Frederick Street, Dublin 1.	Ms. Sandra O'Brien, Services Manager	01 8723800
National Council for the Blind of Ireland	Plunkett Chambers, 21-23 Oliver Plunkett St., Cork.	Ms. Kathleen Vickers, Regional Manager	021 4271020
NTDI/RehabCare	Seaward House, Cork Business & Technology Park, Model Farm Road. Cork.	Mr. M. O'Sullivan, Regional Director	021 4341028
Irish Wheelchair Association	Aras Chuchulain, Blackheath Drive, Clontarf, Dublin 3.	Ms. Ann Winslow, Director of Services	01 8338241

For further information about other voluntary sector service providers and support groups, contact the Regional Co-ordinator, Disability Federation of Ireland, 101 North Main Street, Cork, Tel. 021 4271752.

D. Accessing Information outside the Freedom of Information Act 1997

D.1. Introduction

As a matter of policy, the Southern Health Board supports the right of an individual to see what information is held about him or her by a health agency, consistent with the right to privacy and the public interest.

D.2. Making the Application

Access to records and information held may be sought by a number of different means.

- Discussion between Patient/Client and/or their family and the health service provider and information provided routinely.
- Accessing records administratively.
- Making an application under the Freedom of Information Act.

Routine Access

The Southern Health Board currently makes information routinely available to the public about its functions, services and schemes. Information leaflets, guidelines, application forms and other general information will still continue to be available without the need to use the FOI Act.

Administrative Access

Access to records containing personal, medical or clinical data should generally be provided administratively. Therefore it may not be necessary to use the FOI Act to obtain this information. This form of access will be known as "Administrative Access Application". All administrative access applications must be in writing and forwarded to the relevant staff member where the record is held.

D.3. Exceptions to Administrative Access

Where access to a record or information cannot be provided to you directly under administrative access you will be informed of this and advised of the option of making an application under the FOI Act. Likewise, certain information may be of such a sensitive nature that requests for access can only be dealt with under the FOI legislation.

D.4. Other Mechanisms for Access To Records

Information and Records are the property of the agency of which they are held, i.e. the Southern Health Board and are kept under strict security and apart from the circumstances above, may only be removed from the Health Board under the following conditions: -

- Upon a Court Subpoena
- Search Warrant
- Court Orders
- Garda Investigations
- Request and/or Investigation by the Information Commissioner or Ombudsman
- By an Officer authorised in writing by the Minister

Current statutory secrecy provisions in Health legislation may apply to the disclosure of information. Therefore, the release of such records/information will be made on the grounds of public interest and on the basis of upholding, enforcing and/or administering the law.

E ACCESSING INFORMATION UNDER THE FREEDOM OF INFORMATION ACT 1997

E.1. Introduction

Under the **Freedom of Information Act, 1997**, you are entitled to seek access to information not otherwise publicly available. You have a right to:

- seek access records held by the Health Board;
- correct personal information relating to yourself held by the Health Board where it is inaccurate, incomplete or misleading;
- access reasons for decisions made by the Health Board directly affecting you.

The following records come within the scope of the Act:

- all records held by the Health Board which were created after 21 October 1998;
- any record created before 21 October 1998 if this record is necessary for understanding a record created after 21 October 1998;
- all personal information about you which is held by the Health Board, regardless of when the records were created;
- personnel records of Health Board staff.

Personnel records held by the Health Board may be accessed by employees or ex-employees. Current staff can access records created three years before the commencement of the Act, and any earlier records liable to be used in a way that might adversely affect the interests of the member of staff concerned while former members of staff have no time constraints on access to records.

E.2. Making an Application under the Freedom of Information Act, 1997.

Requests for information under the **Freedom of Information Act 1997** should normally be made in writing. In preparing your request, you should follow these guidelines:

State that your request was made under the **Freedom of Information Act**. No legal formulas are required; it is sufficient to mention the name of the Act, or that you are making a "freedom of information" request. If you request records which are only available under the Act, without explicitly mentioning the Act, you will receive a phone call/letter from the Southern Health Board informing you of this, and offering assistance in the preparation of a valid request.

- **Provide sufficient information** - You should provide enough information to enable Health Board staff to identify the records requested.
- **Provide full personal contact details** including contact telephone number.
- **Be prepared to provide identification as required.**

Applications under the **Freedom of Information Act 1997** should be addressed to:
Dept. of Consumer Relations & Communications,
Southern Health Board,
Wilton Road,
Cork.

Tel. No. 021 4923667

Fax No. 021 4923627

Email: consumerrelations@shb.ie

How Freedom of Information Applications Are Processed

The **Freedom of Information Act** sets down strict time limits for the processing of your request:

- You should receive an acknowledgement of your request within two weeks of receipt of your request;
- You should receive a reply to your request within four weeks of receipt of your request. However the Southern Health Board may extend this period if:
- your request relates to a very large number of records

or

- a large number of requests for the same record(s) have been made

or

- the records relate to a third party who may have to be contacted.
- If the period is extended, you will receive notice of this before the end of the initial four-week period, and the reasons for the delay will be given.
- If the Health Board considers that your request should have been sent to another public body, the request shall be forwarded to that body, and you will be notified that this has happened. This must be done not later than two weeks from the receipt of your request. Your request will then be treated as though you had sent it to the second public body on the date on which it was forwarded by the Health Board.
- If the Health Board holds some, but not all, of the records you have requested, then you will be sent a letter informing you of this, and supplying the name(s) and contact details of the other bodies from whom you should request those records not held by the Health Board.

