I am delighted to see that this year marks the fifth edition of the Irish Pensioners Handbook, which by now is a well proven resource for pensioners, their families and many health care professionals.

The increasing number of people over age 65 will inevitably pose further challenges not only for our health and social care services, but for society as a whole. These challenges equally contain great opportunities, if we only have the foresight and courage to grasp them. As Minister with responsibility for Older People, I am keenly aware of the importance of “positive ageing” for our collective future. The Government is therefore progressing the new National Positive Ageing Strategy, to better inform on a wide front policies and service developments for older people in Ireland.

We are committed also to reforming our health and personal social services to ensure a better response to the needs of older people. The challenges of this reform agenda cannot be underestimated. However, I believe that with the proper vision and commitment of all concerned, we can develop a more equitable and responsive care system that will deliver more tangible benefits. In the meantime, we remain firmly committed to the view that vulnerable, older people should be supported to live at home and in their communities for as long as possible. Notwithstanding the very serious financial pressures facing our country, we will still invest very significant funding for our health and personal social services, Home Care or other community based supports for older people. Also, I am progressing a review of the Nursing Homes Support Scheme to see what improvements might be effected here. This will also help inform development of a similar type funding approach for Home Care, as envisaged under our Programme for Government.

Last year marked the successful European Year for Active Ageing and Solidarity between Generations. The Year reminded us that, in future, we must adopt new ideas and ways to promote active ageing, one that views all older people as full contributors to all aspects of Irish society. Very importantly, the European Year highlighted that a “society for all ages” is one that acknowledges the interdependence of generation and this should remain to the forefront of all our deliberations for 2013 and beyond

Minister Kathleen Lynch
Minister of State, Department of Health and Department of Justice, Equality and Defence with responsibility for Disability, Older People, Equality and Mental Health.
The foot of austerity is leaning hard on communities across Ireland. But the wonderful sense of community that characterised Ireland’s uniqueness years ago, is returning.

In our work, which places us at the heart of community, we see changes and understand the new challenges on society. In particular, older people are faced with burdens, which they should no longer be carrying such as financial, security or social concerns.

This year we decided to use what we have learned through our work to make a positive impact on communities throughout Ireland.

We are very socially conscious and this year have developed a number of events, partnerships and fundraisers, so that we, in some small way, play our part and give back to the communities in which we work.

We will have partnered with Age Action, Special Olympics Ireland, Irish Association of Blood Bikes, Wheelchairtaxi.ie and disAbility.ie.

We have also partnered with Broadcaster George Hook who has come on board as our ambassador for older people and he will act as MC on our regional roadshow series called “An Engagement with Bluebird Care”. These free public events will debate and discuss issues affecting older people in Ireland.

Part of our commitment to older people is to share information and advice on issues of interest to you with you, and so we are delighted to be part of this publication, the fifth annual Irish Pensioner’s Handbook.

Bluebird Care is a franchised homecare company leading the change in this sector in Ireland. We have 18 offices in 23 counties and employ almost 800 people.

We value care in the same way we understand the premise, “Some day I will have to ask for help. Maybe not today, but some day.”

Eddie O’Toole, Operations Director
Bluebird Care
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EasyMed helps you make sure that you take the right medication at the right time - every time.

McCabes Pharmacy EasyMed system is a personalised service that repackages your medication into a special weekly tablet organiser pack that is personal to you. It gives you control and gives you an easy way to organise your medications.

McCabes Pharmacy EasyMed system is a personalised service that repackages your medication into a special weekly tablet organiser pack that is personal to you. It gives you control and gives you an easy way to organise your medications.

Studies have shown that patients do a better job of taking their medicines when it is packaged in an easy to follow system such as McCabes Pharmacy EasyMed packs.

What is it?
McCabes Pharmacy EasyMed system is a personalised service that repackages your medication into a special weekly tablet organiser pack that is personal to you. It gives you control and gives you an easy way to organise your medications.

Who is it for?
- For anybody taking a lot of medications
- For those who worry about missing a dose of their medication
- For those who care for someone who takes multiple medications

Why would it be of benefit to you?
McCabes EasyMed will benefit you because:
- You, your family or your carer can see at a glance which tablets have been taken so there is no need to worry about forgetting your medications
- It is easy to use
- It ensures a safer way to take medications
- The medication is clearly visible
- The medication times are clearly stated
- You are in control
- The Pill Wizard will help if you have difficulty using your hands

Our locations:
- The Sandfortstown Centre
- Clanree Avenue
- Barrack
- Fairview
- Ridgewood
- Minihide M.C.
- Claremont Shopping Centre
- The Diamond
- Mahon's Wharf
- Yellow Wall
- Dunleer Town Centre
- Clontarf Shopping Centre
- Oranmore Luas
- Kinnegad

Also Available At:
- Sandyford Hill
- Adelphi Court
- The Long Walk, Dundalk
- Le Nn Dé, Carrick Road, Dundalk
- The Crescent Shopping Centre, Limerick
- Rathbeal

Ask instore for details
www.mccabespharmacy.com
<table>
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<tr>
<th>A</th>
<th>Active Retirement Ireland</th>
<th>Tel: ........................................01 873 3836</th>
<th>Web: ........................................www.activeireland.ie</th>
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<tr>
<td>Age Action Ireland</td>
<td>Tel: ........................................01 475 6989</td>
<td>Web: ........................................www.ageaction.ie</td>
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<td>Age and Opportunity</td>
<td>Tel: ........................................01 805 7709</td>
<td>Web: ........................................www.oldenireland.ie</td>
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<td>Age NI</td>
<td>Tel: ........................................028 90 24 57 29</td>
<td>Web: ...www.ageuk.org.uk/northern-ireland/</td>
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<td>Ageing Well Network</td>
<td>Tel: ........................................01 612 7040</td>
<td>Web: ........................................www.ageingwellnetwork.ie</td>
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<td>Alone</td>
<td>Tel: ........................................01 679 1032</td>
<td>Web: ........................................www.alone.ie</td>
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<td>Alzheimer’s Society of Ireland</td>
<td>Head Office - Tel: .................01 207 3800</td>
<td>National Helpline: ........................1800 341 341</td>
<td>Web: ........................................www.alzheimer.ie</td>
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<td>Arthritis Ireland</td>
<td>LoCall: ......................................1890 252 846</td>
<td>Web: ........................................www.arthritisireland.ie</td>
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<td>Aware</td>
<td>Head Office - Tel: .................01 661 7211</td>
<td>National Helpline: ........................1890 303 302</td>
<td>Web: ........................................www.aware.ie</td>
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<td>Bethany Bereavement Support Group (No charge for service)</td>
<td>Tel: ........................................087 990 5299</td>
<td>Web: ........................................www.bethany.ie</td>
<td>Please visit website for details of support group in your area</td>
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<td>C</td>
<td>Care Alliance</td>
<td>Tel: ............................................01 874 7776</td>
<td>Web: ............................................www.carealliance.ie</td>
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<td>Carers Association</td>
<td>Tel: ...........................................1800 240 724</td>
<td>Web: ...........................................www.carersireland.com</td>
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<td>Citizens Information Services</td>
<td>LoCall: ...............................1890 777 121</td>
<td>Web: ...........................................www.citizensinformation.ie</td>
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<td>Commission for Energy Regulation</td>
<td>Tel: ...........................................1890 404 404</td>
<td>Web: ...........................................www.cer.ie</td>
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<td>Concern Worldwide</td>
<td>Tel: ...........................................01 417 7700</td>
<td>Web: ...........................................www.concern.net</td>
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<td>Console</td>
<td>National Helpline: ......................1800 201 890</td>
<td>Web: ...........................................www.console.ie</td>
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<td>Consumers’ Association of Ireland</td>
<td>Tel: ...........................................01 497 8600</td>
<td>Web: ...........................................www.consumerassociation.ie</td>
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<td>Crime Victims</td>
<td>Office Telephone: ......................01 408 6118</td>
<td>Helpdesk: .................................1850 211 407</td>
<td>Web: ...........................................www.crimevictimshelpline.ie</td>
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<td>D</td>
<td>Dementia Services Information and Development Centre</td>
<td>Tel: ...........................................01 416 2035</td>
<td>Web: ...........................................www.dementia.ie</td>
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<tr>
<td>Department of Health and Children</td>
<td>Tel: ...........................................01 635 4000</td>
<td>Web: ...........................................www.dohc.ie</td>
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<td>Department of Social Inclusion</td>
<td>Tel: ...........................................01 704 3968/704 324/704 3614</td>
<td>Crime Victims Freephone: ......................116006</td>
<td>Text: .........................................085 133 7711</td>
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<td>Department of Social Protection</td>
<td>LoCall: ......................................1890 66 22 44</td>
<td>Web: ...........................................www.welfare.ie</td>
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<td>Dublin City Council</td>
<td>Customer service: ......................01 222 2222</td>
<td>Web: ...........................................www.dublincity.ie</td>
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<td>E</td>
<td>Energy Action Ltd.</td>
<td>Tel: ...........................................01 454 5464</td>
<td>Web: ...........................................www.energyaction.ie</td>
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<td>European Anti Poverty Network</td>
<td>Tel: ...........................................01 874 5737</td>
<td>Email: <a href="mailto:........................................enquiries@eapn.ie">........................................enquiries@eapn.ie</a></td>
<td>Web: ...........................................www.eapn.ie</td>
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<td>F</td>
<td>Family Diversity Initiative</td>
<td>Web: ........................................www.familydiversity.ie</td>
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<td>Financial Regulator</td>
<td>LoCall: ......................................1890 777 7777</td>
<td>Web: ........................................www.centralbank.ie</td>
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<td>Friends of the Elderly</td>
<td>Tel: ...........................................01 873 1855</td>
<td>Web: ........................................www.friendsoftheelderly.ie</td>
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<td>GROW</td>
<td>LoCall: ......................................1890 474 474</td>
<td>Web: ........................................www.grow.ie</td>
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<td>H</td>
<td>Health Promotion Unit</td>
<td>HSE Info Line: ........................1850 24 1850</td>
<td>Web: ........................................www.dohc.ie</td>
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<td>Health Service Executive</td>
<td>HSE Info Line: ........................1850 24 1850</td>
<td>Web: ........................................www.hse.ie</td>
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<td>HSE Dublin North East</td>
<td>Meath, Louth, Cavan, Monaghan: ....046 907 6400</td>
<td>North County Dublin: ...............01 882 3414</td>
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<td>HSE Dublin Mid Leinster</td>
<td>South Dublin City: .....................01 463 2800</td>
<td>South County Dublin: ..................01 235 5402</td>
<td>Wicklow, Kildare: ......................01 201 4296</td>
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<tr>
<td>Independent Age Ireland</td>
<td>Tel: ...........................................051 399 989</td>
<td>Web: ........................................www.independenage.ie</td>
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<tr>
<td>Irish Association of Pension Funds</td>
<td>Tel: ...........................................01 661 2427</td>
<td>Web: ........................................www.iapt.ie</td>
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<td>Irish Council for Civil Liberties</td>
<td>Tel: ...........................................01 799 4504</td>
<td>Web: ........................................www.iccl.ie</td>
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<tr>
<td>Irish Hard of Hearing Society</td>
<td>Tel: ...........................................01 817 5700</td>
<td>Web: ........................................www.ibha.ie</td>
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<td>Irish Heart Foundation</td>
<td>Tel: ...........................................1890 432 787</td>
<td>Web: ........................................www.irishheart.ie</td>
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<tr>
<td>Irish Hospice Foundation</td>
<td>Tel: ...........................................01 679 3188</td>
<td>Web: ........................................www.hospice-foundation.ie</td>
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USEFUL CONTACTS

- Irish League of Credit Unions
  Tel: ...........................................01 614 6700
  Web: ........................................www.creditunion.ie

- Irish Osteoporosis Society
  Tel: ...........................................1890 252 751
  Web: ........................................www.irishosteoporosis.ie

- Irish Patients Association
  Tel: ...........................................01 272 2555
  Web: ........................................www.irishpatients.ie

- Irish Rural Link
  Tel: ...............................090 648 2744 / 648 2745
  Web: ........................................www.irishruralink.ie

- Money Advice & Budgeting Service
  Helpline: ..........................1890 283 438
  Web: ........................................www.mabs.ie

- Mental Health Ireland
  Helpline: ..................................01 284 1166
  Web: ........................................www.mentalhealthireland.ie

- National Adult Literacy Agency
  Tel: ...........................................1800 20 20 65
  Web: ........................................www.nala.ie

- National Consumer Agency
  Tel: ...........................................1890 43 24 32
  Web: ........................................www.consumerconnect.ie

- National Council for the Blind
  Local: ...................................1850 33 43 53
  Web: ........................................www.ncbi.ie

- National Immunisation Office
  Tel: ...........................................01 867 6108
  Web: ........................................www.immunisation.ie

- National Women’s Council
  Tel: ...........................................01 878 7248
  Web: ........................................www.nwci.ie

- Nursing Homes Ireland
  Tel: ...........................................01 429 2570
  Web: ........................................www.nhi.ie

- Pensions Board
  LoCall: ..................................1890 656 565
  Web: ........................................www.pensionsboard.ie

- Pensions Ombudsman
  Tel: ...........................................01 647 1650
  Web: ........................................www.pensionsombudsman.ie

- Rights Monitor
  Tel: ...........................................01 799 4503
  Web: ........................................www.rightsmonitor.org

- Senior Help Line
  Local: ...................................1850 440 444
  Tel: ...........................................046 955 7766
  Web: ........................................www.thirdageireland.ie

- Sonas aPc
  Tel: ...........................................01 260 8138
  Web: ........................................www.sonasapc.ie

- St. Francis Hospice, Dublin
  Tel: ...........................................01 832 7535
  Web: ........................................www.sfh.ie

- St. Vincent De Paul
  Tel: ...........................................01 838 6990
  Web: ........................................www.svp.ie

- Sustainable Energy Ireland
  Local: ...................................1850 376 666
  Web: ........................................www.seai.ie

- The Institute of Public Health
  Tel: ...........................................01 478 6300
  Web: ........................................www.health.ie

- The Samaritans
  Tel: ...........................................1850 60 90 90
  Web: ........................................www.samaritans.org
In these uncertain times, people are really worried about their long-term financial security.

The Pensions Ombudsman investigates and decides upon certain complaints and disputes from individuals about their Occupational Pension Schemes, Personal Retirement Savings Accounts (PRSAs) and certain Trust Retirement Annuity Contracts (RACs). Once he has finished his investigation, he will issue his legally binding decision in a Final Determination, which is sent to all parties to the complaint. The services of the Pensions Ombudsman are free and available to everyone.

For further information see his website www.pensionsombudsman.ie

A complaint to the Office of the Pensions Ombudsman represents a failure of complaints handling elsewhere in the system. In many cases the Ombudsman has been able to prevent submissions to his Office from escalating into a full-blown investigation by alerting the appropriate people early.

Communication and awareness-raising are an important part of what the Pensions Ombudsman does. Poor communication lies behind many complaints. Attention to that – and the use of simple English – goes a long way towards prevention. Retirement can be an anxious and often stressful time and it is a time when people require clear communication and comprehensive information. In times of economic difficulties, it is essential that people have an independent and non-adversarial service of redress accessible to them, should they experience problems with their pensions.

Please visit www.pensionsombudsman.ie for further information.

Telephone: The Pensions Ombudsman
01 - 6471650
**ACTIVE RETIREMENT IRELAND**
Active Retirement Ireland is a national network of over 498 local Active Retirement Associations with over 23,000 members. ARI believes that older people have the right to be full and participative members of our society.

Contact:  Tel: 01 873 3836  Email: info@activeirl.ie  Web: www.activeirl.ie

**AGE ACTION IRELAND**
Age Action is a charity which promotes positive ageing and better policies and services for older people. Working with, and on behalf of, older people Age Action aims to make Ireland the best place in the world in which to grow older. This year we are celebrating our 20th year helping older people. For some older people, the challenges posed by ageing can be too much to tackle on their own. Last year, Age Action helped 30,000 older people.

The services we provide throughout Ireland include:
- An Information Phone Line
- Computer Training
- Garda vetted volunteers to assist you in light DIY
- Advocacy & Lobbying Government

Contact:  Tel: 01 475 6989  Email: info@ageaction.ie  Web: www.ageaction.ie

**AGE & OPPORTUNITY**
Age & Opportunity is the national not-for-profit organisation that promotes opportunities for greater participation by older people in society through partnerships and collaborative programmes. Age & Opportunity works in a developmental way with public and private organisations to deliver practical programmes like the Bealtaine festival, Go for Life sports and activity programme, Ageing with Confidence courses and the anti-ageism AgeWise workshop.

Contact:  Tel: 01 805 7709  Email: info@ageandopportunity.ie  Web: www.ageandopportunity.ie

**AGEING WELL NETWORK**
The Ageing Well Network brings together leaders from every aspect of the ageing sector, united by the shared goal of making Ireland the best place in the world in which to grow old. The network aims to bring together people who play pivotal roles in the creation, implementation and provision of policy, research and services, but who would not necessarily otherwise meet, in the hope that they can inform and advise each other.

Contact:  Tel: 01 612 7040  Email: info@ageingwellnetwork.ie  Web: www.ageingwellnetwork.ie

**ALONE**
ALONE works with vulnerable older people, providing long term housing, a befriending service and support in the community. Trained volunteers befriend and support older people in the community, and provide them with crucial companionship.

Contact:  Tel: 01 679 1032  Email: enquiries@alone.ie  Web: www.alone.ie

**ALZHEIMER SOCIETY OF IRELAND**
The Alzheimer Society of Ireland is the leading dementia-specific service provider in Ireland. It is a national voluntary organisation with an extensive national network of branches, regional offices and services that aims to provide people with all forms of dementia, their families and carers with the necessary support to maximise their quality of life.

Contact:  Tel: 01 207 3800  Email: info@alzheimer.ie  Web: www.alzheimer.ie

**BETHANY**
The Bethany Bereavement Support Group is a voluntary parish-based ministry which aims to help the bereaved and grieving. Bethany members are trained to listen with understanding, accept those suffering loss as they are, and support them through the grieving process.

Contact:  Tel: 087 990 5299  Email: bethanysupport@eircom.net  Web: www.bethany.ie
CARELOCAL
CARELOCAL has been providing services on a voluntary basis for over 30 years in the Dublin City Council area. CARELOCAL volunteers visit an older person in their local area once a week in the older person’s home.

Contact: Tel: 01 612 8000 Email: info@carelocal.ie Web: www.carelocal.ie

CARE ALLIANCE
Care Alliance Ireland is the national network of voluntary organisations supporting family carers. Its vision is that the role of family carers is fully recognised and valued by society in Ireland.

Contact: Tel: 01 874 7776 Email: info@carealliance.ie Web: www.carealliance.ie

CARERS ASSOCIATION
The Carers Association is Ireland’s national voluntary organisation for and of family carers in the home. Family carers provide high levels of care to a range of people including frail older people, people with severe disabilities, the terminally ill and children with special needs.

Contact: Tel: 057 932 2920 Email: info@carersireland.com Web: www.carersireland.com

CENTRAL BANK OF IRELAND
The Central Bank of Ireland is responsible for both central banking and financial regulation. It is a new structure and replaces the previous related entities, the Central Bank and the Financial Services Authority of Ireland and the Financial Regulator.

Contact: LoCall: 1890 777 777 Email: enquiries@centralbank.ie Web: www.centralbank.ie

CITIZENS INFORMATION
The Citizens Information Board is the statutory body which supports the provision of information, advice and advocacy on a broad range of public and social services. It provides the Citizens Information website, www.citizensinformation.ie, and supports the voluntary network of Citizens Information Centres and the Citizens Information Phone Service 1890 777 121. It also funds and supports the Money Advice and Budgeting Service (MABS) 1890 283 438.

Contact: Tel: 01 605 9000 Email: info@ciboard.ie Web: www.citizensinformation.ie

COMMISSION FOR ENERGY REGULATION
The Commission for Energy Regulation (CER) works within the framework of national and EU energy policy which aims to create a European single electricity market that best meets the needs of Europe’s energy consumers.

Contact: Tel: 01 400 0800 Email: info@cer.ie Web: www.cer.ie

CONCERN WORLDWIDE
Concern Worldwide works with the poorest people in the poorest countries of the world to enable them to transform their lives. Concern seeks out those who most urgently need support, and works with them through thick and thin to tackle poverty, hunger and disaster.

Contact: Tel: 01 417 7700 Email: info@concern.net Web: www.concern.net

CONSOLE
Console is a Registered Charity supporting and helping people bereaved through suicide. Console promotes positive mental health within the community in an effort to reduce the high number of attempted suicides and deaths through suicide.

Contact: National Helpline: 1800 201 890 Email: info@console.ie Web: www.console.ie
CONSUMERS’ ASSOCIATION OF IRELAND (CAI)
The Consumers’ Association of Ireland (CAI) is Ireland’s independent, self-funded and non-profit organisation, founded in 1966 and registered with charity status. Its members are ordinary consumers from areas spread right across the country who see the need for and who support such an organisation.

Contact: Tel: 01 497 8600 Email: cai@consumerassociation.ie
Web: www.consumerassociation.ie

CRIME VICTIMS HELPLINE
Crime Victims Helpline is a national helpline which offers support to victims of crime in Ireland. Established in 2005, its aim is to support, inform and empower victims of crime and all those affected by crime.

Contact: National Helpline: 1850 211 407 Email: info@crimevictimshelpline.ie
Web: www.crimevictimshelpline.ie

DEPARTMENT OF HEALTH AND CHILDREN
The Department of Health and Children’s statutory role is to support the Minister in the formulation and evaluation of policies for the health services. It also has a role in the strategic planning of health services.

Contact: Tel: 01 635 4000 Email: info@health.ie Web: www.doh.ie

DEPARTMENT OF SOCIAL PROTECTION
The Department of Social Protection is dedicated to promoting a caring society through ensuring access to income support and other services, enabling active participation, promoting social inclusion and supporting families.

Contact: Web: www.welfare.ie

disABILITY.IE
disABILITY.IE is an online information service for people with disabilities and special needs, as well as their family and friends. It is a specially constructed/designed website with links to a broad range of information relevant to the needs of the user.

Contact: Email: info@disability.ie Web: www.disability.ie
BLUEBIRD CARE
Building on extensive experience within the caring professions, Bluebird Care has revolutionised the way care is delivered in Ireland by concentrating on high quality customer service, whilst at the same time upholding the very best in professional care service provision both in the home and in the community. They have offices throughout Ireland, and are HSE approved and members of both the Irish and UK Home Care Associations.

Contact: Call or visit web to find out about offices in your area:
  General Tel: 0818 227 052 Web: www.bluebirdcare.ie

ENERGY ACTION LTD.
Energy Action was established in 1988, with the core objective of alleviating fuel poverty in Dublin by provision of insulation in the homes of older people. It is also a training centre for unemployed people and at any given time has around 60 people in training.

Contact: Tel: 01 454 5464 Email: info@energyaction.ie Web: www.energyaction.ie

EUROPEAN ANTI-POVERTY NETWORK IRELAND
EAPN Ireland is a network of groups and individuals working against poverty. It is the Irish national network of the European Anti Poverty Network (EAPN Europe), which aims to put the fight against poverty at the top of the EU, national and local agenda.

Contact: Tel: 01 874 5737 Web: www.eapn.ie

FAMILY DIVERSITY INITIATIVE
The Family Diversity Initiative is coalition of organisations working with and representing the interests of diverse families in Ireland. This coalition recognises that the family exists in many different structures and circumstances.

Contact: Email: info@familydiversity.ie Web: www.familydiversity.ie

FRIENDS OF THE ELDERLY
Friends of the Elderly is an Irish charity that works to alleviate loneliness and isolation amongst older people who live alone or feel alone. It believes in supporting people to remain independent and to live at home for as long as possible.

Contact: Tel: 01 840 8222 Email: info@friendsoftheelderly.ie Web: www.friendsoftheelderly.ie

INDEPENDENT AGE
Independent Age helps older people to live with independence and dignity in their later years. Its practical support enables older people to stay in their own homes for as long as possible and lead active and fulfilled lives.

Contact: Tel: 051 39 99 89 Email: independentage@eircom.net Web: www.independentage.org

INSTITUTE OF PUBLIC HEALTH IN IRELAND (IPH)
The Institute of Public Health in Ireland (IPH) promotes cooperation for public health across the island of Ireland by strengthening public health intelligence, building public health capacity and policy and programme development and evaluation. It works with a range of partners to bring people and organisations from across the island together to promote collective action for sustained improvements in health.

Contact: Tel: 01 478 6300 Email: info@publichealth.ie Web: www.publichealth.ie

IRISH ASSOCIATION OF OLDER PEOPLE
The Irish Association of Older People is a membership based organisation which was set up in 1990 with the support and encouragement of the National Council for the Elderly as a company limited by guarantee. The Association derives its vitality from an understanding of the needs and aspirations of older people through direct contact with individuals and groups working with and for older people.

Contact: Tel: 01 214 0737 Email: iaop@oceanfree.net Web: www.olderpeople.ie

IRISH ASSOCIATION OF PENSION FUNDS (IAPF)
The IAPF seek to influence the future direction of pensions in Ireland so as to increase the financial security of all retired people. It represents members’ interests at all levels by actively lobbying the Government, the Pensions Board, the Revenue Commissioners, the Social Partners and other relevant agencies.

Contact: Tel: 01 661 2427 Email: info@iapf.ie Web: www.iapf.ie
IRISH COUNCIL FOR CIVIL LIBERTIES (ICCL)
The Irish Council for Civil Liberties (ICCL) is Ireland’s leading independent human rights watchdog, which monitors, educates and campaigns in order to secure full enjoyment of human rights for everyone. The ICCL is an entirely independent organisation and does not rely on government support or funding.

Contact:  Tel: 01 799 4504  Email: info@iccl.ie  Web: www.iccl.ie

IRISH HOSPICE FOUNDATION
The Irish Hospice Foundation aims to facilitate the practice of hospice care in all its aspects. It does this by working independently as well as in partnership with the statutory, voluntary and professional bodies concerned with hospice and palliative care in Ireland.

Contact:  Tel: 01 679 3188  Email: info@hospice-foundation.ie  Web: www.hospice-foundation.ie

IRISH MOTOR NEURONE DISEASE ASSOCIATION
The Irish Motor Neurone Disease Association was founded in 1985 by a small group of friends, relatives and carers of Motor Neurone Disease (also referred to as Amyotrophic Lateral Sclerosis - ALS) sufferers. The Association functions mainly as a support organisation for people who have MND, their carers and families.

Contact:  Freephone: 1800 403 403  Email: info@imnda.ie  Web: www.imnda.ie

IRISH RURAL DOCTOR’S GROUP
The Irish Rural Doctor’s Group is in existence since 1984. An annual conference of Rural Doctors is held in Westport every year to discuss the problems of depopulation, youth and medical provision in rural areas and for older people.

Contact:  Tel: 098 36287 / 36134  Email: safehome@rural-health.net

IRISH RURAL LINK
Irish Rural Link is the national network representing rural communities. Irish Rural Link represents the interests of community groups in disadvantaged and marginalised rural areas by highlighting problems, advocating appropriate policies and sharing experiences and examples of good practice.

Contact:  Tel: 090 648 2744 or 648 2745  Email: info@irishrurallink.ie  Web: www.irishrurallink.ie

IRISH SENIOR CITIZENS PARLIAMENT
The Irish Senior Citizens Parliament is a representative organisation of Older People in Ireland. The Parliament is a non-partisan political organisation working to promote the views of older people in policy development and decision-making.

Contact:  Tel: 01 856 1243  Email: seniors@iol.ie  Web: http://iscp.wordpress.com/

IRISH WHEELCHAIR ASSOCIATION
The Irish Wheelchair Association (IWA) was founded in 1960 by a small group of wheelchair users committed to improving the lives of people with physical disabilities in Ireland. IWA has gone on to become an important provider of quality services to people with limited mobility throughout the country.

Contact:  Tel: 01 818 6400  Email: info@iwa.ie  Web: www.iwa.ie

MEALS ON WHEELS
The Meals on Wheels service is available to people in the community who are unable due to age, illness or disability to cook their own meals and is operated on a voluntary basis. Referral and access to Meals on Wheels Services is by word of mouth, social workers, GPs, hospitals and self referral. Please check with your local Health Nurse to see if your area is covered.

Contact:  Helpline: 1890 283 438  Email: helpline@mabs.ie  Web: www.mabs.ie

MONEY ADVICE AND BUDGET SERVICE (MABS)
The Money Advice and Budgeting Service (MABS) is a free and confidential service for people with debt and money management problems.

Contact:  Helpline: 1890 283 438  Email: helpline@mabs.ie  Web: www.mabs.ie
OLDER PEOPLE’S ORGANISATIONS

MS IRELAND
MS Ireland is dedicated to enabling and empowering people affected by Multiple Sclerosis to live the life of their choice and to their fullest potential. MS Ireland has a vision of Irish society where all people affected by MS live positive and active lives in the community.

Contact: Information Line: 1850 233 233 Email: info@ms-society.ie
Web: www.ms-society.ie

NATIONAL ADULT LITERACY AGENCY (NALA)
The National Adult Literacy Agency is an independent charity committed to making sure people with literacy and numeracy difficulties can fully take part in society and have access to learning opportunities that meet their needs.

Contact: Tel: 01 412 7900 Email: literacy@nala.ie
Web: www.nala.ie

NATIONAL ADVOCACY PROGRAMME
A partnership between Third Age, HSE and Nursing Homes Ireland, the Third Age Advocacy programme provides an independent advocacy service for older people in long-stay nursing home care. Advocacy is an empowering process. Advocacy for older people is taking action to help them say what they want, secure their rights, represent their interests and obtain any services they need.

Contact: Web: www.thirdageireland.ie; www.myhomefromhome.ie

NATIONAL CONSUMER AGENCY (NCA)
The National Consumer Agency (NCA) is a statutory body established by the Irish Government in May 2007. It aims to defend consumer interests and to embed a robust consumer culture in Ireland.

Contact: Helpline: 1890 432 432 Web: www.nca.ie

NATIONAL FEDERATION OF PENSIONERS ASSOCIATIONS
The National Federation of Pensioners Associations was founded in 1976 and currently has twenty Pensioners Associations affiliated to it, representing in the region of 29,000 pensioners. The Federation represents Pensioners from the Public Service, Semi-State Bodies and from private industry.

Contact: Tel: 01 831 2851 / 086 813 7672 Email: nfpasec@eircom.net

NATIONAL WOMEN’S COUNCIL OF IRELAND (NWCI)
The National Women’s Council of Ireland (NWCI) is the national representative organisation for women and women’s groups in Ireland promoting equality, human rights and empowerment for all women. It has a vision of an Ireland where all women and men have equal power to shape society and their own lives.

Contact: Tel: 01 878 7248 Email: info@nwci.ie Web: www.nwci.ie

NURSING HOMES IRELAND
Nursing Homes Ireland is the representative organisation for the private and voluntary nursing homes sector. This sector is a key part of the Irish health service.

Contact: Tel: 01 429 2570 Email: info@nhi.ie Web: www.nhi.ie

OFFICE FOR SOCIAL INCLUSION (OSI)
The Office for Social Inclusion is the Irish government office with overall responsibility for developing, co-ordinating and driving Ireland’s National Action Plan for Social Inclusion 2007 - 2016.

Contact: Tel: 01 704 3245 Email: social.inclusion@welfare.ie
Web: www.socialinclusion.ie

OLDER WOMANS NETWORK IRELAND (OWN)
OWN Ireland is national networking linking individuals and groups of women aged 55+. It provides a forum for older women to meet together to share their experiences and discuss issues of concerns.

Contact: Tel: 01 884 4536 Email: info@ownireland.ie Web: www.ownireland.ie

PENSIONS BOARD
The Pensions Board is a statutory body set up under the Pensions Act, 1990. It regulates occupational pension schemes, Trust RACs and Personal Retirement Savings Accounts in Ireland.

Contact: LoCall: 1890 656 565 Email: info@pensionsboard.ie
Web: www.pensionsboard.ie
PENSIONS OMBUDSMAN
The Pensions Ombudsman investigates and decides complaints and disputes from individuals about their occupational pension schemes, Personal Retirement Savings Accounts (PRSAs) and Trust RACs where there is both maladministration and financial loss. He is completely independent and impartial.

Contact: Tel: 01 647 1650 Email: info@pensionsombudsman.ie
Web: www.pensionsombudsman.ie

RETIREMENT PLANNING COUNCIL OF IRELAND
The Retirement Planning Council promotes the concept of planning ahead for retirement. It is a not-for-profit organisation with charitable status and is supported by almost 250 private and semi-state bodies.

Contact: Tel: 01 478 9471 Email: information@rpc.ie Web: www.rpc.ie

RIGHTS MONITOR
Rights Monitor is a website featuring information about human rights in Ireland under international law from three Ireland-based NGOs: Free Legal Advice Centres (FLAC), the Irish Council for Civil Liberties (ICCL), and the Irish Penal Reform Trust (IPRT). The site’s current focus is on Ireland’s examination by the UN Human Rights Committee (HRC) under the United Nations International Covenant on Civil and Political Rights (ICCPR).

Contact: Web: www.rightsmonitor.org

SENIORCARE.IE
SeniorCare.ie provides information relevant to care and support of older people in Ireland. This includes information on home help, medical and disability aids, nursing homes, retirement villages, health and fitness, senior’s finance and many others.

Contact: Web: www.seniorcare.ie

SENIOR HELP LINE
Senior Help Line is a national confidential telephone listening service for older people provided by trained older volunteers. The LoCall number 1850 440 444 is available for the price of a local call anywhere in Ireland. Senior Help Line is open every day and every evening 365 days a year. Trained volunteers listen empathically, providing information, practical and emotional support to callers. Senior Help Line is a Third Age programme.

Contact: Web: www.thirdageireland.ie

SOCIETY OF ST. VINCENT DE PAUL
The Society of St. Vincent de Paul is the largest, voluntary, charitable organisation in Ireland. Its membership of 9,500 volunteers throughout the country is supported by professional staff, working for social justice and the creation of a more just, caring nation. This unique network of social concern also gives practical support to those experiencing poverty and social exclusion, by providing a wide range of services to people in need.

Contact: Tel: 01 838 6990 Email: info@svp.ie Web: www.svp.ie

SONAS aPc
Sonas aPc is dedicated to enhancing the lives of older people with impaired communication, especially those with dementia. It is a charitable organisation and relies on funding from the HSE to subsidise its workshops & services.

Contact: Tel: 01 260 8138 Email: info@sonasapc.ie Web: www.sonasapc.ie

THIRD AGE FOUNDATION
Third Age is a voluntary organisation with a number of international, national, regional and local programmes all promoting the value and contribution of older people. Third Age has over 1,000 volunteers working throughout Ireland as listeners, befrienders, tutors, advocates and more. Third Age also promotes the third age, before and after retirement, as a positive life stage. Third Age has a vibrant local programme offering activities, programmes, services and outreach to local members.

Contact: Tel: 046 955 7766 Web: www.thirdageireland.ie

WOMEN’S HEALTH CARE
The aim of the Women’s Health Care website is to help provide an insight into women’s health issues in Ireland. Some of the articles on the site cover areas such as menstrual cycle issues, menopause, infertility, pregnancy, miscarriages, etc.

Contact: Web: www.whc.ie

VOLUNTEER STROKE SCHEME
The Volunteer Stroke Scheme is a registered charity that provides help for people with stroke in Ireland.

Contact: Tel: 01 455 9036 Web: www.strokescheme.ie
ALLOWANCES & ENTITLEMENTS

- New State Pension Rates
- Extra Benefits
- Adult Dependant
- Child Dependants
- Widow’s/Widower’s Pension
- National Fuel Scheme
- Housing Aid for Older Persons Scheme
- Mobility Aids Grant Scheme
- Housing Aid - The Figures
- Better Energy Homes Scheme
- Living Alone Increase
- Household Benefits Package
- Budget 2013
- Refuse and Water Charges
- Caregiver Support
- Home Care Package
State Pension (Transition)
Under the Social Welfare and Pensions Act 2011 the State Pension (Transition) will no longer be paid from 1 January 2014. This means that there will then be a standard State Pension age of 66 years for everyone. If you have qualified for the State Pension Transition before 1 January 2014 you remain entitled to it for the duration of your claim (1 year).

It was announced in Budget 2012 that there will be some changes to contributory State pensions. These changes came into effect on 1 September 2012. A lower pension is payable to new applicants for State Pension who have a yearly average of less than 48 PRSI contributions. These changes apply to new claimants from September 2012.

If you qualified for a State Pension (Transition) before September 2012 you will transfer to the State Pension (Contributory) at the same rate. These reduced rates also apply to increases for qualified adults paid with reduced rate pensions from 1 January 2013.

New State Pension (Contributory) rates for people who qualify for pensions
FROM 1ST SEPTEMBER 2012:

<table>
<thead>
<tr>
<th>Yearly Average Contributions</th>
<th>Personal Rate per week</th>
<th>Increase for a Qualified Adult* (under 66)</th>
<th>Increase for a Qualified Adult* (age 66 &amp; over)</th>
</tr>
</thead>
<tbody>
<tr>
<td>48 or Over</td>
<td>€230.30</td>
<td>€153.50</td>
<td>€206.30</td>
</tr>
<tr>
<td>40-47</td>
<td>€225.80</td>
<td>€146</td>
<td>€196</td>
</tr>
<tr>
<td>30-39</td>
<td>€207</td>
<td>€139</td>
<td>€186</td>
</tr>
<tr>
<td>20-29</td>
<td>€196</td>
<td>€130</td>
<td>€175</td>
</tr>
<tr>
<td>15-19</td>
<td>€150</td>
<td>€100</td>
<td>€134</td>
</tr>
<tr>
<td>10-14</td>
<td>€92</td>
<td>€61</td>
<td>€83</td>
</tr>
</tbody>
</table>

*Increases for qualified adults are means-tested payments (see Adult Dependant on facing page).

From 1st September 2012, the rate band 20-47 was replaced by the bands 20-29, 30-39 and 40-47. Pro-rata rates can also be paid (as described above). You can read FAQs about these changes on welfare.ie

State Pension (Contributory) rates for people who qualified for pensions
BEFORE 1ST SEPTEMBER 2012:

<table>
<thead>
<tr>
<th>Yearly Average PRSI Contributions</th>
<th>Personal Rate Per Week</th>
<th>Increase for a Qualified Adult (under 66)</th>
<th>Increase for a Qualified Adult (age 66 &amp; over)</th>
</tr>
</thead>
<tbody>
<tr>
<td>48 or Over</td>
<td>€230.30</td>
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<td>€225.80</td>
<td>€153.50</td>
<td>€206.30</td>
</tr>
<tr>
<td>15-19</td>
<td>€172.70</td>
<td>€115.10*</td>
<td>€154.70*</td>
</tr>
<tr>
<td>10-14</td>
<td>€115.20</td>
<td>€76.80*</td>
<td>€103.20*</td>
</tr>
</tbody>
</table>

*Qualified adult rates apply to claims made from 6 April 2001.

Extra Benefits
You are automatically paid an extra allowance of €10 per week when you reach 80 years of age. This increase is not paid to qualified adults.

The Living Alone Increase may be payable to people who live completely alone. You may also be eligible for other benefits. Find out more about medical cards, the Household Benefits Package and Fuel Allowance.

Adult Dependant
You can get an increase in your payment for an adult dependant (called a qualified adult). Your income is not taken into account in the assessment for a Increase for a Qualified Adult.

Any income your adult dependant has from employment, self-employment, savings, investments and capital (for example, any property except your own home) is taken into account. If you have joint savings or investments with your spouse, civil partner or cohabitant only half is taken into account.

If you are getting a State Pension (Contributory) the Increase for a Qualified Adult is automatically paid directly to your adult dependant. This only applies to applications for State pensions received by the Department on or after 27 September 2007.
Child Dependants
You can also get an increase in your payment for child dependants (known as qualified children). Since 6 July 2012 you can no longer claim an Increase for a Qualified Child (IQC) with your State Pension (Contributory) if your spouse, civil partner or cohabitant has an income of over €400 a week. You get a half-rate IQC if your spouse, civil partner or cohabitant earns between €310 and €400 a week. This only applies to claims made after 6 July 2012.

Widow’s/Widower’s (Contributory) Pension - 2012 rates:

| Widow/Widower (under 66)     | €193.50  |
| Widow/Widower (aged 66 & under 80) | €230.30  |
| Widow/Widower (aged 80 & over) | €240.30  |
| Increase for a Qualified Adult | €29.80   |

From 6 April 2012, late claims for Widow’s, Widower’s or Surviving Civil Partner’s Contributory Pension may be backdated for a maximum period of 6 months. Backdating of a late claim beyond 6 months will be considered in circumstances where you failed to claim because of:

- Incorrect information being supplied by the Department or
- Your incapacity by illness or infirmity

National Fuel Scheme
A Fuel Allowance is a payment under the National Fuel Scheme to help with the cost of heating your home. It is paid to people who are dependent on long-term social welfare and who are unable to provide for their own heating needs. The scheme operates for 26 weeks.

Only one Fuel Allowance is paid to a household. In Budget 2012 the heating season was reduced by 6 weeks to 26 weeks. The fuel season for 2012/2013 started on Monday, 8 October 2012 and finishes on Friday, 5 April 2013 (26 weeks). The allowance is €20 per week.

Housing Aid for Older Persons Scheme
The Housing Aid for Older People Scheme is used to improve the condition of an older person’s home. In general, this scheme is aimed at people 60 years of age and above.

However, if there is a case of genuine hardship the local authority may give assistance to people under 60 years of age. The Housing Aid for Older People Scheme replaced the Essential Repairs Grant administered by the local authority and the Special Housing Aid for the Elderly administered by the Health Service Executive (HSE). (see chart on Page 33)

*A housing adaption grant is available where changes need to be made to a home to make it suitable for a disabled person to live in. Please note that in 2007, the Housing Adaption Grant for People with a Disability replaced the Disabled Persons Grant. This is a means-tested grant.

Mobility Aids Grant Scheme
The Mobility Aids Grant Scheme was set up in 2007. The Scheme provides grants for works designed to address mobility problems in the home. For example, the grant can be used for the purchase and installation of grab-rails, a level access shower, access ramps or a stair-lift.

The grant is primarily for older people but people with disability can also access the scheme. You cannot apply for both the Mobility Aids Grant Scheme and the Housing Adaptation Grant for People with a Disability. However, you can withdraw your application for one scheme and submit a new application under the other.

The maximum grant available will be €6,000 and may cover 100% of the cost of the work.
### HOUSING AID FOR OLDER PEOPLE SCHEME:

<table>
<thead>
<tr>
<th>Max. Yearly Household Income</th>
<th>Percentage of Costs</th>
<th>Maximum Grant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to €30,000</td>
<td>100%</td>
<td>€10,000</td>
</tr>
<tr>
<td>€30,000 - €34,000</td>
<td>90%</td>
<td>€9,450</td>
</tr>
<tr>
<td>€34,001 - €38,000</td>
<td>80%</td>
<td>€8,400</td>
</tr>
<tr>
<td>€38,001 - €42,000</td>
<td>70%</td>
<td>€7,350</td>
</tr>
<tr>
<td>€42,001 - €46,000</td>
<td>60%</td>
<td>€6,300</td>
</tr>
<tr>
<td>€46,001 - €50,000</td>
<td>50%</td>
<td>€5,250</td>
</tr>
<tr>
<td>€50,001 - €54,000</td>
<td>40%</td>
<td>€4,200</td>
</tr>
<tr>
<td>€54,001 - €65,000</td>
<td>30%</td>
<td>€3,150</td>
</tr>
<tr>
<td>Over €65,000</td>
<td>-</td>
<td>No Grant Payable</td>
</tr>
</tbody>
</table>

### HOUSING ADAPTATION GRANT FOR PEOPLE WITH A DISABILITY* (HOUSES OVER 12 MONTHS OLD):

<table>
<thead>
<tr>
<th>Max. Yearly Household Income</th>
<th>Percentage of Costs</th>
<th>Maximum Grant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to €30,000</td>
<td>95%</td>
<td>€30,000</td>
</tr>
<tr>
<td>€30,000 - €34,000</td>
<td>90%</td>
<td>€27,000</td>
</tr>
<tr>
<td>€34,001 - €38,000</td>
<td>80%</td>
<td>€24,000</td>
</tr>
<tr>
<td>€38,001 - €42,000</td>
<td>70%</td>
<td>€21,000</td>
</tr>
<tr>
<td>€42,001 - €46,000</td>
<td>60%</td>
<td>€18,000</td>
</tr>
<tr>
<td>€46,001 - €50,000</td>
<td>50%</td>
<td>€15,000</td>
</tr>
<tr>
<td>€50,001 - €54,000</td>
<td>40%</td>
<td>€12,000</td>
</tr>
<tr>
<td>€54,001 - €65,000</td>
<td>30%</td>
<td>€9,000</td>
</tr>
<tr>
<td>Over €65,000</td>
<td>-</td>
<td>No Grant Payable</td>
</tr>
</tbody>
</table>

### HOUSING ADAPTATION GRANT FOR PEOPLE WITH A DISABILITY* (HOUSES LESS THAN 12 MONTHS OLD):

<table>
<thead>
<tr>
<th>Max. Yearly Household Income</th>
<th>Percentage of Costs</th>
<th>Maximum Grant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to €30,000</td>
<td>95%</td>
<td>€14,500</td>
</tr>
<tr>
<td>€30,000 - €34,000</td>
<td>90%</td>
<td>€13,050</td>
</tr>
<tr>
<td>€34,001 - €38,000</td>
<td>80%</td>
<td>€11,600</td>
</tr>
<tr>
<td>€38,001 - €42,000</td>
<td>70%</td>
<td>€10,050</td>
</tr>
<tr>
<td>€42,001 - €46,000</td>
<td>60%</td>
<td>€8,700</td>
</tr>
<tr>
<td>€46,001 - €50,000</td>
<td>50%</td>
<td>€7,250</td>
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<tr>
<td>€50,001 - €54,000</td>
<td>40%</td>
<td>€5,800</td>
</tr>
<tr>
<td>€54,001 - €65,000</td>
<td>30%</td>
<td>€4,350</td>
</tr>
<tr>
<td>Over €65,000</td>
<td>-</td>
<td>No Grant Payable</td>
</tr>
</tbody>
</table>

### Better Energy Homes Scheme

Under the national upgrade programme called ‘Better Energy’, the Warmer Homes Scheme, the Home Energy Saving Scheme and the Greener Homes Scheme will be merged into the Better Energy Homes Scheme. It is operated by the Sustainable Energy Authority of Ireland (SEAI). The Better Energy scheme provides assistance to homeowners to reduce energy use, costs and greenhouse gas emissions and improve the comfort levels within their home.