If your request is granted:

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

If your request is refused:

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

E.3. Rights of Review and Appeal

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

Internal Review

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

- you are dissatisfied with the initial response received, e.g. refusal of access, form of access charges, etc.
- you have not received a reply within four weeks of your initial application. This is deemed to be a refusal of your request and allows you to proceed to internal review. (See also reasons for extending this period as mentioned above).
- Requests for internal review should be submitted in writing to the Internal Reviewer at:

Dept. of Consumer Relations & Communications,
Southern Health Board,
Wilton Road,
Cork.

Tel. No. 021 4923667

Fax No. 021 4545748

Email: consumerrelations@shb.ie

A request for internal review must be submitted within four weeks of the initial decision. The Health Board must complete the review within three weeks. An internal review must normally be completed before an appeal is made to the Information Commissioner.

Review by the Information Commissioner

If following completion of the internal review your request has still been refused in part or total, you may seek independent review of the decision by the Information Commissioner. Also, if you have not received a reply to your application for internal review within three weeks, this is deemed to be a refusal and you may appeal to the Information Commissioner.

Appeals may be made to:

The Information Commissioner,

18 Lower Leeson Street,

Dublin 2.

Tel. No. 01-6785222

E-mail: foi@ombudsman.irlgov.ie

Fax No.: 01-6395674

Appeal to the High Court

A party to a review by the Information Commissioner or any other person affected by the decision of the Commissioner following such a review may appeal to the High Court on a Point of Law only.

E.4. Fees**Fees may be charged as follows:**

- In respect of personal records, no fees will be charged for copying the records requested unless a large number of records are involved.
- In respect of other (non-personal) information, fees may be charged for the time spent in efficiently locating and copying records, based on the standard rates in operation at the time of the request. No charges may apply in respect of the time spent by public bodies in considering requests.
- A deposit of 20% may be payable where the total fee is likely to exceed £40 (50.79). In these circumstances the Health Board must, if requested, assist the member of the public to amend the request so as to reduce or eliminate the amount of the deposit.

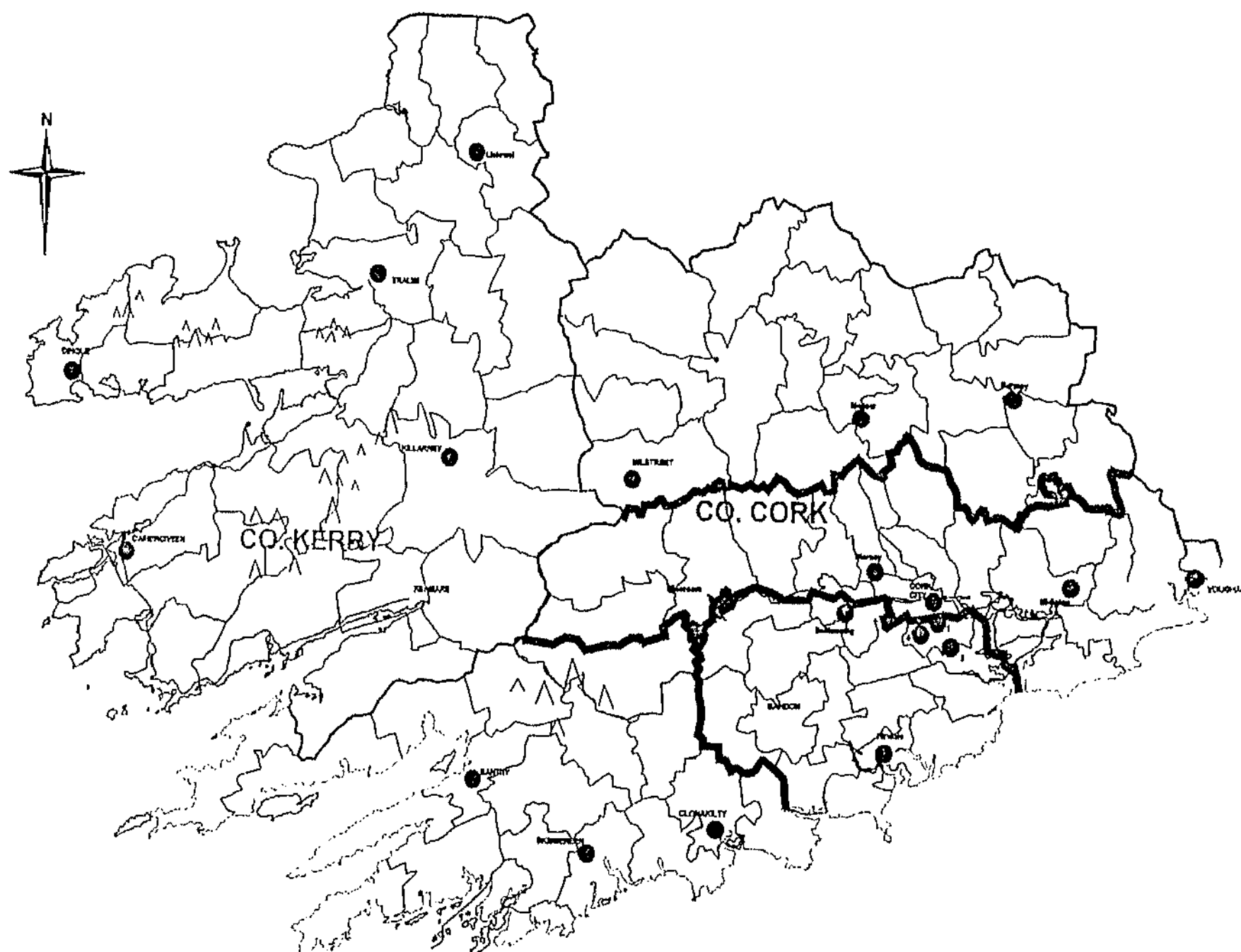
Charges may be waived in the following circumstances:

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

F. Information Guide Appendices

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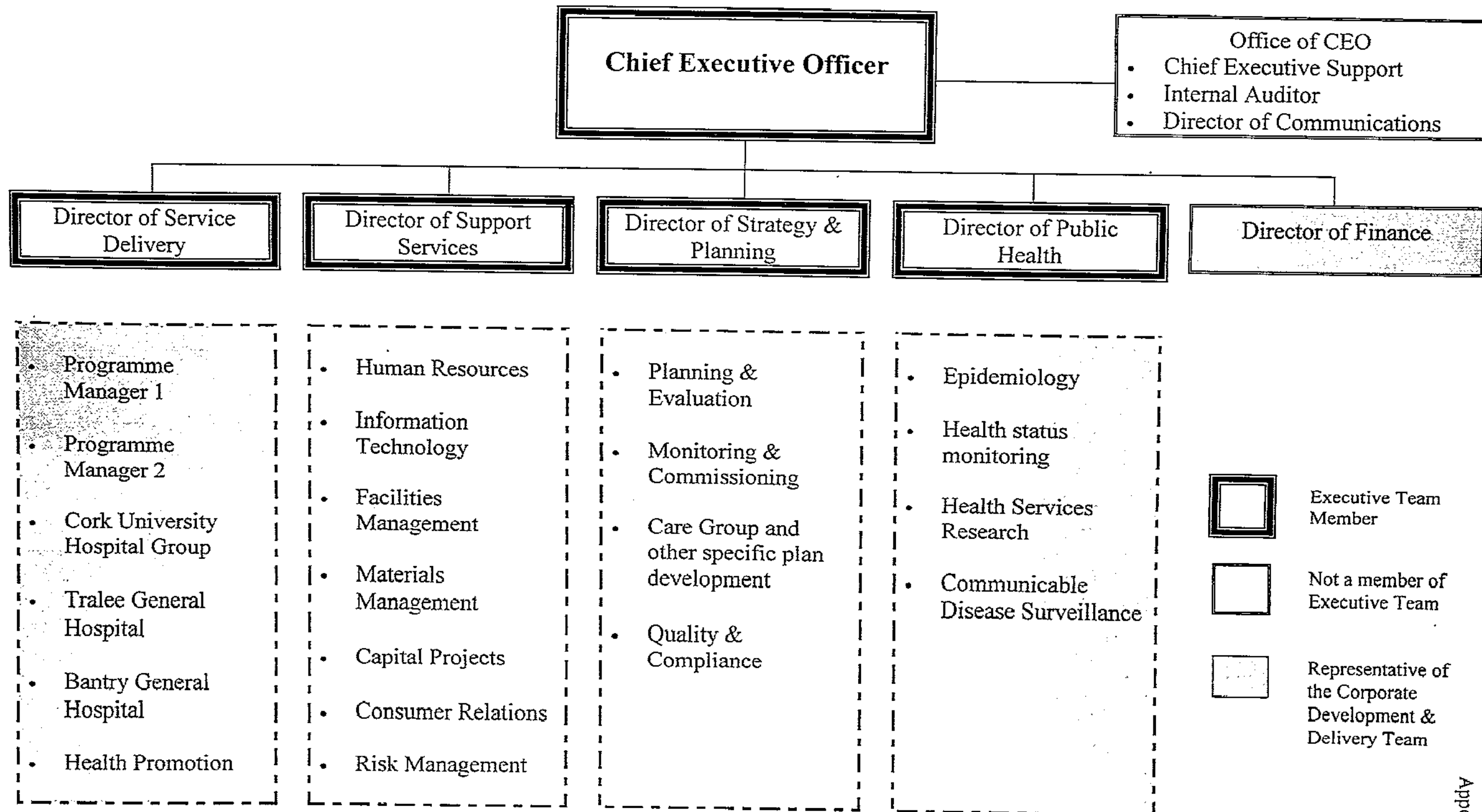
APPENDIX F.1. MAP OF SOUTHERN HEALTH BOARD REGION



- Bantry
- Skibbereen
- Rossbarbery
- Kinsale
- Ballincollig
- Blarney
- Cork City
- Youghal
- Midleton
- Fermoy
- Mallow
- Millstreet
- Listowel
- Caherciveen
- Dingle
- Tralee
- Killarney

Drawing prepared by:
Kevin P. O'Connor edited by: J O'Callaghan Technical Services Dept SHB

New Senior Management Structure



APPENDIX F.3.**CLASSES OF RECORDS HELD:**

The following is an outline of the Classes of Records held by the Southern Health Board. The variety of records/files available in each department/location will depend on the service provided. In order to obtain further information the individual department/location should be contacted.