**The objectives of the scheme are to:**

- Support homeowners in making intelligent choices to improve the energy performance of their home
- Reduce energy use, costs and greenhouse gas emissions
- Build market capacity and competence by driving contractor standards and quality
- Stimulating market innovation

The incentive is in the form of a Cash Grant. Cash grants are fixed, irrespective of home size, though where actual expenditure is lower than the grant value only the lower amount will be paid. Payment is by Electronic Funds Transfer to the applicant’s bank. There are two methods of application, online (which means a far quicker response) or by post.

Before you apply you will need your Meter Point Reference Number (MPRN – 11 digits long and appears on your electricity bill), the year your house was built, what measures you wish to undertake as part of the scheme, to have selected an SEAI registered contractor, your bank details (but not Credit Union) and an email address where your grant offer will be made and from where you must respond to ensure the offer does not lapse.

*(NOTE: It is very important that neither a Contractor nor an Assessor applies on your behalf as this contravenes the terms and conditions of their registration.)*

### Living Alone Increase

This payment is supplementary for people in Ireland on Irish social welfare pensions who are living alone. It is also available to people under the age of 66 who get certain other payments from the Department of Social and Family Affairs. The Living Alone Increase weekly payment is €7.70. For further detail please contact your local Citizens Information Centre.

### RETIREMENT FACT!

One survey shows that among those currently retired, the most common reason for retirement was illness and disability, accounting for 29 per cent of early retirements. Just 27 per cent could afford to retire, or they got a “good package”. Thirteen per cent found their work too stressful.
The Healthy Ear

Our ears are delicate instruments, but are something we tend to take for granted. They need care, just like any other part of our body. The ear has three main elements; the outer, middle and inner ear, each of which is vital to our ability to hear clearly. Anything that disturbs the delicate balance inside the ear can upset the way we receive and interpret sounds.

The Dangers of Delay

Early testing can prevent later problems. Hearing loss usually happens slowly, and on average it takes ten years for people with a hearing problem to do something about it. Untreated hearing loss not only affects quality of life, it also affects the brain’s ability to remember common sounds. Once hearing has started to fade, the brain stores sound for about three years. After about seven years the memory becomes weaker and weaker (Source: Forum Besser Horen 2002).

If fitting a hearing aid is seriously delayed, the risk that the brain will have to re-learn everyday sounds is increased. At Hidden Hearing, the hearing screening takes an hour from start to finish and is completely painless. During this hour, hearing specialists take a complete medical history and examine the ear before they go through the various grades of hearing. Then, depending on the result of this test, they may recommend you get a hearing aid.

Hidden Hearing has a comprehensive range of hearing aids available and they can tailor them according to your needs. They also send a report of all hearing tests back to your GP to keep them in the loop. Once you are fitted with your hearing aid, Hidden Hearing recommends you attend your free follow-up appointments to ensure that you are comfortable and happy with your new hearing aid.

About Hidden Hearing

Hidden Hearing is one of Ireland’s premier providers of hearing healthcare in the private sector, with a national network of over 60 branches and clinics. With modern testing facilities, qualified hearing aid audiologists and state-of-the-art audiological equipment and hearing devices, Hidden Hearing is committed to providing their customers with a professional hearing healthcare service. This is further reinforced with their unique benefits package which includes a 5 year warranty, 90 day money back guarantee and free batteries and aftercare service for life. For more information or to book a free hearing screening, call 1800 882 884 or visit www.hiddenhearing.ie
Household Benefits Package
If you satisfy a number of conditions, you may qualify for the Household Benefits Package. This is a package of 3 allowances, which help you with the costs of running your household. You must be living in the State. Only one person in a household can qualify for the package at any time.

Budget 2013
The value of the Telephone Allowance and the Electricity/Gas Allowance elements of the Household Benefits Package will reduce for new and existing recipients with effect from 1 January 2013.

The value of the Telephone Allowance will be reduced. The new monthly rate of €9.50 will show as a credit on the customer’s bill or be paid as a cash allowance.

The Electricity/Gas Allowance will be set at a single rate based on the average market rate across all suppliers currently available (for an unchanged 150 units per month). The new rate of €35 per month will show as a cash credit for those who receive a bill or be paid as a cash allowance.

Refuse and Water Charges
In some local authority areas, low-income households can avail of a waiver (that is, a reduction or total exemption) on waste and water charges made by private operators and by local authorities. These waivers vary greatly from region to region and in some areas they are not available at all. To find out if your local authority operates a waiver scheme, you should contact them directly.

Apply to Department of Social Protection:
Social Welfare Services,
College Road, Sligo, Ireland.

RETIREMENT FACT!
Nearly 9 per cent wanted to pursue other interests, 8 per cent faced involuntary redundancy or closure with 7.5 per cent wanting to care for a family member. Smaller percentages retired for “other reasons”, to more time with the family, or they were compulsorily retired.

CAREGIVER SUPPORT
There are a variety of benefits that might apply to you, as a carer so it is worth investigating some of the following:

Carer’s Allowance:
This is a means-tested payment to people who are looking after someone who is in need of support because of age, physical or learning disability or illness. It is mainly aimed at carers on low incomes who live with and look after certain people who need full-time care and attention. You will also qualify for the Household Benefits Package and a Free Travel Pass.

Carer’s Benefit:
This is a payment made to persons with sufficient PRSI contributions in Ireland who leave the workforce to care for a person in need of full-time care and attention. You can get Carer’s Benefit for a total period of 104 weeks for each person being cared for.

Carer’s Allowance:

<table>
<thead>
<tr>
<th>Carer</th>
<th>Maximum weekly rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aged under 66, caring for 1 person</td>
<td>€204</td>
</tr>
<tr>
<td>Aged under 66, caring for 2 or more</td>
<td>€306</td>
</tr>
<tr>
<td>Aged 66 or over and caring for 1 person</td>
<td>€239</td>
</tr>
<tr>
<td>Aged 66+, caring for 2 person</td>
<td>€358.50</td>
</tr>
<tr>
<td>Increase for a Qualified Child</td>
<td>€29.80 (full-rate)</td>
</tr>
<tr>
<td></td>
<td>€14.90 (half-rate)</td>
</tr>
</tbody>
</table>
Our next breakthrough against cancer could start in your will

Make a will for your loved ones. And leave a life-saving legacy to fight cancer.

Your moving legacy

Imagine using your will to improve cancer treatments and patient care. Once your family and friends are taken care of in your will, please consider leaving a gift to fund vital cancer research. Ask your solicitor today to make a simple addition to your will to leave a gift to the Irish Cancer Society.

If you don’t already have a will, talk to your solicitor. Or please contact us for a copy of our simple Legacy Information Pack.

For further information, please contact: Rachael Hurley, CallSave 1850 60 60 60 or Email: rhurley@irishcancer.ie

For the last 50 years, the Irish Cancer Society has worked for and on behalf of everyone in Ireland who is affected by cancer.

Our mission is to play a vital role in achieving world-class cancer services in Ireland, to ensure fewer people get cancer and those that do receive the best care, treatment, information and support. We listen, we support, we provide care and financial assistance, we create awareness, we provide information, we fund research and we influence decisions about cancer. We are an independent voice for cancer patients and their families.

Our goals are focused around prevention, survival and quality of life with three programme areas to achieve them: advocacy, cancer services and research. Our work is only made possible by the commitment, generosity and tireless efforts of our donors, supporters, volunteers, researchers and staff. Our long-term vision is a future without cancer. To achieve that vision, we need your help.

Imagine using your will to improve cancer treatments and patients care. After you’ve taken care of family and friends, the Irish Cancer Society needs your help to find better treatments for cancer ensuring that fewer people get cancer and those who do have better outcomes. Ireland’s next breakthrough with cancer could start with you. Please consider asking your solicitor to make a simple addition to your will to leave a gift to the Irish Cancer Society.

For more information please contact Rachael Hurley on (01) 2316 649 at rhurley@irishcancer.ie. To find out more information about the Irish Cancer Society please visit our website www.cancer.ie or if you would like to talk with one of our specialist cancer nurses please call our National Cancer Helpline on Freephone 1800 200 700.
Half Rate Carers Allowance:
If you are getting certain social welfare payments and you are providing full-time care and attention to another person, you can keep your main social welfare payment and get a half-rate Carer’s Allowance as well.

You may qualify for half-rate Carer’s Allowance if you:
- are already getting Carer’s Allowance but also meet the qualifying criteria for another social welfare payment;
- changed from another social welfare payment to get Carer’s Allowance;
- are caring for someone and being claimed for by a spouse, civil partner or cohabitant;
- are getting a social welfare payment other than Carer’s Allowance and caring for someone.

This is a means-tested payment for more information see www.citizensinformation.ie

Carer’s Leave:
This allows employees to leave their employment temporarily for a period up to 104 weeks to provide full-time care for people in need of full-time care and attention. The leave will be unpaid but those who propose to avail of Carer’s Leave will have their jobs kept open for them for the duration of the leave.

Respite Care Grant:
This is an annual payment made to carers. Carers can use the Grant in whatever way they wish. You can use the grant to pay for respite care if you wish, but it is not necessary to do so. The Grant is paid automatically to people receiving Carer’s Allowance or Carer’s Benefit. Following the budget the annual Respite Care Grant will reduce from €1,700 to €1,375 for each person receiving care.

Home Care Package:
If you need a professional home care service you may get help from the HSE under the Home Care Support Scheme. This may include a Home Care Package which you may use to employ caregivers. Home care supports under this scheme operate differently in different parts of the country. In some areas, the HSE directly provides care services at home or arranges for their provision by voluntary organisations or by private home care providers such as Bluebird Care.

Claiming benefits can be complicated and time consuming, so it’s worth getting expert help and advice from:
- Age Action Information line Monday-Friday 01 475 6989
- a social worker from your local Health Office
- a housing welfare officer from your local authority
- your citizens information service: LoCall 1890 777 121
- your local social welfare office
- the Leaflet Request Line in the Department of Social Protection: LoCall 1890 20 23 25
- online at www.hse.ie.
Established in 2007 and located in Santry, Dublin, The Sports Surgery Clinic (SSC) is one of the nation’s leading specialty hospitals providing a complete range of services including orthopaedics, joint replacement, spinal surgery and sports medicine.

SSC believes the perception that joint replacement surgery is limited to the elderly needs to change. People need to get the balance right between ‘quality of life’ and how much pain and functional loss they can endure. With continuously improving designs, techniques, and materials the longevity of implants are becoming less of an issue. Specialists are available to help make the best informed decision possible.

SSC consists of 13000 square feet of space divided over four floors. With ample parking it has 41 inpatient beds as well as 21 day beds and boasts state of the art operating theatres and facilities for fitness testing, cardiology and respiratory testing, plastic and reconstructive surgery, diagnostic imaging (MRI, X-Ray) and physiotherapy.

From initial consultation to treatment and rehab, all services are provided under one roof ensuring your time spent injured is kept to a minimum.

SSC prides itself on a number of areas:

- Access to the right consultant
- Immediate access to all the required investigations
- The highest quality of perioperative care
- Personal rehabilitation programmes to maximise outcome from treatment.

It ensures that this care is delivered at competitive rates and has agreed comprehensive insurance contracts with all private healthcare providers.

Orthopaedics is the field of surgery related to injuries and conditions of the body’s muscles and skeleton. This complex system includes your bones, joints, ligaments, tendons, muscles, and nerves and allows you to move, work, and be active.

SSC in Santry, Dublin, provides world-class medical facilities for:

- Joint replacement surgery
- Orthopaedics (including shoulder, hand, foot & ankle, spine, hip and knee)
- Spinal assessment / surgery
- Sports injury / sports medicine
- MRI / X-Ray
- Physiotherapy.

To make appointments please call: 01 526 2000

SSC accepts direct settlement of claim payments from:

- VHI
- AVIVA
- LAYAL
- GloHealth
- HCE

The Sports Surgery Clinic
Specialists in Joint Replacement, Spinal Surgery, Orthopaedics and Sport Injuries

www.sportssurgeryclinic.com

Treating active people of all ages
**Health & Fitness**

- **Feel Good. Get Active!**
  10 Minutes to Feel Great!
  How to Get Active

- **Improve your Balance**
  5 Essential Exercises

- **About ‘Go For Life’**

- **Bone Health**
  The Do’s and Don’ts

- **Arthritis**
  A Message from Arthritis Ireland

- **A Healthy & Happy Retirement**
  About The Retirement Planning Council of Ireland
Feel good. Get active!
People always say “You’re only as old as you feel”. Well, it turns out to be true. Science has proven that staying active keeps your body younger, no matter what it says on your birth cert! Half-an-hour each day is all it takes to turn back the clock. Activities like going for a walk, doing the hoovering or playing a round of pitch and putt can make all the difference. Activity stops you from getting stiff. It keeps away colds and infections. It helps you avoid heart disease and diabetes. It keeps you sharp. And, best of all, it cheers you up and gives you energy!

You can get active at any age. Start off with a 10-minute activity like this:

- Walk back from the local shop as if you are in a hurry,
- Throw and catch a ball,
- Go up and down the stairs or steps a few times.

Build on this until you are getting half-an-hour of health-enhancing physical activity each day. Make these activities part of your day and soon you won’t even notice you are doing them. But you will notice how much better you feel.

What can I do?
On my own...
You can get active in your own home or in your neighbourhood. Bring your dog out for a walk. Give your windows a good clean. Go for a swim. Plan to make an extra trip to the shop each day - anything that will get your heart beating a little faster. Do half-an-hour or three 10-minute bursts of activity.

With friends...
Maybe you are part of a group already or you go to a centre with your friends and neighbours. “Go for Life” can help to plan and to run activities that suit your group: bowling, golf, pitch and toss, swimming, dancing, walking and lots more. Once your group is up and running, talk to “Go for Life” (see pg. 50) about a grant to buy equipment or to try something new.

IMPROVE YOUR BALANCE

Get Ready
This is something you can do at home after breakfast. Wear some loose clothes and have a chair handy to support yourself until you’re confident. Start by either shaking out or rubbing your joints.

1. Posture Perfect
Start with your feet slightly apart, toes facing forward, knees soft (slightly bent). Raise your shoulders, roll them back and drop them down - arms by your side.

2. East / West Shift
Lift your right leg and turn your hip so that your right foot points out to the right (East). Step out to East (bending your knee as you take the weight). Push back again so that you are standing with your feet almost together. Repeat 5 times and then repeat to the left (West) with your left foot.

3. North / South Shift
Take a long step forward with either foot. Make sure your toes are out further than your knee. Slowly shift your body forward (North) onto the foot in front, (bending your knee slightly to take the weight) until there is no weight on your back foot. Slowly move your weight backwards (South) onto your back foot, (bending the knee slightly to take the weight) until there is no weight on the front foot. Repeat 5 times and then repeat with the other foot in front.

4. Clock Moves
Step one foot out and return at random to different clock positions from 9 o’clock to 12 o’clock using your left foot and 12 o’clock to 3 o’clock using your right foot.

Remember to:
- turn your hip so that the foot points at the time,
- shift your weight out to the position and bend your knee to take the weight

Now add in
- step and return backwards to the 6 o’clock position,
- pivoting on one foot and step and return to the 4, 5, 7 and 8 o’clock positions.

Step at random to different o’clocks 12 to 15 times. Take a breather. Repeat this 3 times, taking a breather between sessions.
The good news is no one is too young or old to improve their bone health and there are a number of steps people can take to prevent Osteoporosis and avoid falls:

- **Healthy eating** - Ensure your diet is rich in calcium and vitamin D as these nutrients help improve bone strength. Calcium is best absorbed from dairy products such as milk, cheese and yoghurt and oily fish such as salmon, tuna and sardines are all excellent sources of vitamin D.

- **Appropriate exercise** - Resistance training using weights promotes bone health by increasing muscle strength and bone density. However, a person should be assessed by a medical professional to ensure they are doing appropriate exercises.

- **Avoid alcohol and smoking** - Excess consumption of alcohol can increase the risk of fracture and can affect bone loss. Women should limit their alcohol intake to 14 units per week and men to 21 units per week. The toxins in cigarettes also negatively affect bone health and should be avoided.

- **Remove home hazards** - At least one-third of all falls suffered by the elderly involve environmental hazards in the home so it is important to reduce clutter in the home, especially in walk areas such as hallways.

- **Light up your living space** - Ensure your home is brightly lit and place night lights in your bedroom, bathroom and hallway so you can see clearly.

- **Have your eyes checked by an eye doctor** - Poor vision can increase your chance of falling. An eye doctor will ensure you are wearing the correct lenses or check if you have a condition such as glaucoma or cataracts that limits vision.

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**About “Go for Life”**

The Go for Life Programme is getting older people more active, more often. It helps older people to plan and to lead activities and sports. They give talks and demonstrations about how to get more active, keep healthy and stay safe. They also fund groups who are getting older people more active. They have lots of ideas for activities that can be done – either alone or with friends. So why not get in touch with them.
In many cases, arthritis pain and immobility prevent people from doing even the most basic of everyday tasks: a woman no longer able to carry her weekly messages home from her local shop; a father who cannot pick up his child because his wrists and elbows no longer function; a child who cannot go to school or play with friends due to pain and inflammation in her joints.

At Arthritis Ireland we understand this and strive to address it by providing people with arthritis with the help they need. If you are looking for information or support on managing your arthritis more effectively then please get in touch. Whether you would prefer to call us on 1890 252 846 or visit our website www.arthritisireland.ie, you will be able to gain access to a wide range of information through our booklets and events, find out about our ‘Living Well with Arthritis’ self management courses, discover exercise and walking groups in your area and find your local Arthritis Ireland branch.

There is no cure for arthritis but all of these vital support services help to limit the effect it has on a person’s life. It is Arthritis Ireland’s strong community of donors, fundraisers and volunteers that make it possible for these resources to be provided to the people who need it most.

These are often people who have arthritis themselves, who have seen the value of our services, and are committed to ensuring that people in the future receive the same vital support that they have.

If you are looking for support or information on arthritis then please get in touch today. Call us on 1890 252 846 or visit our website www.arthritisireland.ie
IT'S A FISHY BUSINESS – MAKE THE RIGHT CHOICE!

By Dr. Neville Wilson

The last decade has witnessed an unprecedented growth in the public consumption of natural nutritional foods and supplements, and chief amongst these is undoubtedly the remarkable fish oils, commonly labelled as omega-3.

While the numerous health benefits of omega-3 marine oils have been well established for more than 3 decades, it is only recently that health providers have acknowledged the indisputable benefits for heart health, brain health, bone and joint health, skin health, and immune support, unleashed by the adequate daily consumption of omega-3.

Don’t be fooled by the adverts!

Most omega-3 products on the market have insufficient levels of the key ingredient that actively delivers health benefits, and as such, they are inadequate for optimal health. The key ingredients are EPA & DHA, the fatty oils that protect the several vital organs upon which optimum health and longevity depend. While certain natural products, like hemp, walnuts, chia, pumpkin seed and flax, do contain omega-3 oils, their conversion to the active EPA/DHA is so inefficient (about 3% to 10%) that very large quantities have to be consumed daily for brain and body health requirements.

Inferior products are plentiful on the shelves of supermarkets and pharmacies, and their EPA/DHA levels so low, that many capsules have to be consumed daily to achieve the desired levels of between 500 mg and 2000 mg of EPA, depending on individual requirements. Examples of high quality products with high concentrations of EPA and DHA are MorEPA Smart Fats and MorEPA Platinum.

CHOOSE WITH CARE!

For best health benefits choose carefully, and select your product which can demonstrate a track record of purity, potency, and don’t waste money on inferior or low dose products of unproven quality!

Products that contain omega-6 and omega-9 are unlikely to confer additional benefits, considering that we consume more omega-6 in our diets than is required and, by so doing, run the risk of ingesting excessive oils that promote inflammation, and worsen the conditions we may be trying to alleviate! An excess of omega-6 may promote inflammation in your heart, joints, brain and elsewhere, while your omega-3, in the form of EPA, as in MorEPA Smart Fats or MorEPA Platinum will reduce such inflammation, and restore healthy organ function.

I have taken EPA/DHA as a health supplement for almost 20 years and can testify to its unique health giving, protective, and rejuvenating properties, and don’t waste money on inferior or low-dose products of unproven quality!

Don’t be afraid to haggle over prices

The Retirement Planning Council of Ireland (RPC) provides weekly courses on planning for retirement. The CEO of the RPC is John Higgins and he provides the following brief points of what it means to plan well for this life-changing circumstance:

- Be aware of the things that will change for you in retirement
- Keep a positive perspective on life – you are what you are because of your perspective
- Now is the time to be a bit more careful about our health including having a health screening examination at least once a year
- Consider the financial changes that will occur and prepare a monthly budget
- Shop around particularly for the big once-off annual spends
- Don’t be afraid to haggle over prices
- Consider how we waste money and take corrective action
- Have at least one physical hobby and one hobby that will keep you mentally active
- Make sure you have at least one winter hobby (indoors) and one summer (outdoor) hobby
- Give some thought to how my home-life and relationships will change
- Don’t be afraid to have that difficult dialogue with your family on what you wish to do in retirement

The RPC is a registered charity and a not-for-profit organisation. It earns its income from giving retirement planning courses over a two-day period, during which all of the above topics are discussed and advice given.

Visit their website www.rpc.ie or contact the RPC by calling 01 661 3139 or email information@rpc.ie
Brian McEniff Hotel Group brings you 62 years of experience in providing guests with nothing less than the absolute comforts of home away from home.

As a large and very closely knit family we continuously strive to ensure that our guests The Golden Years, Young at Heart enjoy the maximum in service, quality and comfort while staying with us.

Rest assured no matter where in our group you stay we are proud to be at your service.

Freedom breaks are all about living life to the full for the over 50s in a customer friendly, comfortable and value for money Brian McEniff hotel, regardless of whether it is a break for 2 people or a group of 30, 40,50 people we will assist you with all the arrangements with a break to suit your needs, interests and choice of activities.

Our aim is to make sure you get away from it all and enjoy a stress free, relaxed and fulfilling holiday with us at the Brian McEniff Hotels.

With hotels located at beautiful sea side resorts with blue flag beaches and breath taking beach & cliff walks and weekend breaks to our city hotels a very warm welcome awaits you all at the Brian McEniff Hotels.

As over 50s holiday Coordinator Marion Fitzgerald will be very happy to help you arrange your holiday to suit your groups needs from you leave home until you return again.

We here at the Brian McEniff Hotels have something to suit everyone from Dancing for Pleasure, Sequence Dancing, Bowling, Bridge, Golf, Fishing, Walking, Bingo, Murder Mystery Whist, Spa Breaks, Flower Gardening & Cookery, Demonstrations, Painting weeks, Set Dancing Breaks, Great Country Concerts and much much more, it's all here for you at the Brian McEniff Hotels.

###-competition giveaway!

3 nights bed & full Irish breakfast & 3 evening meals for 2 people at any of the Brian McEniff Hotels midweek & low season*

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<tr>
<th>Name</th>
<th>Address</th>
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To enter for this break away, send entry form to:
Marion Fitzgerald, CRO
C/O: Holycross Hotel
Main Street, Bundoran, Co Donegal

*subject to availability terms & conditions apply
EIREBUS 2013 TOURS
BOYNE VALLEY AND BELFAST

Departures:
19 July x 2 nights
20 September x 2 nights

€205 per person includes:
- Luxury coach travel
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- 2 nights D Hotel Drogheda (4*) inc dinner & breakfast
- Boyne Valley Tour
- Knowth Tour
- Belfast sightseeing/shopping tour
- Entrance to Titanic Centre Belfast

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call 01-8242626 or email info@eirebus.ie

www.eirebus.ie
www.facebook.com/eirebus

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Over 50s Holidays at Hotel Westport

4 Nights Dinner, Bed & Breakfast
PLUS Sunday DBB FREE!

February €209pp   August €419pps
March €239pps   September €319pps
April €289pps   October €289pps
May €309pps   November €279pps
June €309pps   December €199pps
July €399pps

Single Supplement €50 per person
No Single Supplements for January, February, June & December!

- Dinner is served in the Award-Winning AA Rosette Islands Restaurant
- Complimentary use of Award-Winning Leisure Facilities
- FREE Transfer to and from bus/train station (Sunday and Friday only)
- Welcome Reception
- Organised Activities
- FREE Tea/Coffee in the Maple Bar
- Organised Tours (at own expense, subject to minimum numbers)
- Entertainment on selected nights
- Summer 2013 - Live Shows 3 nights weekly (at own expense)

CHRISTMAS AT HOTEL WESTPORT
(Programme runs from 23rd-27th Dec)

3 & 4 Night Holidays Available
Early Booking Bonus – Confirm your reservation with a €100 Deposit by 4th November and receive Dinner, B&B FREE on 22nd December 2013!

MINI OVER 50’s BREAKS
(Valid Sunday-Friday inclusive)

2 Nights Dinner, Bed & Breakfast + 3rd Night Dinner, B&B FREE

February €119pp   August €229pps
March €139pps   September €189pps
April €169pps   October €169pps
May €189pps   November €149pps
June €179pps   December €109pps
July €229pps   Jan 2014 €199pps

Single Supplement €20 per person, per night
No Single Supplements for January, February, June & December!

Go West for a truly relaxing Over 50s Holiday

Hotel Westport is secluded in 7 acres of beautiful woodland in the heart of Westport. You'll discover a uniquely friendly, comfortable and stylish hotel, abounding in warmth and relaxation.

Not only was Westport flying high with accolades in 2012 – Hotel Westport has recently been awarded an AA Rosette for Culinary Excellence, Hotel Bar of the Year 2012, Georgina Campbell Family Friendly Hotel of the Year 2013 and the Primary Times Star Award - Top 10 Hotel, and CIE Tours International Best Hotel Dinner in Ireland.

Hotel Westport offers a variety of holidays and are renowned for their theme breaks – Over 50s (where you get an extra night’s Dinner, Bed and Breakfast for FREE!), Golf, Walking, Bridge, Indoor Bowling, Horse Riding and Wellness.

As part of their Over 50s Programme they take care of your every need! The holiday includes a full Irish Breakfast each morning (served until a leisurely 11am!), and a four course Table d’Hote dinner each evening in the AA Rosette ‘Islands Restaurant’.

Groups and Individuals are welcome to join Hotel Westport’s Over 50s Programme. Group Discounts apply. Hotel Westport organise Day tours too - Knock Shrine, Kylemore & Ballinlubber Abbey, Foxford Woollen Mills, Achill Island, The Céide Fields (at your own expense) and more tours are being added all the time like Knock Shrine, Kylemore & Ballinlubber Abbey, Foxford Woollen Mills, Achill Island, The Céide Fields, the ‘Maple Bar’ provides the perfect ambiance for music and chat over drinks amongst friends. Avail of the extensive leisure facilities on hand, relax with a good book in the patio gardens or take a stroll along the Carrowbeg River into multi-award winning town where there is an excellent mix of shops, cafes and restaurants.

Hotel Westport is located in the perfect place to take in one or more of the many outdoor activities in the local area: Croagh Patrick, Ireland’s Holy Mountain, Clew Bay, with 365 islands, blue flag beaches, horse riding, golf, surfing, fishing, walking and shopping - just to mention a few and has direct pedestrian access through the grounds of Westport House and located on the Great Western Greenway - 42km of uninterrupted walking and cycling taking in breathtaking scenery on the way, from Westport through Newport and Mulranny and onto Achill Island!

A warm, friendly welcome awaits you at Hotel Westport, “One of Ireland’s best loved Hotels”. Call Hotel Westport NOW to book your Holiday 098 25122.
Once retired you can have more choice about when you holiday and how long you stay. Travel is generally cheaper off-peak and many off-season holiday offers apply.

Everyone aged 66 and over living permanently in Ireland, is entitled to the free travel scheme which covers transport in the Irish Republic, to and from Northern Ireland, and to offshore Irish islands. Certain people under 66 are also entitled. Many travel companies may have reductions for older people, so always ask.

In some cases, a free companion pass may be available to allow a person to accompany the free travel pass holder.

If you qualify for free travel, you will be issued with a pass that you must carry with you when using public transport. Free travel passes are non-transferable and can only be used by the named person. If you qualify for a State Pension you will automatically get an application form when you notify the Dept. of Social Protection that you are approaching your 66th birthday or if you are already in receipt of the State Transition pension.

If you do not qualify for a State Pension you will have to contact the Free Travel section in the Dept. of Social Protection for the application form.

If you have a free travel pass and you are married or cohabiting (that is, living with a man or woman as husband and wife), you are entitled to a Free Travel Pass which allows your partner to accompany you free of charge when travelling. In addition, some people who are unable to use the pass because they are unable to travel alone may get a Companion Free Travel Pass. This allows the holder to be accompanied by any person over 16 years of age, free of charge.

Since 25th September 2006, there are no restrictions on the times at which you can use your Free Travel Pass.

Contact: FREEPOST
Social Welfare Services, College Rd, Sligo.
Tel: 071 915 7100
LoCall: 1890 500 000
Web: www.welfare.ie

HOLIDAYING AT HOME
Many hotels, guest houses, town & country houses and farm houses participate in Bórd Fáilte’s Golden Holiday Programme which offers discounts (of up to 50%) for those aged 55 and over, usually in the off-season.
Everyone wants a good deal and for the over 50’s you will not beat these prices. With the cost of electricity, heating and food here continually on the increase, it makes it almost cheaper to live in Spain. The Costa del Sol has all, it’s a wonderful place to visit. The area provides our most sought after sports including tennis, golf and bowls, as well as walking, shopping and lots more. Flying to Malaga is only three hours.

Hotels used are in the areas of Benalmadena, Torremolinos, Fuengirola and Puerto Banus/Marbella. From any of these resort you can take some terrific excursions. Not to miss would be a half-day excursion to Malaga, the capital of the Costa del Sol. With 3000 years of history, it’s a bustling seaport and the industrial centre for the south of Spain. Its pedestrianised streets full of cafes, boutiques and restaurants, make for a most pleasant few hours.

A visit to Mijas is also a must. Mijas is a mountain town full of character and is great for an afternoon stroll. It is immersed in mountain landscape. Houses on the street are beautiful whitewashed buildings, including some churches. Mijas offers fantastic views of the coast. There are bargains galore in the many craft shops.

Other exciting excursions include trips to Gibraltar, Granada, Alhambra and Nerja, always a popular winter resort with Irish holidaymakers.

High on the list of most requested hotels is the Hotel Principal Sol situated across the road from the beach at Torremolinos. This hotel has it all. Facilities include three outdoor pools, indoor heated pool, super market, shopping gallery, tennis courts, pool and day/night entertainment programme. This complex enjoys a high level of respect due to its friendly and welcoming atmosphere. The Hotel is considered one of the best hotels on the Costa del Sol.

The Hotel Alcazbal has been a firm favourite with Irish holidaymakers for over thirty years mainly because of its ideal location. Situated in Benalmadena, it is only 100 metres from the “Patio Mirador”, beach, promenade, shops, bars and restaurants. If you are looking for a relaxing hotel, then look no further. The very friendly staff will help you unwind from any busy schedule. After a swim, take time to relax in the hotel’s garden.

Other popular hotels in Torremolinos include the Hotel Faro Playa and Hotel Los Pinos and the Hotel Alto Puertito. In Benalmadena, the Hotel Les Parkas, the Hotel Los Toros and the Hotel Las Arenas are available.

In Fuengirola we have the Hotel Los Piramides and Hotel La Pilarina both ideally located beside all the resort’s amenities and a little further down the coast, the Hotel El Puerto in Marbella and the Hotel Blue Bay Banus in Puerto Banus.

So if this weather is getting you down, why not call us and let us help you plan your visit to Spain’s fabulous Costa del Sol.

We know you will enjoy it!

INCREDBLE SPANISH DEAL FOR THE OVER 50’S

Those over 50 years never had it so good if they are planning an overseas holiday in the next couple of months or from September 1st.

You can enjoy a week on Spain’s fabulous Costa del Sol in April

From only £465 per person to include...

Return flights Dublin/Malaga
Airport taxes
Checking-in case pp
Airport transfers
Seven nights 4-star hotel accommodation
Breakfast and evening dinner
Wine & water with dinner
Evening entertainment

*2, 3 and 4 week are also available.

*There is a supplement for a single room depending on your choice of hotel.

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E: sales@kingtravel.ie | info@sunsearchholidays.ie
www.kingtravel.ie | www.sunsearchholidays.ie
Under 55’s often qualify if accompanying a qualifying spouse. Other venues for short or long breaks include health farms, retreat centres, self-catering accommodation, guest houses and farmhouses. Many activity holidays have now been developed in Ireland - including golf and walking holidays, cookery or painting holidays, learning crafts or sports. Most hotels now offer great deals for any number of specific activity breaks so be sure to fully check out your options before you book anywhere. A number of Pilgrim Pathways are being developed in Ireland to benefit ecotourism. Six routes have been earmarked at Ventry Beach in Kerry, Lismore-Admore in Waterford, Lough Derg in Donegal, Ballintubber Abbey to Croagh Patrick in Mayo, Hollywood to Glendalough in Wicklow, and Ballycomber to Clonmacnoise in Offaly.

Bórd Fáilte’s - Ireland’s Tourist Board - is the central point of reference for travel information in Ireland. There are also regional tourist offices whose telephone numbers you will find listed below:

HOLIDAYING ABROAD

As an older traveller you are part of a mobile and discerning consumer group, whose custom is increasingly being sought by national and international carriers and tourism interests. Many carriers (airlines, rail and road companies) offer reduced cost fares for the over 60’s.

Hotels, guesthouses and resorts may offer special facilities to older visitors.

Concessions fall into two main types, either support systems (such as travel passes) and/or price reductions.

Discounts and concessions are also available for sports, residential courses and special interest breaks, leisure and cultural activities. Information on concessions for older people can be obtained from tourist information offices, direct from the operators and accommodation providers.

Rail Plus

The Rail Plus Pass scheme for senior citizens is available to EU residents aged over 60 years. It entitles the holder to a reduction of 25% when buying tickets for international rail journeys when using the railway in the following counties: Belgium, Bulgaria, Denmark, Finland, Greece, Great Britain, Italy, Croatia, Lithuania, Luxembourg, Netherlands, Austria, Poland, Romania, Switzerland, Slovakia, Slovenia, Serbia, Montenegro, Czech Republic, Ukraine and Hungary.
The RailPlus Pass cannot be used for internal journeys on any railway. Iarnród Éireann is not a participating railway, so the Rail Plus pass cannot be used in Ireland. The Railplus Pass can be purchased in Ireland and costs €12.50. It is valid for one year.

You can buy the RailPlus Pass at the Iarnród Éireann Travel Centre, at 35 Middle Abbey Street, Dublin 1 or at 65 Patrick Street, Cork. Alternatively, the Pass can be obtained from any mainline rail station allowing about seven days for processing. RailPlus does not entitle you to any reduction on shipping company services.

In addition, many rail services in the EU (but not Iarnród Éireann) offer a discount to ticket purchasers who can show e.g. by producing their passport, that they are 60 years old or over.

**HOME EXCHANGE**

An increasingly popular holiday option for older couples, exchanging homes with another family in another country or region, provides a holiday without accommodation costs. You pay a registration fee and details of your home are posted in a directory which is sent to other members worldwide or accessed through the internet. Interested parties then contact each other directly.

**Homelink International** is one of the largest and best known of the house swap companies. The aim of Homelink is to provide the means to holiday in a way that may have seemed impossible before and to improve mutual understanding among people of the world. Log on to [www.homelink.ie](http://www.homelink.ie) for further information.

**Intervac** is an non-profit organisation publishing directories three times a year, each filled with swap offers world-wide, plus an Irish directory of exchanges within Ireland. For more information log on to [www.intervac-homeexchange.com](http://www.intervac-homeexchange.com).

Use the time that you now have on your hands to go and see all the places that you simply couldn’t make it to before now. Play golf on that dream course or paint that magical Italian landscape that you’ve been talking about for years. Keep your bus pass, rail card or passport busy.

Enjoy!
I have always loved travelling. It's one of my real passions in life, be it for business or pleasure. Airports give me a buzz and finding ways to make my trip hassle-free have always been a priority for me even when young, single and unencumbered.

For many people these days the focus is on the destination, the hotel and the sights while the itinerary becomes something of a chore.

I always believed that how I travelled was just as important as where I was going, and I never adopted the policy of arriving at the airport 30 minutes before a flight and embarking on a mad dash to the gate.

So I wanted to share with you my pointers for hassle free travel:

1. Check in online before you travel.
2. Choose your seat before you fly and think about the emergency row if you are over 6-feet tall. Similarly if you are making a connection, then choose row one as it will have you off the plane first.
3. Print off all documents and keep them in one place. I am constantly amazed how people have to search for documents at security when they should be always in the same place and easily accessible.
4. Once upon a time airport lounges were only for frequent travellers. But now for a relatively small amount of money, it is possible to stay in the lounge. The complimentary newspapers, drinks and snacks often roughly cost as much as you would spend in the newsagents and coffee bar before departure.
5. Identify your gate early in the process and allow plenty of time to get there, especially at a strange airport. I have had some hairy experiences in trying to find my way in Amsterdam, Hong Kong and Paris.
6. Last but not least peace of mind is important to me. Having the right travel insurance cover is so important when going abroad. Seniors get a bad deal from insurers, so check the small print. While paying for your travel you may be offered insurance or your healthcare provider may do likewise. Failing that, check out AA Travel.

George Hook, Broadcaster
Dalkey Village is just a 10 minute walk from Fitzpatrick Castle which has the DART for easy access in and out of the Dublin city centre in just 20 minutes. There is a 24 Hour Aircoach service to and from Dublin Airport & Fitzpatrick Castle Hotel.

Enjoy afternoon tea in front of an open fire…. Or a scenic walk overlooking Killiney Bay. The leisure club within the hotel will enhance your overall stay with a 20m indoor pool, Jacuzzi, sauna, steam room and gymnasium as well as a hair and beauty salon onsite.

Fitzpatrick Castle boasts 113 Luxurious bedrooms and suites with a choice of seaview balcony rooms, spacious family rooms and Castle Suites decorated in original Castle style.

There is a choice of 2 Bars within the hotel, the traditional Library Bar and Lounge or the newly refurbished Dungeon Bar with live music at weekends as well as 2 Award Winning Restaurants including PJ’s and the Grill at the Castle.
Age Action, the national charity for older people, is working on a number of fronts to improve policies and services for the current generation of older people, as well as future generations.

“The charity is striving to make Ireland the best place in the world in which to grow older,” Age Action spokesman Eamon Timmins explained. “That is a very ambitious goal, but our members, volunteers, staff and supporters are working on a number of diverse ways to achieve it.”

Our current work includes:

• Advocacy – our policy team, members and supporters work to highlight the needs of older people, and seek to influence government policy and the practices of other service providers, such as the HSE.
• Care and Repair – the home visitation and DIY service for older people helped almost 20,000 people last year (see accompanying article);
• Getting Started – the lack of computer skills is a disadvantage for many older people. We provided one-to-one computer training courses for more than 4,000 older people last year;
• Information service – our busy information service helped almost 3,000 older people and their families last year. Queries ranged from entitlements and social welfare issues, to elder abuse and home security;
• Life-long learning groups – education is for life and the members of our 18 groups learn from one another by sharing knowledge and experiences and engaging in shared activities;
• Positive Ageing Week (PAW) is Ireland’s national celebration ageing which has been organised by Age Action for the last 11 years. There were 660 events organised in 23 counties as part of PAW 2012, which was sponsored by Bluebird Care. Positive Ageing Week 2013 takes place from September 27 to October 5.

Age Action always needs new members, volunteers and supporters to help us expand our work and to fundraise.

To join or find out more contact Age Action:
By Post: 30/31 Lower Camden Street, Dublin 2, Telephone 01-475 6989, email info@ageaction.ie, or visit our website www.ageaction.ie.
A Wonderful Age Action Initiative

Age Action, the national charity for older people, is working on a number of fronts to improve policies and services for the current generation of older people, as well as future generations.

For some people as they age, everyday household tasks such as cutting the grass or changing a light bulb can become challenging. For those who do not have family visiting regularly these jobs can become a source of serious frustration.

Age Action, the national charity for older people, is working to address this problem through its Care and Repair programme. Its volunteers did almost 20,000 visits and home DIY jobs for older people last year.

“Our volunteers do what good neighbours did in the past,” Care and Repair regional development manager Claire Bellis said. “The most common services required by our handypersons are minor gardening, minor painting (eg front door, garden gate), changing light bulbs, fuses and plugs, hanging curtains and installing security locks and chains, and smoke alarms.”

Older people can contact the service with the peace of mind that all volunteers carrying out DIY jobs or visiting are Garda vetted. Age Action’s Care and Repair team can also help older people in other ways. For people who need larger or specialised jobs done, they provide a list of reliable and honest trades people. Older people can have confidence that the prices charged will be reasonable and the service provided will be good. The charity also provides a quote check service to provide users the peace of mind that the price they are being quoted for larger jobs is reasonable and they are not being ripped off.

The Care and Repair programme is expanding rapidly. It is being provided by Age Action’s own volunteers and through its 26 community partners. At the start of 2013 the service was being provided in: Arklow, Co. Wicklow, Dublin city, Co. Carlow, Newbridge, Co. Kildare, Co. Westmeath, Claremorris and Bellmullet, Co. Mayo, Duhallow, Youghal, Cobh, Charleville, Bere Island, Midleton and Carrigaline (all Co. Cork), Cork city, Dungarvan, Co. Waterford and Waterford city, Limerick city, Galway city and Galway.

The programme current sponsorship arrangement with Irish Life ends in 2013 and Age Action is urgently seeking a new sponsor. To find your nearest Care and Repair group or learn more about how to become a community partner and run the programme in your locality, contact Lo-Call: 1890 369 369.
### Special Golden Years Offers 2013

**FOOD PYRAMID**
- **DAILY FIBRE GUIDE**
- **FOOD TIPS**
- **FOOD FOR THE SOUL**
  - by CHEF GARY O’HANLON
- **EASY PEASY RECIPES**

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All rates are per person sharing.

Bridge, Bowling, Dancing, Murder Mystery, Whist & Golf Breaks all available

To book, call 098 25811 or visit [www.westportwoodshotel.com](http://www.westportwoodshotel.com)
A healthy diet combined with exercise can help you live a full and active life and preserve your independence as you get older. Choosing nutritious foods can help you keep fit and strong and may prevent some diseases. Here you will find information about healthy eating for older people.

★ The Food Pyramid
★ Your daily diet
★ Food tips

THE FOOD PYRAMID

Enjoying food is important at any age and by making healthy food choices now your body will get the vitamins and minerals you need to stay healthy, even if you don’t eat as much food as you used to. The Food Pyramid is a nutrition guide that shows you the foods you should eat plenty of and those you should eat less frequently to maintain optimal health. It recommends daily amounts of each food type and suggests options you can try to keep your daily diet varied and interesting, so you can continue to enjoy your food. Below is a list of the different food categories in the food pyramid, starting at the top and working down to the bottom.

It is recommended that you eat more of the nutritious foods listed at the bottom of the pyramid than foods grouped at the top, as these are higher in fats and sugars and are less nutritious.

FATS, SUGARY SNACKS AND ALCOHOL
Choose very small amounts of the following:
★ Fats and oils – use a small amount daily;
★ Sugars, confectionery, cakes, biscuits and high fat snack foods – an occasional treat;
★ Alcohol – if you drink alcohol, drink sensibly and preferably with meals.

MEAT, FISH, EGGS AND ALTERNATIVES
Choose any two of the following each day:
★ 2oz cooked lean meat or poultry;
★ 3oz cooked fish;
★ 2 eggs (not more than 7 per week);
★ 6 tablespoons cooked peas/beans;
★ 2oz cheddar type cheese;
★ 3oz nuts.

MILK, CHEESE AND YOGURT
Choose any three of the following each day:
★ 1 cup of milk;
★ 1 carton of yogurt;
★ 1oz cheddar cheese or blarney/edam cheese.

Choose low fat choices frequently if you are watching your weight.

Tasty tips: milk on cereal or porridge, cheese on toast, custard, rice or milk pudding, milky hot chocolate or malted drinks.

A different way to get away at the BEST WESTERN PLUS Westport Woods Hotel.

We have something to suit everyone be it relaxing or activity which you look for. Our beech health club & spa has a relaxing atmosphere and our lobby is just perfect for reading and gathering with friends.

With themed breaks such as golf, dancing, bridge, whist, bowling and murder mystery (those are just to mention a few) there is always something happening.

For groups we can arrange a coach to pick you up and organise your trip to suit your requirements and the weeks activities are all up to you. We also provide disabled access rooms, competitive single room rates and free places once your number is over twenty.

It’s all about enjoying your time with us. Experience all that Westport has to offer. With cultural sites such as Westport House, the museum of country life or the many art exhibitions on offer. The quay is just a few minutes stroll where you can reach Clew Bay and enjoy the magical views. Croagh Patrick offers a stunning background and offers inspiration to all.

If you would like to book then contact the hotel on 098 25811 or email: info@westportwoodshotel.com. We’d love to hear from you.
Foods rich in vitamin D include oily fish, milk with added vitamin D, margarine, eggs and liver.

**FOOD TIPS:**

**Aim to…**
- Enjoy a wide variety of foods;
- Eat at least six servings of bread, cereals and potatoes;
- Eat five or more servings of fruit and vegetables.

**Remember…**
- Make meal times social events;
- Join others for meals or start your own lunch club;
- If you get full quickly, eat little and often;
- Take as much exercise as you can, outdoors if possible – always check with your doctor before starting a new exercise routine.

**Choose lean for better health…**
- Trim the fat from meat and the skin from poultry before you eat it;
- Once trimmed, cheaper cuts of meat are as nutritious as expensive ones;
- Chicken portions can be economical as there is no waste.