- Accident Report Forms
- Advertising Files
- Capital Projects
- Circulars from Government Departments
- Contract Files
- Drawings of Board's Facilities
- Enquiries from Public Representatives
- Entitlements
- EU Directives
- Financial
- General Administrative Records/Guidelines
- Health & Safety Statements
- Health Promotion
- Immunisation
- Legislation Manuals/Files
- Minutes of Meetings
- Nursing Home files
- Patient/Client records, which include the core medical records in addition to records held in ancillary departments.
- Personnel/Staff Records
- Policy Files, Procedure
- Professional Practise
- Publications
- Registers
- Regulations
- Reports National/Local
- Statistical information
- Waste Management

APPENDIX F. 4.
COMMUNITY CARE AREA HEADQUARTERS.

Catchment Area	Telephone Numbers
CORK	
Abbeycourt House, George's Quay, Cork.	021 4965511
St Finbarr's Hospital, Douglas Road, Cork.	021 4966555
NORTH CORK	
Gouldshill House, Mallow, Co. Cork.	022 30200
Hospital Grounds, Newberry, Mallow, Co. Cork.	022 30200
WEST CORK	
Main Street, Skibbereen, Co. Cork.	028 23141
Hospital Grounds, Skibbereen, Skibbereen, Co.Cork.	028 21722
KERRY	
18-20 Denny Street, Tralee, Co. Kerry.	066 7121566
6 Denny Street, Tralee, Co.Kerry.	066 7120300
21 Denny Street, Tralee, Co. Kerry.	066 7123400

APPENDIX. F. 5.
Care Groups –Services/Schemes

Child & Family Care Group	
Services & Schemes	Page Number
Adoption Services	25
Arbour House Treatment Centre	25
Aural Services	26
Child & Adolescent Psychiatry Service	27
Child Health Service	28
Community Care Social Work Departments	31
Community Ophthalmic Schemes	33
Community Physiotherapy Service	34
Community Psychology Services	35
Community Speech & Language Therapy Service	36
Community Welfare Services	37
Community Work Service	38
Co-ordination of Drug & Alcohol Services	40
Dental Services	41
Drugs Payment Scheme	42
E111 – Access to Emergency Services in other E.U. Countries	43
Family Centre – Child Sexual Abuse Assessment Unit	45
Fostering Resource Unit (Cork City & County).	46
General Medical Services Scheme	47
Grants to Voluntary Organisations	48
Hardship Scheme	49
Infectious Disease Surveillance	49
Liberty Street House	50
Long-Term Illness Scheme	51
Maternity/Infant Scheme incl. Home Birth Grants Service	52
Mayfield Neighbourhood Youth Project	52
Pre-Schools Office	54
Health (Amend.) Act 1996 Hepatitis C Community Service	56
High-Tech Medicines Scheme	56
Public Health Nursing (including Home Help service)	58
Registration Office	59
Social Work Student Unit	60
Child Residential Services	
Cork	
Gleann Alainn, St. Stephen's Hospital	62
Loughmahon Girls Residential Service	63
Mount St. Joseph's Children's Home, Passage West	63
Pathways (Homeless Boys Service)	64
Prospect Lodge, Shanakiel, Cork	65
St. Joseph's Residential Centre, Mallow	65
Treeview Residential Home, Rushbrooke	66
Kerry	
Airne Villa Assessment & Resource Unit	67

Deenagh House, Killarney	67
23 Woodlee, Monavalley, Tralee	68
24 Westcourt, Caherslee, Tralee	68
Allowances	71
Domiciliary Care Allowance	72
Supplementary Welfare Allowance	

Older Persons Care Group	
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Aural Services	30
Chiropody/Podiatry Service	32
Community Occupational Therapy Service	33
Community Ophthalmic Schemes	34
Community Physiotherapy Service	36
Community Speech & Language Therapy Service	37
Community Welfare Services	38
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E111 – Access to Emergency Services in other E.U. Countries	47
General Medical Services Scheme	48
Grants to Voluntary Organisations	49
Hardship Scheme	49
Infectious Disease Surveillance	51
Long-Term Illness Scheme	53
Medical and Surgical Aids and Appliances	56
Health (Amend.) Act 1996 Hepatitis C Community Service	56
High-Tech Medicines Scheme	57
Palliative Care	58
Public Health Nursing (including Home Help service)	59
Registration Office	61
Special Housing Aid for the Elderly	
Allowances	69
Blind Welfare Allowance	69
Continuing Care Services – Nursing Home Registration & Subvention	72
Supplementary Welfare Allowance	

Physical & Sensory Disability Care Group	
Services & Schemes	Page Number
Aural Service	26
Chiropody/Podiatry Service	30
Community Occupational Therapy Service	32
Community Ophthalmic Schemes	33
Community Physiotherapy Service	34
Community Speech & Language Therapy Service	36
Community Welfare Services	37
Community Work Service	38
Dental Services	41
Drugs Payment Scheme	42
E111 – Access to Emergency Services in other E.U. Countries	43
General Medical Services Scheme	47
Grants to Voluntary Organisations	48
Hardship Scheme	49
Infectious Disease Surveillance	49
Long-Term Illness Scheme	51
Medical and Surgical Aids and Appliances	53
Health (Amend.) Act 1996 Hepatitis C Community Service	56
High-Tech Medicines Scheme	56
Palliative Care	57
Public Health Nursing (including Home Help service)	58
Registration Office	59
Rehabilitation Training/Workshop Capitation Payments	60
Transport Arrangements for People Attending Rehabilitation/Training Workshops	62
Allowances	
Blind Welfare Allowance	69
Disabled Persons Rehabilitation Allowance	70
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Motorised Transport Grant	72
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Mental Health Care Group	Page Number
See section C. – Mental Health & Disability Services	87
Services & Schemes	
Aural Services	26
Child & Adolescent Psychiatry Service	27
Chiropody/Podiatry Service	30
Community Ophthalmic Schemes	33
Community Welfare Services	37
Dental Services	41
Drugs Payment Scheme	42
E111 – Access to Emergency Services in other E.U. Countries	43
General Medical Services Scheme	47
Grants to Voluntary Organisations	48
Hardship Scheme	49
Infectious Disease Surveillance	49
Liberty Street House	50
Long-Term Illness Scheme	51
Health (Amend.) Act 1996 Hepatitis C Community Service	56
High-Tech Medicines Scheme	56
Registration Office	59
Allowances	
Blind Welfare Allowance	69
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General Services	Page Number
Community Pharmacy Contractor Agreement	56
Environmental Health Service	44
Food Microbiology Laboratory	45
Primary Care Unit	55
Public Analyst's Laboratory	57

APPENDIX F.6.

LIST OF REGISTERED PRIVATE NURSING HOMES.

CORK CITY AREA.

Nursing Home	Proprietor	Tel. No.
St. Albert's Nursing Home, Blair's Hill, Sunday's Well, Cork.	Dr. Martin Moloney	021 4304229
Áras Aoibhinn Nursing Home, Gurteenroe, Macroom, Co. Cork.	Mr. Noel & Mrs. Norah Naughton	026 42366
Ardsley Nursing Home, Rocky Road, Farran, Co. Cork.	Mr. James Dunne & Mrs. Elizabeth Dunne	021 4331163
Ballynoe Nursing Home, Ballynoe, White's Cross, Cork.	Mr. Paul Kingston	021 4300534
Beaumont Residential Care Ltd, Woodvale Road, Beaumont, Cork.	Mr. & Mrs. P. J. Walsh	021 4292195
Bishopscourt Residential Care Ltd, Liskillea, Waterfall, Nr. Cork	Ms. P. O'Sullivan & Mrs. C. O'Connor	021 4885833
Blarney Nursing Home, Killowen, Blarney, Co. Cork.	Mr. Brian O'Connor	021 4381631
Cahereen Nursing Home, Codrum, Macroom, Co. Cork	Mrs. Pauline O'Flynn	026 41280
Castlemahon Nursing Home, Castle Road, Blackrock, Cork.	Mr. Kevin & Mrs. Maura Waters	021 4358478
Cramers Court Nursing Home, Belgooly, Near Kinsale, Cork.	Mr. Edward & Mrs. Eileen Plunkett	021 4770721
Cuskinny Court Nursing Home, Cuskinny, Cobh, Co. Cork.	Mr. Victor & Mrs. Katrina O'Flynn	021 4811488
Darraglynn Nursing Home, Carrigaline Road, Douglas, Cork.	Ms. Mary Conroy & Ms. Mgt. O'Sullivan	021 4364722
Douglas Nursing Home, Moneygourney, Douglas, Co. Cork.	Ms Janette Woodward & Mr David O'Sullivan	021 4364264
East Ferry Nursing Home, East Ferry, Middleton, Co. Cork.	Ms. Anne Wilson	021 4652556
Glendonagh Nursing Home, Dungourney, Middleton, Co. Cork.	Mr. & Mrs. Jack & Jill Hornibrook	021 4668327
Grange Con Nursing Home, Carrigrohane, Co. Cork.	Mr. Liam & Mrs. Julia Holland	021 4385479
Madonna House Nursing Home, Station Road, Ballincollig, Co. Cork.	Mr. Maurice & Mrs. Lenora Duane	021 4873750
Maryborough Nursing Home, Maryborough Hill, Douglas, Cork.	Mr. David & Mrs. Vivienne O'Gorman	021 4891586
Monfield Nursing Home, Clarkes Hill, Rochestown, Cork.	Mr. John & Mrs. Liz Shinnick	021 4894040
Norwood Grange Nursing Home, Ballinora, Waterfall, Cork.	Mr. C. O'Farrell, Mrs. E. O'Farrell	021 4873291
Padre Pio Nursing Home, Rochestown, Cork.	Mrs. Eileen McCarthy	021 4841595
Powdermill Nursing Home, Ballincollig, Co. Cork.	Ms. Pauline O'Flynn	021 4871184
Rochestown Nursing Home, Monastery Road, Rochestown, Co. Cork.	Ms. Brenda O'Brien	021 4841707
Rosenalee Care Centre Ltd., Ballincollig, Co. Cork.	Mr. Cyril & Mrs. Breda Murphy.	021 4873521
St. Luke's Home, Castle Road, Mahon, Blackrock, Cork	Ms. Clodagh Drennan	021 4359444

Upton House Nursing Home, Innishannon, Co. Cork.	Mr. William & Mrs. Helen Glavin	021 4775424
White Friars Nursing Home, Glyntown, Glanmire, Co. Cork.	Ms. Catherine Moyles	021 4821500
Woburn Nursing Home, Lower Glanmire Road, Cork.	Mrs. Siobhan Lyons	021 4501070

NORTH CORK AREA.