**Choose fish more often…**
- Fish is quick to prepare, cook and is easy to digest;
- Try eating oily fish – rich in Vitamin D – twice a week;
- Oily fish is rich in Omega-three fatty acids, which are good for your heart;
- Try fresh, vacuum-packed or tinned tuna, mackerel, herring, sardines, salmon.
FOOD FOR THE SOUL

What is it? What does it mean?

There's no definitive answer to the first question. To the second, well, that's easy. It's that forkful or spoonful of food that makes us instantly close our eyes the moment it settles in our stomach.

For some it's gooey chocolate cake, for others it's a mouthful of piping hot stew on a cold winter's day. To wee Netty, my darling fiance and very soon to be wife, it's standing beside my station in the Viewmount House Kitchen stuffing her face with a, wait for it, "Baby Bowl". That's right. A grown woman after a hard day's work loves nothing more than a big bowl of mashed potatoes smothered with vegetable soup.

For me there are a couple. You see, I'm greedy. You'll get to realise this once you follow my monthly blogs on the Bluebird Care website. Vegetable and barley broth made by either my Mum or my Dad would be near the top of the list. Bangers 'n' Mash with a lovely onion gravy, chicken wings with tonnes of crozzer bleu cheese, duck confit with just about anything or the Daddy of them all...vienetta. Yes that's right, a big bowl of Vienetta. Cut me a generous piece, I'm talking almost half the block now, let it sit for about five or six minutes then attack it like a wild animal.

That's the beauty of food. It's not just about the need to survive. It's a mood changer. It brings us together. Even if you're at home alone there's always a dish or a smell that can trigger a million thoughts and bring you back to a place in the past that holds fond memories. I'm weeks' away from a honeymoon. I'm sure there are many of you reading this now that ate something on honeymoon that blew your mind. Bring that smell back into your kitchens and relive the moment.

Easy Peasy Healthy Chicken with sweet potato salad

WHAT YOU’LL NEED!

☆ 2 sweet potatoes, peeled and cut into thin wedges
☆ 1 red onion, thinly sliced
☆ 3 tablespoons olive oil
☆ salt and black pepper
☆ 1-2 boneless, skinless chicken breasts
☆ 1 bunch spinach, with the thick stems removed
☆ 2 tablespoons fresh lime juice

PREPARATION

☆ Heat oven to 425° F. On a rimmed baking sheet, toss the potatoes, onion, 2 tablespoons of the oil, 1/2 teaspoon salt, and 1/4 teaspoon pepper. Roast for 20 to 25 mins.

☆ Meanwhile, heat the remaining tablespoon of oil in a skillet over medium-high heat. Season the chicken with 1/2 teaspoon salt and 1/4 teaspoon pepper and cook until browned and cooked through, 5 to 6 minutes per side.

☆ In a large bowl, toss the warm potato mixture with the spinach, lime juice, and 1/4 teaspoon salt. Serve with the chicken.

Substitutions: Tossing warm roasted vegetables with fresh spinach gently wilt and tenderizes the greens.

In place of sweet potatoes, try butternut squash, rutabaga, carrots, or parsnips.

Get up; get those ingredients in that you love. Start baking, stewing, grilling, chopping; whatever it takes to get those smells wafting through your kitchen to close those eyes. Now invite your family and friends around to share your delights.

Who knows, maybe in the midst of a dark day, it's those smells from your creation that'll be their "eye-closing" happy memory dish to bring them back to the moment and your wonderful company.

As the weeks and months go by we're getting closer to a beautiful book, full of dishes which I'll create that I hope you'll all try. With any luck one or more of them will become a regular fixture in your home. With the help and insight from the great team at Bluebird Care I'm sure we'll create recipes to please you all.

Happy cooking.

Chef Gary.

Award-winning and celebrity Chef Gary O’Hanlon is Head Chef at VM Restaurant, Viewmount House, Longford. Gary is currently writing a specially-commissioned recipe book for Bluebird Care due for release in late 2013.

Easy Peasy Healthy Chicken with sweet potato salad
Easy Peasy Quick Ricotta and Spinach pasta

WHAT YOU’LL NEED!
- Pasta of your choice
- Ricotta cheese
- 1 teaspoon grated lemon rind
- Salt
- Black pepper
- 2 tablespoons olive oil
- 1 diced red bell pepper
- Handful of chopped walnuts
- 4 garlic cloves, thinly sliced
- 1 tablespoon fresh lemon juice
- Fresh baby spinach
- Lemon rind strips (optional)

HOW TO....
1. Cook pasta according to package directions. Drain in a colander over a bowl; reserve 1/2 cup pasta water.
2. Combine ricotta, 1 teaspoon rind, a pinch of salt and black pepper.
3. Heat 1 tablespoon oil in a large skillet over medium-high heat. Add bell pepper; sauté 2 minutes. Add walnuts, pinch of salt, and garlic; sauté 2 minutes. Stir in 1 tablespoon oil and juice. Add pasta, pasta water, and spinach; cook 1 minute or until spinach wilts. Top with ricotta mixture and rind strips, if desired.

Easy Peasy Fish Pie

WHAT YOU’LL NEED!
- Small leek, sliced
- 350g floury potatoes, peeled
- 100g white fish, e.g. coley, pollock
- 100g salmon fillet
- 50g smoked haddock
- 25g peeled prawns
- 1.5g butter
- 1.5g plain flour
- 150ml semi skimmed milk
- 25g Cheddar cheese, grated
- ½ tsp Dijon mustard

HOW TO...
1. Blanch the leek in boiling water for 1 minute, then drain.
2. Cook the potatoes in boiling water.
3. Make a sauce by placing the butter, flour and milk in a small saucepan. Stirring constantly, bring to the boil and cook for 1 to 2 minutes until thick and smooth. Stir in half the cheese.
4. Cut the fish into chunks and place in the bottom of an ovenproof dish with the prawns and leeks. Pour the cheese sauce on top.
5. Mash the cooked potatoes and mix in the butter and mustard or milk. Fork over the top of the dish, sprinkle with remaining cheese and place in a preheated oven (200°C/gas mark 6) for 25 to 35 minutes.
MEDICAL ADVICE

- Public Health Services
- Blood Pressure & Cholesterol
- Continence Promotion
- Dental Health
- Coping with Dementia
- Flu Vaccine
- Drugs & Medicine
- Managing Your Medicine at Home
- Chronic Illnesses
- Strokes & Heart Attacks
- Medical Cards
- Depression
- Irish Association of Blood Bikes
- Haemochromatosis Society
Public health services provided in the community in Ireland are sometimes referred to as ‘Community Care Services’. They are generally provided by the Health Service Executive (HSE). Community care services may also be provided by voluntary organisations in conjunction with, or on behalf of the HSE.

WHAT ARE COMMUNITY CARE SERVICES?
Community care services can include the public health nursing service, home help service, physiotherapy, occupational therapy, chiropody service, day care and respite care service.

PUBLIC HEALTH NURSES
The Health Service Executive (HSE) is obliged to provide a free nursing service to medical card holders. The service is not necessarily confined to medical card holders, although they get priority as they have a legal entitlement. Public health nurses supply many basic nursing and medical needs and a number of special services are provided in some community care areas. These include night nursing, day nursing, weekend nursing and twilight nursing. The services provided by the public health nurses vary from area to area and they frequently act as a point of access for other community care services.

Some Local Health Offices employ care assistants as a back-up to the public health nursing service. The role of the care assistant is to provide personal care rather than domestic services, but there is some overlap between what they do and what home helps do.

HOME HELP SERVICES
The Health Service Executive may make arrangements (but is not obliged to do so) to help maintain at home sick or infirm people. They may also make arrangements for people who would otherwise need institutional care. The usual way they do this is by providing a home help service. Home helps may be employed either by the Health Service Executive (HSE) or by voluntary organisations. They usually help with normal household tasks although they may also help with personal care. If you get a home help, you may have to make a contribution towards the cost, but this practice varies greatly from area to area. Some Local Health Offices also provide a limited home help respite service for carers. If you cannot access a public home help service, a number of private companies offer this service including Bluebird Care www.bluebirdcare.ie

PHYSIOTHERAPY
Physiotherapy services are generally provided in the community and are generally free to medical card holders. Waiting lists operate in many areas. Home services are only available in a small number of cases.

OCCUPATIONAL THERAPISTS
Occupational therapists are employed by most Local Health Offices. Their services are generally available free to medical card holders. Waiting lists operate in most community care areas for these services.

CHIROPODY SERVICES
Chiropody services are available free to medical card holders in most community care areas.

TECHNICAL AIDS
The Health Service Executive (HSE) is obliged to provide medical and surgical aids and appliances such as wheelchairs and walking aids free of charge to medical card holders. If you do not have a medical card, you may get such aids and appliances free if they are part of hospital treatment. In practice, in other cases, the HSE may provide some help with the costs. If you have private health insurance, you may be covered for some or all of the costs.

RESPITE CARE
Respite care or temporary care may be based in the community or in an institution. In practice, respite care is provided to a varying degree at a number of locations around the country - in some cases by HSE and in others by voluntary organisations or private companies like Bluebird Care www.bluebirdcare.ie

DAY CENTRES
Day centres include centres that provide day activities such as recreational, sport and leisure facilities and specialised clinic facilities that provide a combination of medical and vocational rehabilitation services. They are provided on a variable basis throughout the country, some funded by the Health Service Executive (HSE) and others funded by voluntary organisations. Day centres providing medical care are less widely available and are funded by the HSE. Access to day centres is by referral and the eligibility conditions vary from area to area with means tests applying in some cases.

MEALS SERVICES
Meals services are generally provided by a mixture of voluntary and statutory bodies. The ways in which these are provided vary from area to area. Access to meals services is generally by referral. You may be asked to contribute towards the cost of meals services and this can vary. Eligibility conditions vary from area to area.

TRANSPORT
Transport services are provided by the HSE on a varying basis throughout the country. These services include access to day hospitals and day centres and access to outpatient departments and other hospital services.

OTHER SERVICES
Other community care services include social workers (there is a small number of specialist social workers for older people), speech therapists and dietitians.

HOW TO APPLY
Initially, you should ask your GP about community care services in your area or contact your local health centre.
BLOOD PRESSURE & CHOLESTEROL

Test at your doctor’s surgery will show your overall level of cholesterol. Depending on the results of this test, your doctor may arrange for you to have a further test that will breakdown the HDL (good) cholesterol from the LDL (bad) and it may be necessary to fast before this test. Check with your doctor. Remember, one raised reading does not mean you have high cholesterol, as levels may vary from day to day.

CAUSES OF HIGH CHOLESTEROL
Many factors contribute to high cholesterol:
- Not taking enough regular exercise
- Too much fat in the diet
- Being overweight
- Family history of the condition.

TREATMENT FOR HIGH CHOLESTEROL
Simple lifestyle changes may help lower cholesterol levels, including:
- Diet - you may need to see a dietician.
- Exercise - decreases ‘bad’ cholesterol and increases ‘good’ cholesterol.
- Weight loss - healthy eating and exercise will help control your weight.
- Medication - your doctor may prescribe drug treatment.

GOOD CHOLESTEROL
This cholesterol collects extra, unwanted cholesterol and carries it to the liver where it can be broken down.

BLOOD PRESSURE
Blood pressure is a measure of the amount of pressure against the walls of your blood vessels. It is caused by your heart as it pumps blood containing the oxygen supply through these vessels and around the organs of your body. If a person is experiencing problems, this could be because the blood pressure is too low or too high. The most common condition is high blood pressure.

HIGH BLOOD PRESSURE
Get your blood pressure checked each time you visit your doctor, or at least once every six months. Blood pressure varies due to age, emotion and activity. Remember, one raised reading does not mean you have high blood pressure, but it will need to be rechecked. A person with high blood pressure often feels and looks well and may have no symptoms so it is vital to keep it checked.

MEASURING BLOOD PRESSURE
Blood pressure is measured by a standard test, which is painless and only takes a few minutes. The doctor or nurse will put a cuff around your arm above the elbow; air is pumped into the cuff and the measurement is read as the air is let out. Two numbers measure the level of blood pressure.
- The higher (systolic) number represents the pressure when the heart is beating.
- The lower (diastolic) number represents the pressure when the heart is resting between beats.

CAUSES OF HIGH BLOOD PRESSURE
There are a number of factors that usually combine to cause the condition, including:
- Not eating enough fresh fruit & vegetables
- Family history of the condition
- Taking too much salt in the diet
- Drinking too much alcohol
- Being overweight
- Smoking
- Ageing
- Stress

TIPS!
- To keep your blood pressure and cholesterol under control you can:
  - Eat more fresh fruit and vegetables
  - Have regular medical check-ups
  - Cut down on salt in your diet
  - Eat more high-fibre foods
  - Avoid being overweight
  - Choose lower fat foods
  - Take regular exercise
  - Go easy on alcohol
  - Stop smoking

TREATMENT FOR HIGH BLOOD PRESSURE
If you have high blood pressure your doctor may recommend some lifestyle changes, which may be enough to treat it, such as:
- Losing weight – and keeping the weight off
- Eating more fruit and vegetables

BAD CHOLESTEROL
This attaches to the wall of the arteries and causes narrowing, which may contribute to angina, heart attack or stroke.
Here you will find information and advice on how to cope with urinary incontinence.

- Types of Incontinence
- What help is available
- Managing Incontinence
- HSE Continence Advisory Service

Urinary incontinence is loss of control of your bladder. It can affect anyone, regardless of age. It is a condition which ranges from mild to uncontrollable and embarrassing wetting. Incontinence can often be caused by an illness, such as a urinary tract infection, and often when the infection gets better the incontinence improves.

### Types of Incontinence

- **Stress incontinence:** happens when you wet yourself during exercise, coughing, sneezing, laughing or other movements that put pressure on the bladder. It is the most common type of incontinence and usually affects women, however, men can also develop stress incontinence after a prostate operation.

- **Urgency/urge incontinence:** occurs when you cannot hold on long enough to reach a toilet. This may be caused by an over-active bladder, infection, medication or poor mobility. In men, it may be sign of an enlarged prostate.

- **Overflow incontinence:** happens when the bladder does not empty completely. Urine builds up and then may overflow, often as frequent dribbling. This type of incontinence is more common in men and may be due to an enlarged prostate gland, but constipation may also be a cause.

- **Reflex incontinence:** is where the bladder empties when it is full and the person is usually unaware of this. The cause is a break in the signals between the brain and bladder, which may be caused by a stroke or spinal injury.

### What Help Is Available

Incontinence is a common condition that affects one in four women and one in ten men. It can be improved and is often cured completely with the help of professional advice and treatment.

- **The family doctor:** will investigate the possible cause of incontinence and can recommend necessary treatment or further advice

- **A continence adviser:** is a specialist who can assess the condition. He/she will help and advise you on treatment and management of incontinence

- **The public health nurse:** can assess the condition and may refer you to the continence advisor (if there is one in the local area). The public health nurse will supply certain types of aids to help with incontinence

- **The physiotherapist:** can work out an exercise and retraining programme to suit your needs. These programs can help to strengthen and improve your bladder control.

### Managing Incontinence

Incontinence can be managed in many different ways, depending on your needs:

- Medication may sometimes be suggested

- Exercise programmes, which can help make the pelvic floor muscles stronger, giving you greater control so that urine can be held for longer

- Bladder retraining programmes

- Surgery to treat the condition which contributes to incontinence – such as an enlarged prostate gland or prolapsed womb.

### Daily Lifestyle

- Drink plenty of fluids - six to eight glasses of water every day

- Drink water, milk or fruit juices instead of tea, coffee and fizzy drinks as these may irritate your bladder

- Eat plenty of fibre to avoid constipation

- Stay as active and mobile as possible.

### Tips for Managing Incontinence:

- Good personal hygiene decreases the risk of skin problems and unpleasant odours

- Keep a commode or urine bottle beside your bed at night

- Remember to use the toilet on a regular basis

- Wear clothes that are easy to undo or remove

- Ensure the toilet is easy to get to

- When necessary, wear appropriate absorbent underwear.

### HSE Continence Advisory Service

The HSE hold regular Continence Advisory Clinics in your area. You can make an appointment by contacting your local Continence Advisor or Public Health Nurse, your Local Health Office can give you contact details if you need them or you can visit your local doctor for an assessment.
HOW TO TAKE CARE OF YOUR TEETH AND DENTURES

It is important to maintain good dental health as you get older. Here you will find information on how you can look after your teeth or dentures.

- Tooth decay
- Dentures
- Gum disease
- Dental health

TOOTH DECAY

Regular dental check-ups are important to ensure you prevent against tooth decay and it is recommended that you visit your dentist at least once a year. Tooth decay can lead to pain, infection, broken or discoloured teeth and may cause bad breath, stomach complaints and other problems.

- Signs of tooth decay
  - White, brown or yellow spots on your teeth
  - Sensitivity to hot or cold foods
  - Toothache.

Preventing tooth decay

- Brush your teeth at least twice a day – for two to three minutes
- Use a toothbrush with soft rounded bristles
- Replace your toothbrush every two to three months.

DENTURES

It is important to visit your dentist regularly to have your dentures checked because your gums change as you get older and this can make dentures become loose. It is recommended that you visit your dentist at least once a year.

Poorly fitting dentures may stop you enjoying your food by preventing you from chewing properly. This in turn can lead to stomach upset.

If you have not worn your dentures for some time due to discomfort, you should visit your dentist. During the visit, your dentist will give you a check up and if necessary organise a set of dentures that fit you properly.

Caring for your dentures

- Brush all the surfaces daily with a toothbrush - to remove any loose debris
- Soak them daily in denture cleaning solution
- Brush them daily using a toothbrush and toothpaste.
GUM DISEASE
Gum disease is caused by a build up of bacteria called plaque. This bacteria forms on the teeth and gums but is preventable through good dental hygiene and regular dental check-ups.

Signs of gum disease
- Teeth that look long – due to receding gums
- Gums that bleed when flossed or brushed
- Persistent unpleasant taste or bad breath
- Teeth which have changed position
- Tender and painful gums
- Swollen red gums
- Loose teeth.

Preventing gum disease
- Reduce your intake of sugar-rich foods and drinks
- Brush your teeth at least twice per day
- Floss between your teeth regularly
- Visit your dentist regularly.

DENTAL HEALTH
It is important to maintain good dental health, especially if you are having a hip replacement or heart surgery. Poor dental health may mean your surgery will have to be postponed.

Smoking is harmful to all aspects of your health, including your dental health and causes:
- Bad breath
- Unpleasant taste
- Tartar on teeth

The HSE provides free dental services to Medical Card holders. If you do not hold a Medical Card, you may be eligible for dental benefit under the Treatment Benefit Scheme, which is operated by the Department of Social and Family Affairs. Website: www.welfare.ie
WHAT IS DEMENTIA?
Dementia is the umbrella term used for a range of symptoms, which manifest in a decline in intellectual functioning, caused by degenerative disease of the brain. This decline in functioning can lead to a progressive deterioration in memory, intellect, judgment, language, insight and social skills. It affects the person’s ability to carry out daily activities and may also affect their mood and personality. There are many different types of dementia but Alzheimer’s Disease and Vascular Dementia are the most common forms. The less common forms include: Lewy Body Dementia, Fronto-temporal Lobe Dementia and Pick’s Disease. Below the age of 60, dementia is rare and is often associated with a strong family history but as we age our risks increase significantly. Early diagnosis is important as treatments are available that may help some of the symptoms.

ALZHEIMER’S DISEASE
Alzheimer’s Disease is the most common form of Dementia. Although difficult to diagnose early symptoms include memory loss and misplacing things regularly, difficulty with language and everyday tasks, mood and personality changes, apathy and disorientation. Alzheimer’s disease generally progresses through three stages: mild, moderate and severe.

VASCULAR DEMENTIA (MULTI INFRACT DEMENTIA)
Caused by small or mini strokes that may be so small that they go undetected, but eventually results in a deterioration of cognitive function. It’s more prevalent in men and less common after the age of 75. It may also coexist with Alzheimer’s disease.

LEWY BODY DEMENTIA
This is a type of dementia, with a range of features including symptoms similar to Parkinson’s Disease such as tremor, shuffling gait, rigidity and hallucinations, especially visual. People with this type of dementia are sensitive to neuroleptics, which are anti-psychotic medications.

FRONTO-TEMPORAL DEMENTIA (FTD)
A rare degenerative condition caused by damage to the frontal lobe and/or temporal parts of the brain. The areas of the brain affected by FTD are control, reasoning, personality, movement, speech, language and behaviour. FTD tends to affect younger people, i.e. those under the age of 65 and personality and behavioural changes are typical characteristics of the disease.

PICK’S DISEASE
An inherited form of Fronto-Temporal Dementia, it affects the frontal and temporal lobes of the brain and onset is usually between 40 and 65 years of age. There is a gradual dissolution of language in the first two years. People are usually aware of this deficit and are adept at covering it up but later traits such as neglect of personal hygiene, loss of insight, apathy or obsession traits may develop.

If you are worried that a family member may be experiencing the early symptoms of dementia, you should contact your General Practitioner (GP).

TOP TIPS IN DEMENTIA CARE

- **STOP:** Think about what you are about to do and consider the best way to do it.
- **PLAN AND EXPLAIN:** Who you are; What you want to do; Why you want to do it etc.
- **KEEP IT QUIET:** Check noise level and reduce it when and where possible. Turn off the radio and TV etc.
- **DON’T ARGUE:** They are RIGHT and you are WRONG! The demented brain tells the person they can’t be wrong.
- **SMILE:** The person who takes their cue from you will mirror your relaxed and positive body language and tone of voice.

- **GO SLOW:** You have a lot to do and you are in a hurry but the person you are caring for isn’t. How would you feel if someone came into your bedroom, pulled back your blankets and started pulling you out of bed without even giving you time to wake up properly?
- **GO AWAY:** If the person is resistive or aggressive but is NOT causing harm to themselves or others, leave them alone. Give them time to settle down and approach them later.
- **GIVE THEM SPACE:** Avoid any activity that involves invasion of personal space.
- **BE KIND:** The person may not know who you are, but they will know if you are treating them kindly.
- **STAND ASIDE:** Always provide care from the side not the front of the person, where you may be a target to hit, kick etc.
- **DISTRACT THEM:** Talk to the person about things they enjoyed in the past. Whilst you are providing care, allow the person to hold a towel or something that will distract them.
- **KNOW THE PERSON:** Orientate to their surroundings as necessary. If they become upset by this reality, validate and agree with their feelings, instead of continuing to cause them any more upset.
COPING WITH DEMENTIA

RUMMAGE BOX
The rummage box is a means of tapping into memories from the past and helps people with dementia feel empowered and secure in familiarity. It is about REMINISCENCE.

When a person has dementia they begin to lose their short term memory and memories. They can forget about things that have happened in the last few days, months or years. They may even have forgotten what occurred earlier in the day.

However, people with dementia can retain their long term memories and find comfort in discussing things from their past. Particularly things they enjoyed like past interests, hobbies or even their past employment.

The rummage box can be used as an activity, as a distraction, and therapeutically as a reminiscence tool.

The rummage box can be made of a shoe box, a biscuit tin, a drawer, press or even a room.

HOW TO CREATE AND USE THE RUMMAGE BOX
To direct the person’s attention to the rummage box you must first get a photograph of them that they like and recognise as themselves. As he or she may have little short term memory this usually involves using a photograph of them when they were in their 20’s, 30’s or 40’s. It is important they can relate to the photograph as being them.

Enlarge the photo and laminate it and tape in to the front of the box. When it gets their attention and they open the box it should be filled with as many old memorabilia as possible that they enjoyed doing when they were younger in their hobbies, past times and even work life.

Some examples can be:
✓ pictures or photographs of holidays or days/nights out;
✓ objects they used to enjoy such as knitting wool, old cameras, DVDs of their favourite films when they were younger;
✓ old objects or tools (once they are safe to do so) they used to work with.

Here are some examples from family caregivers who successfully used reminiscence activities with loved ones:

"My mum loved horses but a horse was not going to be an option but I discovered that she also loved stuffed animals that appeared lifelike as she was able to groom them" - Jane, Rathfarnham

"My dad loved to golf but was unable to use normal golf sticks as his coordination was affected and so it was unsafe to leave him with the normal golf clubs. I bought him the small plastic indoor golf clubs which he thoroughly enjoyed instead". - Andrea, Cork

DEMENTIA COMMUNICATION STRATEGIES:
Do's and Don’ts of communication

DO
✓ talk to the person in a tone of voice that conveys respect and dignity;
✓ keep your explanations short. Use clear and flexible language;
✓ maintain eye contact by positioning yourself at the person’s eye level. Look directly at the person and ensure that you have their attention before you speak. Always begin by identifying yourself and explain what it is you propose to do;
✓ use visual cues whenever possible;
✓ be realistic in expectations;
✓ observe and attempt to interpret the person’s non verbal communication;
✓ paraphrase and use a calm and reassuring tone of voice;
✓ speak slowly and say individual words clearly. Use strategies to reduce the effects of hearing impairment;
✓ encourage talk about things that they are familiar with;
✓ use touch if appropriate.

DON’T
✓ talk to the person in ‘baby talk’ or as if you are talking to a child;
✓ use complicated words or phrases and long sentences;
✓ glare at, or “eyeball” the person you are talking too;
✓ begin a task without explaining who you are or what you are about to do;
✓ talk to the person without eye contact, such as while rummaging in a drawer to select clothing;
✓ try and compete with a distracting environment;
✓ provoke a catastrophic reaction through unrealistic expectations or by asking the person to do more than one task at a time;
✓ disregard your own non verbal communication;
✓ disregard talk that may seem to be “rambling”;
✓ shout or talk too fast;
✓ interrupt unless it cannot be helped;
✓ attempt to touch or invade their personal space if they are showing signs of fear or aggression.
Memory Clinics provide multi-disciplinary services to individuals and their family members worried about recent memory loss problems. These Clinics can offer assessment, diagnostic treatment and information services. Anyone is entitled to avail of a Memory Clinic service, however most Clinics only accept referrals from General Practitioners or other medical doctors. There is also usually a waiting period of up to 3 months for attendance at most Memory Clinics. HSE clinics are free of charge whilst others charge a fee depending on the service provided.

WHERE IN IRELAND ARE MEMORY CLINICS LOCATED?

DUBLIN BASED

- MERCERS INSTITUTE FOR RESEARCH ON AGEING MEMORY CLINIC (MIRA)
  ST. JAMES HOSPITAL MEMORY CLINIC
  4, St. James Hospital, James' St., Dublin 8.
  Tel: (01) 416 2640. Director: Prof. B. Lawlor

- BEAUMONT HOSPITAL MEMORY CLINIC
  Beaumont Hospital, Dublin 9.
  Tel: (01) 837 5400. Director: Dr. C. Donegan

- ST. PATRICK’S UNIVERSITY HOSPITAL MEMORY CLINIC
  James St., Dublin 8. Tel: (01) 249 3200.
  Director: Dr. D. Lyons

- HIGHFIELD HOSPITAL, DUBLIN
  Swords, Co. Dublin. Tel: (01) 837 444.
  Director: Dr. D. Eustace

- ST. JOSEPH’S CENTRE, CLONSILLA, DAUGHTERS OF CHARITY – SERVICES FOR PEOPLE WITH INTELLECTUAL DISABILITY INCORPORATING A MEMORY CLINIC
  St. Joseph’s Centre, Clonsilla.
  Tel: (01) 824 8658.
  Clinical Director / Consultant Psychiatrist: Dr. Martin McLaughlin
  Policy and Service Advisor on Dementia: Professor Mary McCarron

- DUBLIN CITY UNIVERSITY CAMPUS - MEMORY WORKS
  Healthy Living Centre, DCU, Dublin 9.
  Tel: (01) 700 7171. Director: K. Irving PhD

CLINICS OUTSIDE OF DUBLIN

- CORK UNIVERSITY HOSPITAL, MEMORY CLINIC
  Wilton, Cork. Tel: (021) 454 6400.
  Director: Dr. Eleanor Mullan

- ST. PATRICK’S HOSPITAL, CASHEL, MEMORY CLINIC
  Cashel, Co. Tipperary. Tel: (062) 70325.
  Director: A. Quinn

- OUR LADY’S HOSPITAL NAVAN, MEMORY CLINIC
  An Re Onga, Navan, Co. Meath.
  Tel: (046) 905 9002. Director: Dr. A. Denihan

- SACRED HEART HOSPITAL, CARLOW, MEMORY CLINIC
  Care of the Elderly Facility, Old Dublin Road, Sacred Heart, Co. Carlow.
  Tel: (059) 913 6300. Director: D. McGovern
COPING WITH DEMENTIA

This service is supported by access to acute care in a specialised psychiatric unit where appropriate. Access to the service is through a referral from your GP or a consultant.

CARERS AND RELATIVES
All people with dementia will need help from other people at some point. In most cases a family member meets this need, taking responsibility for the care and support of the person with dementia. Family and caregivers often have to make major changes to their lives to care for and support a person with dementia. The first step is to learn as much as you can about the condition and to consider and make plans for the future.

Caring for a family member or friend can be emotionally draining and wearing but remember that it is vital to look after your own health and well-being and maintain hobbies and interests. This can help to lessen stress and help you to cope with the daily challenges you face.

FLU VACCINE

Did you know that every year flu affects about 10% of the population and that older persons are at risk?

Flu is a highly infectious illness caused by the flu (influenza) virus and outbreaks occur almost every year, usually in winter. Flu is spread by coughing or sneezing. When someone gets flu, they suddenly develop a high temperature with chills, muscle pains and a headache usually lasting 2-7 days. This is different from a cold which starts gradually with a sore throat and a blocked or runny nose.

While most people recover from flu within a week, serious complications such as pneumonia and bronchitis can develop, especially in older people. These illnesses may need hospital treatment and a number of mainly older people die from flu each winter.

The best way to prevent flu is by getting the flu vaccine. Annual flu vaccine is recommended for certain “at risk groups” which include:

- all those aged 65 and over;
- those with long term medical conditions e.g. heart or lung disease;
- carers including healthcare workers.

Flu vaccine is very safe and contains inactivated (killed) viruses so the vaccine cannot give you flu. You should get vaccinated to protect yourself, your staff and those in your care.

If you are over 65 years of age you should also ask your doctor about pneumococcal vaccine to protect against pneumococcal disease. This disease is a major cause of pneumonia in older persons. You only need to get pneumococcal vaccine ONCE after you reach 65. You do not need to get this vaccine every year.

The HSE supplies all GPs with free flu vaccine for everybody in the at risk groups.

* If you have a Medical Card or GP Visit Card you will not be charged to visit the doctor to get the flu vaccine.

* If you don’t have a Medical Card or GP Visit Card your doctor will charge a consultation fee to give you the vaccine.

REMEMBER
The best protection against flu is to get the vaccine every year.

Make sure to get one shot of pneumococcal vaccine when you reach 65.

More information is available from your General Practitioner and the HSE’s dedicated Immunisation website, www.immunisation.ie, which provides details on the flu vaccination, along with answers to any questions you may have about flu.
Being informed about the medication you take is essential to maintaining your health. Here you will find information:

- **Medications**
- **Tips to remember**
- **Carers**
- **Medication costs**
- **Useful contacts**

**Please note:**
It is important that you remember and understand what your doctor tells you about any condition you may have and any medicine prescribed. It is also a good idea to write down any questions you have before you visit your doctor or pharmacist so you don’t forget anything. If you don’t like asking questions you may want to take a friend or family member with you. During your visit, you can request that your doctor or pharmacist write down any information about your diagnosis or your medication. It is important that you tell the doctor or pharmacist about all the medicines you are taking as some medicines affect the other. Your doctor will also need to know about any allergies or reactions to medicines you have experienced in the past.

### MEDICATIONS

There are two types of medication, those that require a prescription that you take to your chemist, and those that are bought over the counter. Here are some questions you (or your carer) may want to ask your doctor or chemist about your medications:

- **What is the name of the medication and what is it for?**
- **What should I do if there are any side effects?**
- **How long will I need to take this medication for?**
- **Will this medication affect any of my other medical problems?**
- **What should I do if I forget to take my medication?**
- **Will this medicine interfere with any others that I take?**
- **Is there anything I should avoid while taking this medication – such as alcohol, cigarettes, driving?**
- **Check that you are taking the lowest possible effective dose of medication.**

If you are taking more than one type of medication, it can become confusing knowing when to take each one. Your local pharmacist will be able to help you with this by dividing up the week’s medication so it is easier to monitor the dosage. You could also buy a daily tablet box to remind you what to take and when.
CARERS

Carers play an important role in helping people take their medicines properly. If you are a carer it is important that you accompany the person in your care when they attend the doctor or pharmacist. Seek information on how best medicines should be taken.

MEDICATION COSTS

Under the Drugs Payment Scheme, the maximum an individual or family in Ireland has to pay is €144 per month for approved prescribed drugs, medicines and certain appliances for use by that person or his or her family in that month. The amount is determined from time to time by the Minister for Health and Children. If you have a GP Visit Card or do not have a Medical Card you should apply for a Drugs Payment Scheme Card.

The Health Act 2008 has brought changes to medical card entitlement for people aged 70 years and over.

Under that legislation, since 1st January 2009 everyone aged over 70 who applies for a medical card will be subject to a means test. The automatic entitlement to a medical card for this age group has ended. Everyone aged 70 and over will be entitled to a Medical Card if their weekly gross income is below €600 for a single person and €1200 for a couple.

If your gross income is above €700/€1,400 (single/couple) a week, you will have to declare this to the HSE, they will assist you in assessing your situation and making the declaration.

The medical card will be replaced with a GP Visit card if weekly income is in the range €600–€700 for a single person or €1,200–€1,400 for a couple. However, if your income is above the limits, you may still apply to the HSE for a Medical Card under the general Medical Card / GP Visit Card scheme, on the basis that your health circumstances cause undue financial hardship. This application would involve a means test.

There are now 2 Medical Card Application Forms:

- Form MC1A - for people aged over 70 whose income is BELOW the €600/1200 income limit.
- Form MC1 - for those aged 18-69 and people aged over 70 whose income is above the limits above.

If you are over 70, and believe your income may be above the limits, you may still apply to the HSE for a Medical Card under the general Medical Card / GP Visit Card scheme, on the basis that your health circumstances cause undue financial hardship.

The General application form MC1 is the appropriate form to complete in this instance. You can post the form back to a central office; the address will be given with information on ‘How to complete the Form’.
Do you ever stand in front of your medicine bottles and wonder ‘have I taken them yet?’
I know I do and then wonder, should I take them now (just in case) or should I not bother?
Funny how when we feel really unwell we remember exactly what our medications are for and religously take them but as symptoms improve the forgetfulness creeps in.

This is especially problematic when taking medication for chronic diseases and the symptoms are well controlled. However, regular missing of doses will affect how well the drugs work and may result in little or no improvement of symptoms.

As we age there are other factors which can conspire against resulting in taking our medicines more problematic. Hearing loss, poor vision and memory loss are just a few to mention not least the fact that we may not be able to open bottles due to the arthritis in our hands.

We are also more likely to be taking regular medicines to ease, control or cure ailments. It is not uncommon for older people to be taking four or more different prescribed medicines throughout the day, a lot to remember so how can we ensure we are taking our medicines safely?

UNDERSTANDING HOW AGEING CAN CAUSE PROBLEMS WHEN TAKING MEDICINES MAY HELP.

As we age our livers are less efficient at breaking down medicines and our kidneys are less efficient at secreting them. This is important to remember if you are not sure how many tablets you should be taking and how frequently as the drugs may build up in your body causing problems. Many GP’s prescribe lower doses of medicines to avoid this problem.

Arthritis is a common problem as we age so if you cannot open containers ask your pharmacist not to use child proof caps, let’s face it, the only people who can open them are the children! However, if children are present in your home make sure you then store them safely out of harm’s way. Your pharmacist could also dispense your medication into ‘blister packs’, which are much easier to manage.

The brain and nervous system become more sensitive to certain medicines so older people are more likely to experience side effects. Again, GPs will prescribe lower doses and maybe just for a limited period of time.

Swallowing can be a problem for anyone regardless of age but this can increase as we get older due to a reduction in the production of saliva (dry mouth) or due to health problems such as Parkinsons disease.

If this is a problem then tell your GP or pharmacist as it may be possible to have them in liquid or soluble forms. Pharmacist Daire Scanlon, Scanlons Pharmacy, Limerick suggests using Medicoat, a product available from pharmacies which coats all medications with an artificial additive promoting easier swallowing so speak to your local pharmacist about this.

Regardless of how good your swallow is remember to always take your tablets in an upright position with plenty of water, at least half a glass as this helps to ensure the tablets do not start dissolving in the oesophagus which can cause irritation and lead to ulceration.

Poor hearing may result in you not understanding the verbal instructions from your GP or pharmacist and if you also have poor vision then you may not be able to correctly read the label or patient advice leaflet. Let your pharmacist know and they will happily go through them with you again. Large print labels are also an option and can be done very easily.

If you have memory problems (as we all do from time to time), Alzheimers disease or dementia then you may find managing your medicines difficult and varying from day to day. By having your medicines dispensed into ‘blister packs’ this can help remind you of what you have and haven’t taken. Speak to your pharmacist and they will organise this for you.

Useful Tips in Staying Safe with your Medicines

Make a list of all your prescribed medicines and those you purchase ‘over the counter’ including vitamin and herbal supplements. Keep it up to date and carry it with you in your handbag or wallet.

Understand what your medicines are being used for. Ask your GP or local pharmacist if you are unsure or if you’ve forgotten. Never swap pharmacies. If you are going away ensure you have your list of medicines with you. If you need to see a GP or pharmacist when away from home then let them see the list so they know what you are currently taking and why.

If you have missed one or more doses of your medicine do not take them all at once to ‘catch up’. Speak to your pharmacist and they will advise you on how best to manage this. Taking missed doses all at once may result in an accumulation of drugs in your blood stream which is not good!!

Tell your pharmacist or GP if you are having or think you are having ‘side effects’ or if you think the drugs aren’t working. Some side effects settle after the first few day of starting the medication or if not it may be that the ‘side effects’ can be managed without stopping the drug. Also, some drugs take some time to start having an effect or it may be that the dose requires increasing.

Never ever take medicines prescribed for someone else, they may have worked for that person but could have serious consequences for you, and this includes over the counter drugs you will buy in the health food shop or supermarket. Drugs can and do react with other drugs and supplements in a positive or negative way so caution is advised at all times.

Get advice from your local pharmacist before purchasing even simple remedies to ensure they are safe to use with your current medicines. Never crush tablets unless it is indicated on the label. Many tablets are called ‘slow release’ (sr) and these dissolve slowly over a period of time i.e. 24 hours. If you crush them then you may overdose with serious consequences as you have taken the whole dose at one time. Also, some tablets have a special coating to protect your stomach from any irritation and these are known as ‘enteric coated’ (er) so again if you crush them you have taken away that protective coating.

Tips

Medicines are a daily necessity for a lot of us and improve our daily lives, without them life would be a lot harder. Being aware of problems or potential problems means you can now take steps to be safe with your medicines or to plan ahead for when you know you may have problems. If you do have concerns - talk it through with your pharmacist or GP. Now, I’m just wondering - have I taken my medicines or not?

Written by: Lorna Liney, BSc (hons), RGN. National General Manager, Bluebird Care
CHRONIC ILLNESSES
They Travel in Packs

If by the time you retire you don't have a chronic illness you have either lived a blameless life or have had excellent genes or both. There is a lot more interest in the impact of lifestyle and levels of income on chronic illness lately. Interesting research from Glasgow has shown that living with a low income, or perhaps no income, makes people ill at an earlier stage in life – perhaps a decade earlier. The same thing applies with a lifetime of tobacco use or indeed heavy alcohol use.

A study in Trinity College showed that people with several chronic illnesses consult their GP about once a month and visit the outpatients about 3 times a year. They are also on about 7 different medications per day.

We know that people with more than one chronic condition are much more likely to have poor mental health. Indeed up to one in three people with chronic illness may suffer from depression.

Much of our medical research has been focussed on patients with a single disease. However, it is only recently we have begun to think about with people who have several diseases going on at the same time. Research here in Ireland, the United Kingdom and North America has shown that patients with multiple chronic illnesses are more likely to be admitted to hospital and have poor quality of life. They also suffer a loss of physical functioning as one condition aggravates the other.

What comes across from all the research is how little we know about how people function and get about their daily lives when they have multiple chronic illnesses. We know little for example about the potential impact of good occupational therapy or regular physiotherapy or regular exercise in patients with multiple chronic illnesses. The tablets only go so far, but keeping the patient functioning well at home or in the local community should be the purpose of good healthcare. We know that patients want this too but it is proving to be a difficult nut to crack.

If you have several chronic illnesses going on together or you know someone who has it is worth considering the possibility of depression as it is common. It makes things worse. It is also worth trying to keep as mobile as possible for as long as possible. If you have problems with mobility and indeed safety in the home it is worth getting the advice of your GP or an occupational therapist.

Finally we know that people who join others in a club, society or day centre do better than those who don’t. We know that older folk in Ireland are resilient and have weathered tough times. President Higgins has pointed out that when he speaks to older people their main concerns are for the younger generations. We don’t know the health effects of resilience and generosity but they sound like a good combination for a long and healthy life.

Tom O’Dowd,
Professor of General Practice,
Trinity College Dublin
The blood vessels – arteries and veins – and the heart are together called the cardiovascular system. Diseases that affect the cardiovascular system include angina, heart attacks and strokes. Here is some more information on:

- the heart;
- risk factors to heart health;
- maintaining a healthy heart;
- angina;
- heart attacks;
- strokes;
- other useful information.

**THE HEART**
The heart is a muscular bag which squeezes to pump blood through the blood vessels around our bodies. A healthy heart is essential to healthy living, so as you get older it becomes especially important that you take good care of your heart. It is never too late to become active or to stop smoking, making positive lifestyle choices at any age is good for your heart.

**RISKS FACTORS TO HEART HEALTH**
There are some risk factors which we can change or influence, such as smoking, having a high cholesterol level or high blood pressure, weight and exercise. There are other risk factors which we cannot change such as history of heart disease in your family but making some changes now can make a difference for a longer and healthier life.

**MAINTENANCE OF A HEALTHY HEART**
Making positive changes to your lifestyle can help prevent strokes and heart attacks. There is plenty that you can do yourself to keep your heart healthy.

- Quit smoking
- Reduce cholesterol by eating more fruit and vegetables and less fat
- Try to take about 30 minutes of moderate exercise per day
- Eat less salt and reduce your alcohol consumption to help lower blood pressure
- Maintain a healthy body weight
- Try to relax and to avoid stress.

**TREATMENT FOR ANGINA**
Many drugs are used to treat angina. The main drugs used are called nitrates, beta blockers and calcium channel blockers. There are also other newer drugs used to treat angina which help the cells in the heart muscle work better when the oxygen supply is poor. They are usually added on as part of your treatment if the other drugs mentioned above are not relieving your angina well enough.

**HEART ATTACKS**
Heart attacks occur when the coronary arteries that supply blood to your heart muscle become blocked off. The coronary arteries which supply blood to the heart muscle may gradually narrow because of a build up of fatty plaque on their inner lining. This build up of plaque is due to a condition called atherosclerosis, which starts in early life. If the plaque breaks, a blood clot occurs at this spot and it may block off the artery completely. A blood clot that develops like this is called a coronary thrombosis and many people refer to a heart attack as simply a coronary.

**SYMPTOMS OF A HEART ATTACK**
The most common symptom of a heart attack is chest pain. This is usually a crushing or tight pain, which may move to your jaw or your arm particularly on the left side. You may also feel short of breath, sweaty or sick. Some people may feel light-headed or lose consciousness. You may become very anxious or afraid. However 10-15% of people who have a heart attack may not feel anything. Some elderly patients may simply become confused. However, you should remember that you may not experience all of these symptoms, so if in doubt, seek medical help immediately.

**TREATMENT OF A HEART ATTACK**
If you have a heart attack your treatment may vary from prescribed drugs to surgery, depending on the severity of the attack. On recovery, your cardiac rehabilitation programme will help reduce your chances of suffering further angina, heart attacks or strokes.

**STROKES**
A stroke is caused by an interruption of the blood supply to part of the brain. A stroke is not a heart attack. As a result of the stroke, the nerve cells in the brain can’t function and the part of the body controlled by those cells also shuts down. The effects of a stroke are worse in the beginning but usually some amount of recovery takes place in the first six weeks after a stroke.

**SYMPTOMS OF A STROKE**
People who experience a stroke may lose use or sensation in the face or limbs, or they may suffer a loss of vision as a result of damage to nerve cells in a part of your brain because the blood supply to the brain has been cut off.

**PREVENTING A STROKE**
Every year, more than 10,000 people in Ireland have a stroke. Stroke is the biggest cause of acquired disability and third biggest cause of death in this country. Two thirds of those who have a stroke are aged 65 years and older, but stroke can occur at any age.
Your risk of getting a stroke is increased by certain things in your lifestyle which you can change, and by certain things about you, such as your age or your family history, which you cannot change.

The good news is that by making small changes to your lifestyle and by taking medications for certain conditions as directed by your doctor, you can reduce your risk of stroke. The health benefits of stopping smoking, reducing your cholesterol and blood pressure, eating a healthy diet and being more active have a big impact on reducing your risk of stroke and preventing further strokes.

**How can you reduce your risk of stroke?**

- **Know your blood pressure** - The only way to find out if you have high blood pressure is to have it measured. If you are over 30, you should have your blood pressure checked every two or three years.

- **Medication** - If you have been prescribed medication for high blood pressure, you will usually have to take it for life. Medication that lowers blood pressure prevents early ageing of the blood vessels and heart thereby reducing your risk of stroke.

- **Stop smoking** - Stopping smoking will almost halve your chances of having a stroke regardless of how long you have been a smoker, or how old you are. Within 24 hours of stopping smoking, the chance of you suffering a stroke begins to fall.

- **Eat a balanced diet** - Healthy eating can reduce your risk of stroke. Aim to eat a wide variety of foods. Using the Food Pyramid (see pg. 80) as a guide will help make sure you get all the vitamins, minerals, fibre and goodness you need from your food. Choose most foods from the bottom two shelves, smaller amounts from the next two shelves and a very small amount from the top shelf.

- **Manage your weight** - Being overweight increases your risk of high blood pressure, heart disease and diabetes – all of which increase stroke risk. Even losing a small amount of excess weight, say 10% can help lower your blood pressure. Aim for a gradual weight loss of one to two pounds a week and watch the size of your food portions. The best way to lose weight is to cut down on the amount of fat, sugar, sweet foods and sugary drinks and aim to be more physically active.