Nursing Home	Proprietor	Tel. No.
Bridhaven Nursing Home, Spa Glen, Mallow, Co. Cork.	Ms. Patricia Mills	022 22205
Catherine McAuley Nursing Home, Main Street, Charleville, Co. Cork.	Sisters of Mercy	063-89611
Corpus Christi Nursing Home, Brigown, Mitchelstown, Co. Cork.	Mrs. Sheila Fraher	025 84844
Fairy Hill Nursing Home, Annabella, Mallow, Co. Cork.	Ms. Monica Enderson	022 42258
Nazareth House, Newberry, Mallow, Co. Cork.	Mother General Of the Religious Congregation of the Poor Sisters of Nazareth.	022 21561
Padre Pio Nursing Home, Churchtown, Mallow, Co. Cork.	Mr. Shane & Mrs. Mary McCabe	022 23789
Resthaven Nursing Home, Meelin, Newmarket, Co. Cork.	Mrs. Margaret Ahlert	029 68110
Strawhall Nursing Home, Fermoy, Co. Cork.	Mr. Malcolm R. Rice	025 31678
Teach Altra Nursing Home, Scarteen, Newmarket, Co. Cork	Ms. Phil O'Sullivan	029 61166

WEST CORK AREA

Nursing Home	Proprietor	Tel. No.
Deerpark House, Seafield, Bantry, Co. Cork.	Mr. Dermot & Mrs. Patricia Murphy	027 52711
Fairfield Nursing Home, Drimoleague, Co. Cork	Mr. John & Mrs. Eileen Burke	028 31881
Old School Nursing Home, Church Cross, Skibbereen, Co. Cork	Ms. Harriet Cadogan	028 38234
St. Paul's Nursing Home, Bushmount, Clonakilty, Co. Cork.	Sisters of Charity	023 33991

KERRY AREA

Nursing Home	Proprietor	Tel. No.
Dromore House Nursing Home, Billerough, Listowel, Co. Kerry.	Mr. John & Mrs. Mary Moran	068 40263
Glen Haven Nursing Home, The Village, Glenbeigh, Co. Kerry.	Mr. Con & Mrs. Mary O'Sullivan	066 9768660
Graigie Nursing Home, Graigue, Ardfert, Co. Kerry.	Ms. Bridget Mulrennan	066 34465
Heatherlea Nursing Home, Lawlors Cross, Killarney, Co. Kerry.	Mrs. Mary Kelleher	064 33944
St. Joseph's Nursing Home, Killorglin, Co. Kerry.	Sisters of St. Joseph of Annecy	066 61122

St. Joseph's Nursing Home, Derrymore East, Tralee, Co. Kerry.	Ms. Mary T. Keane	066 30134
St. Joseph's Nursing Home, Killowen, Kenmare, Co. Kerry.	Mr. Denis & Mrs. Kathleen Kidney	064 41100
Kennedy Nursing Home, Church St., Listowel, Co. Kerry.	Mr. John & Mrs. Catherine Quinlivan	068 21183
Kilcara House Nursing Home, Duagh, Co. Kerry.	Mr. Noel Kneafsey & Ms. Mary M. Kneafsey	068 45377
Oaklands Nursing Home, Listowel, Co. Kerry.	Ms. Maureen O'Sullivan	068 21173
Ocean View Nursing Home, Camp, Tralee, Co. Kerry.	Mr. Alexander & Mrs. Margaret O'Donnell	066 7130267
Our Lady of Fatima Home, Oakpark, Tralee, Co. Kerry.	Dominican Sisters	066 7125900
Our Lady of Lourdes Nursing Home, Kilcummin, Killarney, Co. Kerry.	Mr. Michael O'Riordan & Mr. Tony O'Connor	064 43012
Riverside Nursing Home, Milltown, Abbeydorney, Co. Kerry.	Ms. Margaret Roche	066 7135210
St. Louis Nursing Home, Clonemore, Tralee, Co. Kerry	Mr. Dominic & Mrs. Linda O'Brien	066 7121891
Tír na n-Óg Nursing Home, Killaha East, Kenmare, Co. Kerry.	Ms. Eileen Harrington	064 41315
Woodview Nursing Home, Woodview, Lixnaw, Co. Kerry.	Ms. Josephine Sheehy	068 40149

APPENDIX F.7.