- **Drink less alcohol** - If you do drink, spread your drinking over the week, keep some days alcohol-free and do not drink more than the recommended upper limits: for men 21 standard drinks a week. For women, 14 standard drinks a week. Remember that alcohol is a drug and may be a risk for other health problems.

**Prevent or manage diabetes** - If you have diabetes you have a greater risk of stroke. Diabetes occurs when your blood sugar (glucose) is too high. Insulin, a hormone produced by your body, helps control your blood glucose if your body does not produce enough insulin (described as Type 1 diabetes) or when your body does not respond as well to insulin (described as Type 2 diabetes). Prevent or manage diabetes by watching your diet, being more physically active, controlling your weight and managing your blood pressure.

- **Be more physically active** - Regular physical activity helps lower blood pressure, keeps cholesterol at a healthy level, prevents blood clotting, maintains a healthy weight and controls blood sugar levels.

- **Manage your stress** - The link between stress and stroke is complex and not fully understood. If you feel stressed, your blood will produce more hormones. Although useful in small amounts, too many of these hormones continuously and over time, can damage your blood vessels and may lead to high blood pressure. Also when life becomes pressurised, you are more likely to smoke more cigarettes, drink more caffeine, drink too much alcohol and be less physically active. All of these increase your risk of stroke.

**Irish Heart Foundation**

Heart and Stroke Helpline: 1890 424 787
Monday - Friday: 10am - 5pm or log on to www.stroke.ie.
A medical card issued by the Health Service Executive (HSE) allows the holder to receive certain health services free of charge.

To qualify for a medical card your weekly income must be below a certain figure for your family size. Cash income, savings, investments and property (except for your own home) are taken into account in the means test - see general income guidelines below.

Normally, your dependent spouse or partner and your children are also covered for the same range of health services.

Medical cards are small plastic cards (similar in size to a credit card). Your medical card will show your doctor's name. It may be issued for up to 3 years, after which it is reviewed.

If you move house
You can use your medical card for up to 3 months if you are living temporarily outside your Local Health Office area. In this case, you can attend any GP in the area participating in the medical card scheme. If you are going to be away longer than 3 months, you should apply to the

After your card is issued
If your circumstances change, you must inform the HSE as you may no longer be eligible. For example, if your income or family circumstances change, you must inform the HSE Central Medical Card Office as soon as possible.

Reviews
In any case, the HSE will ask you periodically to confirm your circumstances. A review form is sent to you, which you must fill in and return to the HSE Central Medical Card Office. If you do not return your review form your application cannot be re-assessed and your card may not be re-issued.

You may continue to use your expired card while a review is taking place, as long as you continue to be involved in the review process. Your eligibility can be confirmed by any doctor or pharmacist or through the GP practice systems, or you can confirm it yourself online at medicalcard.ie.

UNDER 70S: GUIDELINES ON INCOME AND CAPITAL
Lone parents with dependants are assessed under the income limits for couples.
Reasonable expenses incurred in respect of childcare costs and rent/mortgage payments will also be allowed. (There is, however, no exact definition of what ‘reasonable expenses’ actually means in relation to housing or childcare costs).

Weekly travel costs to work: The actual cost of public transport is allowable or, for car owners, mileage at 30 cent per mile/18 cent per km plus a weekly amount of €50 to cover standing charges (depreciation and running costs). Where a couple needs two cars to travel to work a double allowance applies.

However, if your income is over these limits, you can still apply for the ordinary medical card or GP Visit Card: for example, if you have high medical expenses, such as paying for a nursing home.
The disregard figure only applies once where both savings and property (other than your own home) are being assessed. The balance is taken into account either by taking into account the actual rate of interest received, if you provide a certificate of the interest paid on in the last full calendar year or by using a notional rate.

**Notional assessment of interest:**

<table>
<thead>
<tr>
<th>Capital</th>
<th>Weekly means assessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>First €36,000 (single), €72,000 (couple)</td>
<td>Nil</td>
</tr>
<tr>
<td>Next €10,000</td>
<td>€1 per €1,000</td>
</tr>
<tr>
<td>Next €10,000</td>
<td>€2 per €1,000</td>
</tr>
<tr>
<td>Balance</td>
<td>€4 per €1,000</td>
</tr>
</tbody>
</table>

In the case of fixed-term or long-term savings products, where the interest is only applied at the end of a fixed period, if you wish, the HSE will only take account of the interest earned on the date the investment matures. The calculation of interest includes Deposit Interest Retention Tax. Again, the HSE can apply the notional rate if the applicant wishes.

**Property (other than family home)**

Where land/buildings are leased to another person, the income to be assessed will be the gross income, less any cost necessarily incurred associated with the property and such cost may include insurance premiums, loan/mortgage repayments, maintenance etc.

Where land/buildings, which are not being used but are capable of being leased or sold then the following assessment options can be used, with the more beneficial option applying to the applicant:

- Notional assessment of the rental/lease “going rate” for the area.
- Assessment of capital value as in the table for capital, above.

Some worked examples of how your income will be calculated/assessed.

The HSE has published Medical Card/GP Visit National Assessment Guidelines 2009 for those aged under 70 years.

**OVER 70S: GUIDELINES ON INCOME AND CAPITAL**

Between 2001 and 2008, everyone over aged 70 was entitled to a medical card without a means test. After that, a means test was introduced, with effect from January 2009.

Since January 2009 there are gross income limits of €700 per week for a single person and €1,400 per week for a married or cohabiting couple. There will be no standard deductions allowable (for example, for income tax).

However, if your income is over these limits, you can still apply for the ordinary medical card or GP Visit Card: for example, if you have high medical expenses, such as paying for a nursing home.

Pensions, earnings, interest from capital and all other sources of income are included in the means test.

**Changes in 2013**

During 2013 the medical card weekly income limits for people aged over 70 will decrease from €700/€1,400 (single person/couple) to €600/€1,200. This will require legislation.

The medical card will be replaced with a GP Visit card if weekly income is in the range €600–€700 for a single person or €1,200–€1,400 for a couple.

**How capital is assessed for the over 70s**

Savings or similar investments of €36,000 for a single person and €72,000 for a couple are disregarded. A notional rate of interest will be applied to the balance.

- The notional rate will be set by the HSE quarterly, by taking an average of the current deposit interest rates of a number of the major Irish banks and building societies on 1 January, April, July and October.
- Alternatively where the applicant wishes he/she can have the actual rate applied if he/she provides a certificate of interest paid on savings in the last full calendar year and the HSE will apply this method of assessment.
- In the case of fixed term or long term savings products, where the interest is only applied at the end of a fixed period, if you wish, the HSE will only take account of the interest earned on the date the investment matures. The calculation of interest includes Deposit Interest Retention Tax. Again, the HSE can apply the notional rate if the applicant wishes.
Think Ahead is an initiative to guide members of the public in discussing and recording their preferences around end of life.

Think Ahead was developed by the Forum on End of Life in Ireland – an initiative of the Irish Hospice Foundation (IHF) – following a year-long public consultation process on issues surrounding dying, death and bereavement. The project involves people thinking about and recording their preferences in the event of an emergency, serious illness or death, when they may be unable to speak for themselves.

Think Ahead will engage all members of the public - young and old, those who are healthy and those living with illness. Ideally, this is something that we would do while healthy and then go on with living our lives, revisiting our preferences over the years to make sure that they continue to express our current wishes.

In addition to enabling people to express their care preferences, the Think Ahead form will also allow people to record the location of key legal and financial documents and approve the donation of their organs and a hospital post-mortem in the event of their death. The Think Ahead form and useful guidance and resources are available on the Think Ahead website www.thinkahead.ie

The Irish Pharmacy Union and Citizens Information Board are partner organisations and the project is also supported by the Law Reform Commission.

For more information see www.thinkahead.ie or contact Sarah Murphy: 01 679 3188.
MEDICAL CARDS

In essence, only the interest or income earned on savings and similar investments will be counted as income, not the total value of the savings or investments themselves.

Example: a single person who has €50,000 savings, earning 3% interest.

Only €14,000 is taken into account: the first €36,000 is disregarded. The income is counted as 3% of €14,000, which is €420.00 a year or €8.05 a week.

Please note that any calculation of interest must include Deposit Interest Retention Tax.

Property
Income will not be assessed from property (whether a family home, a holiday home or any other property) unless it is generating a rental income. The income to be assessed will be the actual income, less any cost necessarily incurred associated with the rental of the property and such costs may include insurance premiums, loan/mortgage repayments, maintenance, etc.

Spouse aged under 70 years
Where one spouse is aged over 70 years and the other spouse is aged under 70 years, they will both qualify for a medical card if their income is below €1,400 a week.

Widowed
If your spouse or cohabiting partner dies after 1 January 2009 and you are aged over 70, you can keep your medical card for 3 years, provided that your income is less than €1,400. After 3 years the relevant income limit for a single person applies.

If you are aged under 70 when your spouse or cohabiting partner dies, or if you are any age and your spouse or cohabiting partner died before 1 January 2009, the relevant income limit for a single person applies.

People who have a medical card issued before 31 December 2008
All existing medical cards for people aged over 70 were valid until 2 March 2009. After that date, they remain valid if the person’s income is below the relevant new limit. The card holders will not have to undergo a means test unless their income is above the limits and they want to apply for a discretionary medical card on the basis of their personal circumstances.

The HSE wrote to all people aged 70 and over informing them about the new arrangements. Only people who have income above the limits were asked to reply to the HSE. Everyone else simply keeps their card.

All medical cards have an expiry date and are subject to review. Currently, medical cards issued under the Health Act 2008 to people aged 70 and over are generally issued for a period of 2 years.

You can also apply for the Drugs Payment Scheme at any age.

The HSE has published Medical Card/GP Visit National Assessment Guidelines 2009 for those aged over 70 years.

Everyone feels sad sometimes, but if sadness lasts too long it may be depression. Although depression may strike ‘out of the blue’ and for no obvious reason, there is usually more than one cause. Common signs of depression may include loss of interest in activities, feelings of guilt, a sense of tiredness and fatigue, feeling down, anxiety, loss of sleep, low self-confidence, personality changes, feeling like crying, loss of appetite and avoiding contact with other people.

GETTING HELP
Asking for help is the first step to recovery, not a sign of weakness. Start by making an appointment to visit your family doctor. Your doctor may prescribe medication and/or suggest a suitable type of therapy. If he/she is concerned, you may be asked to see a ‘consultant in psychiatry of old age’ – this is a specialist who deals specifically with depression in older people.

TREATMENT
Anti-depressant tablets can help. These are not tranquilisers and are not addictive. They can improve your mood, help you to sleep and reduce anxiety and agitation. These tablets may have to be taken for six-eight weeks before you feel the full benefits. Like most tablets, anti-depressants may have some side effects – your doctor will advise you on these. It is very important to take tablets as prescribed. Ask your chemist to explain exactly how and when to take them.

COUNSELLING/TALK THERAPY:
This involves talking to someone. Talking with a family member or a close friend can help, but sometimes it may be easier to talk freely with a trained counsellor or therapist. The doctor can recommend one.

Tips for helping yourself to stay well
✱ Keeping in contact with and talking to family and friends
✱ Joining a local support group such as Active Age or the Irish Countrywomen’s Association (ICA) or developing a new hobby
✱ Eating a balanced diet, including plenty of fresh fruit and vegetables
✱ Taking regular exercise – such as walking
✱ Avoiding alcohol
DEPRESSION IN THE ELDERLY

Depression is the single most common disorder in those over 65, affecting up to 20 per cent of those over 65.

Depression is common in older people, and the symptoms can affect every aspect of one’s life, including energy, appetite, sleep, hobbies, work, relationships, etc.

According to a recent study carried out by Lundbeck (2010), between five and eight per cent of the population have depression at any one time, and in Ireland, this means that as many as 300,000 people are living with depression right now.

Causes and risk factors that contribute to depression in the elderly include:

* Loneliness and isolation - living alone; a dwindling social circle due to deaths or relocation; decreased mobility due to illness or loss of driving privileges.

* Reduced sense of purpose - feelings of purposelessness or loss of identity due to retirement or physical limitations on activities.

* Health problems - illness and disability; chronic or severe pain; cognitive decline; damage to body image due to surgery or disease.

* Medications - many prescription medications can trigger or exacerbate depression.

* Fears - fear of death or dying; anxiety over financial problems or health issues.

* Recent bereavement - the death of friends, family members and pets; the loss of a spouse or partner. Clarifying the diagnosis is the first step to effective treatment, but this can be particularly difficult because elderly patients often have medical comorbidities that can contribute to cognitive and affective changes (Gagliardi 2008).

Joanne Flood is a Registered Psychiatric Nurse with 10 years experience in dementia care in Acute Care Settings, Liaison Psychiatry, Gerontological Nursing, Long Term Care Settings and more recently working in the community as a Dementia Nurse Specialist within Psychiatry of Old Age in North County Dublin. Joanne has completed a PG Dip in Gerontological Nursing and an MSc in Mental Health of Older People. Joanne is currently undertaking a PhD in Community Dementia Care in Dublin City University.

Irish Association of Blood Bikes - Ireland’s First Emergency Transportation Service

Blood Bike West was officially formed in March 2012 by a group of motorbike enthusiasts.

It is a 24-hour emergency motorcycle service transporting urgently needed blood, blood products, patient records, drugs and other medical requirements between hospitals and blood transfusion banks, primarily but not exclusively in the western region.

Since its inception there has been a lot of interest from people in other parts of Ireland who want to set up their own groups.

The volunteer run Blood Bike West service, which is primarily sponsored by Bluebird Care, is made up of a ten-strong team of riders and crew who will primarily serve hospitals in the Health Service Executive’s Western Region, delivering urgently needed blood, blood products, patient records, drugs and other medical requirements.

Founder Mike Carty says, “This is brilliant and we cannot wait until every hospital in the country has access to a Blood Bike. As there are lots of rules and regulations relating to operating a Blood Bike, we decided to form the Irish Association of Blood Bikes. A group where like-minded people can gather all the information needed to set up and run their own group.

“Blood Bike West have done all the hard work in regards to research and compiling all the paperwork necessary. So all you have to do is contact us and we will help you get up and running,” says Mike.

For more information, contact:
Mike Carty, 087-2569524
mike@bloodbikewest.ie

Irish Association of Blood Bikes
www.bloodbikewest.ie
IRON OVERLOAD
When too much of a good thing is a bad thing!

We’ve all heard about iron deficiency and anaemia, but it is also possible to have too much iron in your system because of a genetic condition called Haemochromatosis.

You may not have heard about it, you may not know that you have it and you will probably have difficulty pronouncing the word but it could do serious damage if not diagnosed in time. It is more common in Ireland than in any other country in the world and is known as the Celtic Mutation. Twenty thousand people have been diagnosed and treated in Ireland in the last five years. There are still thousands out there who have yet to be diagnosed. It could be you!

Haemochromatosis is a genetic disorder where the body absorbs excessive iron from the diet and this iron is stored in the body. The accumulated iron affects the liver, heart, pancreas, endocrine glands and joints. This excessive iron burden leads to impaired function of these organs and eventually to disease and organ failure.

What are the symptoms?
Iron builds up slowly so the symptoms may not appear until the age of 30 to 40 years. These symptoms include
- Chronic fatigue
- Impotence
- Arthritis
- Diabetes
- Liver disorders
- Cardiomyopathy
- Skin pigmentation

In the past people suffering from chronic fatigue were sometimes prescribed iron supplements, whereas in reality they were suffering from extreme tiredness because of an excess of iron.

When diagnosed early, Haemochromatosis responds well to the recommended treatment. This is known as venesection or phlebotomy and involves the removal of a unit of blood. If treated in time the person will have a normal life expectancy.

In the majority of cases the underlying cause of Haemochromatosis is the inheritance of a mutated or faulty gene which stops the body from correctly regulating iron. It is estimated that one in 86 Irish people are predisposed to iron overload. A simple blood test to check your iron status can confirm or rule out iron overload. If both the ferritin and the transferrin saturation are raised then a genetic test is also done.

The website of the Irish Haemochromatosis Association is: [www.haemochromatosis-ir.com](http://www.haemochromatosis-ir.com) and the Voice Mail is (01) 8735911
ADVICE AROUND THE HOME

- Garda Advice on Home Safety
- Stay Well & Warm for Winter
- Warmer Homes Scheme
- Seniors Alert Scheme
- Fire Safety
- Home Security
- Mobility Around the Home
- Housing for Older People
GARDA ADVICE ON HOME SAFETY

Security for Older People Crime Prevention Leaflet
In line with the Older People Strategy, the Garda Community Relations & Community Policing Section redesigned and produced the ‘Security for Older People’ Crime Prevention leaflet in 2012. This was distributed to each Garda Division in addition to an electronic version posted on the Garda Website (both in English & Irish).

In addition to generic personal and property Crime Prevention advice the leaflet focussed on the following areas:

- Distraction Burglary.
- Cash/Financial Security.
- Property.
- Con Artists/Scams.
- Security Outdoors.
- Elder Abuse.

“Stay Safe at Home” Door Hanger
A ‘Stay Safe at Home’ door hanger has been produced by the National Community Policing Office. A supply of these have been made available to Community Gardai for distribution to older people (as well as others that could be considered vulnerable) within their communities.

Practical Safety tips are printed on the back of the door hanger:

- Fit a door viewer
- Fit a door chain/limiter
- Keep front & rear doors locked at all times
- Number your house clearly

Community Times E-Newsletter
The Garda Community Relations & Community Policing Division publishes a quarterly Crime Prevention e-newsletter, “Community Times”, for the information of our partners representing programmes such as Community Alert and Neighbourhood Watch.

Each issue provides up to date information featuring developments, news and events in Community Policing from around the country, and includes examples of good practice and crime prevention advice. The e-newsletter can be viewed and downloaded from the Garda Website (both in English and Irish).

With thanks to: Garda Ian Leslie, National Liaison Officer for Older People.
An Garda Síochána, Community Relations & Community Policing Division.
AN GÁIRDA SÍOCHÁNA
Working with Older People to Protect and Serve

Research has shown that older people are less often the victims of crime than many of their younger neighbours. They are, however, subjected to burglary and thefts as frequently as the rest of the population. A lifetime of experience coupled with the physical problems associated with ageing, can make older people feel vulnerable and more fearful of becoming a victim of crime.

As we know the resulting fear of crime can have negative effects on quality of life. It is therefore imperative that the needs of older people are being met with regard to policing, security and safety.

An Gáirda Síochána’s Older People Strategy was launched on the 28th September 2010, underpinned by the National Model of Community Policing and the Diversity Strategy, complementing existing support structures and communication processes already in place.

The Older People Strategy focuses specifically on:

1. The development and maintenance of effective communication links between An Gáirda Síochána and older people;
2. The delivery of a timely and effective proactive response by An Gáirda Síochána for older people;
3. Actions to increase trust and confidence by lessening the fear of crime amongst older people, and;
4. Indicators to determine and respond to the needs and expectations of older people on an ongoing basis.

Since the launch of the Strategy we have produced a range of Crime Prevention material, specifically designed to meet the needs of older people. These are available in the Crime Prevention section at www.garda.ie

FACTS YOU’LL WARM TO THIS WINTER!

❖ Your Free Electricity and other fuel allowances are there to be used so don’t be slow to use them!
❖ Make sure there’s a lagging jacket on your hot water cylinder.
❖ You need at least one hot meal a day and regular hot drinks.
❖ Tins of peas and beans;
❖ Packet soup;
❖ Complan, Cocoa, Bovril, Horlicks, Ovaltine.

Meals On Wheels
This service provides a hot meal to people of any age who are unable to cook for themselves or have no other way of getting a hot meal. It is available in lots of areas countrywide. Ask your Public Health Nurse or GP.

Most supermarkets and some grocery shops provide a delivery service. Check with your local supermarket or grocery shop and keep their phone numbers.

KEEPING ACTIVE
❖ Walk around the house regularly.
❖ If you have difficulty walking or moving your arms or legs, wiggle your fingers and toes while sitting.

KEEPING WARM
❖ Several layers of light clothes are better than one thick layer.
❖ Wear thermal underwear during the winter.
❖ Choose clothes made of wool, cotton, or fleecy synthetic fibres that are designed to be light and warm.
❖ In very cold weather sleep with warm bedding, warm pyjamas or night dress and wear bed socks and a night cap.
❖ In very cold weather, keep a flask with a hot drink by your bed.
❖ Coldness can lead to an increase in chest infections including influenza and pneumonia and other health problems.
KEEPING YOUR HOME WARM

Use a room temperature monitor card to make sure your house is warm enough.

- Keep the living room warm throughout the day (21 degrees if active, 24 degrees if inactive).
- If the temperature falls below 16 degrees Celsius you could be at risk of suffering from hypothermia.
- Have heavy well fitted curtains. Draw them in the evening.
- Heat your bedroom before going to bed and make sure the room is warm before getting up in the morning.
- During very cold weather, living and sleeping in one room may be less costly. Get your family or friends to prepare a bed in the living area.

- Close internal doors and do not leave windows open for long periods.
- Draught proof around windows, external doors and letter box flaps to retain heat.
- Buy heaters that are controlled by a thermostat as they are more efficient.
- Fit a good lagging jacket to your hot water cylinder. It will keep water warmer for longer.
- Have a timer fitted to your immersion heater to reduce your energy costs.
- Use CFL light bulbs, they use 80% less electricity.

Signs and Symptoms of Hypothermia

Hypothermia is where the body has a low internal body temperature. If a person has a number of the following symptoms they could be at risk of suffering from hypothermia.

- Not feeling cold, even when the temperature is low.
- Drowsiness.
- Slurred speech.
- Feeling unsteady when moving.
- Face is pale and puffy.
- Feeling confused.
- Skin is cold in areas that are normally covered by clothing, for example, stomach, armpits etc.

If you find it difficult to afford to keep your home warm and comfortable or to pay the fuel and electricity bills, you could benefit from the assistance available through the Warmer Homes Scheme which is part-funded by Sustainable Energy Ireland (SEI), Ireland’s National Energy Authority.

SEI intends the scheme to reach the people who need it most. However, eligibility criteria are determined locally and can vary according to where you live.

If you would like to apply for the Warmer Homes Scheme or find out more about it please call 1800 250 204 or email warmerhomes@seai.ie

If you need further information or if your area is not covered please call Eaga Partnership, the managing agent for the scheme on 042 9352444.

In some parts of the country a small fee is charged for the work undertaken through the scheme. Further help may be available to householders that are unable to afford this fee. You should enquire with your local installer to check if this is the case.
Seniors Alert - Communities
Supporting Older People

The Seniors Alert Scheme replaced the Scheme of Community Support for Older People on 24th May 2010.

The Scheme, which aims to encourage community support for vulnerable older people in our communities, provides grant assistance towards the purchase and installation of equipment to enable older persons without sufficient means to continue to live securely in their homes with confidence, independence and peace of mind. Grant support is available towards the purchase and installation of:

- personal monitored alert systems and
- other items to improve the safety and security of the home (including monitored smoke and carbon monoxide detectors, internal emergency lighting and external security lighting).

Grant support can be accessed through community and voluntary groups registered with the Department. All applications for grant support must be submitted through community and voluntary groups registered with the department.

Information on the Seniors Alert Scheme, the list of voluntary registered groups or the Scheme of Community Support for Older People can be obtained by contacting the Community Support for Older People (CSOP) Unit in the Department.

Tel: 071 9107818 or 071 9107821
Email: seniorsalert@pobail.ie

GENERAL HELP & ADVICE

Power Cuts
In case of a power cut, have a torch beside your bed and in your living room. Check batteries regularly.

If you depend on medical equipment at home such as home kidney dialysis or oxygen machines, make sure to let Electric Ireland know. They will place you on their medical register. Phone: 1850 372 372 or email service@electricireland.ie

Personal Alarms
- If you would like to get a personal alarm, ask your public health nurse, doctor or local Garda.
- Get a relative or friend to check that it is working.
- If you have any questions on personal alarms ring 071-9186759.
- If you have a personal alarm make sure to wear it at all times

Do not hesitate to ring the Personal Alarm Service – someone is available to answer your call 24 hours a day.
FIRE SAFETY

Fire safety in your home is vitally important. Here you will find information on how to be safe and protect your home against fire. A fire in the home is very dangerous. It destroys furniture, appliances and paintwork. But most worryingly of all, fire could harm you or your loved ones through smoke inhalation, burns or even death. It is vitally important that you take action today and follow the four golden rules to fire safety in the home.

- Install working smoke alarms and test them regularly
- Make a fire escape plan and practise it often
- Check for fire dangers in your home and correct them
- Carry out a ‘Last thing at night routine’

PREVENTION
Check your home room by room for fire dangers and correct them. Remember most domestic fires start in the living room, bedroom and kitchen at night while we are sleeping.

IN THE LIVING AREA
Open fires
- Always place a proper fitting spark guard and fire guard in front of an open fire.
- Never place anything to dry on the fireguard or sparkguard.
- Don’t store magazines, clothing or combustible items near a fire.
- Never use an open fire to air clothes as this is a major fire risk.
- Always place the spark guard and fire guard in front of the fireplace when you are going to bed.

Chimney cleaning
Chimneys have to be cleaned regularly, and follow this recommended cleaning guide:
- Wood burning fires should be cleaned four times a year.
- Solid fuel fires should be cleaned once a year if using smokeless fuel.
- Solid fuel fires should be cleaned twice a year if using coal.
- Oil fires should be cleaned once a year.
- Gas fires should be cleaned once a year if designed for sweeping.

Portable heaters
- Always be careful when using portable heaters.
- Position them away from furniture, curtains and flammable items.
- Never move heaters when in use.
- Ensure they are plugged out before leaving the house or going to bed.

Candles
- Never leave lit candles unattended and keep candles in proper holders.
- Position candles away from draughts.
- Keep candles away from curtains, clothing or bedding – as they may catch fire.
- Avoid moving a lit candle.
- Blow out candles fully before you leave the house or before you go to bed.

Smoking
- Never smoke if you are tired, especially when in bed or relaxing in a chair.
- Remember medication and alcohol can make you drowsy and smoking is a real fire risk when you are tired.
- Always use an ashtray when smoking.
- Empty all ashtrays before going to bed – make sure the contents are fully extinguished.

IN THE BEDROOM
- Never smoke in bed
- Keep a torch or a flash light near your bed for emergency lighting.
- Bring your portable or mobile phone to your bedroom for emergency use.
- Never leave your mobile phone charger plugged in at night or when you leave the house.

Electric blanket
- Use electric blankets properly and follow the manufacturer’s instructions.
- Get your electric blanket checked regularly for wear and damage, such as frayed flex, scorch marks, loose connections, etc.
- Always turn off and unplug your electric blanket before going to sleep or going out.

IN THE KITCHEN
Put a fire blanket and fire extinguisher within easy reach in the kitchen and learn how to use them.

Cookers
- Keep cookers clean – grease is a fire risk.
- Turn off the cooker when not in use.

Never use a cooker for drying clothes.
- Check the cooker is switched off properly before going to bed.
- Clean or replace filters in extractor fans on regular basis.
- Avoid using open chip pans - they are a major fire risk.

Electrical appliances
- Use electrical appliances carefully and store them properly when not in use.
- Never overload sockets as this is a major fire risk.
- Never run electric cables across cookers.
- Switch off and plug out electrical appliances when not in use.
- If cables or plugs are damaged, worn or frayed, contact a qualified electrician.

DETECTION

Smoke alarms
- Install smoke alarms today and test them regularly.
- At least two smoke alarms (one on each floor) should suit most homes.
- Check the smoke alarms often by pressing the test button.
- Replace batteries when they are not working and every year for a standard one-year smoke alarm.
- If you have a mains operated smoke alarm, ensure you switch off the smoke alarm at the mains before cleaning it and remember to turn it on again.
There are a few simple steps that you can use to ensure you and your belongings are secure in and around your home.

**SAFETY TIPS!**
- Get a friend/family member to test the smoke alarm batteries regularly. Alarms are available that have both sound and light signal.
- Never fill a hot water bottle with boiling water, use a cover on it. Do not use a hot water bottle with an electric blanket.
- Leave a low energy light on over night in the hall/stairs are to avoid accidents.

**FIRE ESCAPE PLAN**
In an emergency, dial 999 or 112 for the fire brigade, an ambulance or the Gardai and remember: GET OUT! CALL THE FIRE BRIGADE! STAY OUT!

- Make a fire escape plan and practice it often.
- Keep escape routes clear at all times.
- Stay calm and put your fire escape plan into action.
- Check doors with the back of your hand - if they are warm it means the fire is on the other side, so don’t open them. Only open the doors you need to escape.
- If there is smoke, crawl along the floor where the air will be cleaner.
- Raise the alarm, shout to wake everyone up and make your way out by the quickest route – usually the front door.
- Do not investigate the fire.
- Once everyone is out of the house, call the fire brigade.
- Do not go back into the house until the fire brigade says it’s safe.

**Routine checks**
Carry out a ‘last thing at night’ series of routine checks:
- Ensure fires are out and spark guards are in place in front of open fires.
- Switch off and unplug electrical items before going out or going to bed.
- Don’t leave your TV or radio on stand-by.
- Ensure your remote control is not down the side of the armchair – as this can be hazardous if buttons are pressed, overheat and catch fire.
- Plug out the mobile phone charger when you are going out or to bed.
- Check every room and close all doors when going to bed.
- Switch off and plug out your electric blanket before going to sleep.
- If your exit requires keys for opening, ensure the key is in the lock before going to bed.

**Emergency Contacts**
Emergency – 
Dial 999 or 112

National Safety Council LoCall: 1890 200 844 or 01 496 3422

Fire Services and Emergency Planning Section LoCall: 1890 202 021 or 01 888 2381

**OUTSIDE**
- A thorny hedge along the boundary of your property can put thieves off. But make sure that passers-by can still see the front of your home.
- Burglars don’t like gravel, it’s noisy to walk on.
- Don’t build pergolas, gazebos and so on too near to the house, they can help thieves reach upper windows.
- Solid fences or walls (particularly those with a flat or rounded top) are relatively easy for a burglar to climb over. Fixing trellising to the top can make it more difficult.
- Increasingly, burglars are breaking in to steal the keys of high-value cars. So take care of your keys and, if you have a garage, keep your car in it rather than on the drive.

**INSIDE**
- If you move into a new home, change the front and back door locks immediately – other people may have keys that fit.
- Never leave your house or car keys in or near a door or window. Some thieves have been known to use a fishing rod or magnet on a stick to steal them through the letterbox.
- Decide on a safe place for your keys and always use it, so you can find them in an emergency.
- Ensure your door is fitted with a chain or bar, and a peep hole if it doesn’t have a window or other means of checking who’s at the door.
- Glass panels on or around doors are especially vulnerable, so replace them with laminated glass. Or, you can buy special film to stick to the inside that will do the same thing.
- Have a burglar alarm and panic button fitted. There are many types to choose from and most are relatively inexpensive. They are a deterrent to thieves.
- Fit five-lever mortise deadlocks to all outside doors, including French doors. And make sure you use them. Keep the doors locked even when you are at home.
Being able to stay in your family home is an important factor for the older generation, with many staying at home in order to maintain a last vestige of independence. However, doing so can be a significant health risk as many accidents occur within the home, as stairs and other obstacles become more of a challenge. You may need to have various mobility and access assists installed as you find it more difficult to get around but there are thousands of products out there that you can use and financial assistance in the form of grants and funding are widely available. Some of the more obvious helps that are out there are...

ORTHOPAEDIC BEDS
The purchase of an orthopaedic bed is one of the most important measures that you can take if you wish to avoid back pain, muscular discomfort and benefit from a good night's sleep. Millions of people suffer from back problems, but in many cases the solution to this discomfort can be the replacement of an existing bed with an orthopaedic one. Switching to an orthopaedic mattress can have similar benefits.

The human spine takes the well documented form of a double “S” shape and back problems arise when adequate support is not provided to the spine during rest. Orthopaedic beds and mattresses are designed with spine, skeletal and muscular support as their primary objectives and they allow the back to rest and recover from the activities of the day. Automatic beds are widely available to help you into a sitting position, raise the legs, etc and are not as expensive as you might think.

HERE’S A QUICK REMINDER OF SOME OF THE THINGS YOU CAN DO TO IMPROVE THE SECURITY AROUND YOUR HOME:

- If you are replacing or fitting new doors and windows, get ones that are certified and that lock securely.
- Fit mortise locks to all front and back doors and locks to all downstairs windows or windows which are easy to reach.
- Keep your house and car keys safe and away from doors and windows.
- Fit a burglar alarm, but make sure it is installed properly and works.
- Keep your garage and garden shed locked with proper security locks, and keep any tools secure and out of sight.
- Trim back any plants or hedges that a burglar could hide behind.
- Make sure you have up-to-date insurance.

BE A GOOD NEIGHBOUR, BE AWARE, CHECK ON YOUR NEIGHBOURS.

DO NOT LEAVE IT ‘TO OTHERS’ – THEY MAY HAVE LEFT IT ‘TO YOU’.

- Make it look like you are at home when you are out, leave on a light or a radio.
- Keep your mobile phone with you and make a call to the Gardaí if you are suspicious or nervous.

SECURITY TIPS!

✔ Never let strangers into your house. Ask for identification.
✔ Do not employ workmen that call to your door.
✔ Do not keep large amounts of money at home.
✔ Consider installing extra security lighting.

HOME SECURITY

BE A GOOD NEIGHBOUR,
BE AWARE, CHECK ON YOUR NEIGHBOURS.
DO NOT LEAVE IT ‘TO OTHERS’ – THEY MAY HAVE LEFT IT ‘TO YOU’.

SAFER PLACE TO LIVE:

Q: Are pathways and footpaths outside the home even and free from cracks?
Q: Are the walkways free from clutter?
Q: Are rugs and carpets secured with non-skid tape?
Q: Are non-skid mats placed in the bath tub?

MAKE YOUR HOME A

SAFER PLACE TO LIVE:

Q: Are there hand rails or grab bars installed beside the stairs or in the bathroom next to the toilet and bath?
Q: Is the kitchen floor free from liquid, grease or any other slippery substance?
Q: Have wheels been removed from all items of furniture?
Q: Do you use a nightlight to keep the bedroom lit at night time?
Q: Do you have light switches placed at each end of the stairway?
Q: Are steps visible?
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Helplink South

Telecare Sensors

Range of telecare sensors that can help protect you in your home

- **Smoke (wireless)** - Monitored smoke alarm raises an automatic call to the response centre.
- **Monitored Carbon Monoxide or gas** - Warns of dangerous levels of poisonous gas given off by faulty heating equipment.
- **Bogus Caller** - Fitted near the door to raise an alarm if your in any doubt about the caller.
- **PIR - Intruder Alarm** - Detects an intruder and raises an alarm to the call centre.
- **Fall Detector** - Automatically detects a serious fall and raises an alert to the call centre.
- **Minuet Watch** - This has been development to help encourage telecare users to wear their personal triggers throughout the day. By combining an alarm button with a high quality watch, users are more likely to wear it and as a result will be provided with additional protection as their ability to raise an alarm is increased.

*Independence & Peace of Mind at the touch of a button*

If you are 65 or over why not avail of a Socially Monitored Alarm for as little as €170 per week through the Seniors Alert Scheme. We guarantee a high quality standard and we are the first in the republic of Ireland to receive the Telecare Services Quality Mark. Having achieved this mark of quality Helplink South is proud that they ensure the best possible telecare service or the Monitoring and installation of the Socially Monitored Alarms. Range of Telecare Sensors that can help protect you in your home (not funded)

www.helplinksouth.com
Call: 090 6445080
gemma@helplinksouth.com helplinksouth@eircom.net
Local authorities in Ireland are obliged to provide housing for older people on broadly the same basis as the rest of the population.

Some local authorities provide specific housing for older people or may take their specific circumstances into account when assessing need.

There are some grants for housing which are particularly relevant to older people or people with disabilities.

**RULES**

Older people are eligible for local authority housing and local authority loans and grants in the normal way.

**SPECIAL ACCOMMODATION FOR OLDER PEOPLE**

Some local authorities provide special accommodation for older people. This is usually communal accommodation with special security features, for example, wardens, security cameras etc. If you or your spouse is aged 60 or over and the other is 55 or over or, if you are single and aged 55 or over, you are eligible for special housing if you are otherwise entitled to priority on medical or compassionate grounds.

**VOLUNTARY HOUSING ORGANISATIONS**

Voluntary housing organisations provide housing on a somewhat similar basis to local authority housing and are financed to a significant extent by government.

Most of these organisations are community based organisations and have developed in order to meet a recognised special housing need within the community. A large proportion of these bodies have been set up to provide housing for older people. These approved bodies can take a number of legal forms - incorporated bodies, trust bodies, societies. To qualify for the various grants and loans described below they must be approved by the Department of the Environment, Community and Local Government.

**The Irish Council for Social Housing** has a representative and co-ordinating role in relation to non-profit and voluntary housing bodies. It provides sample tenancy agreements for its members which comply with the various statutory obligations. The Council also provides standard form constitutions (Articles of Association and Memorandums of Association) and general assistance with the legal requirements of forming a voluntary housing organisation.

Voluntary housing organisations provide two types of housing for older people - group schemes and sheltered housing.

**Voluntary housing associations** have some discretion as to who they house in accordance with their own policy but the majority of their houses are let in consultation with the local authority. It is not usual for them to apply a means test to those to whom they let houses in accordance with their own policy. Tenants in sheltered housing pay rent and they may qualify for rent supplements.
SENIORS ALERT - COMMUNITIES SUPPORTING OLDER PEOPLE

The Seniors Alert - Communities Supporting Older People, provides funds to local community and voluntary organisations to install personal monitored alarms and items of home security to older people.

The scheme provides grants to voluntary and community based organisations to provide security measures for people aged 65 or over living alone, or living in households made up exclusively of older people, and who are unable themselves to install or buy such equipment.

Further information on this scheme please contact CSOP Unit in the department on:

Tel: 071 9186700 or 071 9107821
Email: seniorsalert@environ.ie

WHERE TO APPLY

Threshold
21 Stoneybatter, Dublin 7
Tel: 01 678 6096
Fax: 01 677 2407
Website: www.threshold.ie
Email: advice@threshold.ie

Irish Council for Social Housing
50 Merrion Square East, Dublin
Tel: 01 661 8334
Fax: 01 661 0320
Website: www.icsh.ie
Email: info@icsh.ie

Department of Environment, Community and Local Government
Housing Grants Section,
Government Offices, Mayo
Website: www.environ.ie

HOUSING AID FOR OLDER PEOPLE SCHEME

The Housing Aid for Older People Scheme is for improving living conditions of older people by carrying out minor repairs to the main areas of an older person’s home. The type of work which will be grant aided includes structural repairs or improvements, re-wiring, repair or replacement of windows and doors, the provision of water, sanitary services, heating, cleaning and painting.

Since 1 November 2007, the Housing Aid for Older People Scheme replaced the Essential Repair Grant and Special Housing Aid for the Elderly.

MOBILITY AIDS GRANT SCHEME

Since 1 November 2007, the Mobility Aids Grant Scheme provides grants for works designed to address mobility problems in the home, for example, the grant can be used for the purchase and installation of handrails. The grant is primarily for older people but people with disability can also access the scheme.

The amount of assistance you can get under the Mobility Aids Grant Scheme is less than under the Housing Aid for Older People Scheme and the Housing Adaptation Grant for People with a Disability. The Mobility Aids Grant Scheme is a useful scheme if you need minor adaptations or improvement done quickly.

HOUSING ADAPTATION GRANT FOR PEOPLE WITH A DISABILITY

If you need to adapt your home to meet the needs of a member of the household who has a disability, you can apply for a Housing Adaptation Grant for People with a Disability. Apply to your local authority.

DRAUGHT PROOFING AND INSULATION

A free draught proofing and insulation service is provided by a not for profit organisation in some parts of the country to pensioners living alone.

Energy Action
IDA, Unit 14,
Newmarket,
Dublin 8
Tel: 01 454 5464.

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Threshold
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Tel: 01 678 6096
Fax: 01 677 2407
Website: www.threshold.ie
Email: advice@threshold.ie

Irish Council for Social Housing
50 Merrion Square East, Dublin
Tel: 01 661 8334
Fax: 01 661 0320
Website: www.icsh.ie
Email: info@icsh.ie

Department of Environment, Community and Local Government
Housing Grants Section,
Government Offices, Mayo
Website: www.environ.ie

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Tel: 01 454 5464.
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Our courses are based on both your legal obligation and best practice in terms of awareness training in the workplace.

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We offer everything from personal care to shopping, cleaning or social visits. In fact everything you need to stay in the comfort of your own home.

Alternative
We offer a realistic cost effective alternative to residential care. We take care of you at home and in our own community. We’re just a call away right or day.

Our staff
Our staff are caring, trained to assist with medication and Giants settled.

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- The National Q Mark
  Assessing Home Care Providers
- Home & Community Care Ireland
  Representing Home Care Providers
- Home Care
  Advice
  The Nurse
  Occupational Therapist
  Physiotherapist
  The Carer
- Why Home Care?
  The Companionship Component
  Dementia Care
- Home from Hospital
  Helpful Organisations
- Bluebird Care
  About Bluebird Care
  The Bluebird Care Team
  Services
  Caring for People
  Tax Relief
- Senior Care Issues
  Understanding Issues
  Creativity Initiative
- Senior Helpline
  A Confidential Service
With the help of Home Care providers, more and more people are choosing to stay comfortably at home rather than opt for a change in their lifestyle that would take them away from the neighbourhoods and friends of a lifetime.

But, just as you would check the credentials of any new person who comes into your home, it is vital that you check the accreditation of your homecare provider.

That is why The National Q Mark is delighted to recommend Bluebird Care, who have chosen to enter into the rigorous Q Mark programme of standards rather than simply work to the lower standards that often exist in this currently unregulated area of health care.

Always look for The Q Mark when choosing your homecare provider. The Q Mark certification offers you real confidence and reassurance that the homecare service you choose adheres to the highest standards of Quality and Excellence available in Ireland today.

The Q Mark guarantees you, your friends and family, that your homecare provider operates what’s known as a Continuous Improvement Programme which simply put, means that 100% of their support systems, processes and procedures are monitored for best practice, 100% of the time. All of this information feeds back into a quality of life standard for each and every person they care for.

The Q Mark framework for Homecare providers is comprised of five principal elements:

1. **Leadership Commitment**
   This means that the homecare provider who carries the Q Mark has an entire management team that believe in providing the highest standard of quality care to you.

2. **Engaged Employees**
   Everyone who works for a Q Mark certified homecare service believes in delivering the best standard of care, whilst respecting your privacy and treating you with dignity.

3. **Excellent Business Systems and Processes**
   100% of a Q Mark certified homecare service’s support systems, processes and procedures are monitored for best practice, 100% of the time.

4. **Customer Experience**
   The Q Mark puts you first. That’s why your experience is paramount, and your quality of life and care is always the priority.

5. **Positive Results**
   Every Q Mark certified homecare provider continuously strives to do better in their quest to improve on best practice and provide a higher quality of life for each and every person they care for.

**By Irene Collins**
Managing Director, EIQA

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**Home and Community Care Ireland**

Every day over the next 10 years, an additional seven older people in Ireland will require long-term residential care or home help.

Home and Community Care Ireland (HCCI) recognises that when faced with this difficult decision, it is the overwhelming preference of the elderly to remain in their own homes for as long as possible.

HCCI, as the trade association for private home care providers, has been working with Government to ensure that home care is a safe, affordable option for families. Representing 25 home care providers, across 75 offices in every county in Ireland, the organisation has been at the forefront of calling for the statutory regulation of the sector and for improved access to home care funding.

In the absence of State regulation, HCCI members adhere to a strict code of conduct based on international best practice guidelines which is independently audited by third parties. All HCCI members commit to rigorous recruitment, garda-vetting, training and supervision procedures to ensure that the highest standard of care is provided by members across the country.

With over 6,000 carers looking after more than 8,000 people across Ireland, we are committed to making sure families have a service available to them that they have confidence in. HCCI members cater for all levels of dependency with personalised care plans and continuous appraisal to ensure that all needs are met. We advocate for patient choice – enabling the elderly and their families to decide what care option is most appropriate, and further development of the community care model.

Home care is an essential part of any community-care based health service model to help people remain in their homes, enjoy a higher level of independence and dignity, and maintain a normal life.

**Website:** www.hcci.ie
**Email:** enquiries@hcci.ie
Many people prefer to stay in their own homes to enjoy old age surrounded by a lifetime of memories. It is a well recorded fact that people live longer and are happier in their own homes. Nowadays this is very possible because of all the products and services that are easily available to our senior citizens.

**Advice**
The first and most important step is to get the correct advice. This is available through local health centres, GP’s and your local citizen’s information bureau. It is very important to get the right advice from the correct professionals. These include nurses, occupational therapists, physiotherapists and a good home care service. The wrong advice can be very costly and will create uncertainty about staying at home.

**The Nurse**
The nurse will assess the health of the person and the level of independence and mobility. The nurse will make recommendations including; the level of homecare help that is required, the bathroom adaptations required and whether there will be a necessity for equipment for the kitchen and bedroom, these items will include specialised seating and beds etc. The nurse will also assess the safety of the home.

The home may be improved through installation of ramps, grab rails and installation of a monitored safety alarm. A falls detection system will also create substantial reassurance for family and loved ones. The nurse will also assess dietary requirements of the individual.

**Occupational Therapist**
The Occupational Therapist is concerned with the promotion of health and well being through occupation. The primary goal of Occupational Therapy is to enable people to participate in the activities of everyday living. Treatment involves a variety of techniques to maximise the individual’s ability to perform daily living activities including the provision of a wide range of enabling equipment. Treatment may also focus on making changes to your environment to increase your independence. Occupational Therapists provide advice and practical solutions to restore, maintain, and maximise the individual’s functional ability.

By adhering to the occupational therapist advice it will enable the person to live with confidence at home.

The occupational therapist will recommend the correct alterations and equipment for easy living this may include bathroom alterations and the addition of a stairlift. An occupational therapist report is often a necessary requirement for a grant application to a local authority.