HEADS OF DEPARTMENT – CORK UNIVERSITY HOSPITAL

Accident & Emergency	Dr. S. Cusack, Dr. C Luke.
Accident & Emergency	Ms. M. Mills, Nurse Services Manager.
Anaesthetics	Dr. T. Fogarty, Dr. M. Harris, Dr. J. Kennefick, Dr. M. Lehane, Dr. J. McAdoo, Dr. R. Meeke, Dr. G. Morrisson, Dr. D. O'Brien, Dr. T. O'Brien, Dr. J. Keogh, Dr. F Walsh, Dr. S. O'Callaghan-Enright, Dr. D. Murphy, Dr. P. Seigne, Dr. D. F. O'Brien, Prof. Shorten.
Biochemistry	Mr. Tadgh Hurley.
Bio-medical Engineer	Mr. G. Flynn.
Cancer Services	Prof. P. Redmond
Cardiologist/General Medicine	Dr. W. Fennell, Dr. P. Kearney.
Cardiothoracic Surgeon	Mr. T. Aherne, Mr. A. O'Donnell.
Chairman Consultant Med. Staff	Dr. C Bredin.
Chief Pharmacist	Ms. D. Lynch (Acting).
Chief Physicist	Mr. M. B. Mee, A/Chief Chemist, Mr. Tom Conere
Dental Surgeon	Mr. J. Brett.
Dermatologist	Dr. J. Bourke.
Diabetology/Endocrinology	Professor J. B. Ferriss, Dr. D. O'Halloran.
Director of Nursing	Ms. K. O'Sullivan.
Deputy Director of Nursing	Ms. M. H. Gilmartin.
ENT Surgeon	Mr. T. O'Sullivan.
Finance Manager	Mr. T. Long.
Gastroenterologist	Prof. F. Shanahan.
Gastroenterologist/Hepatologist	Dr. S. O'Mahony
General Manager	Mr. T. McNamara.
Geriatrician	Dr. C. Twomey, Dr D O'Mahony.
Haematology	Mr. N. Martin.
Haematology	Dr. P. Cotter.
Head of Dietetics Department	Ms. A. M. Fanning.
Head of Occupational Therapy	Ms. M. Coveney.
Head of Physiotherapy Department	Ms. M. Murphy
Head of Social Work Department	Mr. J. Prior.
Head of Speech & Language Therapy	Ms. P. Diamond.
Histopathologists	Dr. C. Keohane, Dr. J. Hogan, Dr. W. Kealy, Dr. H. Kiely, Dr. M. Hayes, Dr L. Burke.
Histopathology	Mr. J. C. Whelton.
Hospital Engineer	Mr. P. McCarthy.
Information Services Manager	Mr. M. O'Regan.
Microbiologist	Dr. B. Cryan.
Microbiology	Mr. T. F. Buckley.
Nephrologist/Physician	Dr. D. Murnaghan.
Neurologists	Dr. B. Sweeney, Dr. R. Galvin.
Neurosurgeons	Mr. C. Marks, Mr. M. O'Sullivan, Mr. G. Kaar.
Obstetrician/Gynaecologists	Dr. L. Mundow, Dr. T. O'Connor, Dr. A. Curtain, Prof. J. Higgins, Dr. Yakout.
Ophthalmologists	Prof. P. Cleary, Mr. E. Horan, Mr. G. O'Connor, Mr. A. Murray
Orthopaedic Surgeons	Mr. J. Curtin, Mr. Hassan, Mr. G. Mullan, Mr. A. McGuinness, Mr. K. Barry, Mr. K. Mahalingam.
Paediatrician	Prof. Peter Kearney, Dr. J. Watson, Dr. J. McKiernan.
Paediatrician/Neo-natologist	Dr. T. Ryan.
Palliative Medicine	Dr. T. O'Brien.
Plastic Surgeons	Mr. T. O'Connor, Mr. M. O'Shaughnessy, Mr. S. T. O'Sullivan.
Psychiatrist (Paediatrics)	Dr. F. O'Leary.

Psychiatrists	Dr. A. Duane, Dr. M. Dineen, Dr. B. Corkery, Dr. A. Campbell, Dr. N. Crowley – Barry, Dr. C. Coakley, Dr. F. Corcoran.
Radiologists	Dr. W. MacFeely, Dr. M. Hurley, Dr. M. O'Neill, Dr. M. Hickey, Dr. D. Ryder, Dr. J. Buckley, Dr. L. Spence.
Radiotherapists/Oncologists	Dr. M. Hurley, Dr. S. O'Cathail.
Respiratory Physician	Dr. C. Bredin.
Rheumatologist	Dr. M. Molloy.
Services Manager	Mr. G. O'Dwyer.
Surgeons	Prof. P. Redmond, Mr. J. O'Donnell, Prof. W. Kirwan.
Supt. Radiographers	Ms. A. McGovern, Ms. C. O'Neill.
Supt. Radiotherapy Radiographer	Ms. J. Horgan, Ms. M. White
Urologist	Mr. E. Kiely.

APPENDIX F.8.