**Physiotherapist**
Physiotherapy is a health care profession that aims to maximise health and physical wellbeing by maximising movement and functional ability through all life stages. Physiotherapists achieve this aim through assessment of the physical, psychological, emotional and social well being of the person. They then agree a treatment plan and goals together to address the determined cause of the person’s disability. The physiotherapist plays a vital role in enabling a person to regain mobility in their own home.
WHY HOME CARE?
There are numerous signs that an older person may be in need of family care or professional help or care, but one fact remains true; most older people express a preference to remain in their own home for as long as possible. These are the signs to look out for when deciding if someone may be in need of assistance:

1. **Household bills piling up.** Seniors can feel overwhelmed by the simple task of opening and responding to daily mail, as well as balancing a cheque book.

2. **Reluctance to leave the house.** Rather than ask for help, older people who are having trouble with such functions as walking, remembering and hearing will pull away from their community and isolate themselves.

3. **Losing interest in meals.** Seniors who suddenly find themselves alone, perhaps after the death of a spouse, can be easily discouraged by such tasks as cooking and tend not to eat properly.

4. **Declining personal hygiene.** Changes in appearance, such as unkempt hair and body odour, failing to change clothes for days on end or clothes inappropriate for the weather, are among the most obvious signs that a senior needs assistance.

5. **Declining driving skills.** Look for evidence of parking or speeding tickets, fender-benders, dents and scratches on the car.

6. **Scorched pots and pans.** Cooking ware left forgotten on top of an open flame may be a sign of short-term memory loss or even Alzheimer’s disease.

7. **Signs of depression.** Feelings of hopelessness and despair, listlessness, fewer visits with friends and family, a change of sleeping patterns and lack of interest in the usual hobbies and activities are indicators of depression.

8. **Missed doctors’ appointments and social engagements.** These can be signs of depression or forgetfulness. But they can also be the result of no longer having a driver’s licence and not knowing how to get alternative transportation.

9. **Unkempt house.** Changes in housekeeping may come about because the senior is physically tired. They could also result from depression.

10. **Losing track of medications.** Seniors often take multiple prescriptions for various health conditions. Keeping track without reminders and assistance can be confusing.

HOME CARE
Just because you or a loved one is having more problems at home does not mean that it’s time to recommend a move to a care community. Such a circumstance could, however, signal the need for more help at home.

Home care might be ideal for an older adult who is recovering from an illness or a surgery, such as a knee replacement, and needs help around the home. The need for assistance can be just as much emotional and mental as physical. A senior who loses a spouse can become depressed and lonely to the point her own health suffers. Or a widower’s increasing forgetfulness can put him at risk of forgetting to pay the bills, or worse, to take his medications.

**THE COMPANIONSHIP COMPONENT**

The companionship component of a caregiver’s job can be just as vital as the physical assistance that such a professional will provide. Seniors need conversation and one-on-one contact to keep their minds alert. And they will thrive with someone to participate in their favourite activities such as gardening or baking.

Many older people need help to get their day started with assistance showering, preparing breakfast and taking their medications. Likewise, help before bedtime, or even overnight, can be an important safety net for older people at home who often are more apprehensive at nighttime. A reputable home care organisation such as Bluebird Care will provide caregivers that can meet all of those needs.

DEMENTIA CARE

Home care is most often the first choice for families caring for a parent with dementia as they prefer to keep their parents at home. Home care providers like Bluebird Care enable people with dementia to remain at home for as long as possible, providing them with familiarity and less disruption than if they were being cared for in a long-term residential care facility. It also helps families eliminate worry, reduce stress and re-establish a degree of personal freedom which makes home care an attractive option for families caring for loved ones with dementia.

Interestingly, a report published in the UK reveals people with dementia stay longer in hospital than other patients and leave in a worse condition. As a result the UK Alzheimer’s Society is urging hospitals to discharge people with dementia in hospital a week earlier. The society also conducted a survey revealing half of all carers believed that a period in hospital had “a significant negative effect” on the health of a loved one suffering from dementia, and, additionally, worsened their dementia.

For further information on dementia care please visit [www.bluebirdcare.ie](http://www.bluebirdcare.ie)
After a person with a life-limiting illness stabilises from an acute period of their illness, they are often discharged home from hospital. It can be helpful for family members and/or carers to seek advice from health care professionals as to how they can care for their family member at home, particularly as the person’s health may have deteriorated since their hospital admission.

From a practical perspective it is important to become familiar with the medications that the person is on, frequency of dosage, and possible side effects. The attending doctors/medical team in the hospital will be of assistance in this regard, as will your local GP and Public Health Nurse, and perhaps the palliative care team.

It may be helpful to consider whether additional equipment in the home would be of assistance in the provision of care. Often items such as an electronic bed, commodes, hoists or wheelchairs can assist in the day to day care. Such needs should be discussed with the occupational therapist in the hospital prior to discharge, and the community based occupational therapist may also provide advice with regard to more long term structural adaptations to the home.

Assist Ireland (www.assistireland.ie) provides comprehensive details of equipment that could be of benefit. The day to day comfort, personal care and hygiene needs of the individual who is being discharged home will also need to be planned for. It is advisable to clarify with the hospital occupational therapist, physiotherapists, social worker as well as the nursing and medical team the extent of help that the individual requires. They will also be able to give specific guidance as to how you may be able to respond to the care and hygiene needs and will also help you to access homecare and nursing packages to facilitate the discharge of the person home.

The Irish Cancer Society has produced a booklet called A Time to Care aimed at assisting those who wish to care for a seriously ill family member or friend at home.

Discussing and seeking help for all aspects of care can be most beneficial to ensuring successful discharge. Where possible it is important to involve the person being cared for when planning and discussing aspects of their care, considering their preferences and plans for future as their illness progresses.

All members of the nursing, medical and therapy team have a role in assisting in this area, and you may find that the Social Worker, Occupational Therapist and members of the Nursing Team can be of particular assistance in dealing with the emotional and psychological adjustment that is required.

When planning discharge from hospital of someone who will have ongoing and potentially increasing care needs, as well as seeking help from health care professionals, it can be helpful to avail of any support from friends and neighbours who are often willing to help in practical ways (such as shopping, cooking, school runs or baby sitting). This can relieve the burden of the primary carers. Planning a rota of care amongst those who are willing and available to provide hands-on assistance and/or respond in emergencies is also helpful.

More detailed information and guidance on this subject is available on www.carers.ie, which has been developed by the Irish Hospice Foundation to support carers and family members respond to the needs of those with life limiting disease.
About Bluebird Care

- Bluebird Care is a leading provider of homecare services in Ireland with a nationwide network of 18 independently owned franchise offices covering 23 counties.
- Bluebird Care operates very high standards with regulated quality management systems in place. They have received the Q Mark of Quality from EIQA (Excellence Ireland Quality Assurance) and the ISO:9001:2008 standard. These quality marks ensure that the highest quality of care and support services are consistently delivered to their clients.
- Set up in 2007 with just three franchises, Bluebird Care has grown exponentially in the past five years and in the absence of statutory regulation, has implemented strict policies and procedures which emphasise safety, quality and a person-centred approach.
- Independently-owned in Ireland, but part of the UK franchise model, Bluebird Care implements the quality standards from the UK which operates in a regulated marketplace.
- Bluebird Care is an approved provider for the Health Services Executive, Enable Ireland and also works with other organisations such as Headfirst, Cheshire Homes and Brothers of Charity.
- Bluebird Care is a socially responsible organisation and has a strong ethos of ‘giving back’. Their nominated charity partners include Age Action, Special Olympics Ireland, Irish Association of Blood Bikes and wheelchairtaxi.ie.

The Bluebird Care Team

The people who work at Bluebird Care are the lifeblood of the service we offer. All our Care workers and Personal Assistants are recruited directly and as such must meet the very highest of standards.

Before entering the workplace all Bluebird Care staff are:

- Personally interviewed by a Bluebird Care Manager.
- Vigorously reference checked (including previous employers).
- Must have received acceptable Garda clearance and vetting.
- Must have a 3rd level qualification (FETAC Level 5 or equivalent) in a relevant health related subject.
- Must attend and complete our comprehensive Induction, Orientation and Manual Handling training.
- Must complete our shadowing module with experienced senior staff and Supervisors.

“All staff are employed directly by Bluebird Care, thus we deal with the administering of payroll, taxes, PRSI and provide comprehensive public liability and employers liability insurance.”

- Eddie O’Toole, Operations Director, Bluebird Care.

“We always have staff on call and one of the benefits of using Bluebird Care is that we can sustain our services at short notice, even if a staff member is unable to work as planned. We are available 24 hours a day, 7 days a week if any emergencies should arise.”

- Lorna Liney, BSc (hons), RGN, National General Manager, Bluebird Care

Total Flexibility

Every person has different needs and the amount of care and support needed can and does vary. Because of this our services are very flexible and are designed around your unique requirements.

We offer support visits starting from as little as 30 minutes right up to 24 hour care when a higher level of assistance is required. You are able to decide how often and for how long the calls are required to ensure that your individual needs are met.

We offer support visits starting from as little as 30 minutes right up to 24 hour care when a higher level of assistance is required. You are able to decide how often and for how long the calls are required to ensure that your individual needs are met.

We are also able to offer short-term care, for example when family members are on holiday or following a hospital discharge after surgery when a period of convalescence is required.

How does Bluebird Care work?

Most people want to remain in their own home regardless of their age, level of independence or ability. At Bluebird Care, our managers are highly experienced in offering advice and guidance about our services and how they can best work for you.

We would suggest initially meeting with yourself, family members and trusted friends to discuss your own individual needs and assist you in planning your own personalised service.
All Our Customers receive Individualised Care Plans
- They are introduced to their named care worker or their personal assistant.
- They have their packages of care personally reviewed.
- They are encouraged to give feedback on the quality of the service.
- They have care staff who are fully trained, Garda vetted and regularly supervised.

Positive Can-do Attitude.
When people start to look for care at home for a loved one or for themselves they need simple and straightforward language and a system which makes starting up a care package as simple and straightforward as possible. That is why everyone within Bluebird Care has a positive ‘can-do’ attitude.

Caring for people
Eddie O’Toole Operations Director with Bluebird Care says, “There is a very simple way that Bluebird Care measures the way in which they deliver care. It’s obvious to us that all staff members need to be of the right temperament and attitude in the first place and then they are trained, monitored and supervised. However, the most important fact is that we will deliver the level of care that we would expect for our own elderly or disabled relatives. That way we know we have got it right.

TAX RELIEF
Can I claim Tax Relief?
Income tax relief is available to our customers or their relatives at their top rate of tax, subject to conditions. This means that you could receive tax relief of up to 41% of the cost of our service. It is also possible to claim this relief as part of your tax credits, thereby receiving the benefit as part of your weekly or monthly salary.

Others want to contribute
When more than one person is paying the costs of Home Care, the Tax Relief may be divided between the contributors pro-rata to their contributions, once the total does not exceed €50,000 in any Tax Year.

Who else can claim?
You, your spouse or a relative. “A relative” includes relation by marriage and also a person for whom the claimant is, or was, the legal guardian.

How do I claim?
You need to complete the form HK1 “Claim for an allowance for employing a Carer/Personal Assistant”. This form is attached to the IT 47 “Employed Person Taking Care of an Incapacitated Individual” which is included in this information guide. This form would then be submitted to the Inspector of Taxes in your local area.

Do I pay VAT on the Service?
No. The services offered by Bluebird Care are VAT exempt.

Specialised Care
We have trained staff to deal with the following specialised care needs:
- Dementia Care
- Alzheimer’s Care
- Chronic Illness Care
- Post Natal Care
- High Dependency Care
- Respite Care
- Convalescence Care
- Help with Incontinence

Contact Us
Call: 0818 227 052
Email info@bluebirdcare.ie
Find your local office & more information: www.bluebirdcare.ie

“Our uniqueness allows us to provide professional, comprehensive care and support services for people of all ages and abilities in all sections of the community.”
Eddie O’Toole, Operations Director, Bluebird Care.
SENIOR HELPLINE - 1850 440 444

SENIOR HELP LINE - Older People Connecting, Supporting and Helping Each Other

Do you need someone to listen? Senior Help Line is a confidential listening service for older people by older people for the price of a local call anywhere in Ireland, LoCall 1850 440 444.

As an older person you are part of a growing sector in Irish society. Never before have we lived so hopefully or for so long. The fact that more of us are reaching older age is a positive achievement, the result of improved living conditions and medical advances. But there are challenges too. We have added years to life, but not always life to years. People do not seem to have as much time for each other as they used to. This can leave many older people feeling isolated.

Older people call Senior Help Line for many reasons. You may have a problem you want to talk over. You may live on your own and want some human contact. You may be housebound. You may want information about relevant services. You may want to chat, or share your day, or tell us about a loved one no longer with you. Some older people may have concerns about elder abuse, or have suicidal thoughts or tendencies, and many older people are lonely.

We listen to every call, help people discover how they are feeling and, if possible, help them explore what options, if any, they may have. Many people tell us they are glad they got in contact with us, and feel better for having done so. Many older people call us frequently, and we build up a relationship with them. A unique aspect of the service is that our volunteers are older people too. You will be talking to someone, a man or a woman of approximately the same age as yourself. They may not have had your exact experiences, but, like you, they will already have been through many of the ups and downs of life and will understand many of your feelings, hopes and concerns.

One in every two callers to Senior Help Line is male, ringing to talk about sport or politics, or a particular problem. In a society where men can find it more difficult to reach out, it is gratifying to us that so many male callers trust us with their concerns.

Senior Help Line is an expanding service and we are regularly looking for new volunteers. If this is something you feel you might like to learn more about, contact Senior Help Line, Third Age Centre, Summerhill, Co. Meath, telephone 046 955 7766. You could also log on to our web site at www.seniorhelpline.ie to find out more about us.

But above all, if you would like to phone the help line with a worry, a query, a question or a concern, don’t hesitate. We are open each day from 10am - 4pm and 7pm to 10pm. We look forward to hearing from you. Remember the number: 1850 440 444

- Your Home, Your Choice
- Getting a “Fair Deal”
- Essential Questions
A NEW CHAPTER, A NEW BEGINNING

If you are reading this Guide, chances are that you’re thinking of moving to a nursing home or helping a relative or friend make the same decision. This Guide was developed in collaboration with a number of experts from the older person community, including people just like you!

Nursing Home owners and staff appreciate the significance of this important life decision and believe informing you of the choices available and your rights will enable you to make the right decision for you or your relative.

Home as you knew it will be very different. Living in a nursing home opens up a new world of opportunity. Your home life will embrace a new community of people with shared histories, perhaps familiar faces from your local community and an opportunity to meet new people, round-the-clock medical care and support, safety and security, expert care from dedicated staff trained and experienced in nurturing and providing care in your community.

YOUR HOME, YOUR CHOICE - THE NURSING HOME SUPPORT SCHEME

The Nursing Home Support Scheme (Fair Deal) is a new scheme of financial support for people who need long-term nursing home care. It replaced the Subvention Scheme which had been in existence since 1993. Under the Fair Deal Scheme, you make a contribution towards the cost of your care and the State pays the balance. This applies whether the nursing home is public, private or voluntary - it’s your choice.

The Fair Deal is designed to make residential nursing home care:
- Accessible
- Affordable
- Anxiety-free

THE ESSENTIALS: UNDERSTANDING THE "FAIR DEAL"

The Nursing Home Support Scheme, or “Fair Deal” is a method of paying for nursing home care available to you. The process consists of five steps.

Who can apply
Anyone who needs long term nursing home care can apply. You must be ordinarily a resident in the State, i.e. living here for at least 1 year. The Nursing Homes Support Scheme does not make a distinction on age grounds.

STEP 1: Applying for the Fair Deal Scheme
You need to complete a Form NHSS1, obtained from the HSE website or by contacting HSE on 1850 24 1850 or your HSE Local Health Office.

The application process has two parts:
1. A Care Needs Assessment and a
   • Applicants must sign and send the form to the HSE Nursing Homes Support Office for their area.

• In certain cases, another person may apply on the applicant’s behalf. Where a person has reduced ability to make decisions (i.e. diminished mental capacity) a specified person may make the application.

STEP 2: Care Needs Assessment
This assessment is carried out by healthcare professionals (e.g. a nurse, doctor, social worker) who consider whether a person needs nursing home care or whether they can be supported to continue living at home.

STEP 3: Financial Support
There are 2 types of financial support available under this scheme:
1. State Support and

Financial Assessment & State Support
The HSE looks at the applicant's income and assets to work out what they can contribute to their care. Your contribution will be 80% of your income and 5% of the value of any assets per annum. (Your principal residence will only be included in the financial assessment for the first 3 years of your time in care). The HSE pays the balance of the cost of care. This is called State support.

Nursing Home Loan
Sometimes a person’s assets are tied up in land and property, including their principal residence which is not being sold. Your contribution on these assets may be deferred. This means that you do not have to fund the money to pay this contribution during your lifetime. Instead, if approved, the HSE will pay the money to the nursing home on your behalf and it will be collected upon death. This is an optional benefit of the scheme. It is effectively a loan advanced by the State which can be repaid at any time but will ultimately fall due for repayment upon death. Its purpose is to ensure that you don’t have to sell assets such as your house during your lifetime.
STEP 2: Your rights - Choosing Your Nursing Home

The HSE provides each approved applicant with a list of all approved nursing homes - private, public and voluntary. Legislation says that the choice of nursing home is the decision of the applicant and/or their family. You can choose any nursing home on this list, subject to the following 2 conditions:

1. The home must be able to cater to your needs.
2. The home must have a place available.

Once your nursing home is confirmed, you pay your contribution to the nursing home and the HSE pays the balance to the nursing home.

To learn more about this scheme and if you are eligible:

CONTACT HSE info line on 1850 24 1850, or refer to their website for your local NHSS office.
www.hse.ie/eng/services/Find_a_Service/Older_People_Services/nhss/

FINDING YOUR NEW HOME

We suggest you think about the following when looking for a nursing home:

- Ideal nursing home attributes
- Quality of care
- The atmosphere and religious outlook
- Food and recreational activities offered
- Special needs and preferences
- Research the nursing homes in your area...it's your choice

IMPORTANT TO KNOW!

It is important to remember that the Fair Deal only covers the cost of bed and board and nursing care. The National Treatment Purchase Fund (NTPF) documentation makes it very clear that the Fair Deal specifically excludes social programmes, therapies, dental treatments, chiropody and so on. Nursing Homes Ireland (NHI) has, from the outset, strongly objected to these services being kept outside the Fair Deal and will continue to do so. This is incomprehensible and in direct contravention of many of the national quality standards. A person retains their existing entitlements under other schemes such as the Medical Card scheme.
THINGS TO DO
Ensure you or someone you trust visits your shortlist of nursing homes. All good nursing homes will welcome your visit, Nursing Homes Ireland suggest that you:
• make an appointment for the first visit;
• make unplanned visits at other times to clarify any issues and ensure quality of care is consistent;
• take a formal tour with the Director of Nursing;
• ask questions - take a list with you;
• look around and ask questions to get a better picture of the services, activities, and quality of care and life for the residents.

SOME QUESTIONS TO ASK
• is the nursing home close to family and friends so they can visit?;
• are there special arrangements to help residents who may become confused in the facility?;
• are there security and monitoring systems in place to safeguard residents’ wellbeing?;
• does the nursing home provide preventive care to maintain residents’ health?;
• does the nursing home have a screening program for immunisations such as Flu (influenza) and pneumonia?;
• what are the arrangements for emergencies with nearby hospitals?

WHO ARE NHI?
Nursing Homes Ireland is the representative organisation for the private and voluntary nursing homes sector. We work hard to protect the rights of older people, particularly those living in nursing homes. We also provide training, support, and advice for all of our members to ensure the best care is provided.

WHO ELSE CAN I TALK TO?
There are many great contacts and resources below for you to assist with your information gathering:
• Age Action Ireland - 01 476 6989 - www.ageaction.ie
• Alzheimer Society of Ireland - 01 207 3800 - www.alzheimer.ie
• Citizens Information Services - 1890 777 121 - www.citizensinformation.ie
• Department of Health and Children - 01 635 4000 - www.dohc.ie/issues/fair_deal/
• HSE Information Line - 1850 24 1850 - www.hse.ie
• Health Information & Quality Authority Inspection reports - 021 240 9300 - www.hiqa.ie
• Myhomefromhome - www.myhomefromhome.ie
• Nursing Homes Ireland - 01 429 2570 - www.nhi.ie
SEASONAL FLU VACCINE

Did you know that every year flu affects about 10% of the population and that older persons are more at risk?

Flu is a highly infectious acute respiratory illness caused by the flu (influenza) virus and outbreaks occur almost every year, usually in winter. Flu is spread by coughing and sneezing. When someone gets flu, they suddenly develop a high temperature with chills, muscle pains and a headache usually 2-7 days. This is different from a cold which starts gradually with a sore throat and a blocked or runny nose.

While most people recover from Flu within a week, serious complications such as pneumonia and bronchitis can develop, especially in older people. These illnesses may need hospital treatment and a number of mainly older people die from flu each winter.

The best way to prevent flu is by getting the flu vaccine. Annual flu vaccine is recommended for certain “at risk groups” which include:

- All those aged 65 and older;
- Those with long term medical conditions eg heart or lung disease;
- Carers including healthcare workers.

Flu vaccine is very safe and contains inactivated (killed) viruses so the vaccine cannot give the flu. You should get vaccinated to protect yourself, your staff and those in your care.

Pneumococcal vaccine
If you are 65 or over or have a long term medical condition you should also ask your doctor about the pneumococcal vaccine which protects against pneumonia if you have not previously received it. You usually only need to get this vaccine ONCE.

People aged 18 years or older may attend either their GP or Pharmacist to get the flu vaccine.

- If you have a ‘Medical Card’ or ‘GP Visit Card’ the vaccine and consultation are free.
- If you do not have a ‘Medical Card’ or ‘GP Visit Card’ you will be charged a consultation fee for seasonal flu vaccine.

Please make an appointment with your GP or Pharmacist.

More information is available from your general practitioner and the HSE’s dedicated immunisation website www.immunisation.ie, which provide details on the flu vaccination, along with answers to your questions about flu.

www.immunisation.ie

Shy and Retiring?

“Retirement is just a word, there’s no need to treat it like a sentence.”

That’s according to Maureen Kavanagh, CEO of Active Retirement Ireland, a national network of about 550 local Active Retirement Associations.

“Many people view retirement as the end of their working life, and that’s true,” continues Ms. Kavanagh, “But it’s also the start of something new. That could be joining an Active Retirement Association, spending time with the grandkids, volunteering with a favourite charity or even finally tackling that garden.”

That’s the get-up-and-go spirit that has been the driving force behind Active Retirement Ireland ever since the first local Active Retirement Association was founded in Dun Laoghaire, Co. Dublin, in 1978. Since those early days 35 years ago, a massive network of local groups has sprung up, from Raphoe in Co. Donegal all the way to Cape Clear in southern Cork.

“Our members get together for a wide variety of activities,” says Ms. Kavanagh, “They do everything from bowls to boccia, from stamp-collecting to swimming, from drama to debating and everything in between. If you join your local Active Retirement Association, you’ll have a choice of a range of new hobbies and pastimes, all aimed at reducing isolation and encouraging social networking.”

Anyone interested in finding out more about Active Retirement Ireland can call 01-8733836 or visit www.activeirl.ie
CHALLENGING TIMES AHEAD FOR APPROVED RETIREMENT FUNDS

Older people already drawing down their pension benefits have up to now escaped most of the cuts to pensions introduced in recent budgets with Approved Retirement Funds and Pensions in payment being exempted from the annual 0.6% Pensions Levy and the various ceilings on pension size. Approved Retirement Funds (ARFs), or post-retirement funds taken out instead of a regular pension annuity at retirement, have also generally recorded better investment returns than their pre-retirement equivalents partly because they generally tended to be invested more conservatively.

ARF investors who opted for conservative investment options for their fund have up to recently been able to exploit the misfortune of the Irish banking sector by availing of deposit rates significantly above the benchmark ECB rate. As Ireland and its beleaguered banking sector gradually recover, bank deposit rates have started to move back towards the ECB rate with most term deposit rates dropping by over 1% in the last 6 months. We would envisage this trend continuing, with one year term deposit rates falling below 1% by the end of this year.

The reduction in returns available for low-risk ARF investments and savings for older people comes at a time when returns are particularly needed as the cost of living for retirees is set to increase sharply due to inflation. Quantitative Easing policies being pursued by all of the major Central Banks mean that prices for basic commodities such as oil, food and metals are set to increase more quickly in the coming years. Fiscal austerity will also continue to put upward pressure on the cost of state services on which older people are particularly reliant including healthcare and utilities.

With deposit rates dropping and inflation accelerating, older people relying on Approved Retirement Funds or other savings to provide for or supplement their income will need to adjust their investments to keep pace with their cost of living. For those with ARFs this should not necessarily mean a significant shift in terms of the risk profile of the fund, however, even a small percentage allocation to assets such as commodities or higher interest yielding corporate bonds could significantly improve the inflation protection of savings and overall return. Oil and Food Commodities are particularly attractive assets in the context of constructing an inflation targeting fund. Small exposures to these asset classes provide significant protection in the event of sustained inflation in either energy or food prices, while limiting the short term impact of daily volatility in commodity markets. Fixed return assets such as Government Bonds and Corporate Bonds also provide increasingly attractive yields compared to Bank Deposits.

Overall, while bank deposits have been a very successful investment strategy for the low inflation, uncertain times of the last five years, it is unlikely that this will remain so over the next decade.

Denis Moloney
Life is filled with many financial uncertainties that we attempt to protect ourselves from. Diversification of savings into different savings and investment products was one, we were told, that would reduce the risk of losing what we put aside for our retirement. Now, unfortunately, for many people all over the country, the financial turmoil is being felt everywhere (e.g., property, stocks and shares, bonds and bank deposits). It sometimes feels like the sky is falling in.

Most older adults however can appreciate what we are currently going through as they have seen it all before - albeit on a different scale. Getting through a financial crisis is the same as adjusting to other major losses or changes in life such as health, accidents, natural disaster and even death. Crises forces us to make new choices, make changes and adjustments to our plans, desires and expectations in order to move on in the new situation in which we find ourselves.

**ASSESS YOUR PRESENT SITUATION**

Before we can make any decisions about our new situation, we need to look at our present circumstances very carefully. Firstly, we need to list any savings accounts, saving certificates, life assurance policies, investments etc. It is necessary to assess our present financial situation by evaluating what their present value is. This may mean a call or letter to your building society, bank, credit union, life assurance company or your financial adviser. With the aid of independent professional advice, see if change is needed in where your nest egg resides. You should also seek independent advice if you are planning to cash-in or sell any assets. Remember you could end up losing money. You might want to consider having valuable items (like jewellery) professionally valued.

It is also important to assess your regular income and to enquire if you are getting all the supports to which you are entitled. Make sure you are availing of all benefits, some of which you may be entitled to include:

- Free Travel;
- The Household Benefits Package;
- Assistance under the Supplementary Welfare Allowance Scheme;
- Fuel Allowance, from early-October to late April subject to certain conditions;
- A medical card

A call to the Citizens Advice helpline 1890 777 121 can secure all the information that is required.

**Dealing with Debt:**

Not having enough money to pay all your bills can cause considerable worry and anxiety. When circumstances change and there is not enough money available to meet all your commitments then it is very important that action is taken early. The first thing to do is to contact those you owe money to, by letter if possible, informing them that:

- you are in a difficult financial situation;
- you are evaluating your new situation;
- you will contact them again with a proposal in two or three weeks.

Do keep copies of all correspondence. A sample letter to creditors is available on the MABS website www.mabs.ie. If you don’t have access to the web call their Helpline 1890 283 438 and they will be happy to help you or send you out any material you may need free of charge.

You now need to divide your debts into **Priority Debts and Secondary debts:**

**The Priority debts** you deal with first because:

- your home may be at risk if you fail to pay your mortgage;
- you may be evicted if you fail to pay rent;
- your electricity, gas or telephone may be disconnected if you fall into arrears. Do remember that even if you fall into arrears you will not be disconnected during the winter months, so keep warm;
- your failure to pay a fine or a civil debt may result in a prison sentence;
- your car or goods on hire purchase could be repossessed.

**Secondary Debts:**

Though you can be taken to court if you have failed to keep up the agreed payments on secondary non-secured debts, you will generally only have to pay what you can afford in line with your budget, as long as you don’t ignore the problem and you respond to court documents with details of your financial circumstances.

**Balancing your Budget:**

Now that you have assembled all the facts and figures about your money, the next step is to make out your budget. A budget is a simple way to make sure that the demands you place on your income can be met. A budget is sometimes described as a method of “worrying before you spend instead of afterwards”. There are some simple things to bear in mind when you start to look at your income and spending:

- List all income into your house. You will find a budget sheet on the MABS website www.mabs.ie

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Issues to consider with equity release:

What do you intend to leave to your children or family?

Will any lump-sum you get affect your entitlements e.g. to a means-tested state pension?

How will you pay for future needs such as if you need full time care or other help?

How will taking out one of these products affect your ability to make charges to your home?

You need to consider carefully just how urgent your financial needs are, and whether an equity release scheme is the best way of solving the situation. Never feel pressurised to make a decision like this.

It is vitally important to get independent legal and financial advice if considering an equity release scheme. The Financial Regulator has a Helpline 1890 77 77 77 where you can find out more about equity release and other financial products.

Managing your Income:

As we get older it important that we set up a money management system that is easy to operate, takes care of normal bill paying chores and is not costly to operate. Any arrangement you put in place will have three facilities:

1. A Working Account Facility
   Try and have all your income including any cash you receive paid into this account.

2. A Bill Account Facility
   Ask your working account provider to set up a separate bill account into which you can transfer a weekly or monthly amount when you get paid or when you receive a pension payment to cover future bills and credit commitments. Banks and building societies offer these accounts. Do check their costs.

   Bill Pay Service: This method allows you to pay regular amounts towards a range of bills through the post office's Bill Pay Service.

3. A Savings Account Facility
   Again you should ask your working account provider to set up a savings account into which you can transfer weekly or monthly amounts at the time you are paid. Alternatively you could choose to pay the money into a credit union or post office account which offers competitive interest rates on savings.

Equity Release Scheme?

Over recent years a lot of financial products have been specifically targeted at people over 50 – equity release is one. When you take out any type of equity release scheme you use part of the capital tied up in the value of your home to raise extra income or a cash lump sum, or both. You keep the right to live in your home for the rest of your life.

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OLDER AND WISER
OLDER AND WISER

ELDER ABUSE
Growing older brings many opportunities. There is more time to get involved in community projects, explore your country or foreign shores, have better family interaction as well as chances to learn new skills and try new hobbies. But growing older, as indeed with any stage in life, present challenges that need consideration and planning to minimise risk and lessen impacts on quality of life.

Elder Abuse can happen to anyone. Any person or organisation may be guilty of abuse. Most often, it is someone well known to the older person, for example, a family member, a relative, friend or care provider – a relationship where there is an expectation of trust. Abuse can take place anywhere but it mostly takes place in the home.

Elder Abuse can take many forms and more than one type of abuse can be experienced at any given time. Abuse may be perpetrated as the result of deliberate intent, negligence or ignorance and can involve: physical abuse; financial abuse; psychological abuse; neglect; sexual abuse and discriminatory abuse.

The HSE established a dedicated elder abuse service in 2007 and now have Senior Case Workers for the Protection of Older People operating in each local health office area. In 2010 the HSE received 2,110 referrals of alleged abuse. Psychological abuse at 26% was the main abuse type reported followed by financial abuse and neglect at 19%. The main perpetrators of the abuse were son/daughter at 44%, other relative at 18% and partner/spouse at 16%.

Elder abuse is difficult to report. As a person experiencing abuse it can be hard to understand what is happening or why, especially if the person mistreating you is someone you trust. However, you do not have to feel alone in your situation. The HSE elder abuse service treats all concerns about abuse seriously and sensitively. Any report of alleged abuse is dealt with in confidence and as much as possible respects the wishes and privacy of the older person. The aim of the service is to ensure the safety of the older person, stop unwanted behaviours and provide supports that can restore relationships.

Steps can be taken to minimise risk. Making provisions for future circumstances such as financial planning, care and treatment options and staying healthy and involved in your community can reduce the likelihood for abuse. However, should you or someone you know experience abuse contact the HSE Information Line on 1850 24 1850, Monday to Saturday 8 am to 8 pm to get details of the staff in your local area that can help you.

LIFE SAVINGS INSURANCE
Life Savings Insurance is payable on the death of the eligible member, subject to policy terms and conditions. All Credit Union members are eligible for this insurance. The insurance benefit payable will be a proportion of the deceased member’s closing savings balance.
OLDER AND WISER

The size of the payment also depends on the age of the member at date of death and will decrease as the member gets older.

LOAN PROTECTION INSURANCE
Many choose to take out insurance to cover outstanding loans in case of death or permanent disability. In your Credit Union the loan balances of all eligible members are automatically covered, (up to certain limits), at no direct cost to the member.

Legal and financial advice provided by Mr. John Murphy and Mr. Jason Dunne. John. Murphy is a solicitor for the last 28 years. He is a member of the Irish Criminal Legal Aid Panel, the Family Civil Legal Aid Panel, and the Legal Panel for Mental Health Tribunals. Jason Dunne has more than 20 years experience in the legal profession. He deals with wills, probate, related litigation, and tax issues for clients at home and abroad.

INDEPENDENT FINANCIAL ADVICE – WHO CAN YOU TRUST?
A fee-based consultation is certainly the right direction to take for receiving unbiased and independent financial advice where you are NOT dependent on having to buy a product from the adviser in order to justify a meeting.

CREDIT UNIONS IN IRELAND
A Credit Union is a group of people who save together and lend to each other at a fair and reasonable rate of interest. Credit Unions offer members the chance to have control over their own finances by making their own savings work for them. Every Credit Union is owned by the members - the people who save and borrow with it.

When you become a member and start saving with your Credit Union you will have access to fair and reasonable rates on savings and loans. Your savings contribute to your Credit Union's loan fund. So your savings are helping other members. A Credit Union exists only to serve its members - not to profit from their needs. Surplus income generated is returned to the members by way of a dividend and/ or is directed to improved or additional services required by the members. In Ireland today 2.9 million Credit Union members have savings approaching €11.9 billion.

Credit Unions provide Life Savings and Loan Protection insurance cover to their members at no extra cost to those members.
How will you be remembered?

With an ethos rooted in the 800-year-old Franciscan tradition of compassion and respect, MQI have kept our promise to care for Ireland’s poorest and most forgotten since 1969. By leaving a gift in your Will large or small, you can make a tremendous difference to people’s lives here in Ireland. And for your kindness, we will always remember you.

For more information about leaving a gift in your Will please call Belinda Kears on 01 524 0965 or email Belinda.kearns@mqi.ie

“For it is in giving that we receive.”
St. Francis of Assisi

t: 01 524 0965
www.mqi.ie

Merchants Quay Ireland, P.O. Box 11958, 28 Winetavern St, Dublin 8. Charity No. CHY10311
One of the most important issues that you should sort out is your Will. A Will is a witnessed document that sets out in writing the deceased's wishes for his or her possessions, (called his or her 'estate'), after death.

REASONS FOR MAKING A WILL
It is important for you to make a Will because if you do not, and die without a Will, the law on intestacy decides what happens to your property. A Will can ensure that proper arrangements are made for your dependents and that your property is distributed in the way you wish after you die, subject to certain rights of spouses and children. Because Wills can be disputed, it is important that you write your Will in simple, straightforward language. Most Wills are not disputed, but if there is a disagreement, it must be settled in court.

What happens if you die without a Will or your Will is invalid
A person who dies without a Will is said to have died 'intestate'. If you die intestate, then all your possessions will be distributed in the way you set out in your Will. It is the job of the executor or executors you named in your Will to make sure this happens. There are legal limits as to how much of your property goes to which person, as set out in law in the Succession Act, 1965. The executor can also inherit under the Will. After you die, somebody has to deal with your estate, by gathering together all your money and possessions, then paying any debts you owe and finally distributing what is left to the people who are entitled to it. If you did not name any executors in your Will or if the executors are unable or unwilling to apply for a Grant of Representation, documents called Letters of Administration (With Will) are issued. When your Estate is distributed, the legal rights of your spouse and children, if any, will be fulfilled first after any debts are paid before any other gifts are considered.

If you are survived by:
- A spouse but no children (or grandchildren): your spouse gets the entire Estate.
- A spouse and children: your spouse gets two-thirds of your Estate and the remaining one-third is divided equally among your children. If one of your children has died, that share goes to his/her children.
- Children, but no spouse: your Estate is divided equally among your children (or their children).
- Parents, but no spouse or children: your Estate is divided equally between your parents or given entirely to one parent if only one survives.
- Brothers and sisters only: your Estate is shared equally among them, with the children of a deceased brother or sister taking his/her share.
- Nieces and nephews only: your Estate is divided equally among those surviving.

RULES
Distribution of your Estate when you die intestate or have not made a valid Will:
The legal rules governing the distribution of your property apply:
- When you have not made a Will
- When the Will has been denied probate because it has not been made properly or a challenge to it has been successful
- When the Will does not completely deal with all your possessions. In these cases, after debts and expenses have been deducted, the Estate is distributed in the following way.

If you have made a will, you are called a testator (male) or testatrix (female). A person who dies having made a valid Will is said to have died 'testate'. If you die testate, then all your possessions will be distributed in the way you set out in your Will. It is the job of the executor or executors you named in your Will to make sure this happens. The solicitor can also inherit under the Will. After you die, somebody has to deal with your estate, by gathering together all your money and possessions, then paying any debts you owe and finally distributing what is left to the people who are entitled to it. If you did not name any executors in your Will or if the executors are unable or unwilling to apply for a Grant of Representation, documents called Letters of Administration (With Will) are issued. When your Estate is distributed, the legal rights of your spouse and children, if any, will be fulfilled first after any debts are paid before any other gifts are considered.

What happens if you die without a Will or your Will is invalid
A person who dies without a Will is said to have died 'intestate'. If you die intestate, this means your estate, or everything that you own, is distributed in accordance with the law by an administrator. To do this, the administrator needs permission in the form of a Grant of Representation. When a person dies without a Will or when their Will is invalid, this Grant is issued as Letters of Administration by the Probate Office or the District Probate Registry for the area in which the person lived at the time of death.
For a Will to be legally valid, the following rules apply:

- The Will must be in writing.
- You must be over 18 or have been or be married.
- You must be of sound mind.
- You must sign or mark the Will or acknowledge the signature or mark in the presence of two witnesses.
- Your two witnesses must sign the Will in your presence.
- Your two witnesses cannot be people who will gain from your Will and they must be present with you at the same time for their attestation to be valid. The witnesses’ spouses also cannot gain from your Will.
- Your witnesses must see you sign the Will but they do not have to see what is written in it.
- The signature (or your mark if you are unable to sign) must be at the end of the Will.
- If you want to change your Will after you make it, you can add a codicil (amendment or change) to your Will; this codicil must meet the same requirements set out above, though it is advisable that if you have wholesale changes to make to the Will that you revoke the current Will and set out a brand new one, fulfilling the requirements above.

It is always possible for you to revoke your Will. This can only be challenged if your mental capacity when you revoked your Will is called into question.

Your Will can be revoked automatically in certain situations:

- If you remarry, your Will shall be revoked, unless your Will was made in contemplation of that marriage.
- If you make another Will, the first Will you made shall be revoked.
- If you draw up a written document that is executed in accordance with the requirements for a Will, your first Will shall be revoked.
- If you burn, tear or destroy your Will, it will no longer be considered valid. Or, if you have someone else destroy it, your Will no longer be considered valid.
- If the gift is not clearly identified in your Will or it does not conform to its description in the Will.
- Your gift lapses, or no longer applies, if the beneficiary dies before you do. If this happens or if the beneficiary refuses to accept the gift, your gift goes back to your residuary clause, or if you do not have a residuary clause, into intestacy. Your gift will not lapse, however, if the beneficiary is a child of yours who has died and you have other children, as the gift will then go to the surviving children.

Gifts that fail

Remember that any legacy or gift in your Will could fail for many reasons.

- If your Will states that you are leaving an asset to someone and you no longer have the asset or the asset no longer exists, then the gift fails, or is in abatement.
- If you leave a gift to a person who is a witness to your Will.
- If the gift is not clearly identified in your Will or it does not conform to its description in the Will.
- Your gift lapses, or no longer applies, if the beneficiary dies before you do. If this happens or if the beneficiary refuses to accept the gift, your gift goes back to your residuary clause, or if you do not have a residuary clause, into intestacy.
- Your gift will not lapse, however, if the beneficiary is a child of yours who has died and you have other children, as the gift will then go to the surviving children.

**Capital Acquisitions Tax (CAT)**

CAT covers both gifts and inheritances and is payable at the rate of 25% on the taxable value of a gift or inheritance by those receiving either. The taxable amount is the amount in excess of the relevant group threshold. Group thresholds are as follows:

<table>
<thead>
<tr>
<th>Group</th>
<th>Relationship to disponer</th>
<th>Group threshold from 8/12/2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Son or daughter</td>
<td>€250,000</td>
</tr>
<tr>
<td>B</td>
<td>Parent/Sibling/Niece/ Nephew/Grandchild</td>
<td>€33,500</td>
</tr>
<tr>
<td>C</td>
<td>Any other relationship</td>
<td>€16,750</td>
</tr>
</tbody>
</table>

Any gift or inheritance over these thresholds is taxable at 25%, anything under these thresholds is not taxable. Gifts and inheritances between spouses are totally exempt. These limits are cumulative of all gifts and inheritances previously received within each group after 5th December 1991.

**Power of Attorney**

Power of Attorney is a legal device in Ireland that can be set up by a person (the Donor) during his/her life when he/she is in good mental health. It allows another specially appointed person (the Attorney) to take actions on the Donor’s behalf if he/she is absent, abroad or incapacitated through illness.

If someone in Ireland is mentally incapacitated (for example, because of illness, disability or a progressive degenerative illness), all of their assets and property are normally frozen and cannot be used by anyone else unless they are jointly owned or, someone has Power of Attorney to deal with their property or money. In a larger sense, Power of Attorney is just one of the legal arrangements that you can make during your lifetime, in the event you become incapacitated or unable to deal with your affairs.

**Types of Power of Attorney**

There are two types of Power of Attorney allowed under Irish law:

- **Power of Attorney** which gives either a specific or a general power and ceases as soon as the Donor becomes incapacitated;
- **Enduring Power of Attorney** which takes effect on the incapacity of the donor.

CAT can be a complex issue and if you feel you may come close to 80% of the limits above, advice should be sought from a solicitor or your local tax office.
Both cease on the death of the Donor. A Power of Attorney can be specific (limited to a particular purpose, for example, sale of your house in your absence) or general (entitling the attorney to do almost everything that you yourself could do). For example, it may allow the Attorney to take a wide range of actions on the donor’s behalf in relation to property, business and financial affairs. He/she may make payments from the specified accounts, make appropriate provision for any specified person’s needs and make appropriate gifts to the donor’s relations or friends.

An Enduring Power of Attorney also allows the Attorney to make “personal care decisions” on the Donor’s behalf once he/she is no longer fully mentally capable of taking decisions him/herself. Personal care decisions may include deciding where and with whom the Donor will live, who he/she should see or not see and what training or rehabilitation he/she should get. However, if the Donor wants, he/she can specifically exclude any of these powers when setting up the Power of Attorney or can make the Attorney’s powers subject to any reasonable conditions and restrictions. You can appoint anyone you wish to be your Power of Attorney, including a spouse, family member, friend, colleague, etc.

How to create a Power of Attorney
A general Power of Attorney can be created when signed either by you or at your direction and in the presence of a witness. The procedure for creating an Enduring Power of Attorney is much more complex.

Creating an Enduring Power of Attorney
Because the Enduring Power of Attorney involves the transfer of considerable powers from you to another person, there are a number of legal safeguards to protect you from abuses. The procedure for executing the Enduring Power of Attorney is complex and requires the involvement of a solicitor and a doctor. The Enduring Power can only come into effect when certain procedures have been gone through and the courts have a general supervisory role in the implementation of the Power.

The document creating the Power must be in a particular format and must include the following:
- a statement by a doctor verifying that in his/her opinion you had the mental capacity at the time that the document was executed to understand the effect of creating the Power;
- a statement from you that you understood the effect of creating the Power;
- a statement from a solicitor that he/she is satisfied that you understood the effect of creating the Power of Attorney;
- a statement from a solicitor that you were not acting under undue influence.

Certain people must be notified of the making of an EPA, including family members.

Who can be appointed?
An Enduring Power of Attorney may be granted to individuals or trust corporations but may not be granted to the following:
people under the age of 18;
- bankrupts;
- people convicted of offences involving fraud or dishonesty;
- people disqualified under the Companies Acts;
- an individual or trust corporation who owns a nursing home in which you live or an employee or agent of the owner, unless that person is also your spouse, child or sibling.

Registration
The EPA can only come into force when it has been registered. In order to register an EPA, the future Attorney makes an application to the High Court once there is reason to believe that you are or are becoming mentally incapable. Before making this application, the Attorney must notify you of his/her intention to do so. The Attorney must have a medical certificate confirming that you are incapable of managing your affairs. A notice of the Attorney’s application must be served on you and on a number of other people.

The role of the court
The court has an extensive supervisory role in respect of the EPA. Among other things, the court has power to give directions about the management and disposal of your property. The court may confirm the revocation of a Power of Attorney if it is satisfied that you were mentally competent to revoke it. The court can order cancellation of the Power where it is satisfied that:
- you are mentally capable and likely to remain so;
- the Attorney is unsuitable;
- fraud or undue pressure was used to induce you to create the Power.

Scope of Authority of an Enduring Power of Attorney
The EPA may give general authority to the Attorney to do anything that the Attorney might lawfully do or it may merely give authority to do specific acts on your behalf. The Attorney may make certain personal care decisions - these must be made in your best interests, must be in accordance with what you would have been likely to do and the Attorney must consult family members and carers in making these decisions. A personal care decision is a decision concerning one or more of the following:
- where and with whom you should live;
- whom you should see and not see;
- what training and rehabilitation you should get;
- your diet and dress;
- inspection of your personal papers;
- housing, social welfare and other benefits.

The list does not include health care decisions, although the borderline between personal care and health care decisions is not always clear. However, it seems clear that the Attorney does not have the power to make a decision as to whether or not a person suffering from dementia should undergo surgery.

Termination of an Enduring Power of Attorney
There are various circumstances in which an EPA ceases to have effect, for example, if the Attorney fails to fulfil certain conditions. Once the EPA has been registered, you cannot revoke it unless the court approves the revocation, even if you are, for the time being, mentally capable.

Agency Arrangements
If you appoint another person to represent you in certain dealings with third parties, you are making an agency arrangement. You are called the principal and the person you appoint is called the agent or appointed representative. The usual example is where a pensioner nominates someone to collect social welfare pension payments or other allowances from the post office.

Another example of an agency arrangement is where you appoint a friend or family member as an agent to manage your financial affairs, pay bills, insure the house, etc., while you are abroad for a period. You may appoint a professional to do these things and pay for the service - this is not an agency arrangement but a contract for services. If you are suffering from physical incapacity, your bank may allow you to carry out a third party mandate. This authorises your agent to perform certain functions, for example, to write cheques on your behalf. You may only make an agency arrangement while you are mentally competent and the arrangement usually only lasts while you remain mentally competent.

The arrangement does not have to be in writing unless the agent is required to sell property on your behalf. It is nevertheless advisable to put the arrangement in writing so that both you and the agent are clear about what is intended and what powers the agent has.

Agency arrangements for Social Welfare payments
The Department of Social Protection has the power under social welfare legislation to make payments to a third party acting on behalf of a social welfare recipient. The legal status of a social welfare agency relationship is different from the general agency relationship in that the social welfare agency may be put in place or may continue in operation if you become mentally incapable. If an agent is appointed to collect the money, it is still your money and there is a legal duty on the agent to use it on your behalf and for your benefit. There is no formal mechanism however in place for ensuring that agents use the money on your behalf. Neither is there any requirement that the agent account for how the money was spent. The Department of Social and Family Affairs may end the agency arrangement if it has reason to believe the money isn’t being used for your benefit but it isn’t clear how they become aware of this. There are two different types of social welfare agency arrangements:

Type 1 Agency
If you are getting your pension in the form of a Book of Payable Orders which you cash at the post office or bank and you are
physically unable to cash the order or you move into a nursing home, an agent may be appointed to collect the money for you.

You must nominate the agent in writing. There are no specific restrictions on who the agent may be. The agent may be a person in charge of your nursing home. You may cancel or revoke this arrangement at any time and you may appoint another agent or change the method of payment.

Temporary agency:
- You may appoint a temporary type 1 agent for a short period – usually not more than three weeks – if you are temporarily unable to collect the money.
- A temporary type 1 agency may be created when you sign the back of the payable order. You nominate the person to whom the money is to be paid and that person signs the order in the presence of a post office employee.
- If you get your payment by using your Social Services Card at a post office, an agent may be appointed only if you are suffering from a serious illness.

**Type 2 Agency**
A type 2 agency arises where a social welfare officer decides (usually as a result of representations from family members and medical practitioners) that you are incapable of acting and that an agent should be appointed. Before making such a decision, a social welfare officer will usually call to assess your circumstances and needs and medical certification of incapacity is needed. The agent nominated is often a family member or the matron of a nursing home or hospital. A type 2 agency usually arises where there is some mental incapacity. The agent deals with all aspects of the social welfare payment.

WHERE TO LIVE FACT!
Older men in rural areas are more likely to be bachelors than their counterparts in urban areas, 29 per cent and 17 per cent respectively. But in urban areas females are more likely to be single than their rural counterparts.

In the case of a ward of court or an attorney appointed under an Enduring Power of Attorney, the Department of Social Protection will make payments directly to the Committee of the Ward or to the Attorney by nominating the Committee or the Attorney as agent for the social welfare recipient. Type 2 agents have the same legal duty to ensure the money is used for your benefit. They are also obliged to deal with other aspects of your social welfare payment. This includes notifying the Department of Social Protection of changes to your means if you are on a means tested payment, or informing them of changes in your dependents.
Trusts

Property, including money assets, may be held in Trust on behalf of another person or to achieve a particular purpose. A Trust exists when a person (the Trustee) holds the property of another (the Settlor) for the benefit of named people. The beneficiaries may be the Settlor him or herself or may be other people.

By creating a Trust you can ensure that, should you subsequently become mentally incompetent, your affairs will be managed in a particular manner. The Trust Property continues to be administered by the Trustee for your benefit without the necessity to have you made a ward of court.

A Trust is also a useful tool if you have a child with a disability and you want to ensure that he/she will be cared for if you become incapable and after your death. Trusts are legally complex and have tax implications so you should take legal and tax advice. There are different kinds of Trusts of which the most usual are Express Trusts and Discretionary Trusts. Discretionary Trusts are especially useful if you want to provide for an incapacitated child without affecting his/her entitlement to state benefits.

Wards of Court

If you become incapable of managing your affairs or are of unsound mind, you may be made a Ward of Court. There are a number of different procedures available depending on the precise circumstances.

Usually, a petition is made to the High Court to have an inquiry into your capacity. The petition should be served on you and you can object to the inquiry or demand that it be held before a jury. Medical evidence must be provided from two medical doctors and a medical visitor (an independent doctor appointed by the court). If the court is satisfied that you are incapable, it may appoint a Committee of the Person (who may be one or more people) to deal with your personal affairs and a Committee of the Estate to deal with your business interests.

The Committee of the Person is similar to a guardian in that it has a duty to look after your physical welfare. People appointed to the Committee of the Person are usually relatives or friends. The Committee of the Estate has limited powers. Both Committees are subject to the supervision of the High Court.
What is an Advance Care Directive?

There is no legislation on Advance Care Directive in Ireland. In general it can be defined as a statement about the kind and extent of medical or surgical treatment you want in the future, on the assumption that you will not be able to make that decision at the relevant time. Sometimes the terms “living will”, “advance statement”, “advance decision” or “advance refusal” are used. Remember however, there are no precise definitions of these terms but they are all advance decisions about medical or surgical treatment.

People usually make such directives in order to limit the treatment given in order not to prolong life. Some people however make them in order to state that they want all possible treatments to be provided. It is unlikely that such a directive would be enforceable as it does not take account of the likely success of the treatment or of the costs involved.

Given the fact there is no legislation addressing directives in Ireland, this doesn't necessarily mean that they are not valid in Ireland but their status is unclear. There has been a court case in which it was suggested that properly made advance directives would be valid and enforceable but this was not the issue in the case and so there was no ruling. It does seem that an advance directive which is clear and specific may be regarded as giving or withholding consent to specific treatment when you were in a position to make an informed choice.

There is no doubt that an advance directive is not enforceable if it specifies doing something which is illegal. For example, an advance directive stating that you want to be given medication which will hasten your death would not be enforceable. Withdrawal of treatment is not the same as positive action to end life. A directive which specifies the kind of treatment you want is unlikely to be enforceable especially if it conflicts with the doctor's clinical decision. A directive is unlikely to be considered valid if it relates to circumstances which clearly were not envisaged when it was drawn up.

Medical ethics currently in force in Ireland state that consultation with next of kin is desirable if the patient is unable to make a decision or to communicate and provides for a second opinion if there is a difference of opinion between your family and the doctor. Next of kin are (in order) spouses, children, parents, siblings. Partners have no legal status and may experience difficulties in seeing patients if family members object.

Older people are protected from discrimination under equality legislation

The Equality Acts ensure that every citizen is protected from discrimination when in work or doing business in Ireland. Health services, employers, landlords, shops and businesses cannot prevent older people from accessing or using goods and services on grounds of their age. There are some exceptions including insurance companies who can charge more to older customers if they can demonstrate that these charges are justified, or there can be special deals/offers, or clubs/associations for older people arising from positive action. The Equal Status Acts apply to public and private sector organisations.

What happens If you have a problem?

You can take a case (free of charge) to The Equality Tribunal if you experience discrimination when accessing or using most goods and services. You must make your complaint in writing within 8 weeks of the incident and it is best to contact The Equality Tribunal, 3 Clonmel Street, Dublin 2, or call them on 1890 344 4242 for a complaint form or log on to www.equalitytribunal.ie for correct information.

What is the Equality Authority?

The Equality Authority is the statutory body which can advise you, or in certain limited circumstances represent you, to help vindicate your rights under equality legislation. If you have queries about the law you can contact the Public Information Centre, The Equality Authority, Birghgrove House, Roscrea, Co Tipperary, or at 2 Clonmel Street, Dublin 2, on 1890 245 545 or Tel. 01 417 3333, info@equality.ie. Not all forms of discrimination are covered by equality legislation. You can access free information publications on www.equality.ie.

Family Members and Advance Care Directives

If a health care issue arises and the patient is incapable of making a decision, it is the practice to consult with next of kin. It is not clear what legal basis there is for this, as next of kin have no general right to make decisions on behalf of adults.

Advice contributed by John G Murphy & Jason Dunne, whose book Make Your Will - The Irish Guide to Putting Your Affairs in Order is available from Liberties Practical.
Men & Women
Separated, Divorced, Widowed
Are you coping?

Many people are able to cope alone with the pain of loss. Do you find that you need more support than family and friends can provide?

Seeking help is a sign of strength and self-awareness - not weakness.

This is a healing ceremony, which helps to resolve the pain that goes with the end of a marriage or relationship. Coping-effectively with bereavement is a skill we can all learn. A team who are there to support you, equipped to help or shared their experiences with you.

NEXT RESIDENTIAL: WEEKEND 27th - 29th May 2013
(next Weekend) at
The Sample Retreat Centre, Desert, Co. Dublin

NEXT COPING PROGRAMME: Community Centre, Whitehorse Rd.
Access Rd for 7 Wednesdays Evenings at 7:30pm Commencing
11th September 2013

For further information, please phone:
BEGINNING EXPERIENCE - 01 6796566 or email: berdubil@gmail.com

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Competitive Pricing & Efficient Service
Whether a death is anticipated or unexpected, it is a very difficult time for those close to the deceased. It is also a time when many decisions need to be taken, often very soon after the death, and this can cause considerable stress. In this practical information section, we will guide you through some of the things that you may need to do following a death in Ireland. Our practical guide gives you a quick step-by-step overview of the sorts of things you may need to deal with, and you can also gain an insight into the customs and traditions surrounding death in Ireland and get advice on writing a eulogy.

A PRACTICAL GUIDE
Not all of the points on this list will apply to your particular situation, but many will. If the deceased left specific instructions regarding preferences for funeral and burial arrangements, with a list of people to be notified, your job is that much easier. If not, you’ll need to consult other family members and look for address or phonebooks that can help you with your task.

FIRST THINGS FIRST
Contact the next of kin, especially those abroad who may have to book flights. If a doctor is not present, contact the doctor in order to obtain a death certificate. The doctor will decide if a coroner needs to be called. In the case of sudden or unusual death, do not move anything until an official pronouncement of death has been made by the doctor. It is a legal requirement in Ireland that every death that takes place in the State must be recorded and registered. Records of deaths in Ireland are held in the General Register Office, which is the central civil repository for records relating to Births, Marriages and Deaths in the Republic of Ireland.

To register a death, you must bring a Death Notification Form stating the cause of death to any Registrar. You can get this from the doctor who attended the deceased during his/her last illness. You must complete Part 2 of the Death Notification Form. You must then sign the Register in the presence of the Registrar. This registration is free. Deaths should be registered as soon as possible and no later than 3 months from the date of the death.

You will require the written permission of the Registrar General to register any death that was not registered within one year. You can approach any Registrar to get a copy of a Death Certificate. If you are registering the death, you can get copies of the Death Certificate at the same time. There is a reduced fee for those who need the Death Certificate for social welfare purposes.

You do not necessarily have to wait for the Death Certificate before claiming social welfare benefits, as a copy of the Death Notice from the newspapers will be accepted if there is a delay in getting the certificate. Contact information for Registrars of Births, Marriages and Deaths throughout Ireland is available from the General Register Office.

Tel: 090 633 2900
Locall: 1890 252 076.

If the deceased held an organ donor card, inform the doctor of this immediately. Locate the person’s burial instructions and last wishes, if these exist. If the death occurs at home, you may also need to contact the local Garda Síochána (police). They will decide if a coroner needs to be called. Notify others of the death - close friends, relatives, neighbours, employer and work colleagues. Others to notify in the days following the death include:

- will the body be on view (open or closed coffin)?;
- are mourners welcome or is it “house private”, for family only (mention in death notice);
- location, date and time for the services;
- content for the death notice;
- decide on coffin, casket or pod (for a burial);
- determine if you want ashes scattered or in a container (for a cremation);
- do you want flowers or charitable donations (mention in death notice);
- decide on prayers, readings, offerings, music and structure of the service;
- decide on who should be involved in the service and remember to ask them in good time;
- make provision for refreshments after the service. Book the venue and arrange caterers.

Most people in Ireland contact a funeral director for help with funeral arrangements. If it was the deceased’s wishes to be buried, find out if a burial plot exists and determine its exact location. If you are using a local funeral director, they may help you with this. Agree the following with the family:

- will there be a Wake? If yes, where will this be held?;
You may need to cancel some, or all, of the following:
- standing orders;
- newspapers & other journal subscriptions;
- milk deliveries;
- coal deliveries;
- telephone and broadband internet connection;
- mobile phone;
- bin collection;
- rent;
- TV & radio licence;
- postal services (or have them re-directed).

Arrange for someone trustworthy to look after the house while you and the family attend the funeral. This is an important measure to guard against burglary. Avail of help that others may offer in sincerity and remember to keep a note of who to thank.

Documents to locate (or order):
- death certificate – get this from the attending doctor;
- any documents about prepaid funeral arrangements, burial plots or burial wishes;
- wills;
- trusts;
- life assurance policies;
- pension-retirement policies and plans;
- investment accounts;
- business and partnership arrangements;
- credit-card statements;
- bank statements;
- cheque books;
- other evidence of assets and liabilities;
- marriage and birth certificates;
- nuptial agreements;
- divorce documentation;
- notes receivable;
- documents of business ownership or business interest;
- stocks, shares, bonds, annuities;
- any title deeds for assets, such as land, vehicles or houses;
- any leases;
- health insurance (to claim for the deceased’s final illness);
- any unpaid bills, notes payable or creditors;
- safe deposit agreements and keys;
- last tax returns.

Make an inventory of household goods, personal belongings, valuables etc, so that they can be accounted for and properly distributed.

SETTLING THE ESTATE
If the deceased had financial advisors, such as accountants, solicitors, real estate agents, insurance agents, you should contact them and ask if any matters need to be taken care of immediately. Our legal advice section will help you in these matters.

FUNERALS
Funeral directors and undertakers in Ireland deal with the arrangements regarding the burial or cremation. They can organise everything from the burial plot to religious services if you wish. The Irish Association of Funeral Directors is the undertaker industry’s trade association. Members must follow its Code of Practice, which commits members to:

Admission Prices:
Adults €4.50
Senior/Group/Student €3.50
Family €12.50

Email: castletown@opw.ie
Tour Tel: 01 628 8252
Café Tel: 01 627 9498

For information on our Country Markets & Craft Fairs, Free Music Recitals, Lecture Series and Exhibitions please refer to our website www.castletown.ie.
Discussing and agreeing funeral director’s charges with the next of kin in advance, unless expressly asked not to do this; professionalism and quality of service in arranging and conducting the funeral; openness about cost and payment; accurate advertising of prices and services; sensitivity, confidentiality and a commitment to leaving the customer in control of decisions.

Individual funeral arrangements vary widely and depend on, among other things, where the funeral is taking place, the type of coffin (casket) you get and whether or not you hire funeral cars.

The funeral director’s job may include the following:
- discussing the family’s and deceased’s wishes and ensuring that all the details are taken care of and that the whole process goes smoothly;
- provision of the coffin, hearse, habit/shroud, embalming, limousine/transport of family;
- organisation of and payment for the grave purchase, grave opening/cremation charges, church offerings, newspaper announcements, flowers, music at the ceremony and catering.

**EMBALMING**

Embalming is a process involving the replacement of all body fluids with a substance designed to prevent the body from deteriorating. It is not strictly necessary, especially if the removal and funeral take place relatively quickly after death. About half of all bodies are embalmed.
CREMATION
You can have the deceased’s body cremated and dispose of the ashes by burying them in a family plot, using facilities provided by the crematorium or disposing of them privately.

FUNERAL COSTS
Funeral costs can vary widely depending on what you opt for and depending on whether it is a city or country funeral (rural funeral costs are generally less expensive). If you have difficulty paying for the funeral, your Community Welfare Officer may be able to help or you can apply to the Department of Social Protection for a Bereavement Grant.

GRAVESTONE’S
It is possible to design a headstone yourself or hire a sculptor to make it for you, but, in practice, the funeral directors you employ to look after funeral arrangements will arrange the construction and installation of a headstone themselves. It is necessary to obtain permission before erecting headstones, but the funeral directors will arrange this also. Headstones / memorials are generally subject to a maximum height of seven feet.

BURIAL WHERE THE DECEASED HAS NO MEANS
If someone dies without the means to pay for burial and if this person has no traceable next of kin, it is the responsibility of the Health Service Executive (HSE) Area or local authority to ensure that the person is buried in a dignified manner that does not impinge on public health or public decency.

The local HSE Area or local authority will also be liable for the charges and costs involved in doing so.

BEREAVEMENT COUNSELLING
Although everyone’s personal reaction to a bereavement is different, most people experience some of the following emotional responses when someone close to them dies: disbelief, shock, anger, sadness, relief, guilt, depression, anxiety, despair, longing, loneliness.

These emotions normally occur, however, some or more of these responses may be experienced for differing lengths of time, depending on the individual. The main initial responses to a death - even one that has long been expected - are disbelief, shock and anger. These may lessen in time and can be followed by a sense of guilt, depression, anxiety and despair.

You may also feel an acute sense of longing for the dead person, hopelessness at the thought of their absence, loneliness and sadness at their loss or even a sense of relief that they are gone (which may, in turn, lead to feelings of guilt).

Some physical symptoms experienced after bereavement can be quite acute and distressing. It is important to realise that these are normal parts of the grieving process and will pass in time.

Physical reactions may include:
- loss of energy and interest in life;
- an inability to sleep or constant tiredness;
- poor concentration and forgetfulness;
- headaches and unexplained body pains;
- loss of appetite or compulsive comfort eating;
- a “frozen” inability to cry or a tendency to continuously burst into tears; nausea.

Toddlers, young children, teenagers and adults all react to death very differently. It can be very important to tell children about a death in a way that they can handle at that particular age.

There are many bereavement services and support groups throughout the country, both public and private, professional and voluntary, religious and secular. If you are religious, there may be pastoral care available through your local priest, order, minister, rabbi or congregation. You should make contact through the relevant place of worship.

WHO TO CONTACT

Bereavement Counselling Service:
Tel: 01 839 1766
Web: www.bereavementireland.org

Console:
Helpline: 1800 201 890
Web: www.console.ie

Irish Hospice Foundation:
Tel: 01 679 3188
Web: www.hospice-foundation.ie

National Association of Widows in Ireland:
Tel: 01 872 8814
Web: www.nawi.ie

National Association of Widowers and Deserted Husbands Association:
Tel: 01 855 2334
We’ve teamed up with Doro to give four very lucky readers the chance to win a Doro PhoneEasy 612 easy mobile.

The Doro PhoneEasy 612 has been designed to provide an easy-to-use mobile for people who might find mainstream handsets difficult or confusing to use. This phone is very stylish and with its clamshell design, making and answering calls with a simple flip couldn’t be easier. Soft touch coating and widely spaced, large concave keys provide added grip and easier handling.

The Doro PhoneEasy 612 features an easy-to-use camera – allowing photos to be taken and shared at the touch of a button. Other key features include a wake up alarm, Bluetooth and amplified sound and a large, crisp display. It has three direct memory keys as well as a direct SMS key – making it even easier to stay in touch with family and friends.

As with all Doro phones, the menu has been simplified and the new ‘start-up wizard’ makes it fun from the moment you turn on the device. The handset comes complete with a charging cradle – making charging around the home even easier.

Doro handsets are especially suited to people who might have daily functional impairments and frustrations such as reduced hearing, vision, dexterity and memory, or those who just want a phone they can use.

If you are not lucky enough to win the Doro PhoneEasy 612 it is priced from €99 and is available from emobile.ie. To find out more about Doro and its other products, visit www.doro.ie.

To be in with a chance of winning just answer the following question.

What is the Doro PhoneEasy website address?

Answer............................................................

Answers should be submitted on the back of a postcard along with your name and address.

Please send your entry to Guerin Media Ltd, Unit E Merrywell Business Park, Ballymount Road Lower, Dublin 12 by the end of May 2012.
**CARLOW**

**HOSPITALS**
- District Hospital Carlow
  Tel: 059 9136300

**HEALTH CENTRES**
- Bagenaltown 059 9721721
- Carlow 059 9731397
- Clonegal 053 977369
- Hacketstown 059 6471319
- Leighlinbridge 059 9721452
- Myshall 059 9157633
- Rathvilly 059 9161299
- Tullow 059 9151426

**CITIZEN INFORMATION CENTRES**
- Carlow CIC 076 1075130
  FreeCall 1800 74 77 48
- Tullow CIC Outreach 059 9151059

**SOCIAL PROTECTION OFFICES**
- Bagenaltown 059 9722940
- Carlow 059 9170170
- Tullow 059 9152500

**OPTICIANS**
- Martin O’Brien, O’Brien Opticians, Unit 1, 3 Barrack Street, Carlow Town
  Tel: 059 9141915
- Loraine Kearney, Kearney Opticians, Kilree St., Bagenaltown
  Tel: 059 9723914
- Bernard Jennings, Jennings Opticians, 2 Dublin St., Carlow Town
  Tel: 059 9143808

**GO FOR LIFE CENTRE**
- Martha Jane Duggan, (Local Sports Partnership)
  Tel: 059 9136247

**NURSING HOMES**
- Beechwood Nursing Home, Rathvinden, Leighlinbridge
  Tel: 059 977363
- Hillview Convalescence & Nursing Home, Tullow Road
  Tel: 059 9139407
- Riverdale Nursing Home, Ballon
  Tel: 059 9159299

**CITIZEN INFORMATION CENTRE**
- Carlow CIC
  Tel: 059 9170300

**HOSPITALS**
- Carlow County Council
  Tel: 059 9170300

**HEALTH CENTRES**
- Health Centres in Cavan and Monaghan
  Ballybay 042 9665991
- Ballyhaise 042 9741157
- Ballina 049 4337217
- Ballyconnell 049 9525510
- Ballyhaunis 049 4338132
- Ballyjamesduff 049 8544386
- Belturbet 049 952288
- Carrickmacross 049 9661597
- Castleblayney 049 9740462
- Clones 047 51207
- Clontibret 047 80884
- Cootehill 049 5552331
- Gowra 043 6683254
- Killashandra 049 4334767
- Kilnaleck 049 4336494

**CITIZEN INFORMATION CENTRE**
- Cavan CIC 049 4332641
  1800 494 949

**SOCIAL WELFARE OFFICE**
- Bailieborough 049 9666089
- Cavan 049 4331909

**OPTICIANS**
- Ian G McLeish, I & V McLeish Optometrists, Church Street, Kingscourt, Co. Cavan
  Tel: 049 9698841
- Gerardine Sheehan, Gerardine Sheehan Optometrist, 99 Main St., Cavan Town
  Tel: 049 4331722
- Paul Connolly, Paul J Connolly Optometrist, 77 Main St., Cavan Town
  Tel: 049 4332635
- Elaine Gohery, 25 Bridge St., Cavan
  Tel: 049 4365200

**COUNTY COUNCIL**
- Cavan County Council
  Tel: 049 4331799

**GO FOR LIFE CENTRE**
- Colm Casey (HSE)
  Tel: 049 4360401
- Nadin Crotty (Local Sports Partnership)
  Tel: 049 4378582

**NURSING HOMES**
- Castlemanor Nursing Home, Billis, Drumcliff
  Tel: 049 4327100
- Esker Lodge Nursing Home, Esker Place, Cathedral Road
  Tel: 049 4375090
- Sheelin Nursing Home, Tonagh, Mount Nugent
  Tel: 049 8540414
- St. Joseph's Nursing Home, Lurgen Glebe, Virginia
  Tel: 049 8547012
CLARE

HOSPITALS

- Cahercailla Private Community Hospital & Hospice, Cahercailla, Ennis
  Tel: 065 6824322
- Ennis General Hospital, Ennis
  Tel: 065 6863100
- Ennistymon District Hospital, Lahinch Road, Ennistymon
  Tel: 065 7071622
- Raheen Community Hospital, Raheen
  Tel: 065 923007
- St Joseph’s Hospital, Ennis
  Tel: 065 683800

CITIZENS INFORMATION CENTRES

- Ennis CIC 065 6841221
- Kilrush CIC 065 9080056
- Scariff CIC 061 922927
- Shannon CIC 061 364704

SOCIAL WELFARE SERVICES OFFICES

- Ennis 065 6829899
- Ennistymon 065 7072528
- Kilrush 065 9080020
- Tulla 065 6835109
- Carrigaholt 065 9058205
- Clarecastle 065 6829488
- Ennis 065 6828525
- Kildysart 065 6832012
- Kilkee 065 9056381
- Kilmihil 065 9050155
- Kilrush 065 6831908
- Lisdoonvarna 065 7074194

NURSING HOMES

- Cahercailla Community Hospital, Cahercailla Road, Ennis
  Tel: 065 6824388
- Carrigaholt House, Newmarket-on-Fergus
  Tel: 061 368100
- St. Dominic Savio Nursing Home, Liscannor
  Tel: 065 7081555
- St. Theresa’s Nursing Home, Leadmore East, Kilrush
  Tel: 065 9052655

CORK

HOSPITALS

- Bandon Community Hospital, Bandon
  Tel: 023 41403
- Bantry General Hospital, Bantry
  Tel: 027 50133
- Bon Secours Hospital, College Road, Cork
  Tel: 021 4542807
- Castletownbere Community Hospital
  Tel: 027 70004
- Clonakilty Community Hospital
  Tel: 023 8833205
- Cork University Hospital, Wilton
  Tel: 021 4546400
- Fermoy Community Hospital, Tallow Road, Fermoy
  Tel: 025 31300
- Heatherside Hospital, Buttevant
  Tel: 022 24377
- Kanturk Community Hospital, Kanturk
  Tel: 029 50024
- Kinsale Community Hospital, Kinsale
  Tel: 021 4772202
- Macroom Community Hospital, Macroom
  Tel: 026 41002
- Mallow General Hospital, Mallow
  Tel: 022 21251
- Mercy Hospital, Grenville Place
  Tel: 021 4271971
- Midleton Community Hospital, Midleton
  Tel: 021 4631516
- Millstreet Community Hospital, Millstreet
  Tel: 029 70003
- Mount Alvernia Hospital, Mallow
  Tel: 022 21405
- Our Lady’s Hospital, Lee Road, Shanakiel
  Tel: 021 4541901
- Schull Community Hospital, Colla Road
  Schull: 028 28120
- Shanakiel Hospital, Sundays Well, Cork
  Tel: 021 4305037
- Skibbereen Community Hospital
  Tel: 028 21677
- South Infirmary – Victoria Hospital, Old Blackrock Road, Cork
  Tel: 021 4926100
- St Finbarr’s Hospital, Douglas Road, Cork
  Tel: 021 4966555
- St Joseph’s Hospital Mount Desert, Lee Road, Cork City
  Tel: 021 4541566
- St Mary’s Orthopaedic Hospital, Gurranabraher
  Tel: 021 4303264
- St Patrick’s Hospital, Wellington Road, Cork
  Tel: 021 4501201
- Yougall Community Hospital, Yougall
  Tel: 024 92106

CITIZENS INFORMATION CENTRES

- Bantry CIC 027 52100
- Blackpool CIC 021 4355807
- Blackrock CIC 021 4358352
- Carrigaline CIC 021 4376793
- Cobh CIC 021 4814422
- Citizens Information Phone Service
  Tel: 021 4521600
- Lo-Call: 1890 777121
- Cork City Centre CIC 021 4277377

CITIZENS INFORMATION CENTRES

- Hollyhill/Knocknakee CIC 021 4302301
- Mayfield CIC 021 4508300
- Dunmanway CIC 021 8856812
- Fermoy CIC 025 32711
- Macroom CIC 026 42179
- Mallow CIC 022 20162
- Millstreet CIC Outreach 029 30886
- Mitchelstown CIC 025 84600
- Yougall CIC 024 90902
DIRECTORY by County

- Blarney Community Welfare Officer
  Tel: ........................................021 4385220
- Carrigtwohill .........................021 4883367
- Castlemartyr ...........................021 4667354
- Churchfield Community Welfare Officer
  Tel: ........................................021 4301035 / 4301121
- Cloyne ..................................021 4652436
- Coachford ................................021 7334467
- Cobh Bishop St. .........................021 4811270
- Cobh Bishop Street, Community Welfare Officer
  Tel: ........................................021 4812478
- Cobh Bishop Street, Public Health Nurse
  Tel: ........................................021 4814314
- Cobh Medicentre Public Health Nurse
  Tel: ........................................021 4814103
- Dillons Cross Community Welfare Officer
  Tel: ........................................021 4552264
- Farranree Community Welfare Officer
  Tel: ........................................021 4302184
- Farranree Rents Office ................021 4309053
- The Glen, 204 Comeragh Park
  Tel: ........................................021 4506913
- Grattan Street ........................021 4273088
- Grattan Street Community Welfare Officer
  Tel: ........................................021 4278948 / 4274508
- Inchigeela Community Welfare Officer
  Tel: ........................................026 20651
- Kilmurray ..............................021 7336122
- Macroom ................................021 420650
- Mayfield Old Youghal Road, Community Welfare Officer
  Tel: ........................................021 4501578
- Mayfield ................................021 4504886
- Mayfield Old Boys School, Community Welfare Officer
  Tel: ........................................021 4505913
- Mayfield Old Boys School Rents Office
  Tel: ........................................021 4505157
- Midleton ...............................021 4631436
- Midleton Community Welfare Officer
  Tel: ........................................021 4631163
- Riverstown Community Welfare Officer
  Tel: ........................................021 4821055
- Riverstown Public Health Nurse
  Tel: ........................................021 4822307
- Rylane Community Welfare Officer
  Tel: ........................................026 20651
- St. Mary’s Orthopaedic Community Welfare Officer
  Tel: ........................................021 4395630
- Youghal Catherine St. ................021 492727

HEALTH CENTRES IN CORK SOUTH LEE
  - Ballincollig ............................021 4872626
  - Ballinspittle ..........................021 4778219
  - Ballintemple ...........................021 495511
  - Ballypheane ............................021 4921880
  - Bandon ..................................023 8872014
  - Carrigaline .............................021 4372535
  - Crosshaven .............................021 4831062

HEALTH CENTRES IN CORK SOUTH LEE
  - Douglas ................................021 4893581
  - Kinsale .................................021 4772407
  - Mahon ....................................021 4357014
  - Passage West ...........................021 4841628
  - Shanbally ...............................021 4372888
  - Viaduct ................................021 4341208

HEALTH CENTRES IN WEST CORK
  - Bantry Marino St. .....................021 55150
  - Baunty Community Welfare Officer
    Tel: ........................................027 50538
  - Bere Island .............................027 75003
  - Cape Clear Nurse Res ................028 39109
  - Castletownbere Community Health Nurse
    Tel: ........................................027 70353
  - Castletownbere Community Welfare Officer
    Tel: ........................................027 70628
  - Clonakilty ..............................023 8832764
  - Clonakilty Community Welfare Officer
    Tel: ........................................023 8833409

SOCIAL PROTECTION OFFICES
  - Bandon ..................................023 8820200
  - Bantry .................................027 20820
  - Bantry .................................027 20800
  - Clonakilty ..............................023 8821210
  - Cobh ...................................021 4908010
  - Cork City ...............................021 4806800
  - Dunmanway ..............................023 45250
  - Fermoy .................................025 49010
  - Kinsale .................................021 4702910
  - Macroom .................................026 20110
  - Mallow .................................022 30934
  - Midleton ...............................021 4612200
  - Newmarket .............................029 22110
  - Skibbereen ............................028 40300
  - Youghal ...............................024 25020

HEALTH CENTRES IN NORTH CORK
  - Ballydesmond, Community Welfare Officer
    Tel: ........................................064 51144
  - Buttevant, Public Health Nurse
    Tel: ........................................022 23388
  - Castlehacket, Community Welfare Officer
    Tel: ........................................028 81618
  - Castlehacket, Public Health Nurse PHN,
    Family Resource Centre
    Tel: ........................................023 21024
  - Doneraile, Public Health Nurse
    Tel: ........................................022 24442
  - Fermoy Community Welfare Officer
    Tel: ........................................025 32405
  - Fermoy, Public Health Nurse PHN,
    Rathleavy Road
    Tel: ........................................025 49779
  - Glenworth, Public Health Nurse
    Tel: ........................................025 38111
  - Kanturk .................................029 20700
  - Kanturk Community Welfare Officer
    Tel: ........................................029 50709
  - Kanturk, Public Health Nurse
    Tel: ........................................029 20704
  - Kanturk Physiotherapy Clinic
    Tel: ........................................029 50944

DIRECTORY by County

- Kilworth ...............................025 27111
- Kiskeam .................................029 76486
- Mallow, Community Welfare Officer,
  Tel: ........................................022 449145
- Mallow Public Health Nurse
  Tel: ........................................022 30200
- Mallow Padriaty Dept
  Tel: ........................................022 31836
- Millstreet Public Health Nurse
  Tel: ........................................029 70409
- Mitchelstwon Courthouse Community Welfare Officer
  Tel: ........................................025 84238
- Mitchelstown Public Health Nurse
  Tel: ........................................025 24563
- Newmarket Community Welfare Officer
  Tel: ........................................029 60131
- Newmarket, Public Health Nurse
  Tel: ........................................029 60532
- Rockchapel Community Welfare Officer
  Tel: ........................................029 69044

HEALTH CENTRES IN CORK NORTH LEE
  - Ballymascoda ...........................024 98301
  - Ballyvourney ............................026 45341
  - Ballingorey Community Welfare Officer
  Tel: ........................................026 20651
  - Blackpool, Community Welfare Officer
    Tel: ........................................021 4506577
  - Blarney ...............................021 4385220

CORK
  Managing Director: Don O’Riordan
  Tel: 021 4279116
  Email: donoriordan@bluebirdcare.ie

bluebird care
HEALTH CENTRES IN WEST CORK
- Dunmanway ..................................023 8855410
- Dunmanway Community Welfare Officer
  Tel: ........................................023 8845682
- Eyeries ....................................027 74734
- Goleen ......................................028 35148
- Leap .........................................028 33255
- Schull ......................................028 28688
- Skibbereen, Coolnagurane ..............028 40410
- Skibbereen Community Welfare Officer
  Tel: ........................................028 21047

OPTICIANS
- John Thornhill, Thornhill Opticians
  Medical Hall, Main St., Kildorrery
  Tel: ........................................022 25163
- Thomas C Thornhill, Thornhill Opticians,
  George’s St., Mitcheltown
  Tel: ........................................025 85494
- Sue Ellen, Doherty, Suí Eile Optometrists,
  125 North Main St., Youghal
  Tel: ........................................024 91118
- Fiona M. Leahy, Leahy Opticians,
  J Douglas Village, Douglas
  Tel: ........................................021 4892011
- Deirdre, Wyley, Wyley-McGrath Opticians
  7 Connolly St., Midleton
  Tel: ........................................021 4613048
- Orla Burke Opticians,
  6 Tús Abhaile, Time Sq., Ballincollig
  Tel: ........................................021 4878500
- Jill, Farrell, Close Cottage,
  Castletownroche, Mallow
  Tel: ........................................022 70505
- John E Daly, Daly Optical Co. Ltd.,
  77 Oliver Plunkett St., Cork City
  Tel: ........................................021 4277911
- Siobhán Corkery, Siobhán Corkery
  Opticians, Main St., Charleville
  Tel: ........................................063 81933
- Frank Kennedy, Kennedy’s Opticians,
  Pearse St., Kinsale
  Tel: ........................................021 4773595

- Arlene M. McCabe, Blackberry Lodge,
  Ballyboran, Monkstown, Co. Cork
  Tel: ..........................................021 4377985
- Pauline O’Mahony,
  Pauline O’Mahony FOAO Optometrist,
  7 Birch Vale, Killbrittain Rd., Bandon
  Tel: ..........................................023 44165
- Mary Kenneally, Kenneally Opticians,
  Off Townsend St., Skibbereen
  Tel: ..........................................028 40652
- Mary O’Connor, O’Connor Poole Optics,
  Unit 5 More Miles Retail Centre,
  Red Forge Rd, Blackpool, Cork City
  Tel: ..........................................021 4397399
- Aisling O’Connor,
  Aisling O’Connor Opticians, 1 Roxboro
  Mews, Main St., Midleton
  Tel: ..........................................021 4634452
- John Forristal, Forristal Opticians Ltd.,
  1 College Rd., Clonakilty
  Tel: ..........................................023 8835488
- T.L. Egan, T.L. Egan & Co. Ltd.,
  Optometrists, 5-6 Lavitts Quay, Cork City
  Tel: ..........................................021 4277655
- Leonie Lyons, Leonie Lyons Optometrist,
  7 Bridge St, Cork City
  Tel: ..........................................021 4501811

CITY & COUNTY COUNCILS
- Cork City Council
  Tel: ..........................................021 4924000
- Cork County Council
  Tel: ..........................................021 4276891

GO FOR LIFE CENTRES
- Jacinta Barry (HSE)
  Tel: ..........................................021 4921646
- Cork County
  (Local Sports Partnership)
  Tel: ..........................................021 4665081

NURSING HOMES
- Ardksley Nursing Home, Farran
  Tel: ..........................................021 7331163
- Beaumont Residential Care Ltd.,
  Woodvale Road, Beaumont
  Tel: ..........................................021 4292195
- Bishopscourt Residential Care Ltd.,
  Liskilla, Waterfall
  Tel: ..........................................021 4885833
- Blair’s Hill Nursing Home,
  Blair’s Hill, Sunday’s Well
  Tel: ..........................................021 4304229
- Blarney Nursing & Retirement Home,
  Killowen, Blarney
  Tel: ..........................................021 4381631
- Bridhaven Nursing Home,
  Spa Glen, Mallow
  Tel: ..........................................022 22205
- Brookfield Care Centre, Leamlara,
  Carrigtwohill
  Tel: ..........................................021 4642212
- Cahereen Care Centre, Condrum, Macroom
  Tel: ..........................................026 41280
- Care Choice Ballynoe, White’s Cross
  Tel: ..........................................021 4300534
- Care Choice Macroom (formerly Aras
  Aoiubhinn), Gurteenroe, Macroom
  Tel: ..........................................026 42366
- Care Choice Montenotte,
  Middle Glanmire Road, Montenotte
  Tel: ..........................................021 4861777
- Cramers Court Nursing Home, Belvelly
  Tel: ..........................................021 4770721
- Deeppark House, Seafield, Bantry
  Tel: ..........................................027 52711
- Douglas Nursing Home, Moneygourney,
  Douglas
  Tel: ..........................................021 4364264
- Fairfield Nursing Home, Quarry Road,
  Drimoleague
  Tel: ..........................................028 31881
- Glendonagh Nursing Home, Dungourney
  Tel: ..........................................021 4668327
- Grange Con Nursing Home, Carraigrohane
  Tel: ..........................................021 4385479
- Haven Bay Care Centre, Ballinaclabby,
  Kinsale
  Tel: ..........................................021 4777328
- Maryborough Nursing Home,
  Maryborough Hill, Douglas
  Tel: ..........................................021 4891586
- Norwood Grange Nursing Home,
  Ballinora, Waterfall
  Tel: ..........................................021 4873291
- Oaklodge Nursing Home,
  Churchtown South, Cloyne
  Tel: ..........................................021 4646080
- Padre Pio House Nursing Home,
  Churchtown, Mallow
  Tel: ..........................................022 23789
- Padre Pio Nursing & Convalescent Home,
  Sunnyside, Upper Rochestown
  Tel: ..........................................021 4841595
- Rosenalee Care Centre Ltd.,
  Paulavane, Carrigrohane
  Tel: ..........................................021 4850930
- Bushmount Nursing Home, Clonakilty
  Tel: ..........................................023 8839911
- Skibbereen Residential Care Centre,
  Baltimore Road, Skibbereen
  Tel: ..........................................028 23617
- St. Joseph’s Nursing Home - Bon Secours
  Care Village, Lee Road, Mount Desert
  Tel: ..........................................021 4541566
- St. Luke’s Home, Castle Road, Mahon
  Tel: ..........................................021 4359444
- Strawhall Nursing Home, Strawhall, Fermoy
  Tel: ..........................................025 31678
- Teach Altra Nursing Home, Scarteen,
  Newmarket
  Tel: ..........................................029 61166
- Glanmire Residential Care, Glyntown,
  Glanmire
  Tel: ..........................................021 4821500
- Youghal District Nursing Home, Gortroe,
  Youghal
  Tel: ..........................................024 90280
DONEGAL

HOSPITALS

- Camdonagh Community Hospital, Convent Road, Camdonagh
  Tel: .......................................... 074 9374164
- Donegal Community Hospital, Ballybofey Road
  Tel: .......................................... 074 9721019
- Dungloe Community Hospital, Dungloe
  Tel: .......................................... 074 9521044
- Killybegs Community Hospital, Donegal Road, Killybegs
  Tel: .......................................... 074 9732044
- Letterkenny General Hospital, Letterkenny
  Tel: .......................................... 074 9125888
- Lifford Community Hospital, Lifford
  Tel: .......................................... 074 9141033
- Sheil Hospital, College Street, Ballyshannon
  Tel: .......................................... 071 9851300
- St Joseph’s Hospital, Stranorlar
  Tel: .......................................... 074 9131038
- The Medical Centre, Community Hospital Dungloe
  Tel: .......................................... 074 9521933

CITIZENS INFORMATION CENTRES

- Ballyshannon CIC .......................... 071 9851666
- Buncracan CIC .............................. 074 9363496
- Carndonagh CIC ............................ 074 9737241
- Donegal Town CIC .......................... 074 9724460
- Dungloe CIC ................................. 074 9561360
- Letterkenny CIC ............................ 074 9194281
- Milford CIC ................................. 074 9153901

SOCIAL WELFARE SERVICES OFFICES

- Ballybofey .................................. 074 9130490
- Ballyshannon ............................... 071 9822030
- Buncracan .................................. 074 9320070
- Donegal Town ............................... 074 9740050
- Dunfanaghy ................................. 074 9136153
- Dungloe .................................... 074 9561030
- Killybegs .................................. 074 9741011
- Letterkenny ................................. 074 9160460

DONEGAL

Managing Director: Marty Kelly
Tel: 074 91 29562
Email: martinkelly@bluebirdcare.ie

HEALTH CENTRES IN COUNTY DONEGAL

- Ardara Health Centre ...................... 074 9541548
- Ark Medical Centre, Letterkenny .......... 074 9128180
- Arramore ................................. 074 9520535
- Ballyraine Park ............................ 074 9129393
- Ballyshannon .............................. 071 9851600
- Bunbeg .................................... 074 9532445
- Buncracan Clinic ......................... 074 9364600
- Bundoran .................................. 071 9841445
- Carndonagh ............................... 074 9374251
- Carrick ................................... 074 9739380
- Castlefin .................................. 074 9146163
- Clonmany ................................. 074 9376173
- Convoy ................................... 074 9147277
- Cresslough ............................... 074 9138058
- Derrybeg .................................. 074 9532334
- Doocharry ................................. 074 9554162
- Dunfanaghy ............................... 074 9136750
- Dungloe .................................... 074 9561031
- Dunkineely ................................ 074 9737283
- Fahan ...................................... 074 9360277
- Falcarraagh ............................... 074 9135491
- Glenties .................................... 074 9551330
- Kilcar ...................................... 074 9738069
- Killybegs ................................. 074 9731148
- Lifford ..................................... 074 9734000
- Lifford ..................................... 074 9141024
- Manorcunningham ....................... 074 9157230
- Milford .................................... 074 9151344
- Mountcharles .............................. 074 9735100
- Moville .................................... 074 9382408

HEALTH CENTRES IN COUNTY DONEGAL

- Muff ........................................ 074 9384067
- Newtowncunningham .................... 074 9156328
- Pettigo .................................... 071 9861521
- Quigley’s Point ............................ 074 9383036
- Ramelton ................................. 074 9151468
- Rathmullan .............................. 074 9158353
- Scally Practice, Letterkenny ............ 074 9121955
- St. Johnston ............................... 074 9121017
- Stranorlar ................................ 074 9131391

OPTICIANS

- Maire McQuaid, McQuaid Opticians, 6 New Park, Moville
  Tel: .......................................... 074 9129911
- Andrew J. Caulfield, Caulfield Opticians, 1 Garden Court, Gweedore Road, Dungloe
  Tel: .......................................... 074 9522359
- Irene Higgins, Higgins Opticians, 16 Malin St, Camdonagh
  Tel: .......................................... 074 9374410
- Edel McCann Opticians, Mill Court, The Diamond, Donegal Town
  Tel: .......................................... 074 9725704
- Brendan McCroesh, Brady Opticians, Upper Main St, Donegal Town
  Tel: .......................................... 074 9721727
- Anne McLaughlin Optometrist, Robertson Hall, Port Rd, Letterkenny
  Tel: .......................................... 074 9126526
- Lorcan McGarry, Argus Opticians, Upper Main St, Donegal Town
  Tel: .......................................... 074 9126526
- Louis Walsh Optometrist, Mount Southwell, Letterkenny
  Tel: .......................................... 074 9121454

NURSING HOMES

- Hillcrest House Nursing Home, Long Lane, Letterkenny
  Tel: .......................................... 074 9122342
- St Eugen’s Private Nursing Home, Ramelton Road, Letterkenny
  Tel: .......................................... 074 9103860

COUNTY COUNCIL

- Donegal County Council
  Tel: .......................................... 074 9172222

GO FOR LIFE CENTRE

- Myles Sweeney (Local Sports Partnership)
  Tel: .......................................... 074 9186713
- Geraldine Delorey (HSE)
  Tel: .......................................... 071 9852000