HEADS OF DEPARTMENT - TRALEE GENERAL HOSPITAL

AMBULANCE:	Mr. E. O'Connor, Ambulance Supervisor.
AUDIOLOGY:	Ms. P. Heffernan, Audiological Scientist.
CATERING:	Mrs. M. O'Sullivan, Catering Officer.
CHAPLAINCY:	Fr. J Quinlan, Hospital Chaplain.
DIETETICS:	Ms. B Healy, Senior Dietician.
DOMESTIC:	Ms. N. Elder, Domestic Supervisor.
FIRE & SAFETY OFFICER:	Mr. J. Collins, Fire & Safety Officer.
GENERAL MANAGER:	Ms. M. Lynch, General Manager.
INFECTION CONTROL:	Ms. N. Moynihan, Infection Control Sister.
LABORATORY:	Mr. T. O'Loughlin, /Chief Technologist.
LAUNDRY:	Sr. M. Casmir, Laundry Supervisor.
MAINTENANCE:	Mr. E. Falvey, Maintenance Officer.
NURSING ADMINISTRATION:	Mrs. H. O'Sullivan, Director of Nursing.
OCCUPATIONAL HEALTH:	Ms. M. Thompson, Occupational Health Sister.
OCCUPATIONAL THERAPY:	Ms. P. Kennelly, Senior Occupational Therapist.
PHARMACY:	Mr. D. Hobbert, A/Chief Pharmacist.
PHLEBOTOMY:	Ms. A. Ferris, Senior Phlebotomist.
PHYSIOTHERAPY:	Ms. E. McAuliffe, Physiotherapy Manager.
PORTERING:	Mr. J. P. Leen, Head Porter.
PSYCHIATRY:	Mr. P. Byrne, Director of Nursing. Ms. A. O'Callaghan, Assistant Director of Nursing.
SECURITY:	Mr. M. O'Donoghue, Chief Security Officer.
SENIOR EXECUTIVE OFFICERS:	Mr. J. O'Connor, Senior Executive Officer. Ms. K. Jordan, Senior Executive Officer.
SPEECH AND LANGUAGE THERAPY:	Ms. E. Murphy, Senior Speech & Language Therapist.
SUPPLIES:	Mr. T. E. Foley, Materials Manager.
SWITCHBOARD:	Ms. A. Sugrue, Switchboard Supervisor.
X-RAY:	Mr. S. Renardson, Supt. Radiographer.

Consultant led in-patient/out-patient specialities

Appendix F 9

<i>HOSPITAL</i> Speciality:	<i>CUH</i>		<i>TGH</i>		<i>BGH</i>		<i>MGH</i>		<i>SMOH</i>		<i>SFH</i>		<i>ERINVILLE</i>	
	I/P	O/P	I/P	O/P	I/P	O/P	I/P	O/P	I/P	O/P	I/P	O/P	I/P	O/P
Accident & Emergency	✓	✓		✓		✓		✓						
Anaesthetics	✓		✓		✓		✓		✓		✓		✓	
Cardiology/Cardio-Thoracic Surgery	✓	✓					1. ✓	1. ✓						
Dental/Oral Surgery	✓	✓		✓		2. ✓		2. ✓						
Dermatology	✓	✓		✓										
Diabetology	✓	✓				✓	✓	✓						
Ear, Nose and Throat			✓	✓			✓	✓						
Endocrinology	✓	✓												
Gastroenterology	✓	✓					✓	✓						
General Surgery	✓	✓	✓	✓	✓	✓	✓	✓						
General Medicine	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓			
Geriatrics/Medicine for the Elderly	✓	✓	✓	✓	✓		✓				✓	✓		
Haematology	✓	✓												
Hepatology	✓	✓												
Infectious diseases	✓	✓									3. ✓			
Neonatology											✓	✓	✓	✓
Nephrology	✓	✓												
Clinical Neurophysiology/Neurology	✓	✓		✓										
Neurosurgery	✓	✓												

<i>HOSPITAL</i> SPECIALITY:	<i>CUH</i>		<i>TRALEE</i> <i>GENERAL</i> <i>HOSPITAL</i>		<i>BGH</i>		<i>MGH</i>		<i>SMOH</i>		<i>SFH</i>		<i>ERINVILLE</i>	
	I/P	O/P	I/P	O/P	I/P	O/P	I/P	O/P	I/P	O/P	I/P	O/P	I/P	O/P
Obstetrics/Gynaecology	4. ✓	4. ✓	✓	✓		✓					5. ✓	5. ✓	5. ✓	5. ✓
Oncology/Radiotherapy	✓	✓		✓										
Ophthalmology	✓	✓		✓		✓								
Orthopaedics	✓	✓	✓	✓		✓		✓	✓	✓				
Paediatrics	✓	✓	✓	✓		✓		✓			✓	✓		✓
Pain Relief Care	✓	✓		✓					✓					
Palliative Care	✓										✓			
Pathology	✓	✓	✓	✓										
Plastic Surgery/Burns	✓	✓		✓					✓					
Psychiatry	✓	✓	✓	✓	✓	✓		✓			✓	✓		
Radiology	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Respiratory Medicine	✓	✓					✓	✓						
Rheumatology	✓	✓		✓										
Urology	✓	✓					✓	✓						
Vascular Surgery	✓	✓					✓	✓						

NOTE:

I/P = In-patient Service

O/P = Out-patient Service

CUH = Cork University Hospital

TGH = Tralee General Hospital

BGH = Bantry General Hospital

MGH = Mallow General Hospital

SMOH = St. Mary's Orthopaedic Hospital

SFH = St. Finbarr's Hospital

1. = Cardiology Service only

2. = Dental Surgery only

3. = Children's Infectious Diseases only

4. = Gynaecology Service only

5. = Obstetric Service only

Southern Health Board
Bord Sláinte An Dheiseil



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