DIRECTORY by County
DUBLIN

HOSPITALS

- Adelaide, Meath and National Children's Hospital, Tallaght, Dublin 24
  Tel: ............................................01 610300
- Baggot Street Community Hospital, 18 Upper Baggot Street, Dublin 2
  Tel: ............................................01 6681577
- Beaumont Hospital, Dublin 9
  Tel: ............................................01 8093000
- Cappagh National Orthopaedic Hospital, Finglas, Dublin 11
  Tel: ............................................01 8140400
- Cherry Orchard Hospital, Ballyfermot, Dublin 10
  Tel: ............................................01 6206377
- City of Dublin Skin and Cancer Hospital, Hume Street, Dublin 2
  Tel: ............................................01 6766935
- Clonskeagh Hospital, Clonskeagh, Dublin 6
  Tel: ............................................01 2697877
- Highfield Hospital, Swords Road, Dublin 9
  Tel: ............................................01 8374444
- Incorporated Orthopaedic Hospital of Ireland, Castle Avenue, Clontarf, Dublin 3
  Tel: ............................................01 8332521
- James Connolly Memorial Hospital, Blanchardstown, Dublin 15
  Tel: ............................................01 8213844
- Leopardstown Park Hospital, Foxrock, Dublin 18
  Tel: ............................................01 2955055
- Mater Misericordiae University Hospital, 70 Eccles Street, Dublin 7
  Tel: ............................................01 8301445
- Mater Private Hospital, Dublin 7
  Tel: ............................................01 8858888
- Mount Carmel Private Hospital, Braemor Park, Churchtown, Dublin 4
  Tel: ............................................01 4922211
- National Rehabilitation Hospital, Rochestown Avenue, Dunlaoghaire,
  Co Dublin
  Tel: ............................................01 2854777
- Peamount Hospital, Newcastle, Co Dublin
  Tel: ............................................01 6010300
- Royal Hospital Donnybrook, Morehamont Road, Dublin 4
  Tel: ............................................01 4066600
- Royal Victoria Eye And Ear Hospital, Adelaide Road, Dublin 2
  Tel: ............................................01 6644600
- Simpsons Hospital, Ballinterne Road, Dundrum, Dublin 14
  Tel: ............................................01 2984322
- St Columcille's Hospital, Loughlinstown, Co Dublin
  Tel: ............................................01 2825800
- St Edmundsbury Hospital, Lucan, Co Dublin
  Tel: ............................................01 6280221
- St James Hospital, James Street, Dublin 8
  Tel: ............................................01 4103000
- St John of God Hospital, Stillorgan, Co Dublin
  Tel: ............................................01 2881781
- St Luke's Hospital, Rathgar, Dublin 6
  Tel: ............................................01 4065314
- St Mary's Hospital and Residential School, Baldyke, Dublin 13
  Tel: ............................................01 8323056
- St Michael's Hospital, Lower Georges Street, Dun Laoghaire, Co Dublin
  Tel: ............................................01 2806901
- St Vincent's Hospital, Convent Avenue, Richmond Road, Fairview, Dublin 5
  Tel: ............................................01 8842400
- St Vincent's University Hospital, Elm Park, Dublin 4
  Tel: ............................................01 2094000
- Stewart's Hospital, Palmerstown, Dublin 20
  Tel: ............................................01 6264444
- Tallaght Regional Hospital, Tallaght, Dublin 24
  Tel: ............................................01 4142000

CITIZENS INFORMATION CENTRES

- Balbriggan CIC ...............................01 8412508
- Dublin City Centre CIC ..........................01 8090633
- Carmelite CIC ...............................01 4005971
- Rathmines CIC
  Outreach Services ..........................01 4053760
- Beaumont CIC ...............................01 8477118
- KARE CIC .................................01 8058574
- Milltown CIC ...............................01 2196740
- Rathmines CIC ...............................01 4965558
- Inchicore CIC ...............................01 4544720
- Liberties CIC ...............................01 4735178
- Ballymun Library CIC ........................01 8165900
- The Deaf Citizens CIC ........................01 8300522
- Ballyfermot CIC .............................01 6207181
- Dublin North West CIS ........................01 8299151
- Finglas CIC .................................01 8643326
- Crumlin CIC .................................01 4546070
- Blanchardstown CIC ........................01 8220449
- Dundrum CIC ...............................01 2960713
- Northside CIC ..............................01 8674301
- Northside CIC Damdare
  Resource Centre Outreach ..................01 8674301
- Clondalkin CIC ..............................01 4579045
- Tallaght CIC ...............................01 4515887
- Dun Laoghaire CIC ..........................01 2844544
- Lucan/Ballyowen Castle CIC ...........01 6217930
- Malahide CIC ...............................01 8450627
- Skerries CIC ...............................01 8494443
- Stillorgan CIC ..............................01 2885629
- Swords CIC .................................01 8406877

SOCIAL PROTECTION OFFICES

- Balbriggan ..................................01 8020050
- Ballymun ..................................01 8165100
- North Cumberland Street ..................01 8899202
- Kings Inn .................................01 8899500

DUBLIN

HOSPITALS

Managing Director: Willie Byrne
T: 01 2861974
Email: dublinsouth@bluebirdcare.ie

DUBLIN NORTH EAST

Managing Director: David Bruton
T: 01 683 6750
Email: pauloreilly@bluebirdcare.ie

DUBLIN WEST

Managing Director: Ken Shannon
T: 01 840 8222
Email: kenshannon@bluebirdcare.ie

DUBLIN SOUTH

Managing Director: Greg Darcy
T: 01 214 4067
Email: gregdarcy@bluebirdcare.ie

DUBLIN SOUTH EAST & WICKLOW

Managing Director: Paul O Reilly
T: 01 8282850
Email: dublinwest@bluebirdcare.ie

DUBLIN NORTH

Managing Director: Ken Shannon
T: 01 2061974
Email: dublinsouth@bluebirdcare.ie

DUBLIN NORTH EAST

Managing Director: Greg Darcy
T: 01 214 4067
Email: gregdarcy@bluebirdcare.ie

DUBLIN NORTH

Managing Director: Willie Byrne
T: 01 2861974
Email: dublinsouth@bluebirdcare.ie
SOCIAL PROTECTION OFFICES
- Dublin 2, Apollo House ..........01 6369300
- Bishop Square .................01 4763500
- Oisin House, Dublin 2 & 4 ......01 6369300
- Kilbarrack ........................................01 8063830
- Navan Road ..........................01 8823100
- Thomas Street, Dublin 8.......01 6369330
- Ballyfermot.................................01 6160300
- Finglas........................................01 8640480
- Nutgrove ..................................01 4935286
- Blanchardstown.......................01 8246300
- Clondalkin.................................01 4030000
- Tallaght ........................................01 4527019
- Dun Laoghaire .................01 8200288
- Malahide.................................01 8061040

HEALTH CENTRES NORTHERN DUBLIN
- Balbriggan .................................01 8834906/8834905
- Baldowyle ................................01 8322483
- Damadale ................................01 8771150
- Donabate .....................................01 8436079
- Edenmore ....................................01 8480666
- Howth ........................................01 8728964
- Kilbarrack ....................................01 8391221
- Lusk ............................................01 879019
- Malahide .....................................01 8452076
- Oldtown ......................................01 8078822
- Portmarnock ..............................01 8460311
- Raheny ........................................01 8310386
- Rush .........................................01 8437463
- Skerries ......................................01 8494862
- Swords .......................................01 8902200

Domestic Violence
Provides general advice, information and referral service. Referral to these services is through GPs, Social Workers, Public Health Nurses, A&E, Gardai and Family members.

Women’s Aid provide outreach services from:
- Swords Health Centre............01 8902200
- Coolock Health Centre..........01 8476033

Community Welfare Service
Community Welfare Service covers LHO healthcare services for people with no income or insufficient income and is open to the public via open clinics. Referral is via Department of Social Welfare, Public Health Nurses, Social Workers, and Self Referral.

Contact:
- Superintendent Community Welfare Officer, Coolock Health Centre,
- Tel: ............................................01 8476033
- Superintendent Community Welfare Officer, Kilbarrack Health Centre,
- Tel: ............................................01 8399534

HEALTH CENTRES IN DUBLIN NORTH CENTRAL
- Ballymun.................................01 8467000
- Clontarf .....................................01 8337109
- East Wall ....................................01 8363422
- Killester .....................................01 8331143
- Millmount .................................01 8840920
- Larkhill .......................................01 8373796
- Marino ........................................01 8333421
- North Strand ..............................01 8702300
- Summerhill .................................01 8765200

HEALTH CENTRES IN DUBLIN NORTH WEST
- Ballygall Road, Finglas ..................................01 8342003
- Wellmount, Finglas ..................................01 8346199/6364/6575
- Benbur Street ................................01 6774458/8131
- Botanic Avenue ..............................01 8378802/4698
- Quay Road, ......................01 8680762/0170
- Corduff .........................................01 8211131
- Lisburn Street ..............................01 8730969
- Blakestown Road ......................01 8210703
- Roselawn, Castleknock ,01 8212666/2064

HEALTH CENTRES IN DUBLIN SOUTH CITY
- Bride Street.............................01 4541334
- Irishtown .....................................01 6608629
- Rathfarnham .............................01 4933431
- Rathmines .....................................01 4973547
- South Earl Street .................01 4158250
- Terenure ........................................01 4906468/4148/9882/4597
- Community Welfare Service
  Tel: .................................01 4906468/4148/9882/4597
- Dolphin Barn House ..............01 4732422

HEALTH CENTRES IN DUBLIN SOUTH EAST
- Baggot Street
- Community Hospital .............01 6699300
- Ballinteer Avenue ......................01 2164500
- Donnybrook .........................01 2698997
- Dundrum .................................01 2983116/3200/3698
- Ballyogan Health Centre .........01 2958997

HEALTH CENTRES IN DUBLIN SOUTH WEST
- Brookfield .................................01 4624299
- Cashel Road ..........................01 4555227
- Curlew Road .........................01 4556422/6421
- Killarney, Tallaght ........................01 4622620
- Mary Mercer Centre ..............01 4585700
- Millbrook Lawn .........................01 4275000
- Old County Road ...........01 4154700
- Parnell Road ..........................01 4542300
- Limekiln Lane .........................01 4506179

HEALTH CENTRES IN DUN LAOGHAIRE
- Blackrock .........................01 2882980/8423/5406
- Cabinteely ..............................01 2896195/6197
- Dalkey .........................................01 2859219/9233
- Dun Laoghaire .................01 2803335
- Our Lady’s Clinic Patric Street,
  (Dental/Social Work) ................01 2808480
- Loughlinstown .........................01 2822122/2463
- Sallynoggin ..........................01 2800786/6754
- Shankill .......................................01 2820344
- Stillorgan ..................................01 2172918

OPTICIANS
- Thomas Carroll Opticians, 3 Pembroke Tce.,
  Main St., Dundrum, Dublin 14
  Tel: ............................................01 2986643
- Fiona McKenna Opticians,
  19 Bridge St., Balbriggan, Co. Dublin
  Tel: ............................................01 8412928
- Amelia Stein, Stein Opticians,
  4 Camden Market, Grantham St., Dublin 8
  Tel: ............................................01 4751275
- Eugene O’Reilly Optometrist,
  75 Palmerston Drive, Dublin 20
  Tel: ............................................01 6264897
- Helen O’Brien, The Optical Shop,
  9/11 Rock Hill, Blackrock, Co. Dublin
  Tel: ............................................01 2780776

OPTICIANS
- Derville Pitcher, Eyesewise Opticians,
  5 Castle S C, Swords, Co. Dublin
  Tel: ............................................01 8404258
- Norma Judge, Spectacle Parade,
  24 Stephen Street Lower, Dublin 2
  Tel: ............................................01 4005000
OPTICIANS

• James Tunney, Tunney Opticians, 4 Main St., Finglas, Dublin 11
  Tel: ...............................................01 8346599

• Niall J. Murphy, Niall J Murphy Optometrist, Unit 1 Nolan's S C, Vernon Ave, Clontarf, Dublin 3
  Tel: ...............................................01 8338682

• Mairéad O'Leary Opticians, Unit 2 Swan Centre, Rathmines, Dublin 6
  Tel: ...............................................01 4970516

• John N. Brophy, Brophy Optometrists, Fairview, Dublin 3
  Tel: ...............................................01 8363361

• John R Manual Optometrist, 358 North Circular Road, Phibsboro, Dublin 7
  Tel: ...............................................01 8305556

• John Quill, 157A Killester Ave, Killester, Dublin 5
  Tel: ...............................................01 8312558

• Kevin Prendergast, Gilsa's Opticians, 31 Thomas St., Dublin 8
  Tel: ...............................................01 4542852

• Ian Tighe, Vision Opticians, Head Office, 199 Crumlin Rd., Dublin 12
  Tel: ...............................................01 4548460

• Dónal MacNally, MacNally Opticians, Huguenot House, 35-38 St.Stephens's Green, Dublin 2
  Tel: ...............................................01 6769452

• Henry Maude Optometrist, 79 St. Lawrence Rd., Clontarf, Dublin 3
  Tel: ...............................................01 8331056

• Kevin Blake Optometrist, 27 Elton Park, Sandycoye, Co. Dublin
  Tel: ...............................................01 2803934

• Graham P. Day, Crystal Eyes Optometrists, Merrion SC, Merrion Rd., Dublin 4
  Tel: ...............................................01 2601866

• Margaret Barrett Optician, 107C New Cabra Rd., Dublin 7
  Tel: ...............................................01 8384287

• Leonard Costello, Costello Ophthalmic Opticians, Sundrive Rd., Kimmage, Dublin 12
  Tel: ...............................................01 4921335

• Diarmuid Keane, Vision Opticians, Cornelscourt S C., Cornelscourt, Dublin 18
  Tel: ...............................................01 2895499

• John O'Sullivan, Swords Eye Centre, The Plaza Centre, Swords, Co Dublin
  Tel: ...............................................01 8903040

• Margaret Boylan, M M Boylan Opticians, 335 Ballyfermot Rd., Dublin 10
  Tel: ...............................................01 6269386 / 6232550

• Bronwyn D. Headon, Northside Eyecare, Northside S C., Coolock, Dublin 17
  Tel: ...............................................01 8478302

• Mona B. McCary, 51 Anglesea Rd., Dublin 4
  Tel: ...............................................01 6769452

• Mary Cunningham FAOI, 6 Castle Crescent, Clondalkin, Dublin 22
  Tel: ...............................................01 4593681

• Joseph A. O'Connor, O'Connor Opticians, Dun Laoghaire S C., Co. Dublin
  Tel: ...............................................01 2808841

• Michael Wyley, Dixon Hempenstall Opticians, 14 Suffolk St., Dublin 2
  Tel: ...............................................01 6771334

• Patrick Moore, Patrick Moore Opticians, Ashtown Centre, Crumlin, Dublin 12
  Tel: ...............................................01 4652258

• Mary Eustace, Eustace Opticians, 49 Adelaide Rd., Dublin 2
  Tel: ...............................................01 6760797

• Alan Fitzpatrick, Fitzpatrick Opticians, 96 Terenure Road East, Terenure, Dublin 6
  Tel: ...............................................01 4906575

• PJ McCarron Optometrist, 133 Lower Baggot St., Dublin 2
  Tel: ...............................................01 6761279

• PJ. O'Brien, The Foxrock Optical Centre, Foxrock Village, Dublin 18
  Tel: ...............................................01 2893932

• Neville Thom Opticians, 151 Lr. Kimmage Rd., Dublin 6W
  Tel: ...............................................01 4923272

• Madeline O'Brien Optometrist, 17A Redmond's Hill, Aungier St., Dublin 2
  Tel: ...............................................01 4758467

• D Mulvey Opticians Ltd., 179 Crumlin Rd., Dublin 12
  Tel: ...............................................01 4542306

• Sally Cronan Optometrist, 118 Griffith Ave., Glasnevin, Dublin 9
  Tel: ...............................................01 8377566

• Gary E. McGuire Optometrist, 802 Howth Rd., Dublin 5
  Tel: ...............................................01 8321059

• Gerard Brady Opticians, 12 Upper Camden St., Dublin 2
  Tel: ...............................................01 4758484

• Paul Gill Opticians, 2 St. Patrick's Rd., Dalkey, Co. Dublin
  Tel: ...............................................01 2853227

• Jennifer Murphy Optometrist, 6 Rock Hill, Main St., Blackrock, Co. Dublin
  Tel: ...............................................01 2888843

• PJ Connolly Opticians, 1 Mckee Avenue, Finglas, Dublin 11
  Tel: ...............................................01 8323399

• Mark P. Daly & Manning Opticians, 6 Upper Drumcondra Rd., Dublin 9
  Tel: ...............................................01 8360664

• Alfred Vize Optometrist, 6 Cromwellfort Rd., Walkinstown Cross, Dublin 12
  Tel: ...............................................01 4507581

• Ciara A. O'Sullivan, O'Sullivan Optical, Clare Hall S C., Malahide Rd., Dublin 17
  Tel: ...............................................01 8483094

• Harold Eppel, Eppel Opticians, 251 Crumlin Rd., Crumlin, Dublin 12
  Tel: ...............................................01 4507001

CITY & COUNTY COUNCILS

• Dublin City Council
  Tel: ...............................................01 6722222

• Dun Laoghaire Rathdown
  Tel: ...............................................01 2054700

• Fingal County Council
  Tel: ...............................................01 8905650

• South Dublin County Council
  Tel: ...............................................01 4149000

GO FOR LIFE CENTRES

• Fingal – Marion Brown (Local Sports Partnership)
  Tel: ...............................................01 8906256

• North Dublin – Ailis Brosnan (HSE)
  Tel: ...............................................01 8823402

• South East Dublin – Martina O’Hanlon (HSE)
  Tel: ...............................................01 2034296

• South Dublin – Caroline Peppard (HSE)
  Tel: ...............................................01 4632813

NURSING HOMES

• Aclare House Nursing Home, 4/5 Tivoli Terrace South, Dun Laoghaire, Co. Dublin
  Tel: ...............................................01 2801345

• Altadore Nursing Home, Upper Glenageary Road, Glenageary, Co. Dublin
  Tel: ...............................................01 2842233

• Annabeg House, Meadowcourt, Ballybrack Co. Dublin
  Tel: ...............................................01 2720201

• Ashbury Nursing Home (The Grange/Gascoigne) Kill of the Grange, Blackrock, Co. Dublin
  Tel: ...............................................01 2841266

• Ashfort House Nursing Home, 6 Tivoli Terrace East, Dun Laoghaire, Co. Dublin
  Tel: ...............................................01 2809877
**DIRECTORY by County**

**NURSING HOMES**
- Beechtree Nursing Home, Oldtown, Co. Dublin
  Tel: ............................................01 8433634
- Belmont House Nursing Home, Gallopping Green, Stillorgan, Co. Dublin
  Tel: ............................................01 2784393
- Brymore House, Howth, Co. Dublin
  Tel: ............................................01 8326244
- Carysfort Nursing Home, 7 Arkendale Road, Glenageary, Co. Dublin
  Tel: ............................................01 2850780
- Dalkey Lodge Nursing Home, Ardbrugh Road, Dalkey, Co. Dublin
  Tel: ............................................01 2850780
- Fingal House Nursing Home, Spiddal Hill, Seatown West, Swords, Co. Dublin
  Tel: ............................................01 8401545
- Griffeen Valley Nursing Home, Eker, Lucan, Co. Dublin
  Tel: ............................................01 6249736
- Hamilton Park Care Facility, Balrothery, Balbriggan, Co. Dublin
  Tel: ............................................01 6903190
- Harvey Group - Harvey Nursing & Convalescent Home, Glenageary, Co. Dublin
  Tel: ............................................01 4907764
- Harvey Group - Riverside Nursing Home, Toberburr Road, St. Margarets, Co. Dublin
  Tel: ............................................01 8408329
- Howth Hill Lodge Nursing Home, Thormany Road, Howth, Co. Dublin
  Tel: ............................................01 8391440
- Lisheen Nursing Home, Stoney Lane, Rathcoole, Co. Dublin
  Tel: ............................................01 4589426
- Lucan Lodge Nursing Home, Ardeevin Drive, Lucan, Co. Dublin
  Tel: ............................................01 6100895
- Manor Care (International) Ltd., Dun Laoghaire, Co. Dublin
  Tel: ............................................01 2806168
- Manor Care (International) Ltd.,
  Beechfield Manor, Shankill, Co. Dublin
  Tel: ............................................01 2824874
- Marymount Care Centre, Westmanstown, Lucan, Co. Dublin
  Tel: ............................................01 8204500
- Mowlam - Rush Nursing Home, Kenure, Skerries Road, Rush, Co. Dublin
  Tel: ............................................01 8709684
- Mowlam - Swords Nursing Home, Mt. Ambrose, Swords, Co. Dublin
  Tel: ............................................01 8900089
- Newpark Care Centre, Newpark, The Ward, Co. Dublin
  Tel: ............................................01 8643465
- Newtownpark House, Newtownpark Avenue, Blackrock, Co. Dublin
  Tel: ............................................01 2887403
- Our Lady’s Manor, Bulloch Castle, Dalkey, Co. Dublin
  Tel: ............................................01 2806993
- Rickard House, Temple Hill, Blackrock, Co. Dublin
  Tel: ............................................01 2833900
- Silverstream Healthcare - Killiney Grove Nursing Home, Killiney, Co. Dublin
  Tel: ............................................01 2851855
- St. Mary’s Centre (St. Oliver’s), Telford Limited, Merrion Road, Co. Dublin
  Tel: ............................................01 2693411
- Talbot Group - Talbot Lodge Nursing Home, Killeaey Lane, Malahide, Co. Dublin
  Tel: ............................................01 8462115
- Tara Winthrop Private Clinic, Nevinstown Lane, Pinnock Hill, Swords, Co. Dublin
  Tel: ............................................01 8079631
- St. Monica’s Nursing Home, 28-38 Belvedere Place, Dublin 1
  Tel: ............................................01 8557523
- Clontarf Private Nursing Home, 5 Clontarf Road, Clontarf, Dublin 3
  Tel: ............................................01 8335455
- Shrewsbury House Nursing Home, 164 Clonliffe Road, Dublin 3
  Tel: ............................................01 8370680
- Ailesbury Nursing Home, 58 Park Ave, Sandymount, Dublin 4
  Tel: ............................................01 2692289
- Mount Tabor Care Centre, Sandymount Green, Sandymount, Dublin 4
  Tel: ............................................01 2695772
- St. John’s House, Merrion Road, Dublin 4
  Tel: ............................................01 2692213
- Garda Retirement Home, 476 Howth Road, Raheny, Dublin 5
  Tel: ............................................01 8311199
- St. Gabriel’s Nursing Home, Glenayle Road, Edenmore, Dublin 5
  Tel: ............................................01 8474339
- Firstcare Ireland - Northbrook Nursing Home, Ranelagh, Dublin 6
  Tel: ............................................01 6601216
- Harvey Group - Harvey Nursing & Convalescent Home, Terenure, Dublin 6
  Tel: ............................................01 4907764
- Missionary Sisters of The Holy Rosary, 48 Temple Road, Dartry, Dublin 6
  Tel: ............................................01 4125263
- Orwell House, Rathgar, Dublin 6
  Tel: ............................................01 4922142
- Queen of Peace Centre, Garville Avenue, Rathgar, Dublin 6
  Tel: ............................................01 4975381
- Rostrevor House Nursing Home, 66 Orwell Road, Rathgar, Dublin 6
  Tel: ............................................01 4910178 / 4963479
- Silverstream Healthcare - Leeson Park Nursing Home, 10 Leeson Park, Dublin 6
  Tel: ............................................01 4976500
- Harvey Group - Churchview Nursing Home, 59 - 61 New Cabra Road, Dublin 7
  Tel: ............................................01 8386987
- Santa Sabina House, Dominican Sisters, Cabra, Dublin 7
  Tel: ............................................01 8682666
- Silverstream Healthcare - Croft Nursing Home, Inchicore, Dublin 8
  Tel: ............................................01 4542374
- Alzheimer Care Centre - Highfield Hospital Group, Swords Road, Whitehall, Dublin 9
  Tel: ............................................01 8374444
- Elmhurst Nursing Home - Highfield Hospital Group, Ballymun Road, Dublin 9
  Tel: ............................................01 8377130
- Silverstream Healthcare - St. Pappins Nursing Home, Ballymun, Dublin 9
  Tel: ............................................01 8423474
- TLC Centre, Northwood Pk, Santry, Dublin 9
  Tel: ............................................01 8620800
- Beech Lawn House Nursing Home, Drumcondra, Dublin 9
  Tel: ............................................01 8369622
- (Sisters of Our Lady of Charity)
  Tel: ............................................01 8369628
- Firstcare Ireland - Beneavin Lodge Nursing Home, Glasnevin, Dublin 11
  Tel: ............................................01 8648577
- Marian House Nursing Home, Kimmage Manor, Dublin 12
  Tel: ............................................01 4064355
- Cedar House Nursing Home (Soc of Sacred Heart), Mount Anville Road, Dublin 14
  Tel: ............................................01 2831024
- Holy Family Residence - Little Sisters of the Poor, Roeback Road, Dublin 14
  Tel: ............................................01 2832455
- Bloomfield Care Centre (New Lodge), Stacking Lane, Rathfarnham, Dublin 16
  Tel: ............................................01 4950021
- The Marlay, Kellsytown Road, Rathfarnham, Dublin 16
  Tel: ............................................01 4994444
- Guardian Healthcare - St. Doolagh’s Unit, Malahide Road, Dublin 17
  Tel: ............................................01 8477950
- Cairn Hill Nursing Home, Westminister Road, Foxrock, Dublin 18
  Tel: ............................................01 2896885
NURSING HOMES
- Glenaulin Nursing Home Ltd.,
  Lucan Road, Chapelizod, Dublin 20
  Tel: ............................................01 6264677
- Maryfield Nursing Home, Lucan Road,
  Chapelizod, Dublin 20
  Tel: ............................................01 6264684
- St. Joseph’s Nursing Home,
  Mount Sackville, Chapelizod, Dublin 20
  Tel: ............................................01 8213888
- Padre Pio Nursing Home, 50-51a
  Cappaghmore, Clondalkin, Dublin 22
  Tel: ............................................01 457339
- Glencarrig Nursing Home, Firhouse Road,
  Tallaght, Dublin 24
  Tel: ............................................01 4512620
- Kiltipper Woods Care Centre,
  Kiltipper Road, Dublin 24
  Tel: ............................................01 4625277
- Sally Park Nursing Home, Sally Park Close,
  Firhouse, Dublin 24
  Tel: ............................................01 4512482

GALWAY HOSPITALS
- Bon Secours Hospital, Renmore
  Tel: .............................................091 757711
- Clidren District Hospital, Clidden
  Tel: .............................................095 21301
- Merlin Park Regional Hospital, Galway
  Tel: .............................................091 751131
- Portiuncula Hospital, Ballinasloe
  Tel: .............................................0909 648200
- University College Hospital, Newcastle Rd
  Tel: .............................................091 544544
- Galway Clinic Hospital, Doughiska
  Tel: .............................................091 785100

CITIZENS INFORMATION CENTRES
- Clidren CIC ....................................095 22000
- Galway CIC ....................................091 563344
- Rosmac CIC ...................................091 574122
- Tuam CIC ....................................093 26161

SOCIAL PROTECTION OFFICES
- Ballinasloe ................................090 9631180
- Social Welfare Local Office ........090 9642470
- Clidren .......................................095 22210
- Galway City .................................091 500800
- Gott ...........................................091 630210
- Loughrea ....................................091 870000
- Tuam ..........................................093 70940

HEALTH CENTRES
- Ahascragh ................................090 9688634
- An Ceathrú Rua ........................091 595202
- Ardranah ..................................091 635207
- Athenry ......................................091 844679
- Aughrim ......................................090 9673833
- Ballinahown ................................091 593131
- Ballinasloe ................................090 9642447
- Brackenagh ................................090 9642447
- Ballygar ......................................090 6624601
- Ballymacward .............................090 9678772
- Ballynakill .................................091 581247
- Camus Health Centre ....................091 574136
- Carna ........................................091 32304
- Clidden ......................................091 21102
- Clonbur .....................................094 9546174
- Craughwell ................................091 846125
- Dunmore ....................................093 38123
- Eyrecourt ..................................090 9675255
- Galway City ................................091 753887
- Glennamaddy ..............................094 9659072
- Gott ..........................................091 631325
- Gorteeny ....................................090 9749055
- Headford ....................................093 35548
- Hollymount ................................094 9540144

OPTICIANS
- Jude Duggan, Oranmore Opticians,
  Oranmore Town Centre, Oranmore, Co. Galway
  Tel: ........................................091 788537
- Miriam Kilgarriff, Vision Care Opticians,
  Tuam S.C., Tuam, Co. Galway
  Tel: ........................................091 453823
- Allihue Ni Raighne, Athenry Opticians.
  J McDonalds Lane, Athenry, Co. Galway
  Tel: ........................................091 850546
- Fergal P. Friel, Barna Opticians,
  Banna Village Centre, Banna, Co. Galway
  Tel: ........................................091 596667
- Colette Kelly FAO Optometrists,
  1 Buttermilk Walk, Middle St., Galway City
  Tel: ........................................091 565778
- Emma Lynch, Ballinasloe Opticians,
  Dunlo St., Ballinasloe, Co. Galway
  Tel: ........................................090 9646081
- Elizabeth Brogan, Fahy’s Opticians,
  Shop St., Tuam, Co. Galway
  Tel: ........................................093 28290
- Leo Wall, Leo Wall Optometrist,
  Oirbins, Monument Road, Menlo, Galway
  Tel: ........................................091 395543
- Veronica O’Toole, Claregalway Eyecare,
  72 Cluain Dara, Knocknacarra, Co. Galway
  Tel: ........................................091 739009
- Elaine O’Sullivan, Optique Opticians,
  Brierhill Shopping Centre, Ballybrit,
  Galway City
  Tel: ........................................091 386669
- Patrick J. Kilgarriff, Kilgarriff Opticians,
  Vicar St., Tuam, Co. Galway
  Tel: ........................................091 28795
- Andrea Concannon Opticians,
  200 Upr. Salthill Rd., Salthill, Co. Galway
  Tel: ........................................091 586748
- Richard Hughes Opticians, Corner House,
  37 Wood Quay, Galway City
  Tel: ........................................091 590010
- Helen Walsh Opticians, 4 Middle St. Court,
  Middle St., Galway City
  Tel: ........................................091 567413
- David Johnston, Faller's Opticians,
  Williamgate St., Galway City
  Tel: ........................................091 561227
- Anne Salmon, Galway Eye Clinic,
  Galway SC, Headford Rd., Galway City
  Tel: ........................................091 563221
- Joseph Duane, Duanes Pharmacy &
  Opticians, Society St., Ballinasloe
  Tel: ........................................090 9642148

CITY & COUNTY COUNCILS
- Galway City Council
  Tel: ........................................091 536400
- Galway County Council
  Tel: ........................................091 509000

GO FOR LIFE CENTRES
- Paul Gillen (HSE)
  Tel: ........................................091 548323
- Galway City – Jason Craughwell
  (Local Sports Partnerships)
  Tel: ........................................091 536543

NURSING HOMES
- Caiséal Geal Nursing Home, Castlegar
  Tel: ........................................091 757609
CITIZENS INFORMATION CENTRES
- Caherciveen CIC ............... 066 9473440
- Castleisland CIC ............... 068 9142272
- Dingle CIC ..................... 066 9712772
- Kenmare CIC .................... 064 9151372
- Killarney CIC ................... 068 9678230
- Killorglin CIC ................... 068 9712290
- Listowel CIC .................... 068 500500
- Tralee CIC ....................... 066 7149500

SOCIAL PROTECTION OFFICES
- Cahersiveen ..................... 066 9473440
- Dingle ......................... 066 9151372
- Kenmare ....................... 064 9142272
- Killarney ....................... 068 9678230
- Killorglin ..................... 068 9712290
- Listowel ....................... 068 500500
- Tralee ......................... 066 7149500

HEALTH CENTRES
- Ardfield ....................... 066 7134411
- Annascaul ..................... 066 9715772
- Ballinskelligs .................. 064 9714127
- Ballyduff ....................... 066 7133838
- Ballyheigue .................... 066 7133935
- Ballylongford .................. 066 43111
- Brosna .......................... 068 43111
- Cahersiveen ................... 066 9472266
- Castleisland .................... 066 9472266
- Causeway ...................... 066 7131221
- Dingle ......................... 066 9151772
- Glenbeigh ...................... 066 9768239
- Gneeveguilla .................. 064 7753683
- Kenmare ....................... 064 6642141
- Kilgarvan ...................... 064 6685322
- Killarney ....................... 066 6631408
- Killorglin ..................... 066 9768294
- Knocknasheal ................... 068 46297
- Listowel ....................... 068 21222
- Milltown ....................... 066 9767113
- Rathmore ...................... 064 7757816
- Sneem .......................... 064 6645102
- Tarbert ....................... 068 36241
- Tralee ........................ 066 7195676
- Waterville ..................... 066 9474204

KERRY HOSPITALS
- Bon Secours Hospital, Strand Street, Tralee
  Tel: 066 7149800
- Caherciveen Community Hospital,
  Gurrambawn, Caherciveen
  Tel: 066 9472100
- Dingle Community Hospital,
  St Elizabeths, Dingle
  Tel: 066 9151455
- Kenmare Community Hospital, Kenmare
  Tel: 064 6641088
- Kerry General Hospital, Tralee
  Tel: 066 7184000
- Killarney Community Hospital, Killarney
  Tel: 064 6631076
- Listowel Community Hospital, Listowel
  Tel: 068 21022
- St. Finian’s Hospital, Killarney
  Tel: 066 6631022
- St. Columbanus Home, Killarney
  Tel: 066 6631018

DIRECTORY by County

- Cama Nursing Home (Teach Altranais Chama), Cama
  Tel: ........................................ 095 32281
- Castleturvin House Nursing Home,
  Castleturvin, Athenry
  Tel: ........................................ 091 850800
- Central Park Nursing Home, Clonberne,
  Ballinasloe
  Tel: ........................................ 093 45231
- Coral Haven Residential Nursing Home,
  Headford Road
  Tel: ........................................ 091 762800
- Corrandulla Residential Nursing Home,
  Corrandulla
  Tel: ........................................ 091 791540
- Garbally Rest Home,
  76 Brackenagh, Ballinasloe
  Tel: ........................................ 091 7642622
- Greenpark Nursing Home,
  Tullinalday Road, Tuam
  Tel: ........................................ 093 24410
- Holy Family Nursing Home,
  Magheramore, Killmor, Ballinasloe
  Tel: ........................................ 090 9676044
- Little Flower Nursing Home,
  Labane, Ardrahan
  Tel: ........................................ 091 635449
- Lough Corrib Nursing Home, Headford
  Tel: ........................................ 093 35778
- Mountbellew Nursing Home, Mountbellew
  Tel: ........................................ 090 9679735
- Mowlam - Kilcolgan Nursing Home,
  Kilcolgan
  Tel: ........................................ 091 776446
- Mowlam - Moynullen Nursing Home,
  Ballynahalia, Moynullen
  Tel: ........................................ 091 868686
- Mystical Rose Nursing Home,
  Knockdoemore, Claregalway
  Tel: ........................................ 091 798908
- Pointe Boise Nursing Home, Kings Hill,
  Upper Salthill
  Tel: ........................................ 091 587444
- Portumna Retirement Village,
GO FOR LIFE CENTRES

- Anne Culloty (HSE)
  Tel: ...........................................064 6670767
- Cora Carrig (LSP)
  Tel: ...........................................066 7184776

NURSING HOMES

- Aras Mhuiire Nursing Home, Listowel
  Tel: ...........................................068 21470
- Ashborough Lodge Nursing Home, Milltown
  Tel: ...........................................066 7965100
- Cuil Didin, Shakanagh, Tralee
  Tel: ...........................................066 7119090
- Heatherlea Nursing Home, Lawlors Cross, Tralee Road, Killarney
  Tel: ...........................................064 663944
- Kenmare Nursing Home, ‘Tir na nOg’, Killaha East, Kenmare
  Tel: ...........................................064 6641315
- Kilcara House Nursing Home, Listowel
  Tel: ...........................................068 45377
- Killarney Nursing Home, Rock Rd., Killarney
  Tel: ...........................................064 6632678
- Lystoll Lodge Nursing Home, Listowel
  Tel: ...........................................068 24248
- Oaklands Nursing Home, Derry, Listowel
  Tel: ...........................................068 21173
- Ocean View Nursing Home, Knockglassmore, Camp, Tralee
  Tel: ...........................................066 7130267
- Our Lady of Fatima Nursing Home, Tralee
  Tel: ...........................................066 7125900

KILDARE

HOSPITALS

- Clare General Hospital, Prosperous Road
  Tel: ...........................................045 868004
- Naas General Hospital, Naas
  Tel: ...........................................045 897221
- St Vincent’s Hospital, Athy
  Tel: ...........................................059 8631614

CITIZENS INFORMATION CENTRES

- Athy CIC ....................................059 8632058
- Maynooth CIC...............................01 6285477
- Naas CIC .....................................045 879489
- Newbridge CIC .............................045 431735

SOCIAL PROTECTION OFFICES

- Athy .........................................059 8640250
- Maynooth ..................................01 6106000

OPTICIANS

- Rachel Kelliher, Kelliher Opticians, Claregate St., Kildare Town
  Tel: ...........................................045 535812
- Natasha Given, Given Opticians, Clane
  Tel: ...........................................045 861627
- Gerard P. Canty, G. Canty Opticians, Moorefield Rd., Newbridge
  Tel: ...........................................045 449449
- Michael Mullins, Mullins & Henry Optometrists, 9 Main St., Leixlip
  Tel: ...........................................01 6243964
- Miriam Porter Optometrist, Celbridge
  Tel: ...........................................01 6271859
- Nichola Kennedy FAOI Optometrist, Main St., Kilcullen
  Tel: ...........................................045 484643
- Kieran D. McHugh, McHugh Opticians, The Square, Kildare Town
  Tel: ...........................................045 521374
- Patricia Kavanagh Optometrist,
KILKENNY

HOSPITALS
- Aut Even Hospital, Freshford Road
  Tel: ...........................................056 7775275
- Castlecomer District Hospital, Castlecomer
  Tel: ...........................................056 441246
- Lourdes Orthopaedic Hospital, Kilcreene
  Tel: ...........................................056 7752465
- St Canice's Hospital, Dublin Road
  Tel: ...........................................056 7752341
- St Columba's Geriatric Hospital, Thomastown
  Tel: ...........................................056 7724178
- St Luke's General Hospital, Freshford Road
  Tel: ...........................................056 7785000

HEALTH CENTRES
- Ballyhale.................................056 7768608
- Ballyragget ..............................056 8833105
- Bennettsbridge............................056 7727256
- Callan ...................................056 7725523
- Castlecomer ..............................056 4441542
- Clogher ...................................056 4442189
- Castlecomer ..............................056 4441300
- Freshford ................................056 8832261
- Gowran ....................................056 7726265
- Graiguemamanagh ......................056 9724495
- Marley ...................................056 9724245
- Tinnahinch ...............................056 9724267
- Inistioge ..................................056 7758465
- Johnstown ................................056 8831618
- Kilkenny ...................................056 7761321
- Stoneyford ...............................056 7728377
- Kilmacow ..................................051 885283
- Mullinavat ................................051 898217
- Paulstown ................................056 9726314
- Rosbercon ...............................051 421653
- Thomastown ................................056 7724302
- Urlingford ...............................056 8831352
- Windgap ..................................051 6481355

Health Centres in Waterford & Kilkenny
- Ardmore .................................024 94280
- Ballyduff Upper .........................058 60289
- Bonmahon ................................051 292124
- Cappoquin ..............................058 54406
- Clashmore ................................024 96103
- Dungarvan ...............................058 20900
- Dunmore East ............................051 383347
- Glenmore ..................................051 880288

Kilkenny
- Kereen ...................................024 96446
- Kilmacow ................................051 885283
- Kilnamonacaw ............................051 294300
- Kilmeaden ...............................051 384220
- Knockanore ..............................024 97291
- Lismore ....................................058 54716
- Lemybrien ...............................051 291172
- Mooncoin ................................051 895163
- Mullinavat ................................051 898217
- Old Parish ................................058 46213
- Piltown ....................................051 643116
- Portlaw ....................................051 387247
- Seskinane ...............................058 47370
- Sleeverue ...............................051 832640
- Tallow ....................................058 56173
- Tramore ....................................051 381724

Some services also operate from Community Buildings:
- Ballybeg ................................051 352217
- Butler Centre ............................051 876907
- Kill .........................................
- Passage East .............................
- Ring .......................................058 46116
- Stradbally ...............................

CITIZENS INFORMATION CENTRES
- Callan CIC ...............................056 7755517
- Graiguemamanagh CIC ..............056 9724955
- Kilkenny CIC .............................076 1077910
- FreeCall ................................1800 22 21 21
- Mooncoin CIC ..........................051 896900

SOCIAL PROTECTION OFFICES
- Kilkenny ..................................056 7720350
- Thomastown .............................056 7754080

OPTICIANS
- Michael M. Mahony, Mahony's Pharmacy,
  23 High St., Kilkenny City
  Tel: ...........................................056 7721029

DIRECTORY by County

HEALTH CENTRES
- Athy Road, Kildare Town
  Tel: ..........................................045 442951
- Larchfield Park Nursing Home,
  Monread Road, Naas
  Tel: ...........................................045 875505
- Lourdeville Nursing Home,
  Athy Road, Kildare Town
  Tel: ...........................................045 521496
- Moyglare Nursing Home,
  Moyglare Road, Maynooth
  Tel: ...........................................01 6289022
- Oghill Nursing Home, Monasterevin
  Tel: ...........................................045 523513
- Parke House Nursing Home, Kilcock
  Tel: ...........................................01 6103585
- Ryevale Nursing Home, Leixlip
  Tel: ...........................................01 6244201

CITIZENS INFORMATION CENTRES
- Callan CIC ................................056 7755517
- Graiguemamanagh CIC ..............056 9724955
- Kilkenny CIC .............................076 1077910
- FreeCall ................................1800 22 21 21
- Mooncoin CIC ..........................051 896900

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- Kilkenny ..................................056 7720350
- Thomastown .............................056 7754080

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- Michael M. Mahony, Mahony's Pharmacy,
  23 High St., Kilkenny City
  Tel: ...........................................056 7721029

DIRECTORY by County

HEALTH CENTRES
- Athy Road, Kildare Town
  Tel: ..........................................045 442951
- Larchfield Park Nursing Home,
  Monread Road, Naas
  Tel: ...........................................045 875505
- Lourdeville Nursing Home,
  Athy Road, Kildare Town
  Tel: ...........................................045 521496
- Moyglare Nursing Home,
  Moyglare Road, Maynooth
  Tel: ...........................................01 6289022
- Oghill Nursing Home, Monasterevin
  Tel: ...........................................045 523513
- Parke House Nursing Home, Kilcock
  Tel: ...........................................01 6103585
- Ryevale Nursing Home, Leixlip
  Tel: ...........................................01 6244201

CITIZENS INFORMATION CENTRES
- Callan CIC ................................056 7755517
- Graiguemamanagh CIC ..............056 9724955
- Kilkenny CIC .............................076 1077910
- FreeCall ................................1800 22 21 21
- Mooncoin CIC ..........................051 896900

SOCIAL PROTECTION OFFICES
- Kilkenny ..................................056 7720350
- Thomastown .............................056 7754080

OPTICIANS
- Michael M. Mahony, Mahony's Pharmacy,
  23 High St., Kilkenny City
  Tel: ...........................................056 7721029

DIRECTORY by County
LAOIS
HOSPITALS
- Abbeylack District Hospital, Abbeylack
  Tel: 057 8731204
- Portlaoise General Hospital, Portlaoise
  Tel: 057 8621364
- St Brigid’s Hospital, Shaen, Portlaoise
  Tel: 057 8646717
- St Vincent’s Geriatric Hospital,
  Mountmellick
  Tel: 057 8644775

OPTICIANS
- Patricia Dunphy Optician, 9 Kelly Park,
  Portlaoise
  Tel: 057 8622838
- John Fogarty, Infocus Optical Ltd.,
  Stradbally
  Tel: 057 8625415

HEALTH CENTRES
- Mountmellick
  Tel: 057 8623383

CITIZENS INFORMATION CENTRES
- Abbeylack CIC
  Tel: 057 8731798
- Portlaoise CIC
  Tel: 057 8621425

SOCIAL PROTECTION OFFICES
- Portarlington
  Tel: 057 8642110
- Portlaoise
  Tel: 057 8678010
- Rathdowney
  Tel: 0505 46920

HEALTH CENTRES
- Abbeylack
  Tel: 057 8731649 / 1359 / 1649
- Ballylumna
  Tel: 057 8625108
- Borris-in-Ossory
  Tel: 0505 41172 / 41778
- Clonacueen
  Tel: 057 8648033 / 8170
- Durrow
  Tel: 057 8736585 / 6133
- Emo
  Tel: 057 8664575
- Mountrath
  Tel: 057 8624343
- Mountmellick
  Tel: 057 8732202 / 2203
- Portarlington
  Tel: 057 8643377 / 8623749
- Portlaoise
  Tel: 057 8653377
- Rathdowney
  Tel: 0505 46276
- Stradbally
  Tel: 057 8625415

NURSING HOMES
- Ballard Lodge Nursing Home,
  Borris Road, Portlaoise
  Tel: 057 8661299

LEITRIM
HOSPITALS
- Our Lady’s Hospital, Manorhamilton
  Tel: 071 9853123
- St Patrick’s Hospital, Carrick on Shannon
  Tel: 071 9620011

KILDARE/LAOIS/OFFALY
Managing Director: Caomhin Armstrong
Tel: Kildare (045) 832 978
Tel: Laois/Offaly (057) 866 6377
Email: carmstrong@bluebirdcare.ie

CITIZENS INFORMATION CENTRES
- Carrick-on-Shannon CIC
  Tel: 071 9620128
- Drumshanbo CIC
  Tel: 071 940095
- Manorhamilton CIC
  Tel: 071 9820845

SOCIAL PROTECTION OFFICES
- Carrick-on-Shannon
  Tel: 071 9650070
- Manorhamilton
  Tel: 071 9820030

HEALTH CENTRES IN SLIGO/LEITRIM
- Aclare
  Tel: 071 9181282
- Public Health Nurse
  Tel: 087 2488180
- Ballinaglera
  Tel: 071 9643411
- Ballinamore
  Tel: 071 9644353
- Ballymote
  Tel: 071 9183104
- Blacklion
  Tel: 071 9853218
- Carrick-on-Shannon
  Tel: 071 9650300
- Carrigallen
  Tel: 071 9439009
- Castlebaldwin
  Tel: 087 2488180
- Cloifoney
  Tel: 071 9166160
- Cloghan
  Tel: 074 9130331
- Collooney
  Tel: 071 9130662
- Coolaney
  Tel: 071 916547
- Curry
  Tel: 094 254748
- Dromahair
  Tel: 071 9164215
- Drumshanbo
  Tel: 071 9658702
- Dromore West
  Tel: 096 47095
- Dowra
  Tel: 071 9641325
- Drumkeeran
  Tel: 071 9648043
- Drumshanbo
  Tel: 071 9641105
- Drumcliffe
  Tel: 071 9173011
- Doyles
  Tel: 071 963401
- Enniscrone
  Tel: 096 36292
- Evagagh
  Tel: 071 9647103
- Glenfarne
  Tel: 071 9853229
- Glingevlin
  Tel: 071 96413078
- Gurteen
  Tel: 071 9182817
- Kilcullen
  Tel: 071 9854071
- Kiltlough
  Tel: 071 9843013
- Manorhamilton
  Tel: 071 9855798
- Mohill
  Tel: 071 9631900
- Newtowngore
  Tel: 049 4333317
- Riverstown
  Tel: 071 965182

OPTICIANS
- Sylvester McDevitt Optometrist,
  High St., Ballinamore
  Tel: 071 9644021

COUNTY COUNCIL
- Leitrim County Council
  Tel: 071 9620035

GO FOR LIFE CENTRES
- Geraldine Delorey (HSE)
  Tel: 071 9852000

NURSING HOMES
- Lough Ernil Nursing Home, Mohill
  Tel: 071 9631520
- Mulross Nursing Home, Kilclare,
  Carrick-on-Shannon
  Tel: 071 964116

LIMERICK
HOSPITALS
- Limerick Regional Hospital, Doora doyle
  Tel: 061 482219
- St Camillus Hospital, Shillebone Road
  Tel: 061 326677
- St Ita’s Hospital, Newcastlewest
  Tel: 069 62311
- St John’s Hospital, St John’s Square
  Tel: 061 415822
- St Nessan’s Regional Orthopaedic
  Hospital, Croom
  Tel: 061 397276
HEALTH CENTRES IN LIMERICK
- Abbeyfeale ...........................................068 31309
- Annacotty ............................................061 331710
- Askeaton .............................................061 398233
- Ballylanders ........................................062 46849
- Bruff ..........................................................061 382218
- Caherconlish .........................................061 351899
- Cappamore ...........................................061 381371
- Castleconnell .......................................061 377656
- Croom ......................................................061 397206
- Doon ..........................................................061 380031
- Foynes ......................................................069 65500
- Glin ..........................................................068 34305
- Kilmallock ............................................063 98192
- Limerick City .........................................061 410988
- Health Centre, Bishop Street .....................061 417054
- Ballynanty Health Centre, Kileely Road ....061 453707
- Health Centre, Moyross ............................061 326010
- Rostown ....................................................061 417622
- Social welfare office, Dominic St ...................061 212200
- Murroe ......................................................061 386299
- Newcastle West ......................................069 62155
- Oola ..........................................................062 47845
- Rathkeale ................................................069 64308

HEALTH CENTRES IN NORTH TIPPERARY
- Ballina ......................................................061 376321
- Borrisokane .............................................067 27106
- Borrisoleigh .........................................0504 51423
- Cappamore .............................................061 381034
- Cloughjordan ..........................................0505 42307
- Galbally ....................................................062 37072
- Littleton .................................................0504 44727
- Newport ..................................................061 378299
- Portroe ....................................................067 23466
- Rathcabin ...............................................057 9139043
- Rearcross ..............................................062 79152
- Roscrea ....................................................0505 21498
- Templemore ..........................................0504 31244
- Thurles ....................................................0504 23211
- Toomevara .............................................067 26212

OPTICIANS
- Patrick Hartman, Hartman Optometrists, 2 O’Connell St., Limerick City Tel: 061 416606
- Michael Fine, Fine’s Opticians Ltd., 57 Catherine St., Limerick City Tel: 061 417722
- Orlaith M Ryan, Vision 2 Opticians, 6 Henry St., Limerick City Tel: 061 469310
- Ursula Delaney, Delaney Opticians, 23 Thomas St., Limerick City Tel: 061 419548

CITY & COUNTY COUNCILS
- Limerick City Council Tel: 061 415799
- Limerick County Council Tel: 061 496000

GO FOR LIFE CENTRES
- Anne Costello (HSE) Tel: 069 61430
- Limerick City – Elaine Barry (Local Sports Partnerships) Tel: 061 468542

LIMERICK
Managing Director: Brian MacGoey
Tel: (061) 481 208
Email: limerick@bluebirdcare.ie
Emergency on-call: (087) 3192440
National Enquiry Number: (0818) 227 052
## Directory by County

### Louth Hospitals
- Our Lady of Lourdes Hospital, Drogheda
  - Tel.: 041 9837601
- St Joseph's Hospital, Ardee
  - Tel.: 041 6853304
- St Mary's Hospital, Dublin Road, Drogheda
  - Tel.: 041 9838680
- St Olivers Plunkett Hospital, Dublin Road, Dundalk
  - Tel.: 042 9334488

### Citizens Information Centres
- Dundalk CIC
  - Tel.: 042 9329149

### Social Welfare Services Offices
- Ardee
  - Tel.: 041 6853478
- Drogheda
  - Tel.: 041 9388626
- Dundalk
  - Tel.: 042 9392600

### Health Centres in Louth
- Ardee
  - Tel.: 041 6856542
- Drogheda - Ballgrove
  - Tel.: 041 9838574
- Drogheda - Peter Street
  - Tel.: 041 9875700
- Carlingford
  - Tel.: 042 9383040
- Castlebellingham
  - Tel.: 042 29382992
- Dunleer
  - Tel.: 042 6851369
- Dundalk - St. Alphonsus Health Centre
  - Tel.: 042 6820009
- Dundalk - Redeemer Health Centre
  - Tel.: 042 9389649
- Iniskeen
  - Tel.: 042 9378607
- Knockbridge Health Centre
  - Tel.: 042 9384998
- Dundalk Murrinamore
  - Tel.: 042 9389730
- Ravensdale
  - Tel.: 042 9371325
- Tullow
  - Tel.: 042 982439

### Opticians
- John Leavy, Leavy Opticians, 90 Claravale St., Dundalk
  - Tel.: 042 9333660
- Malachy O'Neill, Grace & O'Neill Opticians, Longwalk Centre, Dundalk
  - Tel.: 042 9333594
- Justine McGahon Optometrist, 188 Rathmount, Blackrock, Dundalk
  - Tel.: 042 9321833
- Robert McPhet, Crilly & McPhet

### Nurturing Homes
- Aras Mhuire - Medical Missionaries of Mary, Beechgrove, Drogheda
  - Tel.: 041 9842222
- Arbour Care Carlingford Nursing Home, Dundalk Road, Carlingford
  - Tel.: 042 9383993
- Boyne Valley Nursing Home, Dowth, Drogheda
  - Tel.: 041 93836130
- Dealgan House Nursing Home, Toberona, Dundalk
  - Tel.: 042 935016
- Guardian Healthcare - St. Peter's Nursing Home, Sea Road, Castlebellingham
  - Tel.: 042 9382106

### Social Protection Offices
- Achill
  - Tel.: 098 45050
- Ballina
  - Tel.: 096 21377
- Ballinrobe
  - Tel.: 095 920070
- Belmullet
  - Tel.: 097 81029
- Castletown Ballyconnell
  - Tel.: 094 9034280
- Claremorris
  - Tel.: 093 9372500
- Swinford
  - Tel.: 098 9251208

### Health Centres in Mayo
- Achill
  - Tel.: 098 45215 / 45395
- Aughleam
  - Tel.: 097 85701

### Mayo Hospitals
- Ballina District Hospital, Ballina
  - Tel.: 096 21166
- Belmullet District Hospital, Belmullet
  - Tel.: 097 81301
- Mayo General Hospital, Westport Road, Castlebar
  - Tel.: 094 9042000
- Sacred Heart Hospital, Pontoons Road, Castlebar
  - Tel.: 094 9021122
- Swinford District Hospital, Swinford
  - Tel.: 094 9251102

### Citizens Information Centres
- Ballina CIC
  - Tel.: 096 21221
- Belmullet CIC
  - Tel.: 097 81676
- Castlebar CIC
  - Tel.: 095 925544
- Claremorris CIC
  - Tel.: 093 9362202

### Nursing Homes
- Moorhill Lodge, Hale Street, Ardee
  - Tel.: 041 6866990
- Talbot Group - Blackrock Abbey Nursing Home, Blackrock, Dundalk
  - Tel.: 042 9321258
- St Francis, Mount Oliver Park, Dundalk
  - Tel.: 042 9358900

### Opticians
- Helen O'Reilly, O'Reilly Hughes Opticians, Hill St, Ballina
  - Tel.: 096 72100
- Siobhan Quinn, Quinn's Opticians, Castle Street, Castlebar
  - Tel.: 094 9028912
- Mark Deely Opticians, Market Square, Castlebar
  - Tel.: 094 9021962
**Meath**

**OPTICIANS**
- Áine Higgins, Mongey H B Opticians, C/o Mongey Opticians, Ellison St., Castlebar
  Tel: ...................................................094 9024115
- Ciara McHugh Optometrist, New St., Ballinrobe
  Tel: ...................................................094 9542300
- Joseph Gavin Optometrist, Garden St., Ballina
  Tel: ...................................................096 71266
- Ita Staunton, Staunton Opticians, Teeling St., Ballina
  Tel: ...................................................096 22855

**COUNTY COUNCIL**
- Mayo County Council
  Tel: ...................................................094 9024444

**GO FOR LIFE CENTRE**
- Charlie Lambert (Mayo Sports Partnerships)
  Tel: ...................................................094 9074256
- Paul Gillen (HSE) (Health Promotion)
  Tel: ...................................................091 548323

**NURSING HOMES**
- Abbeybreafly Nursing Home, Dublin Road (NS), Castlebar
  Tel: ...................................................094 9025029
- Ave Maria Nursing Home, Tooreen, Ballyhaunis
  Tel: ...................................................094 9639999
- Blackrocks Private Retirement Home, The Green, Foxford
  Tel: ...................................................094 9257555
- Brindley Group - Brookvale Manor Private Nursing Home, Hazelhill, Ballyhaunis
  Tel: ...................................................094 9631555
- Hollymount Private Nursing Home, Kilrush, Hollymount
  Tel: ...................................................094 9540232
- Moy Ridge Nursing Home, Ridgepool Road, Ballina
  Tel: ...................................................096 21886

**MEATH**

**OPTICIANS**
- Valerie Kellynch, The Optical Centre, Patrick Street, Trim
  Tel: ...................................................046 9436223
- Hugh Hennelly Optometrist, The Corner House, 26 Trimgate St., Navan
  Tel: ...................................................046 9021432
- Angela O’Neill, M A O’Neill Optometrist, Main St., Dunboyne
  Tel: ...................................................046 8255346
- Chandika Reilly Optometrist, 8 Emmet St., Trim
  Tel: ...................................................046 9431610
- Frank Weldon Optometrist, John St, Kells
  Tel: ...................................................046 9241376
- Paul O’Sullivan, Eyetech Opticians, Ashbourne Town Centre, Ashbourne
  Tel: ...................................................046 8352273

**HOSPITALS**
- Our Lady’s Hospital, Navan
  Tel: ...................................................046 9021210
- St Joseph’s Hospital, Trim
  Tel: ...................................................046 9431229

**CITIZENS INFORMATION CENTRES**
- Ashbourne CIC.......................01 8351806
- Navan CIC.........................046 9704086
- LoCall: ...........................................1800 206506
- Oldcastle CIC
  Tel: ...................................................046 9436349
- Trim CIC .........................046 9077010
- Trim .........................046 9431466

**SOCIAL PROTECTION OFFICES**
- Navan ..............................................046 9077010
- Trim ..............................................046 9431466

**GO FOR LIFE CENTRE**
- Mary Murphy (Local Sports Partnerships)
  Tel: ...................................................046 9067337
- Yvonne Gilsean (HSE)
  Tel: ...................................................046 9076400

**COUNTY COUNCIL**
- Meath County Council
  Tel: ...................................................046 9097000

**HEALTH CENTRES**
- Ashbourne.......................01 8350535
- Athboy .........................046 9432802
- Ballivor .........................046 9546077
- Clondard.........................044 937 5430
- Drumconrath.....................041 685 4370
- Dunboyne.......................01 825 3472
- Duheek .........................041 982 3338
- Dunshaughlin....................01 8024100
- Enfield.........................046 9541185
- Kells.................................046 9240480
- Laytown.........................01 80297012
- Nobber..............................046 9052238
- Oldcastle.........................049 851334
- Slane.................................041 9824380
- Wilkinstown.....................046 9054788

**MEATH**

**NURSING HOMES**
- Arbour Care Windfield Nursing Home, Summerhill Road, Dunboyne
  Tel: ...................................................01 8252323
- Creevelea Nursing Home, Laytown
  Tel: ...................................................041 9827178
- Guardian Healthcare - Gormanston Wood Nursing Home, Gormanstown
  Tel: ...................................................01 8414566
- Heatherfield Nursing Home, Raynestown, Bushlawn, Dunshaughlin
  Tel: ...................................................01 8259354
- Kilbrew Nursing Home, Kilbrew Demesne, Ashbourne
  Tel: ...................................................01 8358900
- Knightsbridge Care Home - Barcoster, Longwood Road, Trim
  Tel: ...................................................046 9481910
- Mowlam - Kilmanhamwood Nursing Home, Kilmanhamwood, Kells
  Tel: ...................................................046 9052070
- Riverview Nursing Home, Dublin Road, Trim
  Tel: ...................................................046 9431857
- Sancta Maria Nursing Home, Parke, Kinnebog
  Tel: ...................................................043 975243
- Silver Grove Nursing Home, Clonee
  Tel: ...................................................01 8253115
- Silverstream Healthcare - Rathoath Manor Nursing Home, Rathoath
  Tel: ...................................................01 8256101
- St. Colmcille’s Nursing Home, Oldcastle Road, Kells
  Tel: ...................................................046 9249733
- St. Elizabeth’s Nursing Home, Kells Road, Ashboy
  Tel: ...................................................046 9432457

**NURSING HOMES**
- Talbot Group - Redwood Extended Care Facility, Stamullen
  Tel: ...................................................01 8412660
- Talbot Group - St. Clare’s Retirement Home, Stamullen
  Tel: ...................................................01 8412583
- Woodlands Nursing Home, Navan
  Tel: ...................................................046 9028617
MONAGHAN
HOSPITALS
- Monaghan General Hospital, Monaghan
  Tel: ..........................................04 781811
- St Davnet’s Hospital, Monaghan
  Tel: ..........................................04 781822

CITIZENS INFORMATION CENTRE
- Monaghan CIC ...............................................04 782622

SOCIAL PROTECTION OFFICES
- Carrickmacross ..............................................04 9661896
- Castleblayney ...............................................04 9795050
- Clones .......................................................04 751232
- Monaghan .....................................................04 730170

HEALTH CENTRES
- Ballybay ......................................................04 7941157
- Carrickmacross ..............................................04 9661597
- Tullyvra ........................................................04 79431116
- Castleblayney .................................................04 7940462
- Clones ...........................................................04 751207
- Clontibret ......................................................04 7508844
- Scotstown .......................................................04 789567
- Smithboro .......................................................04 775438

OPTICIANS
- Tiamach Ronaghan, Ronaghan Opticians,
  2 Dawson St., Monaghan
  Tel: .......................................................04 781533
- Paula Farman, Farman Opticians,
  28 O’Neill St., Carrickmacross
  Tel: .......................................................04 7963633
- Nigel Redmond, 10 Mill St., Monaghan
  Tel: ..........................................................04 781792

COUNTY COUNCIL
- Monaghan County Council
  Tel: ..........................................................04 730500

GO FOR LIFE CENTRES
- Michelle Murphy (Local Sports Partnerships)
  Tel: ..........................................................04 29755126
- Colm Casey (HSE)
  Tel: ..........................................................04 2877042

KILDARE/LOAIS/OFFALY
Managing Director: Caomhín Armstrong
Tel: Kildare (045) 832 978
Tel: Laois/Offaly (057) 866 6377
Email: caarmstrong@bluebirdcare.ie

NURSING HOMES
- Arbour Care, Sacred Hearts Nursing Home,
  Roslea Road, Clones
  Tel: ..........................................................04 751069
- Castlerrus Nursing & Convalescent Centre,
  Carrickmacross
  Tel: ..........................................................04 9662630
- Drumbar Lodge Nursing Home,
  Cootehill Road
  Tel: ..........................................................04 784800
- Mullinahinch House, Mullinahinch
  Tel: ..........................................................04 72138
- St. Joseph’s Nursing Home,
  Clones Road, Ballybay
  Tel: ..........................................................04 9741141
- St. Louis Nursing Home, Maryville
  Tel: ..........................................................04 84152

OFFALY
HOSPITAL
- Tullamore General Hospital, Arden Road,
  Tullamore
  Tel: ..........................................................057 9321501

SOCIAL PROTECTION OFFICES
- Birr .........................................................057 9151247
- Edenderry ...............................................046 9733580
- Tullamore ...............................................057 9325518

OFFALY HEALTH CENTRES
- Banagher ..................................................057 9151244
- Birr .........................................................057 9120486
- Blueball ....................................................057 9354044
- Borris-in-Ossory .......................................0505 41172
- Clara .........................................................057 9331242
- Cloghan ....................................................090 6457119
- Clonbullogue .............................................046 97309109
- Cloneygowan .............................................057 9343552
- Cloughjordan ..............................................0505 42307
- Daingean ....................................................057 9353142
- Edenderry ................................................046 9733517
- Ferbane .................................................090 6454916
- Kilcommac ...............................................057 9130530
- Kinitty ......................................................057 9137061
- Moneygall .................................................0505 45272
- Rhode .........................................................046 9737162
- Shinnore ...................................................0505 47312

OPTICIANS
- Aidan Walsh Optometrist,
  Columcille House, William St., Tullamore
  Tel: .........................................................057 9351673
- Patrick Fahey, Chemist & Ophthalmic
  Opticians, Patrick St., Tullamore
  Tel: .........................................................057 9321540
- Paul G. Smith, Smith & O’Mahony
  Opticians, 9 O’Connell St., Birr
  Tel: .........................................................057 9122366

COUNTY COUNCIL
- Offaly County Council
  Tel: ..........................................................057 9346800

GO FOR LIFE CENTRE
- Eamon Henry (Local Sports Partnerships)
  Tel: .........................................................057 9346829
- Alan Coyle (HSE)
  Tel: ..........................................................057 9357827

NURSING HOMES
- Carthage Nursing Home,
  Mucklagh, Tullamore
  Tel: ..........................................................057 9352863

ROSCOMMON
HOSPITALS
- Roscommon County Hospital, Roscommon
  Tel: .........................................................090 6626200
- Sacred Heart Hospital, Roscommon
  Tel: .........................................................0906 626130

CITIZENS INFORMATION CENTRES
- Boyle CIC .................................................071 9662986
- Roscommon CIC .............................................090 6627922

SOCIAL PROTECTION OFFICES
- Boyle .........................................................071 9662185
- Castlerea ...................................................094 9625075
- Roscommon ................................................090 6630930

HEALTH CENTRES
- Aughrim ....................................................071 9637043
- Athleague ..................................................090 6663329
- Ballaghaderreen .......................................090 9861386
- Ballinglough ...............................................094 9640053
- Ballydangan .................................................090 9673480
- Ballyforan .................................................090 6622250
- Boyle .........................................................071 9662164
- Brideswell ................................................090 6488094
- Castlerea ...................................................094 9621112
- Elphin .........................................................071 9635225
- Monksland ...............................................090 6498050
- Strokestown ...............................................071 9633721
- Roscommon ................................................090 6627140

OPTICIANS
- Sean Keady, Maloney & Keady Opticians,
  The Square, Ballaghaderreen
  Tel: ..........................................................094 9862580
DIRECTORY by County

COUNTY COUNCIL
- Roscommon County Council
  Tel: ........................................090 6637100

GO FOR LIFE CENTRE
- Noel Feeley (Local Sports Partnerships)
  Tel: ..........................................090 6630835
- Paul Gillen (HSE)
  Tel: ..........................................091 548323

NURSING HOMES
- Costelloe Care Nursing Home - Vale View, Ballyleague, Lanesborough
  Tel: ...........................................043 3321361
- Drumderrig Nursing Home, Boyle
  Tel: ..........................................071 9662561
- Oakwood Nursing Home, Ballaghadereen
  Tel: ...........................................094 9861033
- Shannon Lodge Nursing Home, Rooskey
  Tel: ..........................................071 9658667
- Sonas Care Centre - Cloverhill
  Care Centre, Cloverhill
  Tel: ..........................................071 9658882
- Teamainn Bhride Nursing Home, Brideswell, Athlone
  Tel: ..........................................090 6488400

SLIGO

HOSPITALS
- Sligo General Hospital
  Tel: ..........................................071 9171111
- St John’s Hospital, Ballytivnan
  Tel: ..........................................071 9142606
- St Joseph’s Private Hospital, Garden Hill
  Tel: ..........................................071 9162649

CITIZENS INFORMATION CENTRE
- Sligo CIC...........................................071 9138000

SOCIAL PROTECTION OFFICES
- Sligo........................................071 9148200
- Tubbercurry................................071 9120040

HEALTH CENTRES IN SLIGO/LEITRIM
- Aclare ........................................071 918 1282
- Ballinafad,
  Public Health Nurse ..................087 2488180
- Ballinaglera ................................071 9643411
- Ballinamore ................................071 9644353
- Ballymote ....................................071 9183104
- Blacklion .....................................071 9853218
- Carrick-on-Shannon ..................071 9650300
- Carrigallen ................................049 4397979
- Castlebaldwin .............................087 2488180
- Cliffoney ....................................071 9616160
- Cloghan .......................................074 9133031
- Collooney .....................................071 96167104
- Coolaneys ..................................071 9617547
- Curry ..........................................094 9254748
- Dromahair ...................................071 9614215
- Dromod ........................................071 9658702
- Dromore West ..............................096 47095
- Dowra ...........................................071 9643125
- Drumkeeran .................................071 9648043
- Drumshanbo ................................071 9641388
- Drumcliffe/ Grange ........................071 9173011
- Eskey ............................................096 49022
- Enniscrone ....................................096 36292
- Geevagh ........................................071 9647103
- Glenfarne .....................................071 9853229
- Glengervin ....................................071 9643078
- Gurteen ........................................071 9182110

HEALTH CENTRES IN SLIGO/LEITRIM & WEST CAVAN
- Kiltyclogher .................................071 9854071
- Kinlough ......................................071 9843013
- Manorhamilton ............................071 9855788
- Mohill ..........................................071 9631900
- Newtowngore ..............................049 4390909
- Sligo Primary Care Centre ..........071 9155124

HEALTH CENTRES IN SLIGO/LEITRIM & WEST CAVAN
- Riverstown .................................071 9165182
- Skreen ........................................071 9166634
- Tubbercurry ................................071 9185966

OPTICIANS
- Deirdre Cooke Optometrist,
  Carroll House, 15/16 Stephen St., Sligo Town
  Tel: .............................................071 9170169
- Geraldine Guckian, Muirleany Guckian Optometrists, Wine St., Sligo Town
  Tel: .............................................071 9142965
- John McPartlan, McPartlan Opticians,
  Market Cross, Sligo Town
  Tel: .............................................071 9138775
- Frank Sweeney, Sweeney’s Opticians,
  Shell House, Wine St., Sligo Town
  Tel: .............................................071 9169090

GO FOR LIFE CENTRES
- Deirdre Lavin (Local Sports Partnerships)
  Tel: ..........................................071 9161511
- Geraldine Delorey (HSE)
  Tel: ..........................................071 9852000

NURSING HOMES
- Bailey’s Nursing Home (Ougham House), Mountain Road, Tubbercurry
  Tel: ..........................................071 9188471
- Mowlam - Sligo Nursing Home, Ballytivnan
  Tel: ..........................................071 9147955
- Sonas Care Centre - Ard Na Greine, Enniscrone
  Tel: ..........................................096 37840
- Summerville Nursing Home, Strandhill
  Tel: ..........................................071 9128430
- Dee park Nursing Home, Lattin
  Tel: ..........................................062 55121

SLIGO & MAYO
Managing Directors: Kevin McMorrow & Sean Davey
Tel: Sligo: 071 9155008
  Mayo: 094 9286006
Email: sligoandmayo@bluebirdcare.ie

COUNTY COUNCIL
- Sligo County Council
  Tel: ..........................................071 9156666

GO FOR LIFE CENTRES
- Deirdre Lavin (Local Sports Partnerships)
  Tel: ..........................................071 9161511
- Geraldine Delorey (HSE)
  Tel: ..........................................071 9852000

NURSING HOMES
- Bailey’s Nursing Home (Ougham House), Mountain Road, Tubbercurry
  Tel: ..........................................071 9188471
- Mowlam - Sligo Nursing Home, Ballytivnan
  Tel: ..........................................071 9147955
- Sonas Care Centre - Ard Na Greine, Enniscrone
  Tel: ..........................................096 37840
- Summerville Nursing Home, Strandhill
  Tel: ..........................................071 9128430
- Deep park Nursing Home, Lattin
  Tel: ..........................................062 55121

SLIGO & MAYO
Managing Directors: Kevin McMorrow & Sean Davey
Tel: Sligo: 071 9155008
  Mayo: 094 9286006
Email: sligoandmayo@bluebirdcare.ie
### TIPPERARY

**HOSPITALS**
- Cluain Arran Community Nursing Unit, Tipperary Town
  Tel: ..............................................062 52186
- Dean Maxwell Community Nursing Unit, Roscrea
  Tel: ..............................................0505 21572
- Our Lady’s County and Surgical Hospital, Cashel
  Tel: ..............................................067 31893
- St Conlon’s Community Nursing Unit, Nenagh
  Tel: ..............................................067 31893
- St Brigid’s Hospital, Carrick on Suir
  Tel: ..............................................051 640025
- St Conlon’s Community Nursing Unit, Nenagh
  Tel: ..............................................067 31893
- St Conlon’s Community Nursing Unit, Carrick on Suir
  Tel: ..............................................051 640025
- St Conlon’s Community Nursing Unit, Cashel
  Tel: ..............................................062 51100
- St Theresa’s District Hospital, Clogheen
  Tel: ..............................................052 7465205
- St Joseph’s Hospital, Clonmel
  Tel: ..............................................052 6177000
- St Joseph’s Hospital, Nenagh
  Tel: ..............................................067 31491
- Hospital of the Assumption, Thurles
  Tel: ..............................................0504 27700

**CITIZENS INFORMATION CENTRES**
- Carrick-on-Suir CIC ................................051 642418
- Clonmel CIC .....................................052 612267
- Nenagh CIC ......................................067 43060

**SOCIAL PROTECTION OFFICES**
- Nenagh ........................................067 50902
- Roscrea .........................................0505 22840
- Thurles .........................................0504 20210
- Tipperary Town ................................062 80068

**HEALTH CENTRES IN NORTH TIPPERARY**
- Ballina ........................................061 376321
- Borrisokane ..................................067 27324
- Borrismoleigh ................................0504 51423
- Cloughjordan ..................................0505 42307
- Newport ........................................061 378299
- Roscrea ........................................0504 21498
- Templemore ..................................0504 31561
- Thurles ........................................0504 23211

**HEALTH CENTRES IN SOUTH TIPPERARY**
- Ardfinnan ......................................052 7466134
- Ballyporeen ..................................052 7467487
- Ballysloe, Thurles ............................056 8834341
- Bansha ........................................062 54263
- Cahir ..........................................052 7441044
- Cappawhite ..................................062 75126
- Carrick-on-Suir ................................051 645191
- Clogheen ......................................052 7465315
- Clonmel ........................................052 6177000
- Clonmel Community
  Resource Centre ................................052 6129636
- Emly ............................................062 57200
- Fethard ........................................052 6131251
- Killenaule ....................................052 9156481
- Kilshane .......................................052 6133541

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Life is for Living – The Easier Way

**STAIRLIFTS**

**GO FOR LIFE CENTRES**
- Anne Costello (HSE)
  Tel: ..............................................069 61430

**OPTICIANS**
- Margaret C. Sheppard, 12 McDonagh St., Nenagh
  Tel: ..............................................067 31009
- Michael Fitzgerald Optometrist,
  4 Church St., Tipperary Town
  Tel: ..............................................062 52268
- Conor G. Fleming, Fleming Opticians Ltd.,
  53 Gladstone St., Clonmel
  Tel: ..............................................0504 33887
- Roy O’Connor, Eyesight Opticians, Nenagh
  Tel: ..............................................052 6122532
- Michael Guerin, Guerin’s Pharmacy Ltd.,
  7 Mitchell St., Nenagh
  Tel: ..............................................051 631447
- Richard H. Major, R. H. Major Opticians,
  22 Main St., Cashel
  Tel: ..............................................062 62162
- Patrick J. Coghlan Optometrist,
  98/99 Main St., Carrick-on-Suir
  Tel: ..............................................051 640040
- Fiona Kavanagh Optometrist,
  Jennings Opticians (Thurles), Thurles
  Tel: ..............................................0504 22633
- Patrick Casey Optometrist, Nenagh
  Tel: ..............................................090 6475443

**COUNTY COUNCILS**
- North Tipperary County Council
  Tel: ..............................................067 31771 / 44500
- South Tipperary County Council
  Tel: ..............................................052 6134455
**DIRECTORY by County**

- **Tipperary – Elaine Cullinan**  
  (Local Sports Partnerships)  
  Tel: 067 43604
- **Tipperary South – Valerie Connolly**  
  (Local Sports Partnerships)  
  Tel: 062 64783

**NURSING HOMES**
- Acorn Lodge, Cashel  
  Tel: 062 64244
- Cottage Nursing Home  
  Tel: 052 6122605
- Riverval Estate Home, Nenagh  
  Tel: 067 50426
- Padre Pio Nursing Home, Graigue, Tipperary  
  Tel: 0504 43110
- Silverstream Healthcare - Nenagh Manor  
  Nursing Home, Yewstowen, Nenagh  
  Tel: 067 34654

**ST. PATRICK'S GEROGRIC HOSPITAL, JOHN'S HILL**

**St Joseph's Hospital, Dungarvan**  
Tel: 058 41125

**WATERFORD HOSPITALS**
- St Vincent’s District Hospital, Dungarvan  
  Tel: 058 41125
- Waterford Regional Hospital, Dunmore Road  
  Tel: 058 873321

**CITIZENS INFORMATION CENTRES**
- Dungarvan CIC 076 1076550  
- Gladstone Street CIC 076 1076562  
- Waterford City CIC 076 1076580

**SOCIAL PROTECTION OFFICES**
- Dungarvan 058 20540  
- Lismore 058 33520  
- Waterford City 051 356000

**HEALTH CENTRES IN WATERFORD & KILKENNY**
- Ardmore 024 94280  
- Ballyludluh Upper 058 60289  
- Bonnaheen 051 292124  
- Cappoquin 058 54406  
- Clashmore 024 96103  
- Dungarvan 058 20900  
- Dunmore East 051 383347  
- Glenmore 051 880288  
- Kereen 024 96446  
- Kilmacow 051 885283  
- Kilmacthomas 051 294300  
- Killeen 051 384220  
- Knockanore 024 97291  
- Lismore 058 54716  
- Lemybrien 051 291172  
- Mooncoin 051 895163  
- Mullinavat 051 898217  
- Old Parish 058 46213  
- Portlaw 051 643116  
- Portlaw 051 387247  
- Seskinane 058 47370  
- Slieverue 051 832640  
- Tallow 058 56173  
- Tramore 051 381724

**CITY & COUNTY COUNCILS**
- Waterford City Council 058 309900  
- Waterford County Council 058 22000

**GO FOR LIFE CENTRES**
- Rosarie Kealy (Local Sports Partnerships)  
  Tel: 058 21190  
- Catherine O’Loughlin (HSE)  
  Tel: 056 7761400

**NURSING HOMES**
- Care Choice Dungarvan (formerly Golden Meadows), The Burgy, Dungarvan  
  Tel: 058 40200  
- Drum Hills Nursing Home, Dungarvan  
  Tel: 058 43594  
- Havenwood Retirement Village, Ballygunner  
  Tel: 058 303800  
- Killure Bridge Nursing Home, Airport Road  
  Tel: 058 870055  
- Maypark House Nursing Home, Maypark Lane  
  Tel: 051 301848

**OPTIANS**
- Eyecatchers, Arundel Lane  
  Tel: 058 733533  
- Eyeworks Opticians, 55 John St.  
  Tel: 058 843387  
- Kjell Nolke, Nolke Opticians, Dunmore Rd.  
  Tel: 051 855638  
- Dermot Dougan, Dungarvan Specsavers Ltd., 46 Mary St., Dungarvan  
  Tel: 058 43513  
- Kate Lee, Eyes On The Road,  
  9 Carranbne Green, Ballinroad, Dungarvan  
  Tel: 058 64016  
- Marita Kavanagh, 9 Adelphi Quay, Waterford  
  Tel: 051 873258  
- Major Opticians, Clyde HSE, The Quay, Waterford  
  Tel: 051 874392  
- Specsavers, City Square, Waterford  
  Tel: 051 877500

**WESTMEATH HOSPITALS**
- Longford – Westmeath General Hospital, Mullingar  
  Tel: 044 9340221  
- St Vincent's Hospital, Athlone  
  Tel: 096 6473301

**CITIZENS INFORMATION CENTRES**
- Athlone CIC 090 6478851
- Mullingar CIC 044 9340700

**SOCIAL PROTECTION OFFICES**
- Athlone 090 6492066  
- Mullingar 044 9334220
### HEALTH CENTRES IN LONGFORD & WESTMEATH

- Athlone ...........................................090 6475301
- Ballinalee ...........................................043 3323212
- Ballymahon ........................................090 6432384
- Ballymore ..........................................044 9356274
- Ballynacargy ....................................044 9373104
- Castlepollard ....................................044 9661170
- Castletown Geoghegan ..........................044 9226432
- Collinstown .......................................044 9357522
- Delvin ..............................................044 9664256
- Drumlish ..........................................043 3324440
- Edgeworthstown ...................................043 6671157
- Granard ............................................043 6686068
- Killashee ..........................................043 3341341
- Killucan ..........................................044 9374120
- Kinnegad ..........................................043 975289
- Lanesboro .........................................043 3321832
- Longford ..........................................043 3350169
- Moate ..............................................090 6481165
- Mullingar, Longford Rd. ..........................044 9340221
- Legga Health Centre .............................Augnacliffetel: 043 4335195
- Newtowncashel ....................................043 325445
- Smear Health Centre .............................Augnacliffetel: 043 6684158

### NURSING HOMES
- Maplecourt Nursing Home, Castlepollard Tel: 044 9662918
- Mowlam - Moate Nursing Home, Moate Tel: 090 6482855
- Retreat Nursing Home, Bonavally, Athlone Tel: 090 6472072
- Sonas Care Centre - Cloghanboy, Athlone Tel: 090 6479568
- St. Clair’s Nursing Home - St. Francis Private Hospital, Mullingar Tel: 044 9341500

### CITIZENS INFORMATION CENTRES
- Enniscorthy CIC .................................053 9237388
- Gorey CIC .........................................053 9422193
- New Ross CIC ....................................051 445478
- Wexford CIC ......................................053 9142012

### SOCIAL PROTECTION OFFICES
- Enniscorthy ......................................053 9242900
- Gorey ..............................................053 9430040
- New Ross .........................................051 421693
- Wexford ..........................................053 9165400

### HOSPITALS
- St John of God Hospital, Enniscorthy Tel: 053 9233228
- Wexford General Hospital Tel: 053 9142233
- Wexford ..........................................053 9233228
- Wexford ..........................................053 9142233
- Wexford ..........................................053 9142233

### OPTICIANS
- Alison Jane Murphy FAO Optometrist, 70 A North Main Street, Wexford Town Tel: 053 9124655
- Lisa Maher, Focus Opticians, Wellingtonbridge Tel: 051 560688
- John Byrne, Byrne’s Opticians, New Ross Tel: 051 426791
- Brendan Foley Optician, Wexford Town Tel: 053 9124558
- Larry Morgan, Harry’s Pharmacy Ltd., 65 South St., New Ross Tel: 051 421708
- Matthew Murphy Optometrist, 70 North Main St., Wexford Town Tel: 053 9122574
- Mary Donelan Opticians, Gorey Tel: 053 9422268
- Gerardine Ryan, Ryan’s Medical Eye Centre, 57 The Bull Ring, Wexford Town Tel: 053 9122446
- Andrew Kerr Optometrist, Enniscorthy Tel: 053 9233873
- Martin Crowe Opticians, Gorey Tel: 053 9422156
- Enniscorthy ......................................053 9233465
- Ferns .............................................053 9366400
- Gorey .............................................053 9421374
- Killenagh .........................................053 9427154
- Killane ............................................053 9388808
- New Ross .........................................051 421445
- Oyngate ..........................................053 9138602
- Rossalare .........................................053 9133314
- Taghmon ..........................................053 9134492
- Wexford ..........................................053 9123522

### COUNTY COUNCIL
- Westmeath County Council Tel: 044 9332000

### GO FOR LIFE CENTRES
- Sonia Statham (Local Sports Partnerships) Tel: 044 390208
- Alan Coyle (HSE) Tel: 057 9357827

### MEATH
- Managing Director: JJ Fay & Gavin Kane Tel: 046 9090 333 Email: meath@bluebirdcare.ie

### WEXFORD
- Enniscorthy ......................................053 9233465
- Ferns .............................................053 9366400
- Gorey .............................................053 9421374
- Killenagh .........................................053 9427154
- Killane ............................................053 9388808
- New Ross .........................................051 421445
- Oyngate ..........................................053 9138602
- Rossalare .........................................053 9133314
- Taghmon ..........................................053 9134492
- Wexford ..........................................053 9123522

### OPTICIANS
- Alison Jane Murphy FAO Optometrist, 70 A North Main Street, Wexford Town Tel: 053 9124655
- Regina Duggan, Vision Care, Wexford Town Tel: 053 9146555
- Lisa Maher, Focus Opticians, Wellingtonbridge Tel: 051 560688
- John Byrne, Byrne’s Opticians, New Ross Tel: 051 426791
- Brendan Foley Optician, Wexford Town Tel: 053 9124558
- Larry Morgan, Harry’s Pharmacy Ltd., 65 South St., New Ross Tel: 051 421708
- Matthew Murphy Optometrist, 70 North Main St., Wexford Town Tel: 053 9122574
- Mary Donelan Opticians, Gorey Tel: 053 9422268
- Gerardine Ryan, Ryan’s Medical Eye Centre, 57 The Bull Ring, Wexford Town Tel: 053 9122446
- Andrew Kerr Optometrist, Enniscorthy Tel: 053 9233873
- Martin Crowe Opticians, Gorey Tel: 053 9422156

### NURSING HOMES
- Maplecourt Nursing Home, Castlepollard Tel: 044 9662918
- Mowlam - Moate Nursing Home, Moate Tel: 090 6482855
- Retreat Nursing Home, Bonavally, Athlone Tel: 090 6472072
- Sonas Care Centre - Cloghanboy, Athlone Tel: 090 6479568
- St. Clair’s Nursing Home - St. Francis Private Hospital, Mullingar Tel: 044 9341500

### HEALTH CENTRES
- Enniscorthy ......................................053 9242900
- Gorey ..............................................053 9430040
- New Ross .........................................051 421693
- Wexford ..........................................053 9165400

### WEXFORD HOSPITALS
- St John of God Hospital, Enniscorthy Tel: 053 9233228
- Wexford General Hospital Tel: 053 9142233
COUNTY COUNCIL
• Wexford County Council
  Tel:.............................................053 9176500

GO FOR LIFE CENTRE
• Catherine O’Loughlin (HSE)
  Tel:.........................................056 7761400
• Fran Ronan (Local Sports Partnerships)
  Tel:.............................................053 9176688

NURSING HOMES
• Carlford Nursing Home Ltd., Enniscorthy
  Tel:.............................................053 9244366
• Cherryfields Nursing Home, Ballygarret
  Tel:.............................................053 9427286
• Cherrygrove Nursing Home,
  Priesthaggard, Campile, New Ross
  Tel:.............................................053 388060
• Keroogue Nursing Home, Keroogue
  Tel:.............................................053 9170400
• Knockeen Nursing Home, Barntown
  Tel:.............................................053 9134600
• Lawson House Nursing Home, Enniscorthy
  Tel:.............................................053 9233945
• Middletown House Nursing Home, Gorey
  Tel:.............................................053 9425451
• Moyne Nursing Home, Enniscorthy
  Tel:.............................................053 9235354
• Millhouse Care Centre & Retirement Village, New Ross
  Tel:.............................................053 447200

  • Oakfield Retirement & Nursing Home, Courtown
    Tel:.............................................053 9425679
  • Valentina Nursing Home, Enniscorthy
    Tel:.............................................053 9383125

WICKLOW
HOSPITALS
• District Hospital, Glenside Road, Wicklow
  Tel:.............................................0404 67108
• Baltinglass, District Hospital
  Tel:.............................................059 6481255
• Newcastle Hospital, Greystones
  Tel:.............................................01 2819001

CITIZENS INFORMATION CENTRES
• Arklow CIC..................................0402 32411
• Bray CIC......................................01 2860666
• Carnew CIC...................................086 7705004
• Wicklow Town CIC.........................0404 25089

SOCIAL PROTECTION OFFICES
• Arklow ........................................0402 32214
• Baltinglass.................................059 6482240
• Bray ..........................................01 2117900
• Wicklow ......................................0404 20440

HEALTH CENTRES
• Arklow ........................................0402 39624
• Aughrim ......................................0402 36316
• Avoca ........................................0402 35170
• Banardarrig.................................0404 48107
• Bray ..........................................01 2744100
• Carnew .......................................053 9426196
• Delgany ................................ ......01 2875832
• Enniskerry ...................................01 2862017
• Greystones .................................01 2877311
• Kilcoole ....................................01 2875090
• Knockananna...............................059 6471111
• Newtown......................................01 2819271
• Rathdrum ....................................0404 46231
• Roundwood ...................................01 2818481
• Shillelagh ...................................053 9429142

HEALTH CENTRES
• Tinahely .....................................0402 38238
• Wicklow ......................................0404 68400

Wicklow West – Caroline Peppard (HSE)
Tel:.............................................01 4632813

Rest of Wicklow – Martina O’Hanlon (HSE)
Tel:.............................................01 2744200

COUNTY COUNCIL
• Wicklow County Council
  Tel:.............................................0404 20100

GO FOR LIFE CENTRES
• Catherine O’Loughlin (HSE)
  Tel:.............................................056 7761400
• Fran Ronan (Local Sports Partnerships)
  Tel:.............................................053 9176688

NURSING HOMES
• Aisling House Nursing Home, Arklow
  Tel:.............................................0402 33843
• Arbour Care Greystones Nursing Home,
  Church Road, Greystones
  Tel:.............................................01 2873226
• Asgard Lodge Nursing Home,
  Monument Lane, Kilbride, Arklow
  Tel:.............................................0402 32901
• Atlanta Nursing Home, Bray
  Tel:.............................................01 2860398
• Costelloe Care - Bray Manor Nursing Home, 47 Meath Road, Bray
  Tel:.............................................01 2863127
• Dargle Valley Nursing Home, Enniskerry
  Tel:.............................................01 2861896
• Firstcare Ireland - Blainroe Lodge Nursing Home, Blainroe
  Tel:.............................................0404 60030
• Firstcare Ireland - Earlsbrook House Nursing Home, Bray
  Tel:.............................................01 2761601
• Kinvara House Nursing Home, Bray
  Tel:.............................................01 2866153
• Kylemore Nursing Home, Bray
  Tel:.............................................01 2863255
• Roseville Nursing Home, Bray
  Tel:.............................................01 2862582
• Shannagh Bay Nursing Home, Bray
  Tel:.............................................01 2862329

OPTICIANS
• Nora Wickham Opticians, Greystones
  Tel:.............................................01 2873854
• David Cullinan, Cullinane Opticians,
  Corner House, Main St., Blessington
  Tel:.............................................045 891056
• Sean Dunne Optometrist, Supervalu Centre,
  Wentworth Place, Wicklow Town
  Tel:.............................................0404 68544
• Ken Willoughby Optometrist, Bray
  Tel:.............................................01 2867446
• Denis Costello, Costello Opticians, Bray
  Tel:.............................................01 2760302
• Triona Culliton Optometrist, Bray
  Tel:.............................................01 2828358
• Shane Duggan Optometrists, Arklow
  Tel:.............................................01 4023188
As a team and a company we are proud and delighted at how the Irish Pensioners Handbook has been received over the past four years.

From our initial ideas and our earliest production meetings we felt we could produce a publication which would be unique, of genuine worth, serve our elders well and have a role to play in our communities; we could not envisaged quite how overwhelming the response from the public would be or how positive the feedback. For these reasons we are genuinely proud to present Irish Pensioners Handbook 2013, our fifth edition.

As always we are striving to provide up to date and expert information in as many sectors as we can cover and in a format that is user friendly and easy to follow. We look forward to hearing your comments and thoughts and, as always, our readers suggestions for the next edition.

We are delighted to welcome Bluebird Care as the primary sponsors of Irish Pensioners Handbook; their expertise in this whole sector will help ensure that the information standards in our unique publication remain high. We are also delighted to have Active Retirement Ireland associated with this edition, again ensuring the needs of our audience are well met.

Finally we must make mention of our advertisers and contributors; the service we feel that we provide through the Pensioners Handbook would simply not be possible without your generosity and support. Thank you for sharing in the vision that we have for our publication.

Thank you for taking the time to pick up our latest edition.

It remains only for us all at The Irish Pensioners Handbook to wish you a happy and healthy 2013.

The Guerin Media Team
www.guerinmedia.ie
www.theirishpensionershandbook.ie